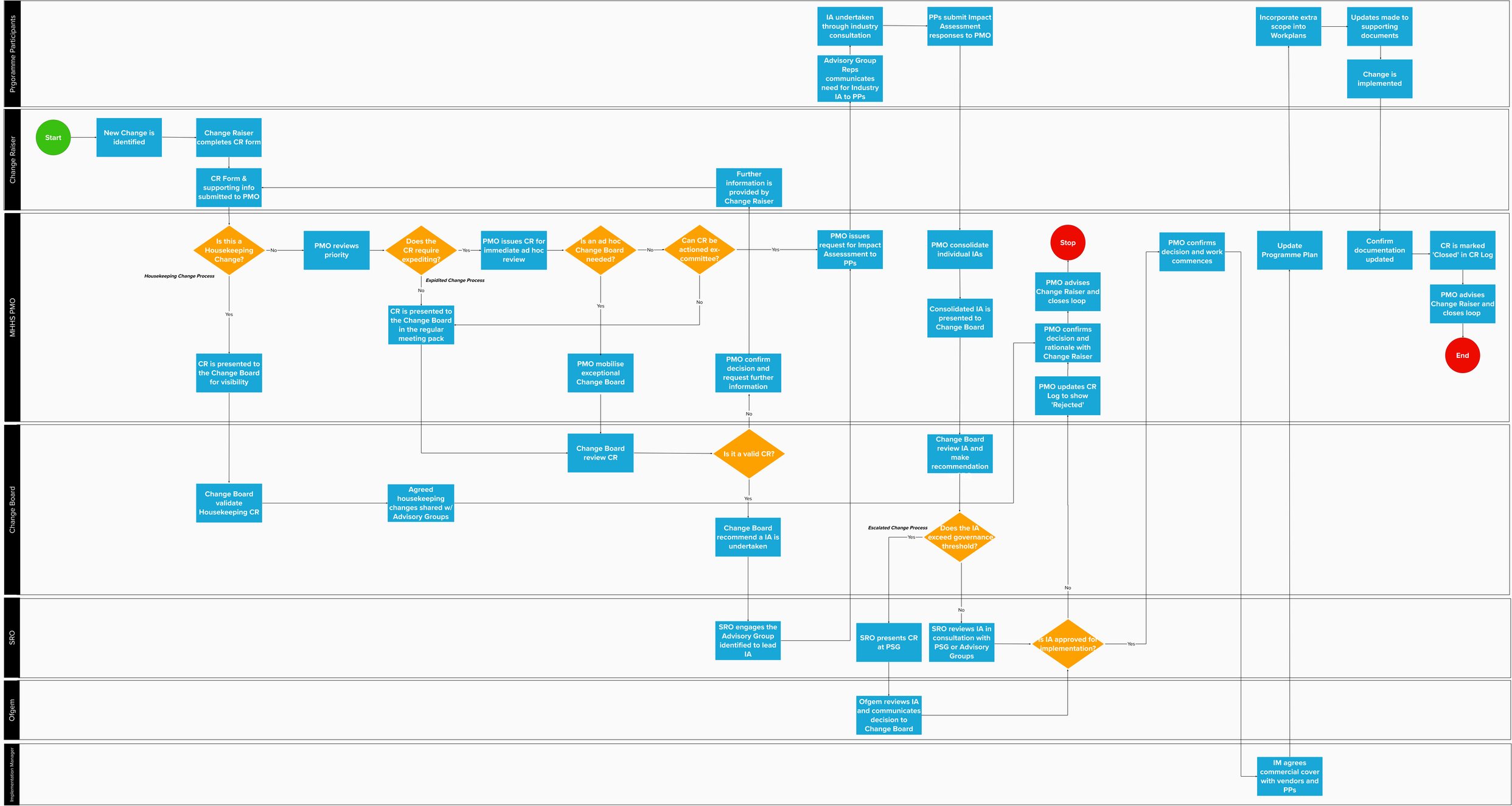
Programme Participants
Change Raiser
MHHS PMO
Change Board
SRO
Ofgem
Implementation Manager
Start
New Change is identified
Change Raiser completes CR form
CR Form & supporting info submitted to PMO
Further information is provided by Change Raiser
Is this a Housekeeping Change?
No
Housekeeping Change Process
Yes
PMO reviews priority
Does the CR require expediting?
Yes
Expidited Change Process
No
PMO issues CR for immediate ad hoc review
Is an ad hoc Change Board needed?
No
Yes
Can CR be actioned ex-committee?
Yes
No
CR is presented to the Change Board in the regular meeting pack
CR is presented to the Change Board for visibility
PMO mobilise exceptional Change Board
PMO confirm decision and request further information
No
Change Board review CR
Is it a valid CR?
Yes
Change Board validate Housekeeping CR
Agreed housekeeping changes shared w/ Advisory Groups
Change Board recommend a IA is undertaken
SRO engages the Advisory Group identified to lead IA
IA undertaken through industry consultation
Advisory Group Reps communicates need for Industry IA to PPs
PMO issues request for Impact Assesssment to PPs
SRO presents CR at PSG
Ofgem reviews IA and communicates decision to Change Board
PPs submit Impact Assessment responses to PMO
PMO consolidate individual IAs
Consolidated IA is presented to Change Board
Change Board review IA and make recommendation
Escalated Change Process
Yes
Does the IA exceed governance threshold?
No
SRO reviews IA in consultation with PSG or Advisory Groups
Is IA approved for implementation?
No
Yes
Stop
PMO advises Change Raiser and closes loop
PMO confirms decision and rationale with Change Raiser
PMO updates CR Log to show 'Rejected'
PMO confirms decision and work commences
Incorporate extra scope into Workplans
Updates made to supporting documents
Change is implemented
Update Programme Plan
Confirm documentation updated
CR is marked 'Closed' in CR Log
PMO advises Change Raiser and closes loop
End
IM agrees commercial cover with vendors and PPs