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**Cross Party Service Desk Approach
Scenario Session**

16/04/2025

CPSD approach session 2 agenda

We re-issued the CPSD approach document for consultation on the 15th April as agreed and extended the consultation for all documents to the 28th April. We discussed the proposed changes with this group on Monday 14th

Today, following suggested content from Monday's session, we will walk through a few examples of cross-party scenarios and seek feedback from this group as we continue to model potential scenarios for the Service Desk.

The objective is to test assumptions about interactions and their cross-party involvement. These are illustrative scenarios of incremental complexity to support the conversation around scenario development. Scenario d is based on an actual event in SIT testing.

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Scenario a - DIP message has not been received by the recipient, where DIP received message

Step 1. A DIP Message sent from REGS was not received in the expected timescale by a Supplier

Step 2. Supplier Triages message using DIP Portal

Step 3. Supplier identifies that message received by DIP but failed in DIP > Step 4
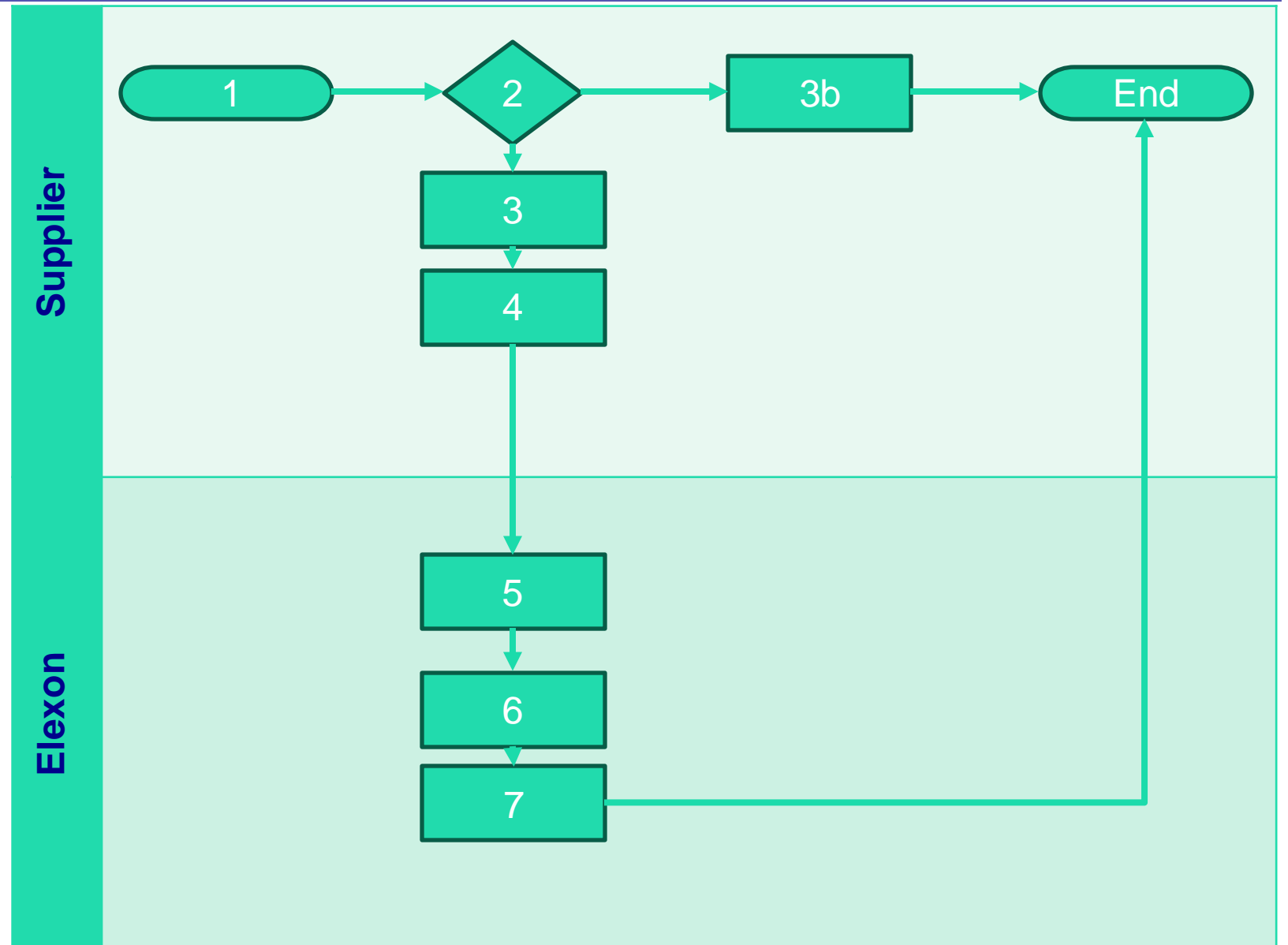
Step 3b. Supplier identifies message is queued and resolves

Step 4. Supplier raises issue through Elexon portal

Step 5. Elexon triage issue and identify issue with DIP

Step 6. Elexon Resolve issue

Step 7. Elexon MIM inform supplier

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Scenario b - DIP message (s) has not been received by the recipient, where DIP has not received message

Step 1. A DIP Message(s) sent from REGS was not received in the expected timescale by a Supplier
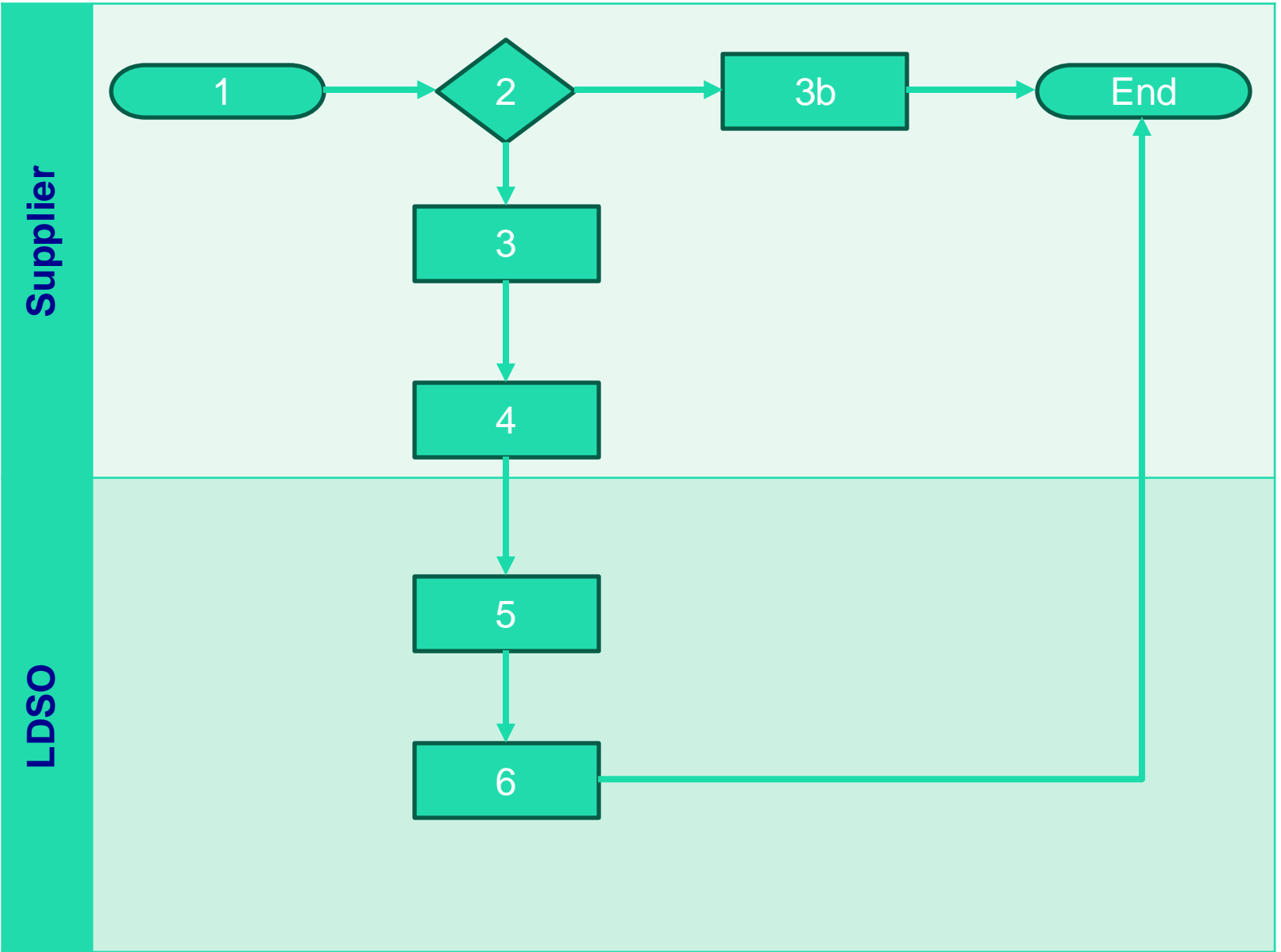
Step 2. Supplier Triages message using DIP Portal

Step 3. Supplier identifies that message not sent by REGS in DIP portal

Step 3b. Supplier identifies message is queued and resolves

Step 4. Supplier raises issue with applicable LDSO Query Desk, providing message transaction details

Step 5. LDSO Query Desk identify that issue exists with REGS message generation and co-operate with their internal Service Desk to resolve.

Step 6. LDSO Query Desk inform supplier and close

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Scenario c - DIP message has not been received by the recipient, investigation shows successfully sent but not recorded in DIP or delivered

Step 1. A DIP Message sent from REGS was not received in the expected timescale by a Supplier

Step 2. Supplier Triages message using DIP Portal

Step 3. Supplier identifies that message not sent by REGS in DIP portal

**Step 3b**. Supplier identifies message is queued and resolves

Step 4. Supplier raises issue with applicable LDSO Query Desk, providing message transaction details (inc correlation ID)

Step 5. LDSO Query Desk identify that message sent to DIP and accepted

Step 6. LDSO Query Desk notifies Supplier of transaction details

Step 7. Supplier raises case with Elexon

Step 8. Elexon triage and resolve issue and notified Supplier when resolved

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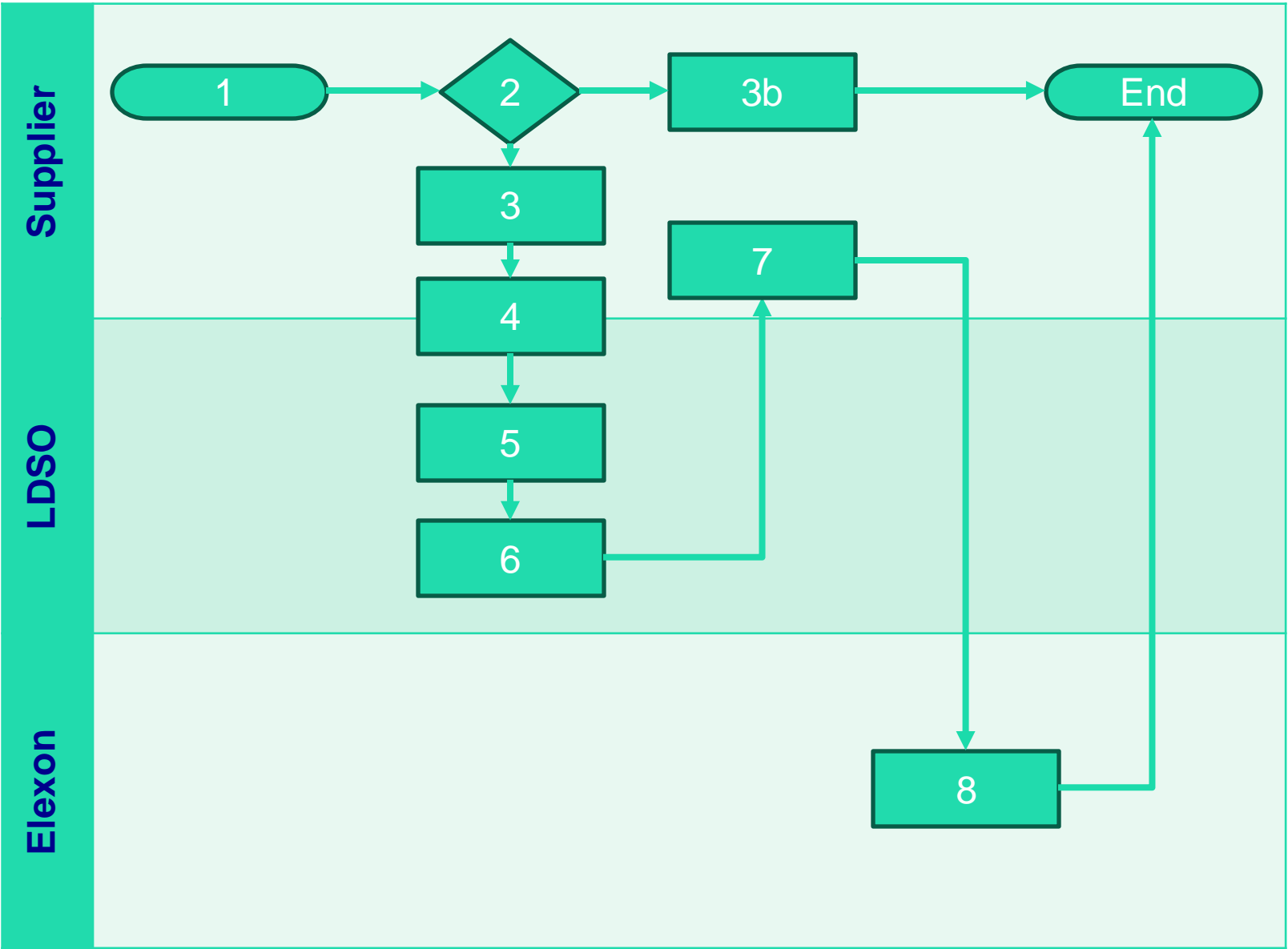
Scenario d - Failure in LDSO Settlement report processing

Step 1. LDSO identifies issue processing Settlement reports by their DUoS Billing system

Step 2. LDSO Service Desk triage and identify issue related to the message failing business rules as DUoS Tariff data not formatted in line with the DUoS system design.

Step 3. LDSO Service desk raises issue with Elexon via portal and provide their ref number.

Step 4. Elexon Service Desk triage and determine that Elexon systems working to design. However multiple LDSOs have raised incidents as all impacted by the same issue as they share one of the DUoS Billing Systems.

Step 5. Elexon raise Severity / Priority of incident to become major incident and issue communications to impacted parties.

Step 6. Elexon MIM engage impacted LDSOs

Step 7. Agreement reached between Elexon and LDSOs that there is a design issue within DUoS Billing system requiring change, MIM determines if work arounds exist (none exist).

Step 8. LDSOs engage service provider to make changes

Step 9. Changes implemented by LDSOs Service Provider and reported to Elexon MIM

Step10. Elexon MIM confirms receipt

Step 11. informs all industry as outlined in the Operations Manual

Step 12. Elexon MIM close incident as resolved

NB. In Step 4 and or 7 in some scenarios it may be necessary for industry issue resolution groups to assess wider impacts e.g. on codes
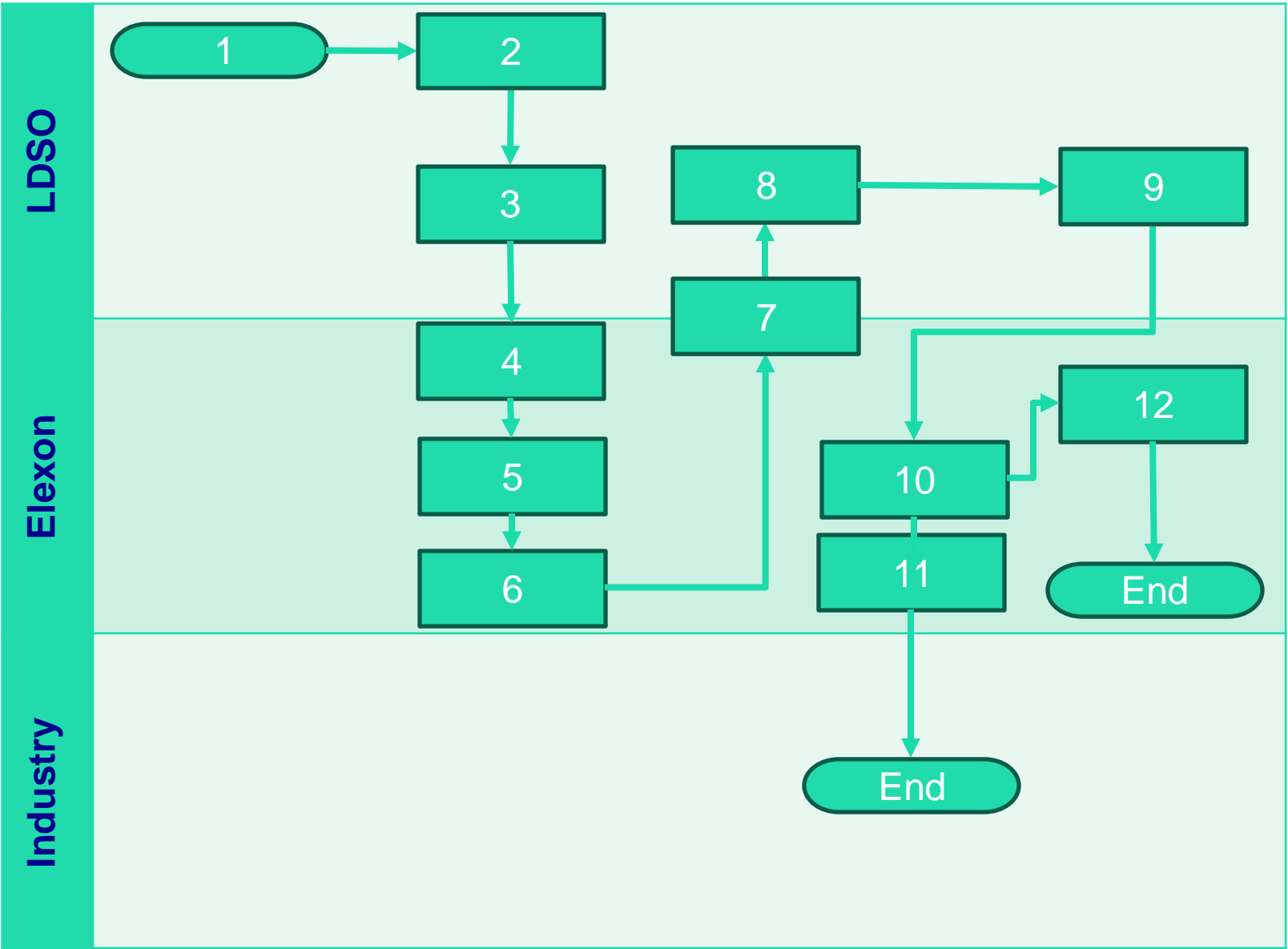
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THANK YOU

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