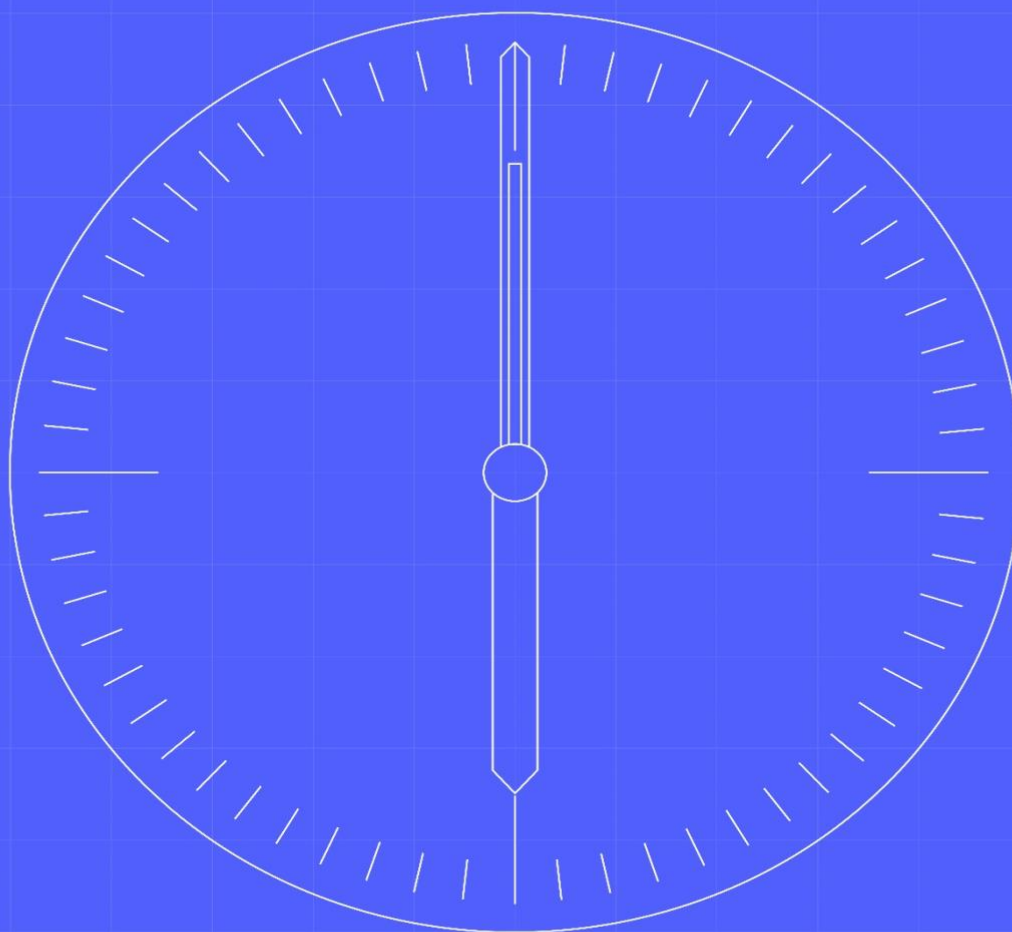


# MHHS Work Off Plans Guidance Note



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## 1.1 Change Record

Date	Author	Version	Change Detail
25/07/2025	Alistair Stone	0.1	Initial Draft
25/07/2025	Alistair Stone	1.0	Approved Version

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## 1.2 Reviewers

Reviewer	Role
Holly Abbott	Head of Assurance - Elexon

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## 1.3 References

Document/Link	Publisher	Published	Additional Information
<u><a href="#">Testing Work off Plan</a></u>	MHHS Programme	May 2025	
<u><a href="#">QAD Action Plans</a></u>	MHHS Programme	June 2025	
<u><a href="#">Defect Management Plan</a></u>	MHHS Programme	May 2023	

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## 2 Scope of Document

### What this document covers

- What Testing Work Off Plans and Qualification Assessment Document (QAD) Action Plans are
- The criteria for eligible Testing Work Off Plans and QAD Action Plans
- Information on the completion and approval of Work Off Plans and QAD Action Plans
- The monitoring mechanism of Testing Work Off Plans and QAD Action Plans
- The completion or escalation of testing Work Off Plans and QAD Action Plans

### What this document does not cover

- Details of the Qualification Approach and Plan (QA&P)
- Instructions on testing or Qualification Assessment Document completion
- Enduring Qualification arrangements post-M14

[MHHSQualification@elexon.co.uk](mailto:MHHSQualification@elexon.co.uk) is your first point of contact for Testing Work Off Plan and QAD Action Plan related queries. If you have a more general question, please raise a ticket through the online [Elexon Support](#) portal.

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## 3 Background

The Market-wide Half Hourly Settlement (MHHS) Programme represents a significant transformation in the electricity market, aiming to enhance efficiency and accuracy in Settlements through the implementation of half-hourly data processing. This change is designed to create a more flexible and competitive market, supporting the transition to a smarter and greener energy system. However, implementing such a large-scale transformation requires a structured Qualification process to ensure all Programme Participants meet the operational and technical requirements.

The QA&P ensures that all Programme Participants (PP), including Suppliers, DNOs, and other relevant Parties, demonstrate their capability to operate within the MHHS framework effectively. This includes System Integration Testing (SIT), Pre-integration Testing (PIT), and Qualification Testing (QT) to verify that their systems, processes and controls align with the MHHS requirements. This document does not describe the enduring Qualification arrangements that will be in place after M14 to ensure that new entrants meet the required standards to operate in the MHHS arrangements.

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## 4 Introduction – What are Testing Work Off Plans and QAD Action Plans?

Testing Work Off Plans or QAD Action Plans are a tool that enables PPs with outstanding defects from SIT, QT, or QAD respectively to enter MHHS live operation despite the defects. Not all defects are eligible and the criteria for a Plan being accepted and the criteria for Plan acceptance is defined in the next section. Where this document refers to “Plans” they are referring to both the Testing Work Off Plan, and the QAD Action Plan.

There is a Testing Work Off Plan for SIT, and QT defects, and a QAD Action Plan for QAD defects. If there are defects identified during SIT, or QT, then a Testing Work Off Plan will be required. If there are defects identified during QAD, a separate QAD Action Plan will be required.

Testing Work Off Plans and QAD Action Plans are a joint process between BSCCo and RECCo and, depending on which Code the Plan's defects primarily affect, BSCCo and REC, alongside the DIP Manager, will collaborate closely to oversee and manage the resolution process. This partnership ensures that any outstanding issues are addressed in a structured and transparent manner, aligning with the governance and regulatory requirements of the respective codes.

The Plans are a tool to enable PPs to proceed with Qualification whilst addressing outstanding defects through an agreed workaround and resolution process.

This Guidance Note will aim to:

- Provide a structured overview of the Testing Work Off Plan and QAD Action Plan.
- Outline the criteria and governance for the Plans, ensuring they're used appropriately.
- Define the roles, responsibilities, and monitoring mechanisms to track progress and ensure compliance.

## 5 Plan Criteria

To be considered for a Testing Work Off Plan or QAD Action Plan, the following criteria must be met:

- No Severity 1 (S1) or Severity 2 (S2) defects for SIT or QT (see [Defect Management Plan](#) for full detail).
- No high-level risks for QAD as determined by the QSP.
- Have a defect workaround in place that fully mitigates the risk posed by the defect.
- The PP provides a description of regular reporting that serves as evidence that the workaround is effective.
- The proposed timeline for implementing the fix is realistic and achievable.
- There is a clear, measurable, and consistent process for reporting and monitoring the fix.

A Plan will not be agreed if:

- If the defect is considered to be a high-impact Settlement Risk or is classified as S1 or S2.
- If no viable workaround is available. A workaround must ensure that the day-to-day operations can continue without significant disruption while the issue is being resolved.
- If the proposed resolution timeline lacks a fixed date or is deemed inappropriate. Plans must include clear, achievable timelines for defect resolution, ensuring that outstanding issues do not remain unresolved indefinitely.
- If the Plan does not include clearly defined reporting and monitoring mechanisms that allow for continued oversight. The Work Off Plan must outline how progress on defect resolution will be tracked, reported, and reviewed by the relevant Code Body.
- If a Work Off item within SIT/QT or QAD has downstream impact that affects other Parties or requires an action on them to mitigate any impacts.

The severity of Defects are determined by their impact to the business and are as follows:

Severity	Definition
S1 – Critical	A problem that indicates a complete shut-down of a process, nothing can proceed further: <ul style="list-style-type: none"><li>• Has no workaround.</li><li>• Affects all users.</li><li>• Affects all system usage activities.</li><li>• Could cause significant loss of revenue.</li><li>• Will cause interruption of a major process</li></ul>
S2 – Major	A problem that is not easily recoverable without significant manual effort: <ul style="list-style-type: none"><li>• A workaround would involve a high level of additional user effort.</li><li>• Creates significant operational risk.</li></ul>

	<ul style="list-style-type: none"> <li>• Affects most users and most system usage activities.</li> <li>• Data corruption (recoverable)</li> </ul>
S4 – Minor	<p>A problem with a business impact where:</p> <ul style="list-style-type: none"> <li>• A workaround would involve a moderate level of additional user effort</li> <li>• Creates moderate increase in level of operational risk</li> <li>• Affects significant number of users and system usage activities. Can be recovered from at a later stage without impacting Operational Efficiency</li> </ul>
S5 - Low	<p>A minor problem which:</p> <ul style="list-style-type: none"> <li>• A workaround would involve little additional user effort.</li> <li>• Carries little operational risk.</li> <li>• Affects a small number of users and small number of system usage activities.</li> <li>• Does not impact functionality of the system or cause serious confusion to the user.</li> </ul>

## 6 Completion of Plans

Following completion of SIT, QT, or the QAD, any eligible defects as defined above must be entered into a Testing Work Off Plan or QAD Action Plan. The guidance on providing all required information for the Plans is found within the Plan document. The Plans must be submitted alongside your qualification application and will be subject to the review of the PAB or REC Code Manager.

For SIT defects, the Testing Work Off Plan will be agreed by the MHHS Programme (MHHSP), Elexon MHHS Qualification teams/REC Code Manager, and the DIP Manager, depending on the Code Body affected by the defects. Once agreed, if the BSC is impacted, the Work Off Plan will require additional approval by the Performance Assurance Board (PAB) before the PP can proceed with MHHS Qualification.

The Elexon MHHS Qualification team will present the Work Off Plan to the PAB on the PP's behalf. It is the intention that adequate preparation of the Testing Work Off Plan with the assistance of MHHSP and Elexon Qualification team to ensure Work Off Plans are not routinely rejected.

For QT defects, there is an identical process to SIT Participants, but MHHSP will no longer play an active role in the process.

For QAD defects, the Qualification Service Provider (QSP) will work with PPs to complete the QAD Action Plan.

## 7 Plan Contents

The contents of both the Testing Work Off Plan and QAD Action Plan are almost identical. The difference between them being the source of the defects and whether they are completed alongside MHHS Elexon Qualification Teams/REC Manager or the QSP.

The Testing Work Off Plan can be found through the SIT QT Work Off Plan Template link on the right-hand-side of [this](#) webpage. The QAD Action Plan can be found through the QAD Action Plan Template link on the right-hand-side of [this](#) webpage.

The Plan templates are Excel workbooks with 5 sheets within them. Sheet 5 is where the defects, workarounds, proposed fix etc. will be described by the PPs. Contents of the 5 Testing Work Off Items/QAD Action Plan Items sheet are as below:

- Reference

- Defect Number
- Severity
- Defect Status
- Defect Title
- Description of defect
- Role (Supplier, Data Service etc.)
- Placing Reliance Implications
- Test Step Defect Relates to
- Business Requirement Reference for Defect Non-Compliance
- Impact of defect on live operations
- Impact of defect on migration
- If Supplier, impact of defect on Supplier's migration schedules
- Code Body Impacted
- Settlement and/or retail risk the defect maps to
- Workaround description
- Does workaround fully mitigate defect?
- How will you know that the workaround is working?
- Description of proposed fix
- Does fix fully mitigate defect?
- Expected fix date?
- Expected resolution date?
- Is fix date prior to migration start?
- Confidence level on meeting fix date
- Proposed retest model

Sheet 4 Guidance of the template provides instruction on how to complete each of the above.

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## 8 Monitoring and Reporting

Once the Plans have been approved by the PAB/REC Code Manager, PPs will be expected to action the workarounds and generate reporting to be submitted to Elexon/REC Code Manager per defect as was described in the Plan.

Each defect will have a Code Body Impacted defined and when described in the Plan will have a lead Code Body defined. If the BSC is the lead Code Body, reporting will be submitted to OSMs, if the REC is the lead Code Body, reporting will be submitted to the REC Code Manager.

The nature of the reporting will be variable depending on the nature of the defect but will be pre-agreed and submitted via a templated format to either Code Body.

### Monitoring and Reporting Components

- Each Plan must include an agreed reporting mechanism, with clearly defined intervals (i.e. weekly, or fortnightly) for progress updates.
- It is the responsibility of the PP to prepare and submit the reporting.
- The reporting must be submitted to either BSCCo (for BSC and DIP manager defects) or the REC Code Manager.

- The reporting primarily focusses on evidencing that workarounds are fully mitigating the risks defects pose.
- The secondary focus is the PPs confidence level that the fix for each defect will be met by the proposed date.

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## 9 Escalation of Plans

It is the expectation that once Plans are agreed, the PPs will engage with the BSCCo and RECCo with the submission of Plan reporting and that the reporting demonstrates the workarounds are fully mitigating the risk.

If either engagement with reporting submissions or that reporting submissions are demonstrating that the workarounds are not mitigating the risks the defects pose, BSCCo or RECCo will escalate the PP to impose compliance.

For BSCCo escalations, the PP will be brought before the PAB and expected to prepare a presentation with an explanation of lack of engagement/workaround failure. Should this not satisfy the PAB, the PP will be escalated as per the BSC Performance Assurance Framework.

For RECCo escalations the REC Code Manager will perform periodic monitoring of the PP's plans. If the PP does meet the reporting requirements, and attempted engagement with the PPs is unsuccessful, the REC PAB may escalate via REC Performance Assurance code.

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## 10 Closure of Plans

The final stage of either Work Off Plan process involves confirming that all outstanding defects have been satisfactorily resolved and validating that the corrective measures are effective.

The closure process includes:

- Demonstrating that all defects listed in the Testing Work Off Plans or QAD Action Plan have been fixed, with supporting evidence provided through testing reports and operational validations.
- Submitting the final Testing Work Off Plan and QAD Action Plan detailing the resolution process and confirming that all necessary fixes have been implemented.
- For BSC, obtaining a closure approval from Elexon followed by a final approval of closure from the BSC PAB. This will be presented to the PAB on your behalf by a member of the Elexon MHHS Assurance Team.
- For REC, notifying the Code Manager that you have completed all the outstanding items within the Testing Work Off Plan and QAD Action Plan; the Code Manager will review this submission, and notify you that it has been closed.
- For Plans that affect a combination of the BSC, REC, or DIP, each Code Body may approve closure of elements independently, with the remaining Code Body assuming full responsibility for completing the Plan's closure entire.

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## 11 Do you need more information?

The Elexon website has more information on the [Performance Assurance Framework](#).

More information about specific BSC Processes and managing the Risks associated with them can be found in Elexon's Digital BSC, especially the [BSC Procedures](#) (BSCPs) and [Guidance Notes](#).

For any other information please raise a ticket through the online [Elexon Support](#) portal.