ELEXON

MARKET-WIDE HALF HOURLY SETTLEMENT

CROSS PARTY SERVICE DESK APPROACH

APPROACH – VER 0.8

Deleted: 7

Document Control

Properties

Owner	Organisation	Email Address
Gary Leach	Elexon	Gary.leach@elexon.co.uk
Last Update	Next Update	Document Classification
8th May 2025		Public

Changes

Version	Date	Author(s)	Comments
0.1	19/02/2025	Helix Service Management Team	Initial Draft
0.2	25/02/2025	Helix Service Management Team	Updated after Internal review
0.3	19/02/2025	Helix Service Management Team	Updated with additional information
0.4	02/04/2025	Helix Service Management Team	Updated post internal review
0.5	04/04/2025	Helix Service Management Team	Updated post MHHS Review
0.6	11/04/2025	Helix Service Management Team	Updated post LDSO consultation feedback
0.7	15/04/2025	Mark Scott	Update following further feedback
0.8	08/05/2025	Mark Scott	Update following initial consultation

Approvers

Organisation	Name	Role
TORWG Acceptance	N/A	N/A
MCAG Endorsement	N/A	N/A

Documents & References

Ref	Item	Location/Name
MHHS-DEL2124 version 1.0	MHHS Service Management Strategy	MHHS-DEL2124 - _MHHS_Service_Management_Strategy_v1.0.pdf

Deleted: 15th April

Formatted: Superscript

Deleted: Various

Deleted: Elexon Helix Service Management Team

Formatted Table

Deleted: Various

Deleted: LDP

Deleted: Various

Deleted: SRO

	Elexon – Service Definition Document (SDD)	Elexon_Service_Definition_Document_v2.4.pdf
	Elexon – Low Level Service Design	Elexon_Low_Level_Service_Design_-_Service_Users_-_v1.1.pdf
	Elexon – Operations Manual	MHHS Service User - Operations Manual - 1.2

Deleted: MHHS Service User - Operations Manual - 1.0

Field Code Changed

Contents

Deleted: Document Control→2¶
Properties→2¶
Changes→2¶
Approvers→2¶
Documents & References→2¶
1→Introduction→5¶
1.1→Purpose→5¶
1.2→Problem Statement→5¶
1.3→CPSD Approach→5¶
1.4→Expected Outputs→6¶
1.5→Stakeholders→6¶
2→Cross Party Service Desk Principles→7¶
3→Elexon Service Desk Architecture→8¶
4→CPSD - Core Service Management Processes→8¶
5→Service Desks→9¶
6→End to End Case Lifecycle→10¶
7→Elexon Case Exchange Protocols with External Service Desks→10¶
7.1→Raising Cases from Elexon to External Service Desks→10¶
7.1.1→Key expectations→10¶
7.1.2→Case Contents:→11¶
7.2→Receiving Cases from Other Parties into the Elexon Service Desk→11¶
7.2.1→Case Contents:→11¶
7.2.2→Elexon Actions:→11¶
8→Cross-Party Incident Handling Model→11¶
9→ServiceNow Support Portal – Parent/Child Approach for CPSD→12¶
10→Appendix A: Incident Flow Scenario Example→13¶
11→Appendix B: Incident Scenario Example→14¶
12→Appendix C: MHHS Strategy – Hybrid Model→17¶

1 Introduction

1.1 Purpose

The Cross-Party Service Desk (CPSD) is a core function within the MHHS Target Operating Model (TOM), enabling collaborative service management across Elexon, Service Providers, Market Participants (including LDSOs and Suppliers).

The CPSD acts as a coordination layer ensuring that incidents that span multiple parties are resolved efficiently and transparently.

This approach has been developed to be consistent with the MHHS Service Management Strategy (MHHS-DEL2124 version 1.0), which sets out the high-level model that industry participants will operate to support the systems, process and services described within the MHHS Target Operating Model and MHHS Design artefacts.

Appendix C: MHHS Strategy Overview presents the agreed Hybrid Approach

Field Code Changed

1.2 Problem Statement

The implementation of the Market-Wide Half-Hourly Settlement (MHHS) Target Operating Model (TOM) requires an effective and well-structured Cross-Party Ways of Working to support market participants in managing service-related activities.

Agreeing upon a unified framework promotes operational efficiency, leading to a consistent and reliable service experience for Market Participants

1.3 CPSD Approach

This approach outlines a high-level framework to demonstrate how cross-party collaboration can effectively support the Market-wide Half Hourly Settlement (MHHS) programme.

Step 1:

To establish a shared understanding of the collaborative model and provide a visual flow to support its practical application within the MHHS Target Operating Model (TOM).

Step 2:

To gain agreement in principle on the proposed collaboration framework and its applicability to MHHS service operations.

Step 3:

To continue to gather relevant scenarios to capture in the Operations Manual

1.4 Expected Outputs

- The key principles, aligned to the Service Management Strategy, which will set out how Central Services, LDSOs and other Market Participants (e.g. Suppliers and Agents) will interact with one another when required.
- A set of example scenarios to provide context.
- A list of key stakeholders to engage in further refinement sessions.
- Foundational inputs toward developing a detailed cross-party runbook.
- Runbook Contents (to be developed)
- End-to-end flow diagrams for selected scenarios (including cross-scenario interactions).
- Defined triage steps to support consistent incident handling.
- A RACI matrix outlining responsibilities across all involved service desks, with a focus on Major Incident management.

*The MHHS Service Management Strategy (MHHS-DEL2124) defines the Service Desk and Help Desk models as follows:

a) Service Desk: Technical / System issues that will likely require L3 support to resolve and that should be routed to the MHHS Service Desk e.g. DIP / LSS not operating as expected.

b) Help Desk: Business Process / Data issues that can be resolved through the SM user practicing self-service using the knowledge management articles available on the SM Portal. Alternatively, these could be resolved using existing processes to resolve issues between industry parties such as SDEP, email and telephone queries. These types of queries should not be routed to the MHHS Service Desk e.g. individual message being rejected as not meeting validation criteria, however overall system working as expected.

Currently LDSOs operate the MPAS Help Desk model within the existing arrangements. This service will persist and be extended to cover the relevant LDSO MHHS requirements under the new arrangements. and continue to operate within their existing SLAs and Operating Hours.

Deleted: deliver their own service management Service Desk and Help Desk* arrangements and

Deleted: Legacy

Deleted: (commonly referred to as the "MPAS Help Desk". T…

Deleted: as is

Deleted: s

Deleted: normal business

Deleted: hours

1.5 Stakeholders

Stakeholder	Description
Elexon	Elexon facilitates and operates the CPSD, providing governance, integration, and centralised service oversight
Licensed Distribution System Operators (LDSOs)	LDSOs are responsible for the electricity distribution network, they operate several services, including the SMRS which is central to the MHHS TOM.
Suppliers and Supplier Agents	Suppliers and Agents interact to raise incidents and coordinate resolutions.
DIP Operator (Data Integration Platform)	The DIP Operator manages the data integration layer. They are a critical resolver group in the CPSD for issues related to data

Deleted: Registration Service

Deleted: with the CPSD

	flow, latency, message routing, and transformation errors.
Central Switching Service (CSS)	This stakeholder provides central switching and registration capabilities under the Retail Energy Code (REC). They are integrated with the CPSD to resolve registration discrepancies. This service is operated by the DCC.
Smart DSP	This stakeholder operates the Smart Metering infrastructure. Smart DSP is responsible for issues within the Smart Metering Arrangements and the receipt of half-hourly consumption data from Smart Meters.
Electricity Enquiry Service (EES)	This stakeholder operates the EES service, EES issues could prevent a user from accessing accurate date to use in a particular process. The EES Service Desk should be used to query EES system issues. Concerns with data displayed in EES should be raised with party responsible for populating that data item. (For MHHS this will usually be SMRS but is MDS for the Annual Consumption)
Resolver Groups	These include technical and support teams assigned within participant organisations or centrally They are responsible for investigating and resolving tickets escalated through the CPSD.
DIP Connection Providers	Organisations that facilitate connections between market participants and the DIP
Software Providers	Software providers are involved in supporting the MHHS programme by offering solutions that enable market participants to interact with the DIP and manage half-hourly settlement processes

Deleted: and market participant ID

Deleted: Data Communications Company (DCC)

Deleted: I

Deleted: ncidents within the smart metering arrangements could impact MHHS systems such as the DIP and Elexon settlement systems.

Deleted: incidents within this service could impact MHHS systems and process or incidents within Elexon systems could impact performance of the EES service.

Formatted: Default Paragraph Font, Font: (Default) +Body (Calibri), 11 pt, Not Bold, Font colour: Auto

Formatted: Font: (Default) +Body (Calibri), 11 pt, Font colour: Auto

Formatted: Font: (Default) +Body (Calibri), 11 pt

2 Cross Party Service Desk Principles

The key underpinning principles of the cross-party service desk approach are set out below. These principles have been developed to support the approach defined with the Service Management Strategy, which was developed by the MHHS Programme and approved by the industry via MHHS Programme governance in February 2024.

These principles apply to:

I. those parties who will raise cases or enquiries to a Central Service Provider Service Desk or LDSO* MPAS Help Desk function. Those parties will include Suppliers, Supplier Agents, Software Providers, DCP's, other Central Parties and LDSOs.

II. Software Providers, DCP's, Central Parties Service Desks and LDSOs MPAS Help Desk functions will receive cases raised by those parties defined in point (I).

***LDSOs will not operate an external facing Service Desk function for Supplier and Agent queries. They will continue to operate their existing external facing Help Desk functions for Supplier and Agent queries and issues, to their existing SLAs and Operating Hours.**

Internal to the LDSO, their Help Desk may interact with their internal Service Desk function if technical / system issues exist which require their involvement to resolve. This in turn may require interactions with Central Service Provider Service Desks, such as Elexon, in the case of technical incidents identified between their services and Elexon services.

Incidents involving technical integration of systems, such as DIP connectivity, would be raised to Elexon Service Management, not individual LDSO or market participant service management functions.

The high-level principles are as follows:

a) In line with the "Hybrid Distributed Service Management Model" defined within the strategy, each service owner will operate their own service management arrangements, which includes their own systems, processes, service levels, hours of operation and standards.

b) Each participant wishing to raise a case (i.e. Incident) is expected to have undertaken their own thorough investigation to:
   a. Determine the potential root-cause and have identified, to the extent that they are able, the correct organisation to raise the incident to.
   b. They will have utilised any available knowledge or other tools to have performed triage and obtained evidence or other information that will assist the organisation, to which the incident is raised, to perform their own investigation. Although not an exhaustive list, such information or tools would include messages returned from an external service to their own or use of the DIP Portal to investigate transactions and their status within the DIP.
   c. When raising a case, query or incident the raiser will have included all information which will be required by the organisation to undertake their triage activities.

c) Each organisation will investigate and triage each case raised to them in line with their agreed SLAs, the following outcomes will be expected following triage:
   a. Following triage, if it is determined that the case and query has been raised to that service in error, e.g. that service is not involved in a particular process or function; or

Deleted: Service Desk or

Deleted: LDSOs;

Deleted: whose Service

Formatted: Font: Bold

Formatted: Font: Bold

Deleted: Distributed

Deleted: service

Deleted: management

Deleted: model

Deleted: (e.g. ITIL).

Deleted: (e.g. response or error codes described in DES-138) …

their service has correctly working to design, but an issue may exist within another service, e.g. MPAN level processing of a transaction. Under this circumstance the service should inform the raiser and close the case, providing instruction, if possible, as to the correct service to raise the case to, with any supporting evidence provided (in the case of the latter example). In either example the case would be deemed to be resolved by that organisation.

b. Following triage, it is determined that the issue and resolution is internal to their service. The service will own this case through to resolution and inform the raiser once resolved.
c. Following triage, it is determined that they have identified a potential issue within an Elexon service (DIP, VAS, MDS, ISD) which has prevented their own service from correctly operating to design. In this instance, the service should notify Elexon Service Management via the Elexon SM Portal to raise a case, providing the relevant evidence to enable Elexon to undertake their own triage. If Elexon have undertaken triage and need to contact a 3rd party, they will contact that party via the agreed method*. The case will exist within the Elexon Service Management system, the 3rd party will receive the communications related to this case and then will then process utilising their own business processes and systems (e.g. raise their own cases/tickets within their own systems). Until the case is resolved between the two services the original case should remain open with the raiser. Once resolved the original case should be closed.

*The method of Elexon communications between themselves and each 3rd party will be agreed bilaterally between Elexon and that organisation.

3 Elexon Service Desk Architecture

The CPSD is structured as a layered model that incorporates Elexon's internal teams, third-party service desks and external stakeholders.

The following table outlines each tier of the CPSD model, the associated responsibilities, and systems involved:

Tier	Function	Participants	Technology/Platform
Tier 0	Self-help, documentation, proactive monitoring	Service Users	DIP Portal, Elexon Knowledge Base
Tier 1	Case logging, first-line triage, routing	Elexon Service Desk	ServiceNow Portal
Tier 2	Incident resolution, root cause analysis	Resolver Groups	ServiceNow, team queues
Tier 3	Escalation, governance, strategic intervention	Elexon Service Management, Regulatory Bodies	MI Comms Matrix, Status pages

4 CPSD - Core Service Management Processes

The CPSD supports standard IT Service Management processes. Each process has been documented in the Service User Service Definition Document and the Service User Low Level Service Design.

CPSD involves coordination across organisational boundaries, defined workflows, escalation paths, and roles.

The table below describes each process area and its cross-party application:

Process	Purpose	Cross-Party Implications	Supporting Tools
Incident Management	Restore normal service quickly	Requires coordination across all parties	ServiceNow, DIP Portal
Major Incident Management	Coordinate response to critical issues	Triggers Elexon-led war room & comms	ServiceNow, Email Comms
Problem Management	Prevent recurrence of incidents	Shared RCA ownership and KEDB entries	ServiceNow Problem Records
Request Fulfilment	Manage standard service requests	Covers access, certs, DIP requests	ServiceNow P4 Case request
Knowledge Management	Share resolutions & insights	Centralised article library for cross-party use	Elexon Knowledge Base

The Cross-Party Service Desk (CPSD) is not expected to impact existing processes for Change Management, Emergency Change Management, Service Catalogue, Release Management, Service Level Management, or Continual Service Improvement (CSI).

These processes will continue to operate under their current governance and procedures

Deleted: ITILv3

Deleted: MPRS, LDSOs, RECCo

Deleted: MI Tracker,

5 Service Desks and Help Desks

Service & Help Desk (Internal and External)	Owner	Service Provider	Covered Query Types
Elexon Service Desk	Elexon	Elexon	Market-wide settlement incidents, DIP message failures, Load Shaping Service (LSS) issues, Market Data Service (MDS) issues, Volume Allocation Service (VAS) incidents, BSC-related queries. Avanade DIP related issues
LDSO Service Desk	Each LDSO	Each LDSO	Each LDSO will operate their own internal facing Service Desk related to technical services. The Service Desk, in the case of major incidents, will interact with the Central Service Provider Service Desk which takes the lead on managing the major incident.
MPAS Help Desk	Each LDSO	Each LDSO	The MPAS Helpdesk serves as a point of contact for queries related to MPANs and supply point information
DCC Service Desk	DCC	DCC	Smart metering data communication failures, missing meter reads, security breaches, mass data outages impacting settlement accuracy.
Supplier Service Desks	Suppliers	Suppliers	Customer billing discrepancies, incorrect tariff applications, customer data integrity issues linked to settlements, metering point association problems.
REC Help Desk	RECCo	REC Code Manager	Various REC-related queries.
EES Service Desk	RECCo	C&C Group	Issues related to the Electricity Enquiry Service (EES) system.
Switching Service Desk	DCC	DCC	Switching-related issues, erroneous customer data, incorrect registrations within CSS.
Software Providers	Each Software Provider	Each Software Provider	Issues with software provided that interacts with the DIP and manage half-hourly settlement processes
DCPs	Each DCP	Each DCP	Issues maintaining connections to DIP

Deleted: ¶

Deleted: LDSO Help Desks ... [1]

Formatted: Font: (Default) +Body (Calibri), 11 pt, Font colour: Text 1, English (US), Lowered by 0.5 pt

Formatted: p1, Space Before: 0 pt, After: 0 pt, Font Alignment: Auto

Formatted: Font: +Body (Calibri), 11 pt

Deleted: Smart Metering Service Desk ... [2]

Deleted: Service

Deleted: (Gemserv)

Deleted: RECCo

Deleted: ERDS Service Desk ... [3]

Formatted: Font: +Body (Calibri), 11 pt

Formatted: p1, Space Before: 0 pt, After: 0 pt, Font Alignment: Auto

Formatted Table

Formatted: Font colour: Black, English (UK), Not Raised by / Lowered by

Formatted: Indent: Left: 0 cm, Hanging: 0.76 cm, No bullets or numbering

6 End to End Case Lifecycle (Elexon Portal)

When a Service User raises a ticket in the Elexon Portal, it enters a structured process that ensures accountability and traceability across its lifecycle. Escalation and re-routing are governed by predefined thresholds, ownership rules, and technical boundaries.

Typical lifecycle stages for an incident are:

- Case Raised – Logged via Elexon Service Portal.
- Triage – Performed by Elexon to validate scope and severity.
- Assignment – Routed to correct resolver group (internal or external).
- Cross-party Engagement – Triggered if collaboration is needed.
- Resolution – Ownership remains until ticket is resolved and confirmed.
- Closure – SLA validation, closure communication, optional PIR

7 Elexon Case Exchange Protocols with External Service Desks

7.1 Raising Cases from Elexon to External Parties

Deleted: Service Desks

Elexon will raise cases to External Parties (such as LDSOs, Reco, DCC, Software Providers, DCP's and Suppliers) where it identifies that an issue resides outside of its own service boundary and resolution requires action from another party. Each industry participant will nominate to Elexon the contact information relevant to their organisation so that case information can be passed over – contact does not need to be a named individual, it can be a shared mailbox.

Deleted: other Service Desks / Help Desks

Deleted: RECCo

7.1.1 Key expectations

- Elexon will complete internal triage and determine that the issue falls within the remit of another Service Provider before raising a case.
- Cases will be raised using the agreed communication method for each party (e.g. service desk portal or email).

7.1.2 Case Contents:

- A clear description of the issue and its impact
- Reference details (e.g. timestamps, transactions etc)
- Relevant supporting evidence such as DIP Portal message status or returned error codes
- Elexon will track the issue internally until resolution is confirmed and communicated by the receiving party.

7.2 Receiving Cases from External Parties into the Elexon Service Desk

Deleted: Other

When receiving cases from other parties, Elexon expects the following:

The submitting party has undertaken a reasonable level of initial investigation and determined Elexon to be the appropriate recipient.

7.2.1 Case Contents:

- Summary of the issue and its potential root cause
- Any supporting evidence gathered during investigation
- Relevant references (e.g. system logs, MPANs, or transaction IDs)
- Cases should be submitted via the Elexon Service Desk portal or agreed email contact points.

7.2.2 Elexon Actions:

- Accept and process the issue internally, or

- Advise the raising party if the issue falls outside Elexon's scope, providing direction where possible

8 Cross-Party Incident Handling Model

This swim lane outlines how responsibilities are distributed during typical incident scenarios, enabling visibility and traceability across resolver layers:

Step	Raiser	Elexon Service Desk	Elexon Resolver Group	Non Elexon Desk
Case Raised	✅			✅
Triage & Categorisation		✅		
Assignment to Resolver		✅	✅	
Engagement of External Party		✅		✅
RCA & Resolution		✅	✅	✅
Closure & Communication	✅	✅	✅	✅

Deleted: SD

Deleted: External Desk (LDSO, RECCo, DCC)

Formatted Table

Formatted: Centred

Formatted: Centred

Formatted: Centred

Formatted: Centred

Formatted: Centred

Formatted: Centred

Deleted: <#>ServiceNow Support Portal – Parent/Child Approach for CPSD¶

¶

We are currently gathering requirements for the Parent/Child configuration in ServiceNow, which will establish a structured and scalable account hierarchy reflecting the real-world operational relationships between MHHS participants.¶

A clearer outcome statement will be developed, and we aim to communicate our proposed approach to Participants by the 30th of April 2025¶

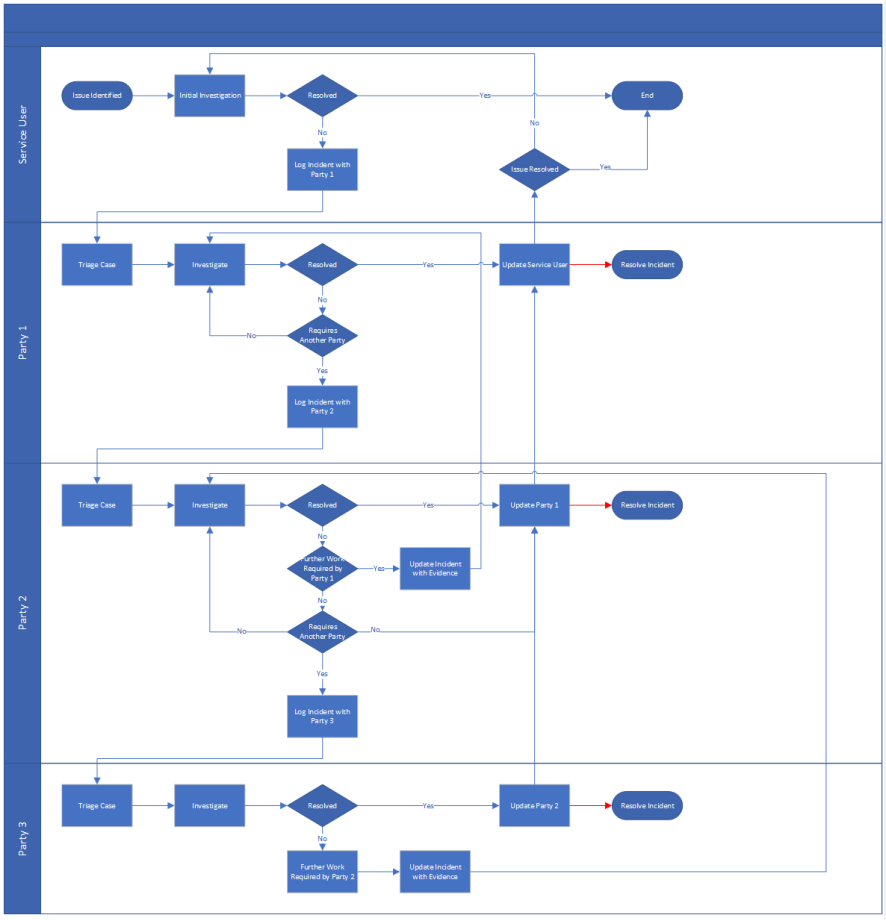
¶

We are currently gathering requirements for the Parent/Child configuration in ServiceNow, which aims to establish a structured and scalable account hierarchy reflecting the real-world operational relationships between MHHS participants.¶

Any proposed solution will be based on standard out-of-the-box ServiceNow functionality and may not fully meet all expectations around how information is shared between Participants and their service providers. ¶

A clearer outcome statement will be developed, and we aim to communicate our proposed approach to Participants by 30th April 2025. This will be subject to consultation, particularly with Service Partners, to ensure alignment within the constraints of the available platform functionality¶

9 Appendix A: Incident Flow Scenario Example



Deleted: Page Break

¶

Appendix B: Incident Scenario Example¶

¶

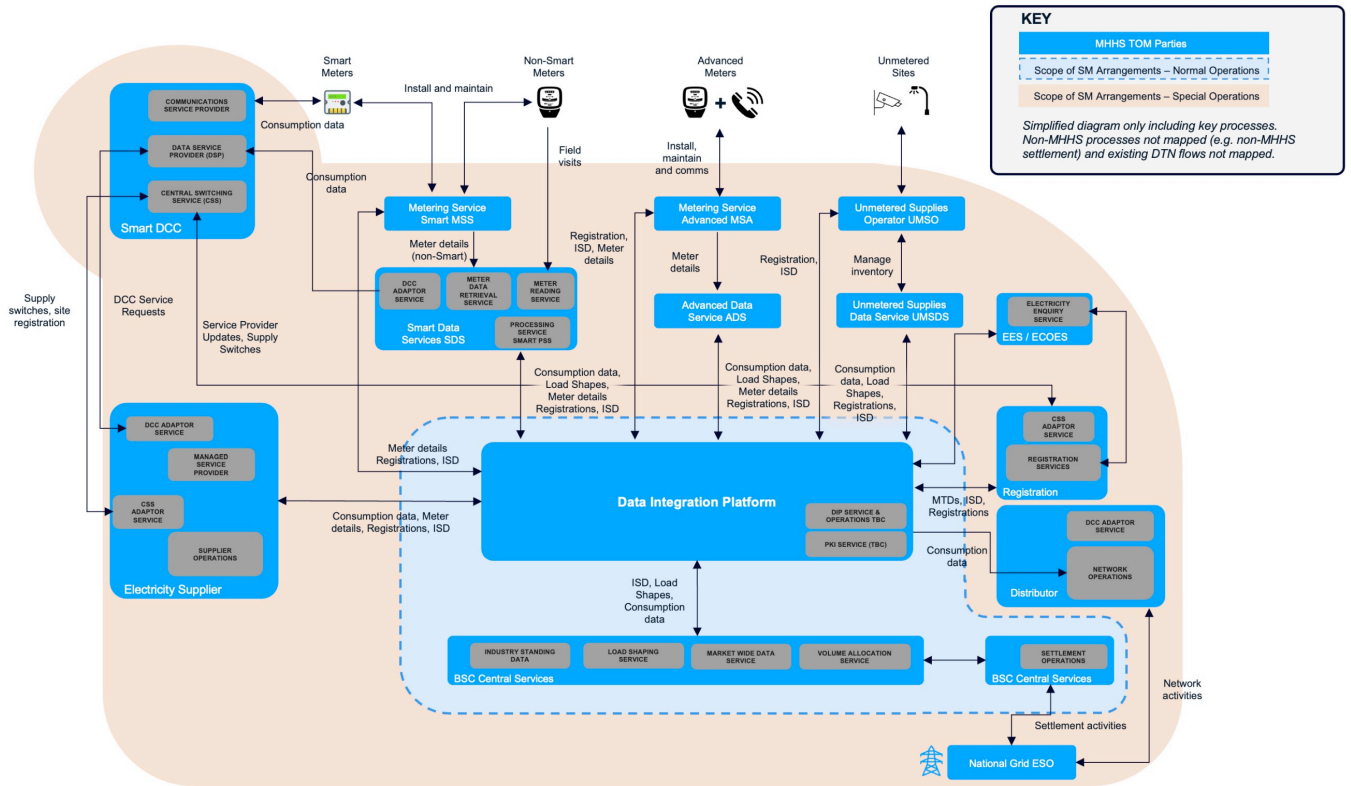
The example scenarios provided are for consultation purposes only and are not intended to be comprehensive a more comprehensive list will be updated through the process of agreeing the CPSD. These will be further developed and documented in the Operations Manual, subject to input from LDSOs, Suppliers, and other Central Services as part of ongoing requirements gathering.¶

The Operational Readiness Testing phase will broadly cover 1 artificial Major Incident, 1 Incident and 1 Problem for each system of the MHHS TOM as well as re-test of any outstanding P2 defects from SIT Operational Service Testing. ¶

Trigger

... [4]

10 Appendix C: MHHS Strategy – Hybrid Model



Deleted: The scope of MHHS SM under 'Special Operations' is represented by the pale orange shape. The breadth of this scope is significantly increased vs the MHHS SM scope under 'Normal Operations', however this increased scope will only come into effect under rare circumstances. 'Special Operations' are defined as:¶
Industry-wide major incident management e.g. outage of a key central system such as the CSS or DIP; significant data breaches etc.¶
When industry wish to raise miscellaneous MHHS queries post-MHHS Programme closure (which have no obvious home otherwise), the Programme's recommendation is that the MHHS SM arrangements function as the enduring 'MHHS Centre of Excellence'. E.g. Market entry processes and (enduring) MHHS onboarding and qualification.¶

Page 12: [1] Deleted	**Mark Scott**	**08/05/2025 14:56:00**
Page 12: [2] Deleted	**Mark Scott**	**02/05/2025 07:33:00**
Page 12: [3] Deleted	**Mark Scott**	**08/05/2025 14:56:00**
Page 17: [4] Deleted	**Mark Scott**	**02/05/2025 09:03:00**