**Change Request Form**

## Change Request details

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| Change Request details |
| Change Request Title | Amendments to the MHHS Change Control Approach and Form |
| Change Request Number | CR050 |
| Originating Advisory / Working Group | Programme Steering Group (PSG) |
| Risk/issue reference |  |
| Change Raiser | Immy Syms, MHHS Programme | Date raised: | 28 March 24 |

***For further guidance on how to complete this document please see the supporting Change Request Form Guidance for Programme Participants. The guidance will support raising a change and responding to a change request via Impact Assessment. The Change Raiser should consider sharing the draft Change Request Form with impacted programme parties, prior to submission to PMO. The guidance, as well as other key documents are referenced below and can be found via the MHHS website.***

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| Change Request to be read in conjunction with: |
| MHHS Change Request Form Guidance for Programme Participants |
| MHHS Change Control Approach |
| MHHS Governance Framework |
| Ofgem’s MHHS Transition Timetable |

### Part A – Description of proposed change

**Guidance *– This section should be completed by the Change Raiser when raising the Change Request.***

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| Part A – Description of proposed change |
| **Issue statement:***(the issue that needs to be resolved by the change)*As the Programme progresses further into the testing phases, new change requests have greater cross-workstream impacts and require more extensive qualification and collaboration. Implications on code, test, migration, qualification and transition workstreams all need significant consideration.Further, the Programme is incorporating amendments to the Change Control process in response to the IPA’s recommendations following their review of the CR036 appeal as well as recent participant feedback.The existing Change Control process, in which an approval and implementation decision is made by a singular Advisory Group, risks Change Requests being assessed and approved through a single workstream lens, rather than taking a holistic view of the requirements and impacts of the change. Additionally, there have been a number of occasions whereby a Change Request has been raised without a clear understanding of the solution development options to the identified issue. The new process will greater highlight the end-to-end pathway, from the identification of an issue, the development of the solution, the evaluation of the proposed change, and eventually the implementation of this change. A proposal to amend the change control process was tabled and approved by the SRO at PSG on 06 March 2024. Ofgem requested that the Change Request was issued to Impact Assessment at PSG on 01 May 2024.  |
| **Description of change:***(the change being proposed)*The proposed amendments will see the Change Board determining whether a Change Request is issued to Impact Assessment (IA), rather than the Advisory Group. Following this, an industry-wide webinar will be held with Programme Participants where the Change Raiser will present their proposed Change Request and take any immediate questions from industry.Following completion of the IA, the Change Board will review the results and make a recommendation on behalf of the SRO, who will be responsible for making the approval decision and ratifying this at each Programme Steering Group (PSG).The Change Request also formalises the stage ahead of a new Change Request being raised, ensuring that an options analysis is conducted when required to establish a single, agreed upon solution when a change is required.The updated process:* Speeds up the end-to-end process and removes the onus on the Advisory Groups to process multiple Change Requests
* Ensures Programme Participants are better engaged in upcoming Change Requests, and;
* Enables direct communication with the Change Raiser to address any queries or concerns.

A number of improvements are also being made to the Change Request form to compliment the updated process, notably requiring the Change Raiser to provide a proposed implementation timeline, and to justify why their Change Request is valid during the Change Freeze. Responding participants will be required to grade the impacts of a change on their activities, on a scale of 1 (minor impact) to 3 (significant impact). The new process is outlined in the accompanying document, ***MHHS-DEL171 Change Control Approach v1.5***. |
| **Desired implementation date and rationale:** *(proposed implementation date of the change and why this date is required)*The updated process is already in-flight following approval by the Programme Steering Group. The Change Request should therefore be approved as soon as possible to ensure that Programme documentation matches the process being followed. |
| **Justification for change:***(please attach any evidence to support your justification including why it should be exempt from the change freeze)*This Change Request is critical to M10 as it is a fundamental change to the processes which drive Programme delivery. | **Change Freeze criterion impacted** | **Yes / No** |
| **Fixing a design defect** |  |
| **Critical to M10/M15** | Y |
| **Consequences of no change:***(what would happen if the change was not implemented)*If the change is not implemented, we risk changes that have cross-workstream impacts being reviewed and approved/rejected by advisory groups which focus on a singular workstream, therefore not allowing Change Requests to be holistically reviewed.  |
| **Alternative options:***(alternative options or mitigations that have been considered)*The solution option has been reviewed both internally and externally and has been agreed as the most effective improvement pathway for the existing process.  |
| **Risks associated with potential change:***(risks related to implementation of the proposed change that have been identified)*Due to the approval decision of Change Requests being transferred to the Programme Steering Group, a risk that the necessary experts in particular subject areas will not be present for the approval of Change Requests. This risk has been mitigated by the introduction of the development stage in the Change Control process, in which industry experts will be utilised to agree on a suitable solution option to put forward as a Change Request.  |
| **Stakeholders consulted on the potential change:***(Please document the stakeholders, or stakeholder groups that have been consulted to date on this change. The Change Raiser should consult with relevant programme parties in the drafting of the request, prior to submission to PMO).*Programme Steering Group, MHHS Programme LDP & SRO, IPA, Ofgem. |
| **Target date by which a decision is required:** |      May 2024. |

### Part B – Initial Impact of proposed change

**Guidance *– This section should be completed by the Change Raiser before being submitted to the MHHS PMO.***

***Please document the benefits of the change and to delivery of the programme objectives***

|  |  |
| --- | --- |
| Programme Objective | Benefit to delivery of the programme objective |
| To deliver the Design Working Group’s Target Operating Model (TOM) covering the ‘Meter to Bank’ process for all Supplier Volume Allocation Settlement meters | N/A |
| To deliver services to support the revised Settlement Timetable in line with the Design Working Group’s recommendation | N/A |
| To implement all related Code changes identified under Ofgem’s Significant Code Review (SCR) | N/A |
| To implement MHHS in accordance with the MHHS Implementation Timetable | N/A |
| To deliver programme capabilities and outcomes to enable the realisation of benefits in compliance with Ofgem’s Full Business Case | N/A |
| To prove and provide a model for future such industry-led change programmes | N/A |

**Guidance *– Please document the known programme parties and programme deliverables that may be impacted by the proposed change***

|  |  |
| --- | --- |
| Impacted areas | Impacted items |
| Impacted Parties | Programme Participants |
| Impacted Deliverables |       |
| Impacted Milestones | N/A |

**Note *– Please refer to MHHS DEL174 Change Request Guidance for Programme Participants for information on how to score the initial assessment.***

**Guidance *– Please include a reference and link to any additional documentation which the change relates to.***

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| Change Request to be read in conjunction with: |
| **Title** | **Reference** |
| ***Change Control Approach v1.5*** | ***MHHS-DEL171***  |
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### Part C.1 – Summary of Impact Assessment

### Note – *This section will be completed initially by the Change Raiser and then by Programme Participants as part of the full Impact Assessment.*

### *All Impact Assessment responses will be considered public and non-confidential unless otherwise marked. If there are any specific elements of the response (e.g. costs) that are confidential, please mark the specific sections as confidential rather than the response as a whole. The MHHS Programme will publish all Impact Assessment responses and redact any confidential information as noted.*

**Guidance – Programme Participants are required to:**

**Respond with ‘Agree’, ‘Disagree’ or ‘Abstain’, deleting as appropriate. If the respondent agrees, they can provide additional evidence to further support the assessment. If the respondent disagrees or abstains, they should provide a detailed rationale as to why.**

**Add any additional effects that have not already been identified. In doing so, they should provide as much detail as possible to allow a robust assessment to be made.**

**Indicate whether the change would have a minor, medium or significant impact on their activities, referring to slide 15 of *MHHS-DEL171 Change Control Approach v1.5* to assess each criterion, using N/A to indicate no impact.**

**Proceed to Part C.2 for Impact Assessment Recommendation response once completed.**

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| Part C.1 – Summary of Impact Assessment (complete as appropriate) |
| **Effect on benefits***N/A* |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| *Impact Assessment respondents to add supporting commentary to support their selection. Where possible, Impact Assessment respondents to identify and describe any further impacts.**Impact Assessment respondents should consider and provide detail of any additional effect e.g. whether there will be an impact on when a benefit will be realised; who will realise the benefit; the extent to which the benefit will be realised.* *Where possible, contextual information should be included e.g. the benefit will be delayed by X weeks; the change means Y population will also realise the benefit.**Please indicate below, using an (X), the extent to which you believe implementing this change would impact Programme benefits.*

|  |  |  |
| --- | --- | --- |
| 1. *Minor impact*
 | 1. *Medium impact*
 | 1. *Significant impact*
 |
|  |  |  |

 |
| **Effect on consumers***N/A* |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| *Impact Assessment respondents to add supporting commentary to support their selection. Where possible, Impact Assessment respondents to identify and describe any further impacts.**Impact Assessment respondents should consider and provide detail of any additional effect e.g. whether there will be an impact on service delivery to consumers; will there be a cost impact to consumers; will there be a choice impact to consumers?* *Where possible, contextual information should be included e.g. what is the scale of the effect? Will the effect be permanent?**Please indicate below, using an (X), the extent to which you believe implementing this change would impact consumers.*

|  |  |  |
| --- | --- | --- |
| 1. *Minor impact*
 | 1. *Medium impact*
 | 1. *Significant impact*
 |
|  |  |  |

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| **Effect on schedule***The change will ensure that necessary changes are assessed and implemented in a timely manner, therefore keeping to MHHS timelines.* |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| *Impact Assessment respondents to add supporting commentary to support their selection. Where possible, Impact Assessment respondents to identify and describe any further impacts.**Impact Assessment respondents should consider and provide detail of any additional effect e.g. will the schedule/milestones be directly impacted; will the schedule/milestones be indirectly impacted.* *Where possible, contextual information should be included e.g. the change will delay the project by X days; the change will require additional resource to complete (though detail resource in resource section); the delay can/cannot be recovered by condensing Y activity.**Please indicate below, using an (X), the extent to which you believe implementing this change would impact your ability to meet the Prohgramme schedule.*

|  |  |  |
| --- | --- | --- |
| 1. *Minor impact*
 | 1. *Medium impact*
 | 1. *Significant impact*
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|  |  |  |

 |
| **Effect on costs***N/A* |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| *Impact Assessment respondents to add supporting commentary to support their selection. Where possible, Impact Assessment respondents to identify and describe any further impacts.**Impact Assessment respondents should consider and provide detail of any additional effect e.g. will the change cause a loss of income; will the change cause additional cost; will the change cause a reprofiling of cost?* *Where possible, contextual information should be included e.g. whether it is capital or operating expenditure that will be affected; what period costs will be affected in; what the rough order of magnitude of the cost impact will be and if organisation will be able to absorb it?**Please indicate below, using an (X), the extent to which you believe implementing this change would impact your organisation’s costs.*

|  |  |  |
| --- | --- | --- |
| 1. *Minor impact*
 | 1. *Medium impact*
 | 1. *Significant impact*
 |
|  |  |  |

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| **Effect on resources***N/A* |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| *Impact Assessment respondents to add supporting commentary to support their selection. Where possible, Impact Assessment respondents to identify and describe any further impacts.* *Impact Assessment respondents should consider and provide detail of any additional effect e.g. will there be an impact on tools or equipment; will there be an impact on staff capacity; will there be an impact on staff skills or capability?* *Where possible, contextual information should be included e.g. the change will require X additional staff for Y period of time; the change requires Z training or support.**Please indicate below, using an (X), the extent to which you believe implementing this change would impact your organisation’s resources.*

|  |  |  |
| --- | --- | --- |
| 1. *Minor impact*
 | 1. *Medium impact*
 | 1. *Significant impact*
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|  |  |  |

 |
| **Effect on contract***N/A* |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| *Impact Assessment respondents to add supporting commentary to support their selection. Where possible, Impact Assessment respondents to identify and describe any further impacts.* *Impact Assessment respondents should consider and provide detail of any additional effect e.g. whether there will be an impact on contracts with sub-contractors; whether there will be an impact on contracts with vendors; whether there will be an impact on contracts with regulators/ESO.* *Where possible, contextual information should be included e.g. the changes will require new contracts to be created; the changes will variations to existing contracts; the changes will affect ability to meet contract requirements.**Please indicate below, using an (X), the extent to which you believe implementing this change would impact your organisation’s contracts.*

|  |  |  |
| --- | --- | --- |
| 1. *Minor impact*
 | 1. *Medium impact*
 | 1. *Significant impact*
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|  |  |  |

 |
| **Risks***N/A* |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| *Impact Assessment respondents to add supporting commentary to support their selection. Where possible, Impact Assessment respondents to identify and describe any further impacts.* *Impact Assessment respondents should consider and provide detail of any additional effect e.g. will existing risks be affected; will new risks be created?**Where possible, contextual information should be included e.g. the change will affect the likelihood of a risk occurring, the change will affect the impact the risk would have, the change will require additional controls and mitigation.**Please state any additional risks introduced by the change.*  |

### Part C.2 – Impact Assessment Recommendation

### Note – *This section must be completed initially by the Change Raiser and then by Programme Participants as part of the full Impact Assessment.*

**Guidance – The primary reporting metric of the Impact Assessment is the recommendation response. The consolidated response will be presented to the relevant governance group(s) and decision maker(s) with the totals for ‘Agree’, ‘Disagree’ or ‘Abstain’. As such, please ensure this section is completed before the form is returned to MHHS PMO. Provide detailed rationale and evidence in the commentary field.**

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| Part C.2 – Impact Assessment Recommendation (mandatory) |
| **Recommendation***The new process has been approved by the Programme Steering Group. The Change Request should be approved to ensure that published documentation is reflective of the current processes being followed.* **It is recommended by the Change Raiser the change is approved.** |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| *Impact Assessment respondents to add supporting commentary to support their selection.**Please indicate below, using an (X), the extent to which you believe implementing this change would impact the Programme and/or your organisation overall.*

|  |  |  |
| --- | --- | --- |
| 1. *Minor impact*
 | 1. *Medium impact*
 | 1. *Significant impact*
 |
|  |  |  |

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| **Change Freeze***The change is critical to ensuring the Programme reaches M10 effectively and on time, as it adds robustness to the MHHS Change Control process.* |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| *Impact Assessment respondents to add supporting commentary to support their selection.*  |

**Impact assessment done by:** <Name>

**Guidance*: If you are a third party responding on behalf of another Programme Participant, please state this in your response.***

**Impact assessment completed on behalf of:** <Name>

### Part D – Change approval and decision

**Guidance*: The approvals section will be completed by the MHHS PMO once the Impact Assessment has been reviewed.***

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| Part D - Approvals |
| **Decision authority level**<Based on the impact assessment, state who is required to make a decision concerning this change> |

**Guidance** - ***This section will be completed by the MHHS PMO and Change Owner following the review of the impact assessment and decision reached by the SRO.***

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| Part D – Change decision |
| Decision: |       | Date |       |
| Approvers: |       |  |  |
| Change Owner: |       |
| Action: |       |
| **Changed Items** | **Pre-change version** | **Revised version** |
|  |  |  |
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### Part E – Implementation completion

**Guidance *- This section will be completed by the MHHS PMO at the end of the post-implementation process.***

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| Part E – Implementation completion |
| Comment |       | Date |       |

**Guidance *– The Closure Checklist in MHHS DEL175 Change Log must also be completed by MHHS PMO at this stage.***

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| --- | --- |
|      Checklist Completed | Completed by      |
| Yes/No |  |

**Guidance – *This section will be completed by the MHHS PMO at the end of the post-implementation process and should be* used to add any appropriate references of the change once it has been completed.**

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| --- |
| References |
| **Ref** | **Document number** | **Description** |
|       |       |       |
|       |       |       |