**Change Request Form**

## Change Request details

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| Change Request details | | | |
| Change Request Title | Amendments to M10 and corresponding milestones | | |
| Change Request Number | CR055 | | |
| Originating Advisory / Working Group | PSG | | |
| Risk/issue reference |  | | |
| Change Raiser | Lewis Hall, MHHS Programme | Date raised: | 17 Sep 2024 |

***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: | | |
| **Title** | **Reference** | |
| **MHHS-DEL3100 CR055 Impact Assessment Supporting Document v1.0** | ***Found on CR055 Documents Portal*** | |
| MHHS Outline Plan v6.0 (MSP and excel) | ***Found on CR055 Documents Portal*** | |
| MHHS Milestone Register v6.0 | ***Found on CR055 Documents Portal*** | |
| M10 Re-calibration Overview v1.0 | ***Found on CR055 Documents Portal*** | |
| MHHS Change Request Form Guidance for Programme Participants | ***Found on CR055 Documents Portal*** | |
| MHHS Change Control Approach | ***Found on CR055 Documents Portal*** | |
| MHHS Governance Framework | ***Found on CR055 Documents Portal*** | |
| Ofgem’s MHHS Transition Timetable | ***Found on CR055 Documents Portal*** | |
| Programme Planning Dialogue Session Slides | ***Found on CR055 Documents Portal*** |

### 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)*  To date the progress of Systems Integration Testing (SIT) has been slower than outlined in the test execution model used to underpin the Programme Plan. This has meant that a delay to the M10 milestone, Central Systems Ready for Migrating MPANs, is unavoidable and the plan needs to be re-calibrated around a new, more achievable test execution timeline.  Several measures have been taken by the Programme and SIT participants to maintain the existing plan outlined in CR022; however, these have not sufficiently increased testing velocity across SIT Functional, Migration and Settlement phases to maintain the M10 date of 07-Mar-2025.  At PSG on 07-Aug-24 a short-term tactical plan was presented through to the end of 2024. In parallel a ‘Plan for a Plan’ detailing how the Programme would re-calibrate the M10 timelines and consult on the changes via the Change Control process was agreed.  The Programme has undertaken a detailed scenario planning exercise to develop a new test execution model and updated Programme Plan to be issued out alongside this Change Request for industry impact assessment (IA).  In the build up to this Change Request being issued to industry, the Programme has held a number of engagement sessions with Ofgem, Independent Programme Assurer (IPA), Central Parties, Code Bodies and Programme Participants (PPs).  It must be noted that, while Ofgem (and the IPA) have seen the timeline changes outlined in this Change Request they do not endorse the proposed plan. Any such endorsement will only come following a detailed review of the Impact Assessment findings and recommendation from the Programme Steering Group (PSG) to Ofgem. | | |
| **Description of change:**  *(the change being proposed)*  This Change Request is proposing to extend the SIT timelines by just over 5 months, going from 07-Feb-25 to 11-Jul-25. This will delay the M10 milestone from 07-Mar-25 to 13-Aug-25.  As a result of this change, there will be several other milestone changes due to their dependency on elements of SIT completing or directly on M10 itself. This includes, but is not limited to, amendments to the corresponding Tier 1 milestones: M10, M11, M12, M13, M14, M15 and M16.  All plan and milestone changes are included in the supporting artefacts issued alongside this Change Request, including:   * MHHS Outline Plan v6.0 (MSP and excel) * MHHS Milestone Register v6.0 * M10 re-calibration overview v1.0   All planning assumptions, associated risks and interdependencies that underpin the proposed plan can be found in the M10 re-calibration overview (v1.0).  The Programme proposes to retain, wherever possible, the enduring logic within the existing plan. This means that many downstream milestones with a dependency on SIT completion or M10 will be delayed by the same duration as M10 itself. This is an important assumption and ensures a specific focus for this impact assessment. The plan has been reviewed and the dependencies and durations for later activities and milestones have been confirmed as still being valid. We are only rescheduling dependent activities on M10 and pre-M10 activities (e.g. Supplier and Agent Qualification Testing dependent on SIT Functional MVC Test Complete).  **The below table shows the current vs proposed milestone dates:**   |  |  |  | | --- | --- | --- | | Milestone | Current  (CR022 baseline) | Proposed  (CR055 recalibration) | | **M8** | 07/03/2025 | 13/08/2025 | | **M10** | 07/03/2025 | 13/08/2025 | | **M11** | 04/04/2025 | 10/09/2025 | | **M12** | 04/04/2025 | 10/09/2025 | | **M13** | 07/03/2025 | 13/08/2025 | | **M14** | 16/03/2026 | 07/09/2026 | | **M15** | 05/10/2026 | 15/03/2027 | | **M16** | 07/12/2026 | 14/05/2027 |   As a result of this delay to M10, the Programme has taken the opportunity to reschedule test phases that are not on the critical path to M10 (such as SIT Operational, SIT Non-Functional and Non-SIT LDO Qualification Testing) to enable more efficient Programme delivery. These are captured in the Programme Plan.  The change freeze criteria remain unchanged by the implementation of this CR. With the Change Freeze itself being extended through to the new M10 date, any Change Requests or On Hold Change Requests scheduled for delivery after M10 will remain scheduled for delivery after M10. | | |
| **Desired implementation date and rationale:**  *(proposed implementation date of the change and why this date is required)*  The proposed change, if supported by the Change Board, would be presented to PSG in the week commencing 20-Oct-24. As the milestone changes articulated in this proposal move Level 1 milestones by more than 3 months, a final decision will be required from Ofgem as Programme Sponsor before the plan can be formally baselined.  As this Change Request is likely to take some time for approval by Ofgem, the Programme will recommend to PSG that the proposed plan is adopted in the interim as our working Programme plan until such time as there is an Ofgem decision. | | |
| **Justification for change:**  *(please attach any evidence to support your justification including why it should be exempt from the change freeze)*  Due to the slower than anticipated rate of testing through the first two cycles of SIT the M10 timeline is no longer viable and a re-calibration of the timeline is necessary to reset the Programme baseline.  This Change Request gives all Participants greater clarity on realistic timelines for achieving the outcomes of the MHHS Programme. | **Change Freeze criterion impacted** | **Yes / No** |
| **Fixing a design defect** | **N** |
| **Critical to M10/M15** | **Y** |
| **Consequences of no change:**  *(what would happen if the change was not implemented)*    If the proposed new dates are not approved, M10 and subsequent Programme plan milestones will be missed. The Programme will be working to an unrealistic timeline. This risks causing confusion among participants, creates difficulty in management and tracking of activity and resource, and is an ineffective way of delivering Programme outcomes and managing change. | | |
| **Alternative options:**  *(alternative options or mitigations that have been considered)*  The Programme has explored a number of scenarios as part of the re-calibration of the testing schedule. This included assessing if maintaining the M10 timeline was feasible and looking at a longer delay, assuming SIT participants could not increase their testing throughput.  The proposed amendments in this proposal are the most viable, introducing minimal risk whilst reducing impacts of significant delays on consumer benefits. | | |
| **Risks associated with potential change:**  *(risks related to implementation of the proposed change that have been identified)*  Detailed assumptions, dependencies and risks have been provided alongside this change proposal. However, at a high level some risks are summarised as below:  There is a risk that assumptions made in the modelling that would enable testing velocity to improve could be incorrect or ineffective, which would mean that M10 could be at risk of further delay.  There is a risk that Programme Participants cannot increase their testing throughput to the levels required to meet the new dates in the Programme plan.  There is a risk that the Programme team cannot deliver test management efficiencies needed to support Programme Participants to increase their testing speed. | | |
| **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).*  Throughout the scenario planning process, the Programme has engaged extensively with industry, the IPA and Ofgem, providing updates, direction of travel and notice of any key decisions made throughout the process.  The Programme held an industry-wide engagement session 12-Sep-24, with c.300 attendees.  Below is a list of stakeholder groups engaged in this change to date:   * Ofgem, as Sponsor * IPA, as independent assurance * SIT Cohorts, to underpin the test schedule modelling * FTIG and PSG (via constituent reps), for input into critical focal planning points * Code Bodies, in relation to Qualification assumptions and dependencies, that the Programme used to propose the detailed changes to the Qualification timelines * Central Parties, to understand implications on systems and resource * Non-SIT participants, to provide visibility of impact on non-SIT test and qualification phases * PSG and other L3 & L4 governance groups, to agree the plan for a plan and communicate key updates | | |
| **Target date by which a decision is required:** | October e-PSG – (w/c 21-Oct-24) | |

### 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 | An extended timeline provides the appropriate time to sufficiently test all systems and processes required to align with the TOM. |
| To deliver services to support the revised Settlement Timetable in line with the Design Working Group’s recommendation | An extended timeline provides the appropriate time to sufficiently test all systems and processes required to support the new settlement timetable’s operation. |
| To implement all related Code changes identified under Ofgem’s Significant Code Review (SCR) | The M8 milestone for the implementation of Code changes will be aligned with the new M10. |
| To implement MHHS in accordance with the MHHS Implementation Timetable | A reset plan allows for more appropriate and accurate timelines to achieve Programme Tier 1 milestones and outcomes. |
| To deliver programme capabilities and outcomes to enable the realisation of benefits in compliance with Ofgem’s Full Business Case | An extended timeline provides the appropriate time to sufficiently test all systems and processes required to deliver programme outcomes and to enable benefits |
| To prove and provide a model for future such industry-led change programmes | The timeline proposed remains focused on delivering core capabilities at the pace of the fastest, whilst supporting later Programme Participants at the pace they can progress, providing a blueprint for delivering industry-change on a large scale, at pace. |

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

|  |  |
| --- | --- |
| Impacted areas | Impacted items |
| Impacted Parties | All Programme Parties |
| Impacted Deliverables | All remaining Programme Deliverables |
| Impacted Milestones | M10, M11, M12, M13, M14, M15, M16 and all related and linked milestones |

**Note *– Please refer to the CR055 Impact Assessment Response Guide to support your Impact Assessment Submission***

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

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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 16 of *MHHS-DEL171 Change Control Approach* to assess each criterion, using N/A to indicate no impact. Additional supporting guidance on how to respond is in the *CR055 Impact Assessment Response Guide.***

**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**  *The Change would result in a delay in the delivery of benefits due to the delay of Go Live. However, this delay will allow for the robust testing required to take place to achieve Programme outcomes and not compromise benefits through operational issues.* |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| ***Please refer to the CR055 Impact Assessment Response Guide for best practice response to this***  *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**  *Consumers would be negatively impacted by the delay in delivering consumer benefits due to the delay of M10 and M11. However, this delay will allow for the robust testing required to achieve Programme outcomes and not compromise consumer benefits through operational issues.* |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| ***Please refer to the CR055 Impact Assessment Response Guide for best practice response to this***  *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* | |  |  |  | |
| **Effect on schedule**  *The delivery schedule will be extended as outlined in the Change Request and supporting material. This extended timeline is based on detailed execution modelling and planning assumptions that balance delivery, risk and the need to deliver Programme outcomes with a realistic and industry endorsed timeline.* |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| ***Please refer to the CR055 Impact Assessment Response Guide for best practice response to this***  *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 Programme schedule.*   |  |  |  | | --- | --- | --- | | 1. *Minor impact* | 1. *Medium impact* | 1. *Significant impact* | |  |  |  | |
| **Effect on costs**  *The Programme recognises that an extension to the timeline will have cost implications for the central Programme, industry Participants and their contracted Service Providers, with the expectation of costs increasing as a result of the delay. The Programme acknowledges that the extent of the cost impact will differ by industry participant and the phase of testing they are in. However, this additional cost that would be incurred is necessary to achieve Programme outcomes and mitigate the cost of operational issues with untested systems.* |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| ***Please refer to the CR055 Impact Assessment Response Guide for best practice response to this***  *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* | |  |  |  | |
| **Effect on resources**  *The Programme and Programme Participants will need to make plans to retain resources for longer than initially forecast to support the extension of M10 and subsequent milestones. This will have commercial implications for Participants; however, it is deemed necessary to ensure robust testing takes place prior to migration to deliver Programme outcomes and mitigate the resourcing to resolve operational issues with untested systems.* |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| ***Please refer to the CR055 Impact Assessment Response Guide for best practice response to this***  *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* | |  |  |  | |
| **Effect on contract**  *The Programme recognises that an extension to the timeline is likely to have contractual implications for Industry Participants and their Service Providers. The Programme assumes this will not constrain Participants’ ability to deliver MHHS within the timelines specified, but any impact should be highlighted by Participants in their Impact Assessment of this Change Request.* |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| ***Please refer to the CR055 Impact Assessment Response Guide for best practice response to this***  *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* | |  |  |  | |
| **Risks**  *The Programme has taken a risk-based approach to the modelling of SIT and the resulting M10 milestone and subsequent milestone dates. A number of assumptions, risks and dependencies are outlined in the ‘Planning Dialogue’ supporting document. The Programme believes the level of risk is proportionate and reflected in the proposed timelines.* |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| ***Please refer to the CR055 Impact Assessment Response Guide for best practice response to this***  *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**  **It is recommended by the Change Raiser that CR055 is approved.** |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| ***Please refer to the CR055 Impact Assessment Response Guide for best practice response to this***  *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* | |  |  |  | |
| **Change Freeze**  The Programme baseline dates are not going to be achieved without a change to the Programme plan, therefore this Change Request is necessary to achieve M10 and all following T1 milestones. A re-calibration to allow for more appropriate, realistic and accurate timelines needs to occur to allow for Programme wide effective tracking and management of plans. The Change Request gives all Participants greater clarity on realistic timelines for achieving the outcomes of the MHHS Programme. |
| *<Delete as appropriate>:* **Agree Disagree Abstain** |
| ***Please refer to the CR055 Impact Assessment Response Guide for best practice response to this***  *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.***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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.***

|  |  |
| --- | --- |
| 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.**

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