ELEXON

SERVICE MANAGEMENT OPERATIONAL READINESS TEST (ORT) APPROACH

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Service Management Operational Readiness Test (ORT) Approach

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Document Control

Change Record

Version	Date	Author(s)	Comments
0.3	19/02/2025	Helix Service Management Team	Initial Draft
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	07/05/2025	Helix Service Management Team	Updated post Consultation Comments

1   Reviewers

Reviewer	Role
Various	Elexon Helix Service Management Team
Various	LDP
Various	SRO

References

Ref	Item	Location/Name
MHHS-DEL2124 version 1.0	MHHS Service Management Strategy	MHHS-DEL2124_-_MHHS_Service_Management_Strategy_v1.0.pdf
	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 - 1.0
	SIT Ops Theme 3 Batch 1 Test Cases	

Service Management Operational Readiness Test (ORT) Approach

1. Introduction

This section covers the purpose and content of the document.

2   1.1 Purpose

This document sets out the testing framework, objectives, approach and scope of the Operational Readiness Testing (ORT) for Service Management within the Market-wide Half-Hourly Settlement (MHHS) Target Operating Model (TOM). The purpose of this document is to:

- Define the ORT scope, as well as the test management and assurance activities necessary to demonstrate that the Service Management model is ready for live service under the new MHHS TOM.

- Identify the activities and responsibilities of both Elexon and external parties required to successfully complete ORT.

- Provide a high-level schedule of activities to prepare for, execute and report on exit from ORT in accordance with the MHHSP Implementation plan.

The purpose is to establish a structured approach to validate that escalation workflows and collaborative service management processes are ready for live operations. It is predicated on the testing done within the SIT Operational Service test phase which covered a range of ITIL processes required to perform IT Service Management across the MHHS TOM, but did not include Problem Management or Cross-Party Service Desk processes.

To provide assurance to the Programme on M10 readiness (as per the MHHS Programme M10 Acceptance Criteria) Operational Readiness Testing will use people, processes, systems and governance that are intended to be used for live operations at M10, recognising that the scale of scenarios and Test Cases in ORT is likely to be lower than live Service Management instances, therefore the people deployed may not be full-scale teams.

The SIT Operational Service Management test phase was stopped, and it was noted in the exit report that:

The Programme will stop SIT Operations Theme 3 Batch 1 testing now (3/3/2025) on the basis that the following steps are executed on a path to Green Status for M10 readiness:

- all outstanding defects and uplifts from v1.0 of the Service Operating Manual are tested in a future phase of testing (which could include ORT or additional SIT testing). Uplifts to the Service Operating Manual include updates to Cross Party Service Desk workflows, resolver group allocations, escalation paths, and Market Participant updates required for live operations.

- inter-helpdesk processes are defined and agreed with industry and included in a future phase of testing

- future testing includes industry participants

- a robust and complete training programme is planned with Programme assurance to ensure training materials and programmes are evidenced to address identified defects and include wider knowledge transfer from MHHS Programme to operational teams

SIT Operations Service Management testing encountered a set of Severity 2 defects which must be re-tested to close out the phase, these re-tests will be conducted within Operational Readiness Testing. As above, all outstanding Defects should be considered for retest and are included in Appendix C.

One key issue identified within the phase was the need for service issues (Major Incident, Incident, Problem) that could arise where Participants responsible for supporting the core of the MHHS TOM need to work together. When this occurs the Cross-Party Service Desk design (See Elexon Service Management CPSD Approach document) will be followed. The majority of the tests within this phase test this design out more thoroughly.

A high-level view of the test scenarios is included in the appendix of this document. Participants responsible for core MHHS TOM services will be required to conduct a Major Incident Test, an Incident Test, and a Problem Test in collaboration with Elexon. Other participants with supporting roles, including DNOs and iDNOs, may also be involved in these tests where their services are impacted or where cross-party coordination is necessary.A high-level view of the test scenarios is included in the appendix of this document. Essentially Participants responsible for core MHHS TOM service (incl. RECCo, DCC, DNOs, iDNOS) will need to conduct a Major Incident Test, an Incident test and a Problem test in collaboration with Elexon. This is likely to involve other Programme Participants triggering or participating in ORT (as they did for SIT Operations) to robustly demonstrate Service Management arrangements. We are proposing

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running this test phase in June 2025, commencing 2nd June. Definition of the detail test scripts will take place during April 2025, these will tailor the CPSD design to specific Participants Service Desks and service teams.

The document is intended to be read by the following groups:

- SRO Function (SRO)
- Lead Delivery Partner (LDP)
- Elexon
- External Service Users
- All MHHS Programme Participants

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3   1.2 Reviewers and Approvals

Updates to this document will undergo initial review by the Helix Service Management team and an assurance review by the MHHS Programme. A draft will then be published for consultation. An updated document, taking into account consultation comments, will be presented to the System Integration Testing Working Group (SITWG) for review and endorsement (recognising that there is not time to take this through an additional industry endorsement with the System Integration Testing Advisory Group (SITAG)).

Following SITWG endorsement approval, approval will be sought from Elexon Exec. The approved version of this document will then be published on the MHHS Programme Portal.

The version history and summary of the changes made are recorded in the Change Record.

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4   1.3 Document Change Control

The Elexon Helix Service Management team are responsible for maintaining this document. Each new version supersedes the previous version in its entirety.

Any subsequent versions of the document will be subject to appropriate governance in line with the updates being made.

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2 Objectives

It is the objective of Operational Readiness Testing to:

- Ensure that cross-party service management processes are fully operational and aligned with business requirements.
- Validate that major incident, incident, and problem workflows across multiple service desks function according to the Cross-Party Service Desk design.
- Provide assurance to stakeholders that operational risks associated with multi-party service management are mitigated before the service transition.
- Retest any SIT defects and test failures from SIT Operational Theme 1 Batch 3.
- Test functionality that was not tested in SIT Operations, including Problem Management and Parent/Child case logging and reporting.
- Testing of Knowledge Management

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3 Scope

This section sets out what is considered in scope for Operational Readiness Testing.

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5   3.1 In Scope

ORT compliments the testing which has already been carried out in SIT Operational and therefore focuses on testing additional processes/functionality as well as retesting the failed SIT test cases. The core scope covers:

- Cross Party Major Incident Coordination – Test the process for identifying, declaring and managing Major Incidents requiring response from multiple resolver groups.
- Cross Party Incident handling – End to end coordination, response, escalation and resolution for Incidents across multiple service desks.
- Problem Management - Ensure that repeated or significant incidents are correctly associated with Problem Records and escalated to the relevant root cause analysis owners.
- Re-Testing of the Test Cases for all Open defects carried over from Theme 3 Batch 1 SIT Testing (Service Management), as set out in Appendix C. There is functionality that resulted in Severity 2 Defects being raised that require further definition and therefore robust testing (e.g. Parent/Child case recording and reporting).
- All elements of uplift to the Service Operating Manual from v1.0 to a Go-Live ready version.

The MHHS Programme ran 3 unscripted test cases in SIT Operations Theme 3 Batch 1 testing that identified a number of Severity 2 Defects and as a consequence the Programme has requested that 3 unscripted Test Cases are run as part of ORT, as defined and prepared by the Programme with ORT participants.

6   3.2 Participants

The anticipated scope of participants is:

- Elexon Helix Service Management Team, including first, second- and third-line support, incident managers etc. – Supporting execution of test cases

- All Participants required for retesting SIT Operations testing and executing Service Management processes (e.g. Elexon Product Owners, Elexon Knowledge Management, Elexon Change Management Team for retesting SIT MIM TC07, etc.)

- Elexon Service Providers – Supporting execution of test cases for Elexon service desk interactions

- Programme Participants – Supporting execution of test cases for service desk interactions and the retesting of SIT Operations Test Cases

- ORT Test Team – Planning, execution and reporting of testing

- MHHS Programme – Assurance and oversight

- External Service Desks including SIT DNOs for SMRS, DCC for Switching a and C&C Group/ RECCo for EES

7   3.3 Out of Scope

The following items are out of the scope of Operational Readiness Testing:
- Below testing of ServiceNow :
    - Business Continuity and Disaster Recovery – ServiceNow failover testing
    - Service Level Management – SLAs and OLAs
    - Pen and Security Testing
- Change and Release Management – eCAB process tested internally within Elexon
- Security and Compliance Testing of Third-Party systems
- Any SIT Operational Tests which were completely passed with no outstanding defects

4. Test Approach

This section sets out the way that testing will be structured to achieve its objectives.

8   4.1 Approach

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Operational Readiness Testing (ORT) will cover the testing required to validate the Elexon Service Management processes, the cross-party service desk model and escalation processes. This test phase will involve testing both the Elexon processes as well as the interactions with external Service users and service desks across the wider MHHS TOM.

The testing will reflect the operational people, systems, processes, governance and practices of the functions once live, recognising the limitations of testing with simulated incident scenarios. Testing will focus on the highest priority processes which pose the greatest risk in live service whilst demonstrating full coverage of the processes/models.

The testing carried out as part of ORT will supplement the tests covered by System Integration Testing (SIT) as well as the internal testing performed by Elexon as part of their service and go live readiness.

It is expected that evidence will be captured for each step in every Test Case to demonstrate successful execution or capture the necessary information to identify defects and root causes to resolve issues.

9   4.2 Coverage

The test scenarios and cases will be designed to achieve maximum coverage of the Service Management processes including:

- Incident Management (including incidents originating both inside and outside of the Elexon Service Desk)
- Major Incident Management (including incidents originating both inside and outside of the Elexon Service Desk)
- Problem Management
- Service Request
- Cross Party Service Desk management
- Processes where Defects existed from SIT Operations testing
- Any changes to the Service Operating Manual that have been made to uplift the SOM to a Go-Live version

This will provide confidence that the Service Management processes are fit for purpose and ready for go live. Please refer to Appendix B for Test Scenarios

The Traceability Matrix defined in Appendix D. This matrix ensures that all critical aspects of defect identification, triage, resolution, and governance are mapped to corresponding MHHS standards. It supports transparency, traceability, and assurance that Elexon's approach is fully compliant with the Programme's expectations and industry best practices.

5. High Level Schedule

Task	Target Date
ORT Test Approach Consultation	7th April 2025 – 22nd April 20258th May 2025
ORT Test Scenarios Consultation	7th April 2025 – 22nd April 20258th May 2025
Cross Party Service Desk Consultation	7th April 2025 – 22nd April 20258th May 2025
ORT Participant / User Scheduling	19th April 2025 – 16th May 2025
ORT Test Scripts Shared	30th April 20258th May 2025
ORT Test Scripts Consultation	81stth May 2025 – 14th May 2025
ORT Execution	2nd 16th June 2025 – 27th June July 2025
ORT Learnings	30th 7th June July 2025 – 25th July 2025

The test execution schedule will take into account, as far as possible, other MHHS activities and dependencies across Elexon, Market Participants and MHHSP.

6. Test Preparation

This section sets out the test preparation activities which need to be undertaken prior to the commencement of ORT.

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| 10 | **6.1 Test Scenarios and Test Cases** |

Test Scenarios covered in ORT will be defined to support testing of the cross-party service desk model, Elexon service management processes, uplifts to the Service Operating Manual and retest of defects outstanding from SIT Operational Theme 1 Batch 3. The focus for Test Scenario identification will be to provide the maximum coverage in the smallest number of tests to limit the time and effort required for Market Participants involved in ORT execution.

The ORT Test Scenarios will be developed by the Elexon Helix Service Management team, with input from MHHSP and Market Participants, and go through the following review, consultation and approval process:
- Internal Peer Review
- MHHSP Review
- Industry Consultation
- SITWG Endorsement

- Once the test scenarios and cases are agreed, test scripts will be created including the test steps to be executed, information/test data needed to trigger tests, the expected results through Test Cases and to final outcomes and validation criteria.

| 11 | **6.2 Test Environment** |

All Operational Readiness Testing (ORT) scenarios will be executed within the live Production ServiceNow environment to ensure accurate validation of end-to-end processes, integrations, and cross-party workflows.

This approach is critical for verifying that the Cross-Party Service Desk and associated service management functions operate as expected under real-world conditions, including routing, escalation paths (including allocation to the correct Resolver Groups), SLA tracking, and communications.

The required level of configurability to support ORT—such as dynamic updates to communications lists or workflows—is fully supported within the Production environment, and no constraints are anticipated. This ensures flexibility for testing a wide range of scenarios without impacting live operations.

Cases raised for ORT testing will need to be flagged as such to avoid being processed as live cases (e.g. identified with the pre-fix ORT).

| 12 | **6.3 Test Data** |

No MPAN-related or industry test data is required for Operational Readiness Testing (ORT), but preparation of information to trigger tests will be required (e.g. descriptions of incidents to raise into ServiceNow) and the subsequent expected results/outcomes through Test Case execution, as in SIT Operations.

All test scenarios will be executed using live configurations and user roles within the production environment. This ensures that real-world routing, escalation, and resolution behaviours are accurately validated across the Cross-Party Service Desk model.

Test execution will focus on process validation, system behaviour and the correct processing of cases by Service Management people rather than data manipulation, reducing the need for dedicated test data setup or anonymisation protocols.

| 13 | **6.4 Test Management Tool (Helix ADO)** |

Helix ADO provides the capability for the ORT Test team to:
- Manage defects:
    - Assign resolver group, reassign and close defects
    - Assign priorities to ensure effective resolution
- Report on defect and test progress

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- Host test scenarios, test cases and test evidence

In preparation for ORT, all test cases will be uploaded into ADO by the ORT Test Team. The upload process will be managed manually unless otherwise agreed, ensuring that all data is structured in the correct format required by ADO. Should automation be used, the appropriate formatting and validation will be applied prior to upload.

14   6.3 ORT Test Team Deliverables

The following deliverables will be produced by the ORT Test Team and Elexon Helix Service Management team to support ORT preparation and execution:

- Elexon Service Management Operational Readiness Test Approach (this document)
- Cross Party Service Desk model
- Test Scenarios, Cases and Scripts
- ORT Test Completion Report template

15   6.4 Service Management Team Training

All Elexon people involved in testing need to be trained in:

- Service Management systems and processes to enable them to effectively execute those processes
- MHHS subject matter and knowledge so they can understand the business and systems context of cases they will be asked to process
- Test infrastructure for efficiency in evidence capturing and executing tests
- Test Scenarios and Test Cases for familiarity

All training will be delivered in accordance with the ORT Training Document or Pack which outlines the required learning areas and supporting materials.

Where defects or observations are raised during ORT (e.g. Observation IDs), these will be traceable back to specific section IDs in the training document to support root cause analysis and identify potential training gaps.

A cross-reference table will be included in the appendix of the training document to support this linkage.

16   6.5 Test Participant Training

All Programme Test Participant and Service Provider people need to be trained in:

- Service Management systems and processes to enable them to effectively execute those processes
- Test infrastructure for efficiency in evidence capturing and executing tests
- Test Scenarios and Test Cases for familiarity

The assumption is that Programme Participants and Service Providers will have the requisite MHHS subject matter and knowledge.

There will be Day in The Life (DITL) training in advance of execution of ORT.

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18   6.6 ORT Entry Criteria

To enter the ORT execution phase, the following criteria must be met:

	ORT Entry Criteria
1	Integration Readiness - Email integration, automation workflows, and third-party monitoring tools must be configured and functional. Incident routing rules, SLAs, and escalation workflows must be set up.
2	Test Management Tool – ADO is set up to support test execution and defect management with access granted as appropriate and training given to all participants, so they understand how to interact with ADO (e.g. logging evidence).
3	Test Scenarios and cases – Test Scenarios, Cases and Scripts have been created and agreed.
4	Test Governance – Test governance is agreed.
5	Test Meetings – Test meetings are agreed and scheduled
6	Test Reporting – Test reporting is in place.
7	Resourcing – Elexon Helix Service Management Team, ORT Test Team, Elexon Service Providers and Market Participants have sufficient resources to support ORT in place.
8	Test scripts to be uploaded to ADO
9	Training - Elexon Helix Service Management Team, ORT Test Team, Elexon Service Providers and Market Participants are trained in: Service Management systems and processes; MHHS subject matter knowledge; and test infrastructure and material.
10	Test Schedule agreed.
11	Go-live versions of all source Service Management systems (ServiceNow) and processes (as set out in the Service Operating Manual and LLSDs) are approved to test against.
12	Any necessary resolver groups, communications groups, governance groups (e.g. eCAB, CAB) are established and prepared for test execution
13	ServiceNow logins have been created

19   6.7 ORT Exit Criteria

To exit the ORT execution phase, the following criteria must be met:

	ORT Exit Criteria
1	No Severity 1 or Severity 2 Defects outstanding
2	Any outstanding Severity 3 or 4 Defects must have a work-off plan agreed with the MHHS Programme
3	All Operational Readiness Tests have been completed

7 Test Execution

20   7.1 Schedule

Where test scenarios require co-ordination across multiple parties, the ORT Test Team will provide central co-ordination to schedule and ensure the tests are executed efficiently.

21 **7.2 Test Case Status**

The outcome of test execution will be recorded in ADO. A test step will be marked as "pass<u>ed</u>" if the actual result matches the expected result, otherwise it'll be marked as failed and a defect raised. Relevant evidence should be attached to test steps to allow review and assurance to take place.

<u>The assigned states for ADO are as follows:</u>

- <u>Active</u>
- <u>Paused</u>
- <u>Blocked</u>
- <u>Failed</u>
- <u>Passed</u>
- <u>Not Applicable</u>
- <u>Not Run</u>

Where necessary, tests will be scheduled for resting once the defect fix becomes available. All high severity (severity 1 and 2) must be fixed and retested for the successful exit from ORT, and it is expected that parties will make all reasonable endeavours to fix and retest all lower severity defects (severity 3 and severity 4) prior to the end of ORT.

A test will be marked as "blocked" where it can't be run due to a known defect. This status will be used to inform stakeholders of the impact of open defects on ORT progress and completion.

22 **7.3 Defect Management**

A defect is defined, in respect of any tests, as:

- Anything that is preventing the execution of the tests; or
- Once commenced or executed, the test has an unexpected or unexplained outcome or response.

All defects will be raised and managed within ADO. Defects must be linked back to the test which was being run and should ensure they are populated with sufficient detail for anyone trying to reproduce the problem. Appropriate evidence should also be attached. Defects will be assigned to a triage team in the first instance.

If the defect raised is not deemed valid by the triage team, it will be discussed with the raiser before being rejected. There could be several reasons for defect rejection including incorrect interpretation of a test case/test step, insufficient or no evidence provided, tester error or duplicate defect.

Market Participants executing ORT are expected to actively engage with the defect management process and as such may need to support triage and defect resolution meetings.

23 **7.4 Defect Lifecycle and Resolution Process**

Category	Description
Responsibility for Severity Assignment	**Initial Severity:** Assigned by the Test Lead or Tester at the time of defect creation in Azure DevOps (ADO). **Validation:** Reviewed and confirmed by the Defect Triage Group, which includes representatives from: - Service Management - Programme Test Assurance - Relevant Resolver Group(s)
Severity Definitions	**Severity 1** – Complete loss of critical service or function, no workaround. **Severity 2** – Partial loss or degradation of critical functionality, limited workaround available.

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	Severity 3 – Non-critical issue with a viable workaround; minimal impact. Severity 4 – Cosmetic or documentation-related issues; no operational impact.
Categorisation	Categorisation (e.g., by system/component, function, or business process) will be based on pre-agreed ADO work item fields and must be populated by the defect raiser. This ensures accurate impact reporting and routing to appropriate resolver groups.

Full description of Severity Definitions is available in Appendix A Defect Criteria

24   7.5 Defect Lifecycle and Resolution Process

Process Step	Description
Defect Identification	A test step fails in ADO, and a defect is raised. Relevant evidence (screenshots, logs, error messages) must be attached.
Defect Logging	Tester completes all required fields: severity, category, impacted component, and environment.
Triage	Daily triage meetings review new defects. Confirm categorisation and severity. Assign to the correct resolver group.
Fix Delivery	Resolver group investigates and resolves the defect. Fix is deployed to the ORT environment, with change records tracked.
Retesting	Once fix is available, the test is scheduled for re-execution. If passed, the defect is marked as resolved/closed. If failed again, it is re-opened or escalated based on impact.
Blocked Test Management	Tests unable to run due to open defects are marked as "Blocked." These are reported daily to ORT leadership to highlight dependency risks and impact.

25   7.6 Exit Criteria

ORT is deemed to have successfully completed if the following criteria have been satisfied:

- All test cases must be executed and evidence documented with a minimum pass rate of 90% achieved.

- No outstanding Severity 1 or 2 defects.

- Percentage of Severity 3 and 4 defects consist with SIT with an approved workaround and work off plan in place.

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- ~~Test results and evidence captured in ADO and appropriately assured.~~
- ~~ORT Test Completion Report reviewed and approved.~~

8. Test Management and Organisation

~~26~~25   8.1 Roles and Responsibilities (RACI)

Activity	Elexon Helix Service Management	MHHS Programme	ORT Test Team	Helix Service Provider	~~Market~~ ORT Participants
Define ORT Scope & Objectives	R/A	C	C	C	C
Develop ORT Approach	R/A	C	C	C	C
Design Test Scenarios & Scripts	A	C	R	C	C
Consult on Test Scenarios	A	C	R	C	C
Review & Approve Test Scripts	A	C	R	C	C
Manage ADO Setup & Access	R	I	A	I	I
Schedule ~~ORT Participation~~Resources to Execute Tests	C	I	R	A	A
Execute Test Scenarios	C	I	C	R	R
Log Defects in ADO	~~RA~~	I	~~AR~~	R	R
Triage & Manage Defects	R	I	A	C	C
Coordinate Defect Retesting	R	I	A	R	R
Conduct Daily Standups & Defect Reviews	A	I	R	R	R
Report Progress & Status	A	C	R	I	I
Validate Exit Criteria	R	A	R	C	C
Produce ORT Completion Report	R/A	C	R	C	C
Approve Readiness to Exit ORT	A	A	R	C	C

~~27~~26   8.2 Stakeholder Engagement

Activity	Stakeholders Involved	Purpose
Test Planning Workshops	Elexon, MHHS, ORT Team, Market Participants	Align on approach, schedule, and responsibilities
Scenario & Script Consultations	Elexon, Market Participants, Service Providers, MHHS	Gather feedback and finalize test coverage
Entry/Exit Criteria Review	Elexon, MHHS, ORT Team	Agree on readiness for test start and completion

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Daily Stand-Ups & Defect Reviews	ORT Team, Service Providers, Market Participants, MHHS	Monitor execution, resolve defects, escalate as needed
Weekly Progress Updates	MHHS Programme, Elexon, Test Steering Group	Provide high-level summaries, risks, and decisions
ORT Debriefs & Lessons Learned	All stakeholders	Review what worked, what didn't, and update future planning

~~28~~27   **8.3 Meetings**

All participants in ORT are expected to attend regular meetings. The frequency will be dependent on their role in testing, issues raised and stage of testing. This could involve daily stand ups or weekly meetings based on testing schedules.

Typically, the following meetings will occur:

- Test Readiness meetings – to track progress of preparation activities
- Weekly Test Execution Progress Meetings
- Daily ~~D~~defect Management Meetings

9. Test Governance and Reporting

This section sets out the governance and reporting for ORT.

~~29~~28   **9.1 Governance**

Governance Level	Responsibilities
SITAG / SITWG	Provides strategic oversight on test governance.
	Approves major changes in test strategy.
Elexon Test Management Group	Defines overall test strategy and policies.
	Ensures test alignment with business objectives.
	Monitors test execution progress
Elexon Test Lead / Test Manager	Manages end-to-end test activities.
	Ensures resources, timelines, and tools are in place.
	Reviews defects and ensures timely resolution.
	Provides periodic test reports to stakeholders.
Elexon Test Analysts	Develops, executes, and maintains test cases.

~~30~~29   **9.2 Reporting**

The ORT Test Team will provide regular reporting on progress of ORT including:
- Daily and weekly progress reporting (or access to the equivalent on ADO) to the MHHS Programme for assurance.
- Generate test summary reports and defect closure reports, ensuring transparency across Elexon, Market Participants, and third-party service providers.

10 Test Assurance

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Test Assurance between the MHHS Programme and Elexon ensures all Operational Readiness Testing (ORT) activities are aligned with programme objectives, executed to expected standards, and deliver the required confidence to complete ORT.

Activity	MHHS Programme (Assurance Role)	Elexon (Delivery Role)
ORT Test Approach Review	Approves structure and objectives	Drafts and aligns with delivery capabilities
Test Scenario Traceability Validation	Confirms scenarios map to TOM/requirements	Designs and documents scenarios
Entry & Exit Criteria Review	Validates sufficiency for readiness	Proposes and meets criteria
Execution Oversight	Monitors daily progress and escalations	Coordinates testing, executes scenarios
Defect Triage Assurance	Attends defect triage and prioritisation	Logs, manages, and retests defects
Reporting & Metrics Review	Validates metrics and insights	Generates reports and uploads evidence in ADO
Evidence-Based Readiness Recommendation	Provides assurance for go/no-go decisions	Completes ORT completion report and sign-off packs

Appendix A: Defect Criteria

Severity (P-Level)	Criteria	Impact	Resolution Target	Escalation Action
P1 (Critical)	Complete failure of core service desk functions impacting MHHS TOM-wide operations (e.g., incident logging, major incident coordination, change approvals).	- Major disruption to cross-party service management. - Impacts multiple Market Participants and Central Service Providers. - No viable workaround.	~~tbc~~1 Working Day (24 Hours)	Immediate escalation to Elexon Service Management, Market Participants, and affected resolver groups.
P2 (High)	Partial service degradation affecting multiple Market Participants or major workflows (e.g., delayed ticket synchronisation, incorrect SLA escalations,	- Causes operational inefficiencies but does not completely halt service desk operations. - Regulatory compliance may be impacted if not	~~tbc~~2 Working Days	Escalation to Incident Management Team for expedited resolution.

	failure in resolver group notifications).	resolved within SLA. - Workaround available but impacts performance.		
P3 (Medium)	Non-critical service desk issues such as UI defects, reporting errors, or minor automation failures.	- Does not impact critical business functions. - Workaround available with minimal impact on end users.	~~tbc~~5 Working Days	Assigned to appropriate resolver group for prioritisation
P4 (Low)	Cosmetic issues, minor usability problems, or documentation gaps.	- No business or service impact.	Next Documentation Release ~~tbc~~	Logged for future fixes or backlog prioritisation.

Appendix B: Test Scenarios

The below scenarios are headline grouping to build more detailed test cases from.

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Scenario ID	Description	Expected Result	Test Type	Roles Involved	Entry/Exit Criteria	Linked Requirements
IM-001	Cross-Party Incident Escalation	Incident is escalated across service desks and resolved	Functional, Cross-Party	Market Participants, Elexon, Resolver Group	Incident logged by Participant / Validated closure across all parties	Cross Party Coordination, Incident Routing
MI-001	Major Incident Declaration and Notification	MI is declared and notifications sent to all stakeholders	Process Validation	MI Manager, Elexon Service Management, All Parties	Major Incident trigger initiated / Communication confirmed	Major Incident Workflow, Notification Rules
PM-001	Linked Problem Records from Multiple Incidents	Multiple incidents linked to a problem record triggering RCA process.	Functional, Root Cause Analysis	Elexon Problem Manager, Resolver Teams	Incidents linked / RCA completed	Problem Management, RCA Process
SR-001	Standard Service Request Completion	Request is processed and completed within SLA with	Functional	Requestor, Fulfilment Team, Service Desk	Request submitted / Fulfilled and closed with evidence	Service Request Management

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		communication to user.				
CPC-001	Parent/Child Accounts	Test Parent/ Child Accounts in ServiceNow	Functional	Requestor, Service Desk, User	Parent/Account Capability configured / Configuration confirmed	ServiceNow Account Configuration
DEF-001	Retest of SIT Batch 3 P2 Defects	Defect scenario retested successfully with no errors.	Defect Retest	ORT Test Team, Resolver Group	Defect fix deployed / Test passed and logged	Defect Management, SIT Revalidation

Appendix C: Conditions of Stopping Testing and Outstanding Defects at SIT Operations Theme 3 Batch 1 Testing

As per the exit report from SIT Operations Theme 3 Batch 1 Testing:

The Programme will stop SIT Operations Theme 3 Batch 1 testing now (3/3/2025) on the basis that the following steps are executed on a path to Green Status for M10 readiness:

- all outstanding defects and uplifts from v1.0 of the Service Operating Manual are tested in a future phase of testing (which could include ORT or additional SIT testing)

- inter-helpdesk processes are defined and agreed with industry and included in a future phase of testing.

- future testing includes industry participants.

- a robust and complete training programme is planned with the Programme assurance to ensure training materials and programmes are evidenced to address identified defects and include wider knowledge transfer from MHHS Programme to operational teams

Defect	Raised against	Prio	Sev	Status	Description	Type	Root Cause	Resolution	Action Req post	Type of Action Required
47659	SM09	P2	S2	Open	MPID & Multi Party	Functional	Multiple Party Organisations not Developed	Develop closer to M10 and retest	Yes	Additional Development
48246	SM01-TC01	P4	S4	Open	SLA Breach	Train/Process	SIT OPS PREFIX not populated which is why incident took several hours to be Triaged - Turned into neg test case	Recommendation MI should be phoned when user hasn't rcvd a notification inside 15 mins. This should be added to FAQ section in OPS Manual.	Yes	OPS Manual Update
48386	SM01-TC07	P4	S4	Closed	Help desk unable to progress tick	Training	Helpdesk was not assigning defect to themselves before attempting change.	Training	Yes	Training
48388	SM01-TC07	P2	S2	Closed	VAS Resource Access	Train/Process	Enabling an Incident via the Case raised within ServiceNow was not available to the 1st Line Support	Training	Yes	Training
48461	SM01-SM04	P2	S2	Closed	EON not receiving Notifications	Script	Serv Users using Internal comms not External	Training/Process	Yes	Training
48674	SM01-TC08	P2	S2	Open	Phone Number not working	Manual	Phone number in OPS Manual not working	Manual to be updated with correct Tel Nu	Yes	OPS Manual Update
48677	SM01-TC07	P4	S3	Closed	Updates received by notification	Train/Process	No auto workflow between SNOW and Portal	Training	Yes	Training
48964	SM03-TC02	P2	S2	Open	DCC requires Elexon to be SEC	Functional	Defect raised to remind SEC process needs starting to	Confirmation of joining SEC or not	Yes	Business Decision
49367	SM01-TC10	P2	S3	Closed	Case Re Priority not match Inc	Training/Proce	Case Ref still showing as P4	User has to manually update Portal	Yes	Training
50167	SM07 TC02	P2	S2	Open	Unable to update Glossary	Environment	Cant update Glossary in Env as linked to Live	OPS Manual to be updated that Know Base is to be updated not the Glossary and req retest. This will rewuire a retest.	Yes	OPS Manual Update
50676	Unscripted TC0	P4	S4	Open	Incorrect status of "Resolved"	Process	Incorrect Process Followed - Incident was not resolved it became blocked.	Training/Process	Yes	Training
50677	Unscripted TC0	P2	S2	Open	Inter Helpd Desk Process not defi	Training	Where SM does not have a formal relationship with another party req for triage. A Ticket should be raised by the initiator of the incident on SM behalf.	Training	Yes	Training
50680	Unscripted TC0	P4	S4	Open	No Reason given for the resolutio	Training	Resolution of an issue should include what was done to	Training	Yes	Training
50683	Unscripted TC0	P4	S4	Open	Analysis not Assumption	Training	Output of Triage or Bus Knowledge should dictate identifying root cause not assumptions.	Training	Yes	Training
50684	Unscripted TC0	P4	S4	Open	Incident closed manually by Serv	Process	Process shouldm be only the raiser of an issue should	Training	Yes	Training
50685	Unscripted TC0	P4	S4	Open	1st Industry Circular - Not stated	Training	Ind circular where applicable should direct the audience to doNot do an activity - In section of circular it sales in what should I do section as Nothing. In reality the audience in this case should have been directed to stop sending messages.	Training	Yes	Training
50686	Unscripted TC0	P4	S4	Open	2nd Ind Circular - Should have c	Training	After a resolution has been found/deployed there shoul	Training	Yes	Training
50877	SM10 TC01	P4	S4	Open	Only 1 Drop down items is displayed for amending SLA, where multiple are expected as per the OPS Manual.	Environment	As per Elexon - Only 1 option was provided for Test Env to allow the test to progress. The full list will be available in Production.	Verify Full list id siplayed in Production (Screen Shot).	Yes	Screen shot of Production to verify the full list id displayed.

Appendix D: Traceability Matrix

Elexon ORT Activity	Description
Defect Logging in ADO	Defects linked to failed test steps, with evidence and metadata captured
Severity & Priority Assignment	Assigned by tester, validated by triage group
Daily Triage Meetings	Triage group reviews new defects for completeness, validity, and severity
Defect Categories (valid, rejected, duplicate)	Rejected/duplicate defects returned to originator with reason
Routing to Resolver Groups	Based on categorisation, component or service affected
Root Cause Analysis	Fix Organisation records root cause and resolution
Fix Defect	Fixes applied
Retest of Resolved Defects	Re-executed against same test case and evidence updated
Defect Closure with Evidence	Closed once retested successfully with full traceability in ADO
Deferral & Change Request Handling	Handled via "Change Required" or "Deferred" flags and tracked to future releases
Test Blocking Status	Tests marked 'Blocked' in ADO, reported in daily standups

Service Management Operational Readiness Test (ORT) Approach

Elexon ORT Activity	Description
Escalation Pathways	Unresolved or high-severity issues escalated to MHHS governance
Service Levels for Fixes & Acknowledgement	Target response and fix times for each severity
Defect Reports & Dashboards	Daily and weekly summaries of status, severity, and trends shared with stakeholders
Defect Lifecycle States (New → Closed)	Aligned with MHHS ADO states: Proposed, Active, Resolved, Closed

Appendix E: Key Inputs Required for ORT

Entry Requirement	Documentation
Inter Help Desk Process	CPSD Approach
	Service Operating Manual (uplifted)
	LLSD
	SDD
Training	ORT Training Document/Pack
	DITL Training Pack
	MHHS Programme Knowledge Transfer Materials