**Change Request Form**

## Change Request details

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| Change Request details |
| Change Request Title | Implementation of ‘Data Refresh’ Message IF-051 |
| Change Request Number | CR044 |
| Originating Advisory / Working Group | DAG |
| Risk/issue reference |  |
| Change Raiser | Sean Cooper, MHHS Programme | Date raised: | 14/02/24 |

***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:***(what is the issue that needs to be resolved by the change)*Following the significant CSS P1 incident experienced in summer 2023, the MMHS Design Team, St Clements and RECCo agreed that a formalised ‘data refresh’ mechanism should be defined and documented as part of the MHHS design. This is so that, in the event that an outage, defect, or other incident resulted in the misalignment of data between central parties, a ‘pre-designed and agreed’ mechanism could be quickly deployed in order to realign any mismatched data and speed the restoration of normal operations. The Registration Service acts as the master data source for many key MHHS data items, and these data items are used by the DIP to support Secondary Routing activity, by MDS (Marketwide Data Service) to determine MPAN ownership, CCC (Consumption Component Class) and thus accurate allocation of settlement volumes; and by EES to act as an accurate reference point for other participants. This CR proposes to implement a new interface/message – IF-051 “Data Refresh” which would, when required, be created by the Registration Service and passed to the DIP and/or EES and/or MDS, so as to allow the resetting or realignment of data between those parties. Exchange of the new IF-051 could be either via the DIP or where that was not desirable - using native JSON file(s) secured via password protected ZIP files exchanged directly between parties. Depending on the circumstances, the refresh flow could be issued to an individual party, or all parties depending on the nature of the incident. The potential of Elexon, acting in its role as the DIP Manager, to take on some kind of ‘management/co-ordination’ role as part of incident management in the post MHHS environment is still under active discussion as part of the ongoing ‘Service Definition’ discussions. For the purposes of this CR, any use of the refresh flow, the mechanism of its exchange and processing timescales, would be agreed bi-laterally between the Registration Service & the required recipient(s), taking into account the nature of the incident and the wider co-ordinated industry response to address it. In line with the current MHHS design / guidance other participants would use the existing API connectivity to EES as their reference point. Note1: Changes in Supply Start / End Date are not covered by this message. These will be dealt with separately as part of a separate CR.Note2: It is anticipated that the new ‘refresh’ message would be used for the ‘bulk correction’ of data, following a data impacting incident. The day-to-day operational correction of individual MPAN discrepancies would continue to be resolved, on a case-by-case basis, using the guidance and mechanisms already outlined in the MHHS Design.  |
| **Description of change:***(what is the change you are proposing)*Creation of a new MHHS interface message “IF-051-Data Refresh”, which would provide a refresh of the data held by Registration Service, as required, to the EES, DIP and/or MDS.MHHS Design Team would also update the “DIP-050 Secondary Routing” document, to document how the DIP should process the IF-051 message. EES & MDS would need to make updates to their own documentation & solutions based on guidance provided alongside the IF-051 message definition. Note3: The proposed design, content and treatment of the new Refresh Message has already been discussed ‘in principle’, with the impacted parties. However, subject to the CR’s approval the usual process of artefact redlining, feedback and review would be undertaken.Note4: Ideally this change would be implemented by the impacted parties in advance of the Non-Functional Test Phase, so that it could be tested as part of that phase. However, the Programme accepts that this may not be possible and a later delivery date may need to be agreed, balancing the risk any delayed implementation may have should a data impacting incident occur.  |
| **Justification for change:***(please attach any evidence to support your justification)*If data becomes misaligned there is currently no defined mechanism to re-align data between the Registration Service and other central parties i.e. DIP, EES and MDS.  |
| **Consequences of no change:***(what is the consequence of no change)*If data were to become misaligned there would be no pre-planned mechanism/process to correct the issue. Support Team(s) would need to ‘improvise’ a mechanism and process to be utilised in order to realise a fix to the data. |
| **Alternative options:***(What alternative options or mitigations that have been considered)*As above, the alternative would be *not to implement* the IF-051 message and associated system changes to process it and simply rely on an improvised data realignment mechanism as and when an issue(s) arose. The proposal of issuing a regular monthly or quarterly refresh message for all MPANs was considered, but it was agreed that this option would not be progressed further at this time. |
| **Risks associated with potential change:***(what risks related to implementation of the proposed change have been identified)*Implementation Timescales – ability of impacted parties (DIP, Registration Service, MDS, EES) to develop, test and deploy the proposed solution.  |
| **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).*Various solution options were discussed by the MHHS Design Team in conjunction with St Clements and RECCo. The concept of the use of a Refresh Message, its content and treatment has been discussed, reviewed, and agreed ‘in principle’ with those parties. The concept of the Refresh message has also been discussed with both Elexon and the DIP Provider.  |
| **Target date by which a decision is required:** | A decision on whether to progress this CR should be reached as quickly as possible. However, further discussions would be required between the Programme & impacted participants on the proposed implementation timescale.  |

### 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***

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| What benefits does the change bring |
| *(list the benefits of the change and how this improves the business case)** Planned mechanism for correcting misaligned data, allowing for a faster, more structured recovery
* Reduced support costs in the event of data misalignment
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| 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 | Ensures data is kept aligned to support delivery of the TOM processes |
| To deliver services to support the revised Settlement Timetable in line with the Design Working Group’s recommendation |       |
| To implement all related Code changes identified under Ofgem’s Significant Code Review (SCR) |       |
| To implement MHHS in accordance with the MHHS Implementation Timetable |       |
| To deliver programme capabilities and outcomes to enable the realisation of benefits in compliance with Ofgem’s Full Business Case | Ensures there is a mechanism which keeps data aligned and therefore supports realisation of benefits |
| To prove and provide a model for future such industry-led change programmes | Mitigates significant low probably, high impact risk around data misalignment |

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

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| Impacted areas | Impacted items |
| Impacted Parties | Registration Service (St Clements)EES (RECCo)MDS (Elexon / Helix)DIP (Programme / Avanade) |
| Impacted Deliverables | DES138 Interface Definition Document (Addition of IF-051 message) Swagger JSON Message Definition (Addition of IF-051message)DIP050 Secondary Routing (Addition of IF-051 treatment rules)Business Requirement Documents for: REGS (Accept MPAN List, Generate IF-051 Message(s), Ability to set Primary Recipient(s))Helix (Accept IF-051, Develop IF051 treatment rules based on MDS data requirements) EES (Accept IF-051, Develop IF051 treatment rules based on MDS data requirements) |
| Impacted Milestones | *None as not required prior to go-live* |

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

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| Initial assessment |
| Necessity of change |  | Expected lead time |  |
| Rationale of change |  | Expected implementation window |  |
| Expected change impact | Low |  |  |

**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** |
| Interface Catalogue (IF-051) | ***DES138 (IF-051)*** |
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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.**

**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***Change Raiser to provide initial impact assessment.**Ensures data can be re-aligned to Registration Service in case of issues with message flows* |
| *<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.* |
| **Effect on consumers***Ensures the correct data is available to support Change of Supplier processes* |
| *<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?* |
| **Effect on schedule***Change Raiser to provide initial impact assessment.**No impact on schedule expected as not required until go-live* |
| *<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.* |
| **Effect on costs***Change Raiser to provide initial impact assessment.***Low MPRS, DIP and EES impacted** |
| *<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?* |
| **Effect on resources***Change Raiser to provide initial impact assessment.**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.* |
| **Effect on contract***Change Raiser to provide initial impact assessment.**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.* |
| **Risks***Change Raiser to provide initial impact assessment.**Do Nothing: Misalignment of Data across parties* |
| *<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.* |

### 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***Change Raiser to provide initial recommendation.***It is recommended by the Change Raiser that a refresh message is implemented prior to go-live** |
| *<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** |
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