ELEXON

HELIX HYPERCARE PROCESS

1.0

Document Control

Properties

Owner	Organisation	Email Address
Sam Young	Elexon	sam.young@elexon.co.uk
Last Update	**Next Update**	**Document Classification**
11/07/25	31/08/25	Adopted
26/08/25	TBC	Revisions

Changes

Version	Date	Author(s)	Comments
0.1	30/06/25	Sam Young	First Draft for initial feedback
0.2	11/07/25	Sam Young	Second draft following Service Management Team feedback
0.3	25/07/25	Sam Young	Third draft following MHHSP and Elexon feedback.
0.4	05/08/25	Sam Young	Basic updates drafted following feedback
0.5	26/08/25	Sam Young	Basic updates drafted following feedback
1.0	08/09/25	Sam Young / Ian Giles	Confirmed updates following feedback, for approval – Additional formatting and move to PDF v1.0

Approvers

Organisation	Name	Role	Approved?
Elexon	John Abbott	Helix Progamme Director	
Elexon	Gary Leach	Head of Service Management	
Elexon	David Moss	Helix Implementation Lead	
Elexon	Ian Giles	Helix Service Transition Manager	
Elexon	Jo Hill	Helix Business Readiness Lead	
Elexon	Karen Lavelle	Head of Participant Management	
Elexon	Roger Harris	Head of Settlement & Insight	
Elexon	James Stokes	DIP Manager	
Elexon	Eleni Layley	Helix Senior Service Delivery Manager	
Elexon	Nathan Wright	IT Service Manager	
Elexon	Clare Martlew	IT Service Manager	
Elexon	Mark Bourne	IT Incident & Problem Manager	

Documents & References

Ref	Item	Location:
1	Helix Low Level Service Design – Service Users	Service Management - MHHS Programme
2	Elexon Service Users Operations Manual	Service Management - MHHS Programme
3	MHHS_Early_Life_Support_Model_v1.0	Link
4	MHHS End to End Non-Functional Requirements v3.5	Link
5	ServiceNow: Agreed Case Routing from ServiceDesk	Link
6	Industry Wide Cross Party Service Desk Model	MHHS Operations Manual: Cross Party Service Desk (see p75)

Contents

1 Introduction

1.1 Document Purpose

This document is primarily for Stakeholders who will be involved in the Helix Hypercare process and its interfacing processes, and for Stakeholders who need to assure the processes being used to deliver the Helix project and MHHS Programme successfully.

The purpose of this document is to define the objectives, processes, roles and responsibilities of Elexon's hypercare.

Phase 1 of hypercare will be installed for the DIP service launch on 4 August 2025 and additional pre-M10 milestones including pre-publication of ISD Catalogue and DAH 'dark mode'.

Phase 2 of hypercare will support all of the new, services which go into production as part of the MHHS M10 and M11 milestones by the Helix Programme in Q3 and Q4 of 2025. Phase 2 of hypercare will continue to at least February 2026, alongside the MHHS Programme's Early Life Support (ELS). by which stage it is expected that the new technologies and processes deployed in Q3 2025 will have reached a sufficient level of maturity to run as BAU.

Hypercare will remain in place through multiple migration waves in a third Phase, after February 2026. Phase 3 of hypercare will start after February 2026, or at a time to be agreed. During this phase we will have the largest waves of participant onboarding to the new technologies and processes, and in particular will manage the first waves of 'non-SIT' participants who were not a part of earlier test phases and so who may be expected to have a higher requirement for support during their onboarding

Early Life Support (ELS) (Programme-led) : A period where system and process performance is closely monitored against defined exit criteria. Based on performance versus target, the Programme will govern when migration volumes can increase or when the ELS period can be exited..

Hypercare (Elexon-led): An operational Service Management construct that runs alongside ELS. It ensures enhanced resourcing, triage, and major incident response for MHHS TOM services during the first runs of live operation.

Business as Usual (BAU) (Elexon-led: BAU represents the enduring Service Management arrangements. This will include with steady-state resourcing, roles and responsibilities, and formal code body assurance processes.

This document has been produced by Elexon Service Management team in collaboration with the Helix Implementation Lead, and other stakeholders as required. The Helix Programme Manager is accountable for ensuring that Early Life Support (ELS) and the Hypercare period is defined and managed in accordance with the terms set out in this document.

1.2 Hypercare – Scope

The services in scope for Elexon's Helix Hypercare include all the new technologies and technology integrations, processes, roles and responsibilities under the scope of the Helix Project The successful integration of legacy with new services to support continual smooth running and delivery of business process, is part of the scope of Hypercare.

The scope of Hypercare will gradually increase from 4 August when DIP has its 'soft' launch, through to M10, M11 and beyond when all the Helix services become live. It will remain in place until end of January 2026 as a minimum duration.

Hypercare is a limited term approach to the management of service support. At a time to be defined and agreed by service stakeholders, Hypercare will be replaced by 'Business as Usual' (BAU) service operations for the technologies and processes within the MHHS and Helix scope.

The aim of Hypercare is to ensure that any issues that may arise during the Early Life Support Period are resolved in a timely manner so as not to impact the operations of the new systems and services, or to have knock-on impacts on participant systems, customers, or the wider MHHS Programme. During this period additional experts, within the Technical Triage Team are available to work through and triage issues queries and requests that may arise across the Support Model.

Elexon Service Management and Business Support teams, in conjunction with our supplier ecosystem, will be responsible for the provision of support during this period. They will work with MHHS Programme and Helix Project teams during this period, where appropriate, to leverage Programme and Project support.

1.3 Early Life Support Objectives – High Level Summary

The overarching objectives of ELS and the Hypercare period will be to:

- Provide a planned service designed to mitigate risks inherent to a large-scale data migration (MPANS to MHHS services) alongside the launch of multiple new technology services, process and supplier eco-system.
- Ensure incidents that may arise during the Hypercare period are appropriately prioritised and resolved in a timely manner so as not to impact the operations of the new systems, and not to have downstream impacts on participant systems and or customers. Downstream impact is mitigated through collaborative service design and testing, through careful Change and Release management, and through an Incident management process which includes assessment of up and downstream impacts as part of initial triage, and throughout the incident response process.
- Enable MHHS Programme, Helix Project and wider Elexon stakeholders to receive high quality, accurate, service information and reporting during the Hypercare Period, to provide transparency and engender trust in the operational and support team.

The Elexon Service Management team will manage Hypercare for the MHHS TOM services that it owns and operates , and coordinate activities designed to ensure Helix services delivered are fit for purpose in accordance with the agreed service requirements along with other service providers responsible for the Hypercare arrangements relating to their own systems. Elexon Service Management will manage

Hypercare for MHHS, with enhanced support from 3rd Party service providers as required to ensure effective delivery. The following list presents a breakdown of Technical and Business Focus activities and objectives for Hypercare.

Technical Focus Objectives

- **Provide Performance Monitoring** – Proactively track agreed core service metrics to validate conformance with SLA's and KPIs and that services are operating as expected. Specific hypercare metrics are detailed later in this document.
- **Provision of Service Performance Information –** Create and publish core service metric reports to provide timely, service communications to stakeholders throughout Hypercare phase, and providing the foundation for high quality BAU operational reporting thereafter.
- **Provision of a Regular Managed Forums –** Run a daily and weekly forums for stakeholder updates to ensure transparency and alignment.
- **Incident Response** – ensure appropriate response and resolution to high priority incidents in line with SLA. Provision of Control Room facility to support added efficiency during Hypercare.
- **Management of a Service Risk Log** - ensure that any outstanding bugs/errors/incidents accepted as 'Risks', e.g. service issues which are accepted as remaining open and not for closure, are documented and owned by their appropriate Service Owners within Elexon.
- **Stabilisation** – Monitoring and demonstrating the stability of the new or changed IT services as they integrate with MHHS processes against specific agreed performance and service quality criteria.

Business Focus Objectives

- **Coordination of Resource** – ensure there is agreement on the priority of tasks and work required, and all resources are focused on responding in line with agreed priorities.
- **User Support** – Facilitate enhanced end-user assistance to internal and external stakeholders and confirm customer satisfaction and Business /Service Management alignment.
- **Service Desk Management** – monitor the response to new cases logged with Elexon Support, tracking and reporting alignment with agreed SLAs for customer Request and Incident.
- **Stakeholder Feedback Loop** – Capture and document stakeholders' insights for continual service improvement, process optimisation and general corrective actions.
- **Enduring Support** - Embed new and changed support procedures, developing stakeholder confidence in service operations, and building knowledge within BAU service operations team to enable closure of Hypercare, a definite end to the accountability of the Project, and a transfer to BAU Service Operations.
- **Enduring Supplier Management and Continual Service Improvement** – Ensure KPI tracking, Continual Service Improvement, lessons learned, and feedback loops are in place to continually improve end to end Service Management across all interfacing processes including Elexon, Suppliers, Cross Party and Participant.
- **Ownership of Issues Arising** – ensure that all agreed open outstanding issues at Go-Live have an owner and clearly defined resolution path for closure.

-

1.4 Setting Context and Expectations for MHHS Early Life Support (ELS) and Elexon Hypercare

As operator of the new MHHS settlement systems and DIP service and the underlying service management arrangements for the MHHS services, Elexon will be responsible for any issues that arise within these services during both BAU operations and during the Early Life Support Period that relate to the parts of the MHHS services that they operate. Furthermore, Elexon will participate in Cross Party Response, working in collaboration with other industry partners, as appropriate to support the resolution of issues impacting 'industry wide' or 'cross party' services.

Hypercare and ELS arrangements will be managed by the Elexon Service Management team. This will be in addition to the standard service management operations process and resource in place to support Elexon's pre-existing services, which will also be in place by M10.

The initial Elexon Hypercare period will commence prior to MHHS M10 Go-Live and in parallel to the MHHS ELS Period from M11 to Q1 2026. See table below for clarification:

Clarification of the Hypercare and ELS Dates and Responsibilities

Elexon Hypercare (From before M10 and to end of MHHS ELS)	**MHHS ELS (Ready for M11 for ELS Phases 1, 2 & 3)**
• Hypercare refers to specific arrangements each Central Party and Programme Participant will have in place to support operation of new MHHS arrangements following Go-Live. • What these arrangements look like will be determined by each individual party who will be responsible for developing their own Hypercare plan and approaches.	• Enhanced assurance and performance measures that the Programme will have in place post M10 • Will utilise reporting from Central Parties and Code Bodies to ensure new arrangements are operating to Design. • Will be how we ensure migration is controlled (from M11) so performance of new systems and processes can be proven to work at varying levels of scale.

1.5 Elexon Hypercare Model

During Hypercare, 1st Line (Service Desk) and 2nd Line (Resolver Groups) support will be supplemented by an additional support layer which will be called Elexon Technical Triage. This is a key feature of the Hypercare model. Elexon Technical Triage will be experienced individuals with industry and Helix specific knowledge who will help to filter, correctly prioritise, triage and route incoming Cases on to Resolver teams to improve response efficiency for our customers during Hypercare. As services and processes mature, and when we come to exit Hypercare, Technical Triage will be absorbed into our Business as Usual (BAU) support resource and knowledge bases.

During Hypercare the Issue Resolution Group (IRG), a Level 3 Advisory Group within MHHS Programme, will also be run as a point of escalation. The IRG role is to support the resolution of issues

which have not, or will not, meet SLA and where those issues are expected to have a material impact on the ability to migrate MPANs and or to meet Programme timelines. The objective of the Issues Resolution Group will be to work with Elexon and suppliers to support the resolution of such incidents to protect the MPAN Migration Schedule and MHHS Programme timeline.

The diagram below illustrates the flow of a Case raised by an Industry Participant in Elexon Support during the Hypercare support period, with the addition of the Technical Triage Team.

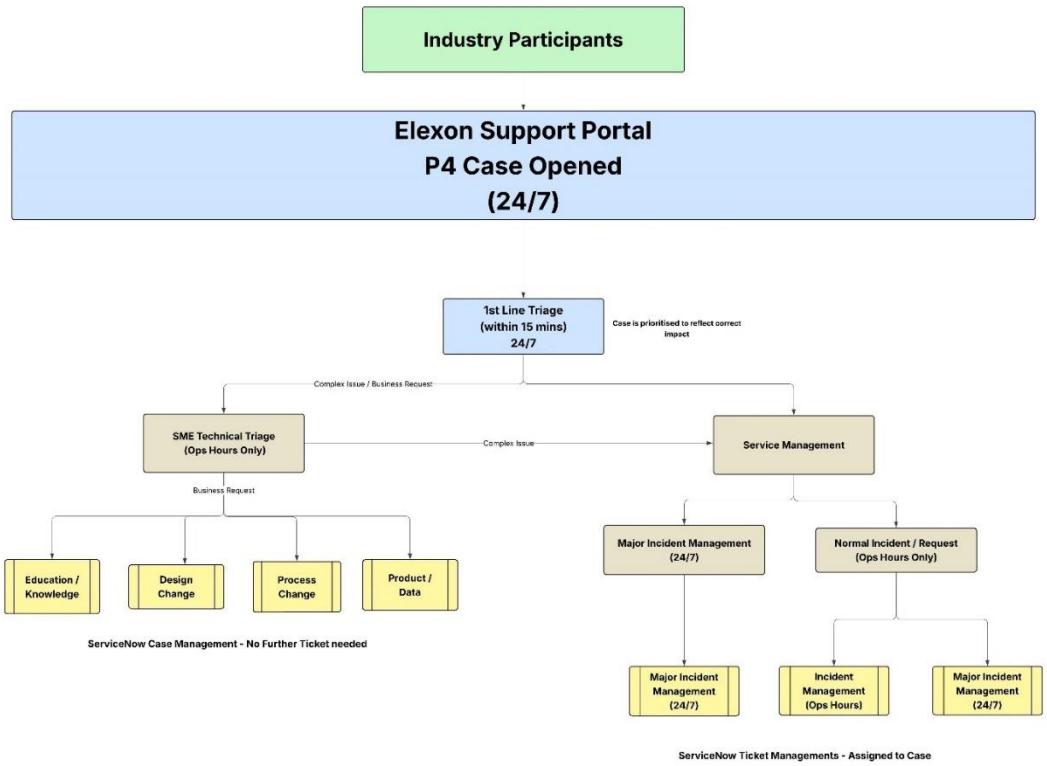

Figure 1 - Elexon Hypercare support model

2 The Hypercare Process: Active Process Overview

The Active Hypercare Process refers to the activities which will take place during Early Life Support. These will include **scheduled meetings, service metrics reports, operational processes and agreed roles and responsibilities** to be in place throughout Hypercare:

- **Operational Process:** The foundational processes used during ELS will be the same ITIL processes agreed to be adopted for BAU Service Management post- Hypercare. Namely these are defined processes to deliver Incident, Major Incident, Problem and Change and Request Management, along with Continual Service Improvement and knowledge management

- **Scheduled Meetings**: Three standard types of meeting are expected during Early Life Support. These will be scheduled Daily Standup Calls both within Elexon and with Suppliers, a scheduled Weekly Review Call, and time scheduled as required for Issues arising such as Major Incidents.

- **Dedicated Communications Channels:** Dedicated channels for Hypercare communications to stakeholder groups will be created. These are detailed later in this document.

- **Service Metrics Reports**: Reports and dashboards referencing agreed Hypercare specific target metrics, as well as wider service health metrics, will be provided during Early Life Support. These are detailed later in this document.

- **Roles and Responsibilities:** Three roles are being created specifically to enable Hypercare. These are the role of Hypercare Manager, and the role of the Technical Triage Team and the role of the Operational Control Centre (OCC) team. All other roles and responsibilities are BAU roles such as L1, L2 Support, Service Owner, Service Manager, Delivery Manager. The specific responsibilities aligned to the successful delivery of Hypercare are detailed later in this document.

3 Hypercare Active Process: Scheduled & Provisioned Meetings

3.1 The Elexon Hypercare Daily Standup Call

The Hypercare morning 'standup' call will be scheduled Monday to Thursday and will be expected to last between 15 and 30 minutes, maximum. Additional focussed sessions can be arranged for specific issues requiring more time. The scope of the daily call will gradually increase from 4 August when DIP has its 'soft' launch, through to M10, M11 and beyond when all Helix services become live.

Objective: The call is focussed at a reasonably high level with the objective of providing summary up to date service health information for a wide range of stakeholders. **Attendees:** Hypercare Manager, Helix Technical Triage Team representative, Elexon Service Design & Transition Analyst, Helix Operations/Business Readiness Lead, Relevant Service Owners, Service Managers. Other stakeholders including Suppliers may be invited to Daily Standup as required depending on context, but this is expected to be a short, focused internal Elexon call.

3.1.1 Daily Standup Call Agenda:

Agenda Item	Metric or Activity	Purpose
1	Confirm all new incidents raised in previous 24 hours	Stakeholders are up to date with latest service status and any new issues

2	Confirm correct Priority agreed for all new Incidents	Service Owners opportunity to discuss Priority decisions to ensure alignment on right response.
3	Confirm status and progress of all current open Major Incidents.	Progress and status of open/newly Resolved P1, P2 to ensure transparency and awareness and opportunity for any escalation as required.
4	Confirm volume of current open Service Requests	Transparency around service desk and Technical Triage response and resolution to customer queries
5	Confirm status of Changes scheduled for yesterday, today and tomorrow	Transparency on operational Changes. Ensures alignment on comms required/created.
6	AOB and confirm any additional follow up activities or communications required	Opportunity for other open questions Opportunity for other relevant announcements Ensure alignment on required follow-up

3.1.2 Supplier Daily Standup Calls

Daily checkpoints will be scheduled with each of the suppliers responsible for live Helix services. Similar to the Elexon internal daily standup, the objective of this call will be to ensure transparency around any new and open issues, and alignment on the relative priority of all open items.

3.1.3 The Weekly Review

The Hypercare Weekly Review will be scheduled on Fridays. This is an opportunity to share the rolled up weekly Service Health Report metrics, and to have extended time for stakeholder Q&A on specific issues or themes as they arise. The scope of the weekly review will gradually increase from after 26 August when DAH has its 'dark mode' launch, through to M10, M11 and beyond when all Helix services become live.

Objective: An extended review reporting the full suite of Hypercare targeted service health metrics, high level review of the Risk Log to ensure alignment on priority, opportunity for Elexon customer and stakeholder feedback, and AOB.

Attendees: Hypercare Manager, Value Stream Leads, Service Owners, Product Owners, Service Managers, Major Incident Manager, Change Manager, Elexon Service Design & Transition Analyst, Helix Operations/Business Readiness Lead, Head of Service Management

3.1.4 Hypercare Submission to TORWG Review

The metrics from the Hypercare Weekly review will additionally be shared and presented at the regular TORWG review.

3.1.5 The Weekly Review Agenda

Agenda Item	Metric/Activity	Detail	Hypercare Performance Target
1	Presentation of Weekly Service Review Metrics	ServiceNow derived overview of agreed Hypercare core metrics	Metrics include all those specified by MHHS Programme weekly reporting.
2	Risk Log	Formal ADO based RAID log	n/a
3	Elexon internal Confidence Factor / temperature check	Team based Red/Amber/Green as per Helix Business Readiness	n/a
4	Elexon Customer Feedback	ServiceNow feedback mechanism and high-level summary from OCC team.	n/a
5	Supplier Updates	Service Management summary of any issues, exceptions to good performance.	In line with SLA
6	AOB	Opportunity for AOB to be raised.	n/a

3.1.6 Ad Hoc Meetings for Issues Arising, including Major Incident

Service Management Hypercare will facilitate efficient response to significant service issues arising during this period. This includes Major Incident Response and may include other scenarios where a coordinated response to enable service restoration, significant change or improvement, is agreed to be required during the Hypercare period. Service Management will coordinate escalation with the Gold Team and IRG if required based on assessment of impact.

3.1.7 Major Incident Management (MIM) and Control Room Facility during Hypercare

A process for major incident management is in place, aligned to the approved IT Operations Manual, and approved and documented by Elexon in collaboration with 3rd party suppliers and with industry partners in the event of a Cross-Party Incident. This is a BAU process designed to facilitate rapid, efficient response and as such is suitable to be used during the Hypercare period.

3.1.7.1 The Role of the Issues Resolution Group in Major Incident Management

Any incident that is not expected to be resolved within the relevant SLA and which is considered, on consultation with Elexon service stakeholders and Helix Project team to be relevant to the successful delivery of the MHHS Programme, will be shared with and reviewed by the Issues Resolution Group via a dedicated Form.

Any issues that are reviewed and agreed to not have an expected material impact on Programme timelines (i.e., it will be resolved outside of the SLA, but the impact is minimal, and a way forward has already been determined, but it will take longer than the SLA to implement OR it will not impact the Programme timelines), will be returned to the relevant support teams for resolution.

Any issues which are raised to IRG and confirmed to have potential impact on MHHS Programme delivery timelines will be additionally supported by ISG, who will provide guidance to all parties until resolution.

3.1.7.2 The role of Gold Team in Major Incident Management

Elexon's Gold Team are convened to manage the response to a crisis. Gold Team comprise of Elexon Executive team and other members. Gold Team may be invoked when a major incident requires further escalation due to the nature of its impact. Major Incidents may arise from a variety of sources including technology, process, people, or other external dependencies. Separate documentation exists to provide guidelines on when an incident should be escalated to Gold Team. In the context of Helix Hypercare, any incident requiring Disaster Recovery to be implemented, would be escalated to Gold Team.

3.1.7.3 Dedicated Facility and Resource During Hypercare

During Hypercare, a real and virtual 'Control Room' facility will be reserved for the Helix Project to enable face to face team meetings when required, at the Elexon offices

4 Hypercare Active Process: Communications

4.1 Summary of Communication Governance & Channels

The following channels will be established and conducted during the Hypercare period:

Type	Name	Purpose	Attendees /Distribution	Frequency/ Duration
Meeting	**Daily Stand-Up**	New Incidents. Tracking open major issues. AOB internal communication within Hypercare team.	Helix Project Implementation Lead & Business Readiness Service Owners Service Managers	Daily at 09:15. 15-30 minutes.
Meeting	**Weekly Service Review**	Review Hypercare KPI Metrics. Review Risk Log. Review Change Planned. Review Feedback. Q&A. AOB.	Helix Project Implementation Lead & Business Readiness Value Stream Leads Service Owners Service Managers	Weekly at 10:00 on Friday. 1 hour.

Type	Name	Purpose	Attendees /Distribution	Frequency/ Duration
Meeting	**Weekly TORWG Review**	Present and review the Hypercare Weekly Metrics and to provide information as advised by MHHS Programme team at this review.	MHHS Programme Elexon participants	Weekly on Wednesday 1 hour
Meeting	**Control Room (Virtual or Physical)** **Teal Room booked.**	Real-time collaboration and rapid resolution of P1/P2 incidents.	Resolver Group per Service/s affected	As required. Always available.
Live Dashboard	**Hypercare Dashboard**	Live status, KPIs, Issue counts (New, Open, In-Progress, Resolved & Closed).	Available to all ServiceNow license holders	Always Available.
Report + Analysis	**Daily Metrics Report**	Summary of incidents and resolution daily period & trend analysis reporting	Daily Report attendees MHHS Programme	Daily
Report + Analysis	**Weekly Report**	Hypercare KPI Metrics (see detail in section 5.2	Weekly Report attendees Elexon Executive MHHS Programme	Weekly
Operational Comms	**Dedicated MS Teams Channel**	Dedicated channel for Hypercare /Hypercare Core team updates Dedicated channel for wider stakeholder general update, managed as part of Royston Black's communications work.	Daily and Weekly Hypercare meeting attendees TBC but expected to be available to all Elexon collegues.	Always Available
Operational Comms	**Major Incident Communications**	MI communications per BAU process for internal and external stakeholders. Dedicated MIM Teams Channel per MI for Resolver Group Email update using MIM template for wider	Resolver Group per Service/s affected. Elexon Executive Wider Elexon stakeholders Opted in Market Participants	As required

Type	Name	Purpose	Attendees /Distribution	Frequency/ Duration
		stakeholders including participants who have opted in for MHHS major incident notifications. Single SMS update for Exec team on confirmation of new MI. Circular and Elexon Status Update for Industry as required.		
Operational Comms	**Escalation to Issue Response Group (IRG)**	To inform and engage MHHS Programme representatives if an incident has or may breach SLA, and where this issue will or may cause detrimental impact on MHHS Programme activities.	Hypercare team IRG team	As required.
Crisis Communications	**Crisis or BCDR Communications**	Follow agreed Crisis Management Plans.	Escalation via agreed routes to Gold Team	As required.
Executive & Project Comms	**Executive Updates**	Strategic updates for Executive stakeholders: One or two slides max, showing high level metrics, with services affected as required and key bullet points on service. See link to model.	Elexon Executive	Weekly or as required

4.2 Hypercare Key Contacts

Role	Service Area	Name	Email
Hypercare Manger (Lead, though chairing of calls will alternate)	All Areas	Sam Young	Sam.young@elexon.co.uk
IT Service Manager, Participant Management	Participant Management	Sam Young	Sam.young@elexon.co.uk

IT Service Manager, Settlement and Insights	Settlement & Insights	Clare Martlew	Clare.martlew@elexon.co.uk
IT Service Manager, Smart Data & Insights (DIP)	DIP, Smart Data	Nathan Wright	Nathan.wright@elexon.co.uk
Service Owners, Participant Management	Participant Management	James Townsend Adam Jessop	James.townsend@elexon.co.uk Adam.jessop@elexon.co.uk
Service Owners, Settlement and Insights	Settlement & Insights	Romit Ray Archana Singh	Romit.ray@elexon.co.uk Archana.singh@elexon.co.uk
DIP Manager	DIP	Jessica Davis	Jessica.davis@elexon.co.uk
Value Stream Lead:	Participant Management	Karen Lavelle	Karen.lavelle@elexon.co.uk
Value Strem Lead	Settlement & Insights	Roger Harris	Roger.harris@elexon.co.uk
Value Stream Lead	DIP, Smart Data	James Stokes	James.stokes@elexon.co.uk
Major Incident Manager	All Services	Mark Bourne	Mark.bourne@elexon.co.uk
Change Manager	All Services	Andrew Shelley	Andrew.giles@elexon.co.uk
Supplier Account Manager: Avanade	DIP	Keith Liddle	Keith.liddle@avanade.com
Supplier Account Manager: Cognizant/BJSS	DCP, LSS, MDS, OP, VAS (plus legacy)	Balal Rashid, Lee Earl	Balal.rashid@cognizant.com
Supplier Account Manager: CGI	ISD (plus legacy)	Sambireddy Bhimavarapu	sambireddy.bhimavarapu@cgi.com
Hypercare Service Desk and Technical Triage Lead	Helix Project	Ian Giles	Ian.giles@elexon.co.uk
Service Design & Transition Lead	Helix Project	Alex Giles	Alex.giles@elexon.co.uk
Helix Business Readiness Lead	Helix Project	Jo Hill	Jo.Hill@elexon.co.uk
Issue Response Group (IRG)	Elexon, Helix and MHHS roles	Gary Leach in first instance but IRG are contacted via a dedicated Form	Gary.leach@elexon.co.uk
Gold Team	Elexon Executive team for technology escalations	Gary Leach or Anthony Riding in first instance	Gary.leach@elexon.co.uk Anthony.riding@elexon.co.uk

4.3 Tools and Systems

The following Elexon tools will be used throughout the Hypercare period:

- ITSM Tool – ServiceNow is used for creation and management of MHHS Service Customer Cases, Requests, Incidents, Major Incidents, Problems and Change.
- ITSM Tool – ServiceNow is also used as the working Knowledge Base for Customers, the Service Management team, and Triage Teams.
- ITSM Tool – Reporting dashboards, Management Information and reports
- Monitoring – Logic Monitor is used to monitor production services and is integrated to ServiceNow so that alerts will create incidents following configuration rules.
- Documentation – Elexon SharePoint / MS Word / MS Excel / MS PowerPoint
- Communication – MS Teams (two core channels only – Hypercare Team, and General MHHS Hypercare Updates), Email, Industry Circular, SMS text message (Elexon Exec only)

4.4 Logging Service Incidents and Requests

All technical incidents, issues and queries should be logged in the Elexon Support Portal (ServiceNow) during Hypercare and post-Hypercare. New cases will be triaged by L1 Service Desk Support and MHHS related Cases will be routed to the Elexon Technical Triage Team for resolution or assignment direct to Resolver Group. Major Incidents will be directed to Elexon's Major Incident Manager.

5 Hypercare Active: Service Metrics Reporting

There will be two key publications namely the Daily Hypercare Standup Metrics and the Weekly Review Metrics.

5.1 Daily Hypercare Standup Metrics Report

The following will be published and reviewed daily at the Daily Standup call:

Metric	Purpose
All new incidents raised in previous 24 hours	Stakeholders are up to date with latest service status and any new issues
All open Major Incidents.	Progress and status of open/newly closed P1, P2 to ensure transparency and awareness and opportunity to confirm escalation as required.
Volume of Pending Requests	This data to be trended to provide visibility of service desk load and customer experience.
Confirm any Changes scheduled for yesterday/today/tomorrow	Transparency on planned Change and success of previous day's changes Ensures alignment on comms required/created.

5.2 Weekly Hypercare Review Metrics

The following data will be published weekly. It is expected that this will be available as a ServiceNow dashboard. Note that the core metrics for Weekly Hypercare review as defined by MHHS Programme:

Metric/Activity	Detail	Hypercare Performance Target
Overall volume of incidents	n/a	n/a
Overall volume of major incidents	Per month	< 5 x P2 per month ≤1 x P1 per month
Major incident response time	Average for all P1, P2, per month	≤ 15-minute response time
Incident resolution time	Average time P1-4 per month	P1 – 6 hours P2 – 10 hours (1 bus day) P3 – (5 bus days) P4 – 200 hours (20 days)
Incident Re-Open rate	% of incidents opened after closure	Major Incident 0% All Incidents < 5%
Overall volume Pending/Open Service Requests	n/a	n/a
Service Request fulfilment time	Average time to fulfil service requests	All within 5 days
Volume of Changes implemented	n/a	n/a
Volume of Failed Changes	Changes which were either not successfully deployed, or which immediately led to P1 or P2 incident	All Changes ≤ 1 failed
System Uptime/Downtime	Measure of Availability of the Elexon Core Services (LSS, VAS, MDS, ISD, and DIP)	In line with MHHS non-functional requirements
DIP Transaction Throughput	Number of transactions processed per hour by the DIP	n/a

6 Hypercare Active Process: Roles & Responsibilities

The following roles are required and are key to the success of the Hypercare period:

Role:	Key Hypercare Activity:
Elexon Hypercare Manager **(Service Management)**	Hypercare Preparation Phase, Governance, Reporting & Stakeholder Engagement & post-Hypercare transition phase. Coordination of Active Hypercare activities. This includes leading daily Standup, ensuring the provision of Reports and Stakeholder communications during Hypercare, ensuring transparency and agreement on the agreed priority of tasks arising during Hypercare.

Role:	Key Hypercare Activity:
Elexon Hypercare Service Desk Lead	Management of ServiceDesk (L1) and Technical Triage (L2) tasks and workload. Responsible to ensure SLAs are met and to ensure risks to SLA are alerted.
Elexon Service Desk	Initial receipt of new Cases created by Elexon internal and external service customers This is L1 support, managed by CGI.
Helix Technical Triage Team	Technical Triage provide expert triage for new Cases passed to this layer by CGI L1 team. Technical Triage confirm priority, service affected and issue type and route Cases, or convert Cases into Incidents or Requests, to the correct Resolver team at Elexon, or our Supplier. This is an L2 support role, within Elexon.
Operations Control Centre (OCC) Team	Operations Control Centre (OCC) will be active during Hypercare, aligned to Value Streams. OCC will coordinate the Business Resolver Teams work in response to customer queries, providing data driven analysis to ensure efficient response and continual service improvement for Elexon customers. The OCC Team is focussed on Elexon's response to Customer Cases and Request and not to Technical Incidents.
Business Resolver Teams	Business Resolver teams provide response and resolution to Customer Cases and Requests raised via Elexon Support. This is an L3 support role carried out by Service Owner and Service Analyst roles within Elexon's Value Streams. During Hypercare, OCC will work closely with this role.
Supplier Resolver Teams	Supplier Resolver teams will be focussed on the response and resolution to technical incidents raised via Elexon Support, either from system Alerts or from customer/colleague observation of system error. This is an L3 support role carried out by Engineers, Developers, DevOps within Supplier teams.
Head of Service Management	Accountable for the delivery of Service Management in line with agreed Process and SLAs.
IT Service Managers	Accountable for assurance of services within their Value Streams, in line with agreed Process and KPIs. This is a BAU role.
Incident & Problem Manager	Responsible for Major Incident response and Problem Management in line with agreed Process and KPIs. This is a BAU role.
Change & Transition Manager	Responsible for Change Control in line with agreed Process and KPIs. This is a BAU role.
Elexon Service Design & Transition Analyst	Responsible for production of acceptance criteria in advance of MHHS go live. This will be an advisory and supporting role during Hypercare.
Issue Resolution Group (IRG)	The IRG Group are a Level 3 Advisory Group within MHHS Programme. IRG role is to support the resolution of issues which have not, or will not, meet SLA and where those issues are expected to have a material impact on the ability to migrate MPANs and or Programme timelines. The objective of the Issues Resolution Group will be to support the resolution of such to protect the Migration Schedule and Programme timelines.

Role:	Key Hypercare Activity:
Elexon Gold Team	Elexon Gold team are a point of escalation if an incident has, or may have, impact in line with the requirements for Gold Team to stand up. This is a BAU process which exists outside of Hypercare but could be relevant during Hypercare.

L1 service and support are the responsibility of Elexon Service Management and the BAU support teams. The Hypercare period will prove the support model as well as the technical delivery stability and performance. During Hypercare, the Helix Programme Manager retains accountability for the changed service.

The Service Design & Transition Analyst will work closely with the Operational Readiness Lead to ensure alignment of the Business Hypercare Framework and support required by Service Management.

7 The Hypercare Process: Pre-Hypercare Preparation

In advance of Early Life Support, The Service Management team will ensure the following tasks are completed:

Action	Status/Date
• Confirm all key stakeholders for Hypercare from across Project and Operations teams.	Completed /25-07-25
• Confirm escalation matrix for major incident during Hypercare if different from BAU, with contact details.	Completed
• Confirm stakeholder attendance required for Daily and Weekly calls	Completed /25-07-25
• Approval of Hypercare Process	Formal approval at Service Management Steering Group 08/08/25
• Schedule time to Socialise and Communicate the plans with wider stakeholders	Completed /25-07-25
• Set up of scheduled meetings and invite attendees	Completed /25-07-25
• Booking of Hypercare “control room” for P1/P2 incident responses.	Completed /25-07-25
• Definition of Support Hours and escalation matrix for Hypercare.	Completed
• Confirmation that the reporting is enabled and fit for purpose.	Reporting now in use and feedback will be sought for continual improvement as required
• Confirmation that Knowledge Transfer from delivery and transition to Elexon operational support teams and Suppliers is completed as required to enable effective support	All training and Process agreements are underway and scheduled to be complete on schedule for remaining services / suppliers.

8 The Hypercare Process: Post-Hypercare Transition

During the post-Hypercare transition phase, Service Management will undertake the following tasks:

- Review of Hypercare exit criteria.
- Lessons Learned and retrospective sessions as part of CSI activities.
- Handover of open P3/P4 issues and documentation to Elexon BAU Service Management.
- Archival of monitoring logs, issue registers and reports. That are in relation to Service Management.
- Stakeholder communications to instruct on end of Hypercare and BAU contact points.

In a similar vein, which may require input from Service Management, the Hypercare Manager will work with business teams as required, ensure all exit criteria have been satisfactorily met, seeking formal sign off to exit Hypercare. Where required, Hypercare may be extended but this needs to be signed off by the business

9 Hypercare Exit Criteria

Hypercare will remain in place until at least February 2026 Our 3rd party suppliers engaged to support Helix services will be contracted to provide Hypercare support during this period.

There are several criteria which will be considered before an agreement to exit the Hypercare phase, would be agreed:

- **MPAN Migration:** Completion of Phases 1, 2 and 3 Migration with a minimum of 2.6 million MPANS migrated
- **Elexon Business Processes:** the core business processes delivered by Elexon as part of BAU, and specifically as part of Helix project, are confirmed to be functioning in line with industry expectation
- **Helix Technology Service Management:** A set of Hypercare KPI metrics has been agreed within MHHS Programme and supplier SOWs. These will be tracked on a weekly basis through the Weekly Hypercare Review and Report. Meeting these KPI metric criteria will be key to any agreement to exit Hypercare.
- **Agreed Strategy for Technical Debt**: The roadmap for management and resolution of open ‘technical debt’ is approved and funded.
- Acceptable defect profile – all P1/P2 defects resolved, stability demonstrated for 1–2 weeks, and an agreed manageable number of P3s.
- Knowledge Transfer & documentation – delivered and signed off by BAU.
- Formal handover – BAU teams confirm acceptance of ownership.

10 Tracking

Daily Hypercare tracking will be used during the communications phase. Where appropriate, actions will be formally logged and managed in the Helix project backlog tracked under the header of Hypercare. Embedded below is the Tracking Template: Hypercare Action Log and Exit Log.xlsx

11 Appendix - Terminology

Term	Description
BAU	Business As Usual
BSC	Balancing and Settlement Code
BSCCo	BSC Company
Central Service Providers	The providers that manage and operate the electricity Central Services, namely Elexon, DCC and ElectraLink.
Central Services	The services that comprise the electricity central service delivery functions, namely the Elexon Central Services, Central Switching Service, Data Transfer Network and the central service delivery functions underpinning smart metering
CSS	Central Switching Service
DCC	Data Communications Company
DCP	DIP Connection Provider
DIP	Data Integration Platform
DSP	Data Services Provider
ECS	Elexon Central Systems - MHHS Programme term used to describe the new MHHS Target Operating Model services being delivered under the Programme - Load Shaping, Market-wide Data, Volume Allocation and Industry Standing Data
EES	Electricity Enquiry Service
ELS	Early Life Support
ISD	Industry Standing Data
LDSO	Licensed Distribution System Operator
Legacy Arrangements	The existing arrangements set out under the BSC and REC.
LSS	Load Shaping Service
MDS	Market-wide Data Service
MHHS	Market-wide Half-Hourly Settlement
MHHS Arrangements	The new MHHS arrangements as set out in the MHHS Core Design Artefacts
MPAN	Meter Point Administration Number
MPRS	Metering Point Registration System
MSID	Metering System Identifier
Minimum Viable Cohort (MVC)	Consists of the central systems and sufficient early adopters to enable the solution to go live. The early adopters must consist of the right functional elements to allow the market to function - therefore will include the central systems, (i)DNOs, Suppliers and Service Providers
REC	Retail Energy Code
RECCo	Retail Energy Code Company
Registration Service	The service operated by LDSOs
SAT	Settlement Assurance Testing
SIT	Systems Integration Testing
UMS	Unmetered Supplies
UMSO	Unmetered Supplies Operator
VAS	Volume Allocation Service

12 Appendix – The Helix Context for Hypercare

12.1 MHHS and Helix Programme Background

Since 2018 Ofgem has hoped that Half-Hourly Settlement (HHS) on a market-wide basis would be introduced into the UK electricity market. A cross-industry Design Working Group (DWG) was established to understand the feasibility of HHS and how it could be delivered. The DWG produced a Target Operating Model (TOM) that outlines the new ways of working which could deliver HHS into the market (Reference Target Operating Model for Market-wide Half Hourly Settlement).

In conjunction with the DWG, and Architectural Working Group (AWG) was established to propose an IT architecture that could support the business process outlined in the TOM. The AWG recommendation was that an Event-Driven Architecture (EDA) be implemented (Reference MHHS AWG Recommendation). Hence, a new message orientated/event-driven middleware component is required – the Data Integration Platform (DIP) - to support the flow of events/messages between industry participants proposed by the EDA.

On the back of this work the MHHS Programme was established to create a durable, faster, more accurate settlement process for all market participants, enabling broad change across the electricity industry.

The MHHS programme has refined the original TOM. The final TOM defines a set of services required to deliver Settlement Period (SP) data from a Meter to a central Settlement body to enable the calculation of the amount of energy that the electricity Supplier's customers have consumed (or exported) in each Settlement Period for each Settlement Day (SD). This calculation is then used in the Imbalance Settlement process, which compares the Supplier's contracted purchases of energy to the amounts deemed to have been consumed (sales) by each of the Supplier's customers (and recognises any amounts of energy contracted by National Grid under the Balancing Mechanism). Settlement Data is also provided for network charging.

In addition to these core services, several supporting services need to be established to ensure the smooth running of the electricity market with the move to market-wide half-hour metering. Elexon are developing four new services through the code-named **Helix Programme** to enable Elexon to receive, process and publish half-hourly data at the scale required. These services are being built onto the new Elexon cloud platform, taking advantage of scalability and flexibility of the cloud technology.

The below Programme milestones are referenced throughout this document.

- **M8** – Code Change Delivered (Regulatory & Legal Structures are in place)
- **M9** – Start of System Integration Testing (SIT)
- **M10** – Go Live of new services (Target Date = 22nd September 2025)
- **M11** – Start of 1 Year Migration for UMS / Advanced (TD = 22nd October 2025)
- **M12** – Start of 1 Year Migration for Smart / Non-Smart
- **M13** – Load Shaping Service (LSS) switched on (Same date as M10)
- **M14** – All Suppliers must be able to access MPANs under the new TOM
- **M15** – Full transition complete (May 2027)
- **M16** – Cutover to the new settlement timetable and full operation of the LSS (July 2027)

12.2 Helix Vendor Landscape

The Helix Programme is split into the following delivery work packages:

Work Package:	Systems:	Vendor:	Support SOW:
WP1	Data Acquisition Hub (DAH)	CGI	DAH SoW
WP2	Load Shaping Service (LSS), Market-wide Data Service (MDS), Volume Allocation Servies (VAS) & Operator Portal	Cognizant	LSS VAS & MDS SoW
WP3	Industry Standing Data (ISD) – Azure & Salesforce	CGI	ISD SoW
WP4	Integration Layer	CGI	Legacy Int and Common Infra
Legacy Applications	DCP, PMP (Salesforce)	CGI	BPO and AM DEV
Platform & Infrastructure (PI)	Cloud Infra (Azure & Salesforce) / Common Services	CGI - with support from resources from other Suppliers (e.g. Cognizant) plus Elexon, though support will be contracted for under SOWs for WP1-WP3	Legacy Int and Common Infra

Hypercare Services seek to ensure that the systems conform in material respects with all specifications and requirements (including functional and non-functional requirements) and to resolve any issues that may arise ensuring a smooth implementation.

12.3 Helix Infrastructure Landscape

A diagrammatical summary of the overall infrastructure:

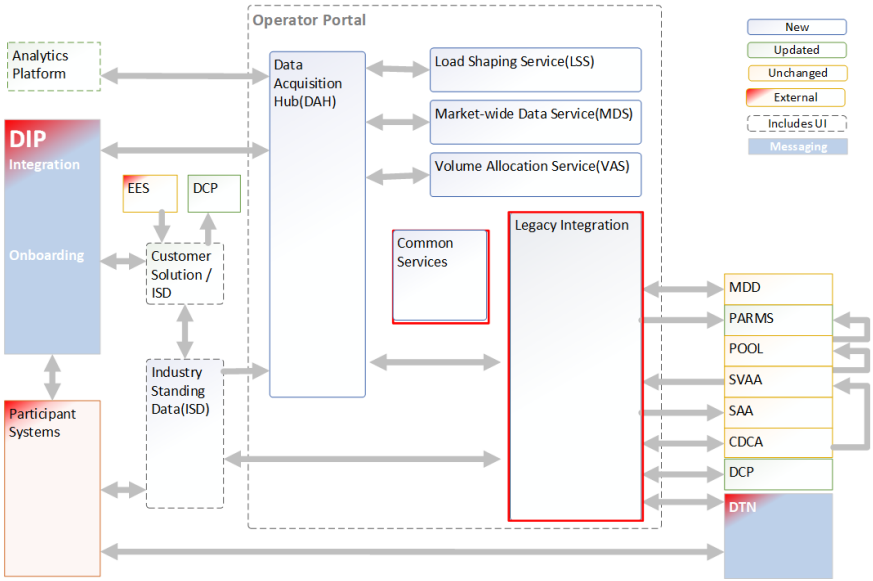

Figure 1 – Helix Infrastructure Landscape

13 Appendix – Helix Route to Live

This section outlines the high-level source code, release management and "route to live" for defect fixes to the new central systems.

13.1 Source Control & Release Management

Source Code:

The Helix programme uses Azure Repos to store all source code. Git is chosen as source code provider. Both logic and build definitions are stored in the same repository when they are related.

Repositories:

A Poly Repo approach has been utilised, which means the whole Helix Solution will not be in a single repo, instead it will be divided per Work Package and per other common components.

Infrastructure Templates:

All deployable infrastructure resources will be defined as Infrastructure as Code (IaC) in respective Git repositories as Terraform configuration files. This allows for consistent repeatable automated builds of the Helix platform from Azure DevOps. The Git Repo "ELX-Helix-Platform" is where common/shared infrastructure resources are defined. Each specific Work Package workload infrastructure is defined within the specific "WP*X*-Infrastructure" Git Repo.

Pipelines:

All pipelines will be in the code in YAML configuration files. The pipelines will carry out the unit tests and static code analysis during the build. Upon successful completion of the build, the artefacts will be generated that will either be sent to Azure container registry or to Azure Artifacts.

Release Pipelines:

Like build pipelines, the release pipelines will also be as code in the repository. The release pipelines will carry out releases to different environments with combination of manual and automatic gates.

13.2 Helix Environments Outlined

Independent Environments:

The independent / non-integrated environments are an isolated representation of the work package specific function of the Helix platform. These environments host Work Package (WP) specific resources as well as shared components (e.g., hosted in the Hub) and other mock WP components where there are dependencies. These environments are each hosted in their own isolated Azure Subscription which can be referred to as a "spoke".

The independent environments which are currently built are the following:

- **POC Independent:**
  - Ephemeral environment that is fully dedicated to WP related activities and is for proof of concept (POC) purposes, being more permissive from a security perspective.
  - Hosted in the WP-POC Subscription.
- **Dev Independent:**
  - Environment that is fully dedicated to WP related activities and is for development purposes, being more permissive from a security perspective.
  - Hosted in the WP-Dev Subscription.
- **Test Independent:**
  - Environment that is fully dedicated to WP related activities and is for testing purposes, being more permissive from a security perspective.
  - Hosted in the WP-Test Subscription.
- **Staging Independent:**
  - Environment that is fully dedicated to WP related activities and it mimics production-like scenarios.
  - Hosted in the WP-Staging Subscription.

Integrated Environments:

The integrated environments are where shared resources and the each of the work packages' (WP1, WP2, WP3 & WP4) specific infrastructure is collectively deployed for the construct of the Helix platform. These environments are each hosted in their own isolated Azure Subscription which can be referred to as a "spoke".

The integrated environments which are currently built are the following:

- **Test Integrated:**
  - Environment that combines (integrates) all the activities of all work packages and mimics production-like scenarios (except BCDR), used for testing purposes in the route to live.
  - Hosted in the Integrated-Test Subscription.
- **Staging Integrated:**
  - Environment that combines (integrates) all the activities of all work packages and mimics production-like scenarios (except BCDR), used for testing purposes in the route to live before the prod-like environments.
  - Hosted in the Integrated-Staging Subscription.
- **Fix on Fail (FoF):**

- Environment that combines (integrates) all the activities of all work packages and mimics production-like scenarios (except BCDR).
- Environment (during the project / dev phase) to apply hotfixes for Industry Standard Testing environments.
- Post go-live, proposed to apply urgent hotfixes bypassing the normal route to live with progression to the prod-like environments.
- Hosted in the Integrated-FOF Subscription.

Industry Standard Testing Environments:

The industry standard testing environments are where the (integrated) helix platform is promoted to under-go a variety of tests, ultimately for MHHS industry integration and acceptance – deemed to be impermanent. These environments are each hosted in their own isolated Azure Subscription which can be referred to as a "spoke".

The industry standard testing environments are the following:

- **HXT1:**
  - SIT-A.
  - Hosted in the Integrated-HXT1 Subscription.
- **HXT2:**
  - SIT-B.
  - Hosted in the Integrated-HXT2 Subscription.
- **HXT4:**
  - Performance Testing.
  - Hosted in the Integrated-HXT4 Subscription.
- **Training / Operational Readiness:**
  - Pending build.
  - Proposed to be hosted in an Integrated-HXT5 Subscription.

Live / Prod-Like Environments

The environments which are prod-like / will handle live/production data are the following:

- **Pre-Production (PPD):**
  - Environment (Hub & Spoke) that mirrors production including external connectivity.

- **Pre-Production Disaster Recovery (PPDR):**
  - Environment (Hub & Spoke) that closely mirrors pre-production, for Helix to failover to in the case of disaster for business continuity.
  - Note: There is no cross-spoke virtual network peering for PPD & PPDR.

- **Production (PRD)**:
  - The live Helix Platform environment (Hub & Spoke).

- **Production Disaster Recovery (PRDR):**
  - Environment (Hub & Spoke) that closely mirrors pre-production, for Helix to failover to in the case of disaster for business continuity.
  - Note: There is no cross-spoke virtual network peering for PRD & PRDR.

Environment Hubs:

The respective environments share common infrastructure in the form of networking, identity, automation, backup and tools. Following landing zone architecture principles, a hub and spoke model is implemented where the Helix platform shared resources are hosted in a hub for the spokes (workload environments) to consume and leverage. These hubs are each hosted in their own isolated Azure Subscription to which the spokes are paired with.

The following is a list of the Helix Hubs:

- **Test-Hub:** dedicated to each of the individual work package independent / non-integrated environments.
  - Hosted in the Test-Hub Subscription.
- **Staging-Hub:** dedicated to each of the integrated environments and the industry standard testing environments.
  - Hosted in the Staging-Hub Subscription.
- **Hub:** Dedicated to the Pre-Production (PPD) environment/spoke.
  - Hosted in the PPD-Hub Subscription.
- **PPDR-Hub:** dedicated to the Pre-Production Disaster Recovery (PPDR) environment/spoke.
  - Hosted in the PPDR-Hub Subscription.
  - Note: There is no cross-hub virtual network peering for PPD & PPDR.
- **PRD-Hub:** dedicated to the Production (PRD) environment/spoke.
  - Hosted in the PRD-Hub Subscription.
- **PRDR-Hub**: dedicated to the Production Disaster Recovery (PRDR) environment/spoke.
  - Hosted in the PRDR-Hub Subscription.
  - Note: There is no cross-hub virtual network peering for PRD & PRDR.

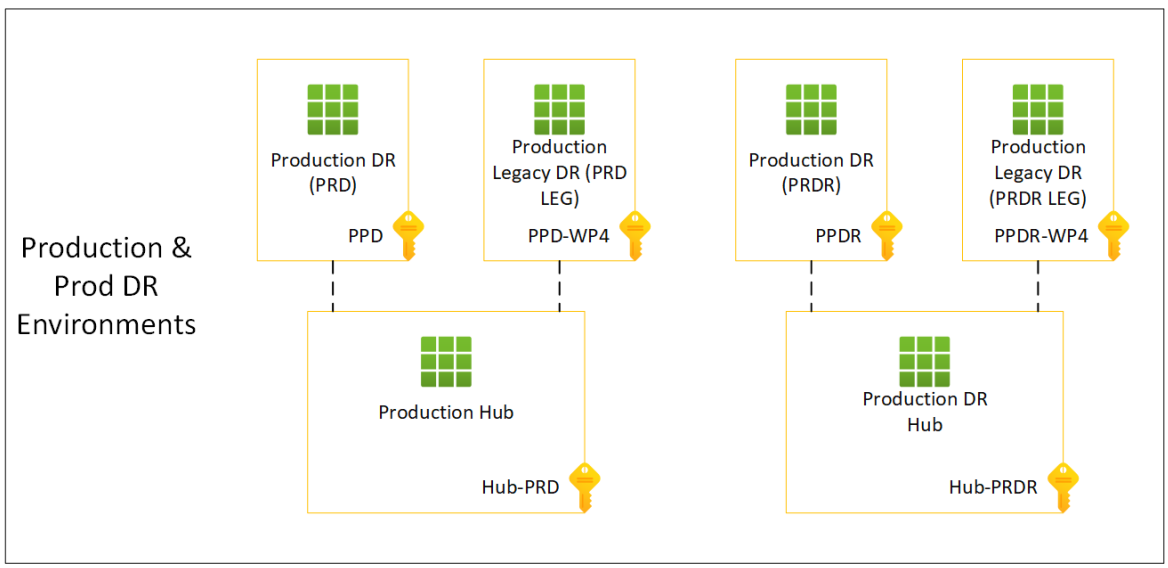

*Figure 2 – Production & DR Prod Environment Overview**Figure 3 – Production & DR Prod Environment Overview*

Route to Live Model:

The current route to live is as follows:

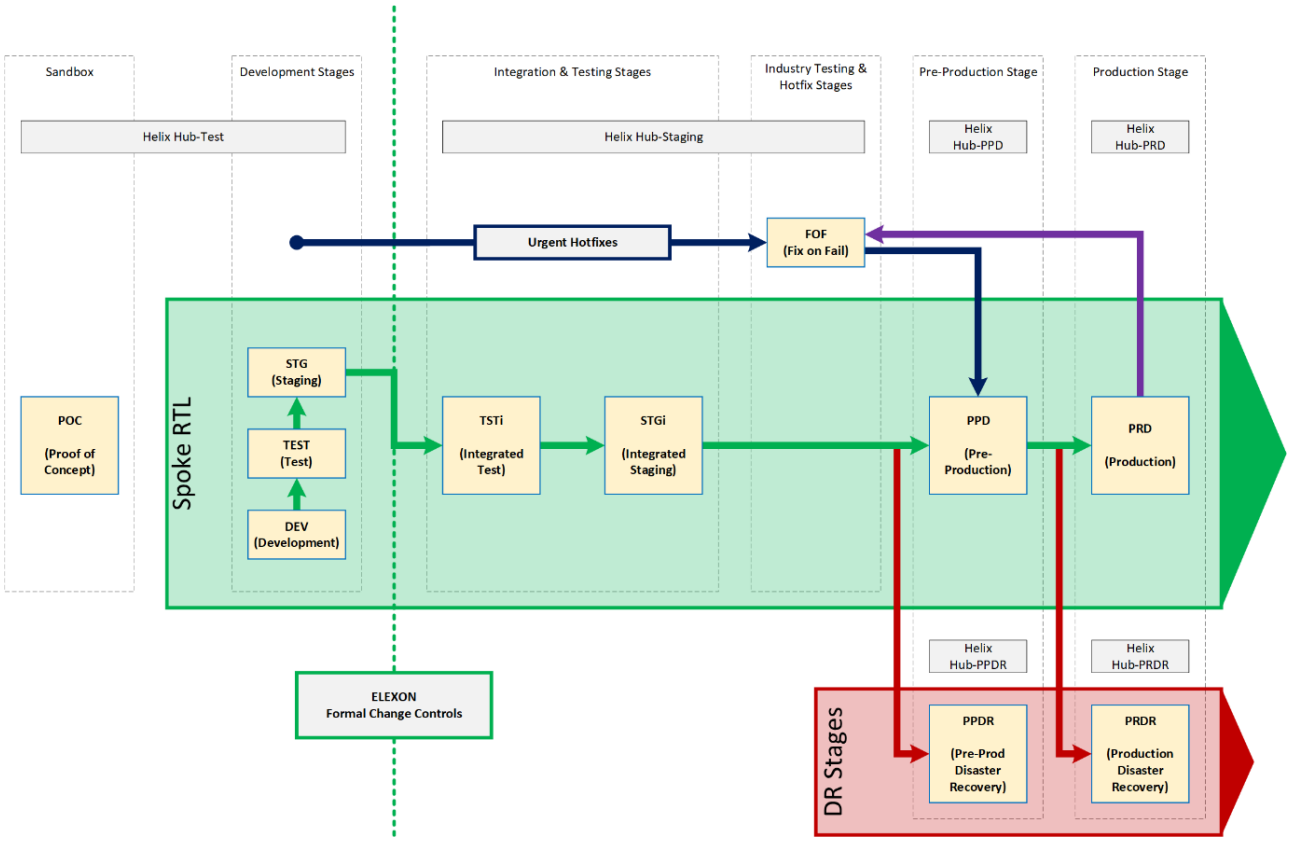

Figure 4 – Route to Live Model

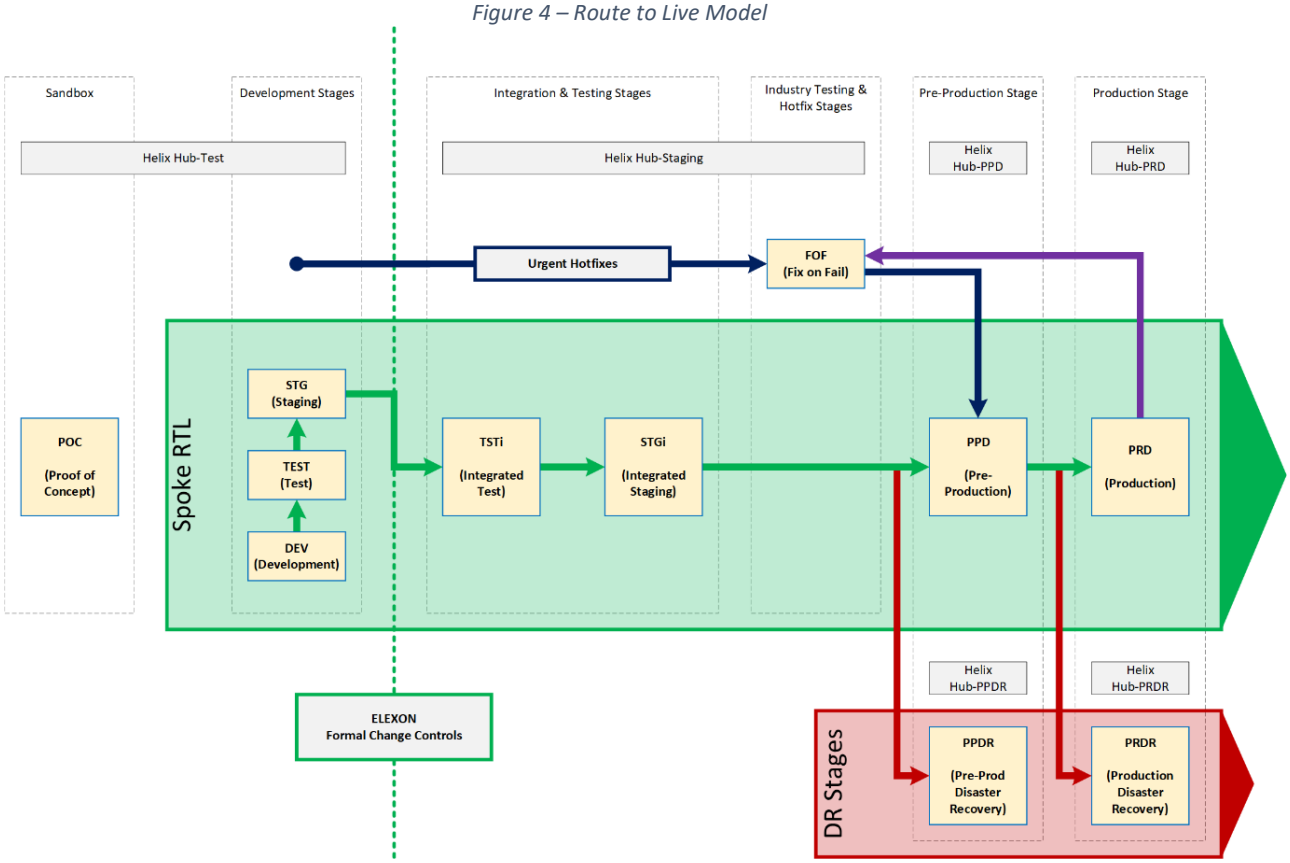

Figure 5 – Route to Live Model

Note: Fix-on-Fail (FOF) is currently aligned to the route and support for Industry Testing environments.

Post M10 go-live the FOF environment will be aligned with Production.

The route for non-urgent hotfixes:

🟢 Changes are implemented and tested in the Development stages (lower environments).

🟢 Changes are included in releases and promoted up the Integration stages (upon successful testing and sign-off).

🟢 The release is promoted to the Pre-Production stage.

🔴 The release is promoted to the Pre-Production DR stage in parallel.

🟢 The release is promoted to the Production stage.

🔴 The release is promoted to the Production DR stage in parallel.

🟣 The release is promoted to the FoF environment in parallel.

Urgent Hotfix Route

Note: This route should only be used for urgent issues else it is always advised to follow the standard route to live.

🟣 Prerequisite: The release is promoted to the FoF environment after deployment to the Production stage.

🔵 Optional: Hotfix is implemented and tested in the Development stages (lower environments).

🔵 The hotfix is promoted to the FoF environment and tested.

🔵 The hotfix is merged to the latest release and promoted to FoF (upon successful testing and sign-off).

🔵 The release is promoted to the Pre-Production stage.

🔴 The release is promoted to the Pre-Production DR stage in parallel.

🟢 The release is promoted to the Production stage.

🔴 The release is promoted to the Production DR stage in parallel.