8 May, 2025

Triage and business Service support Model

Version 0.5 – For Information

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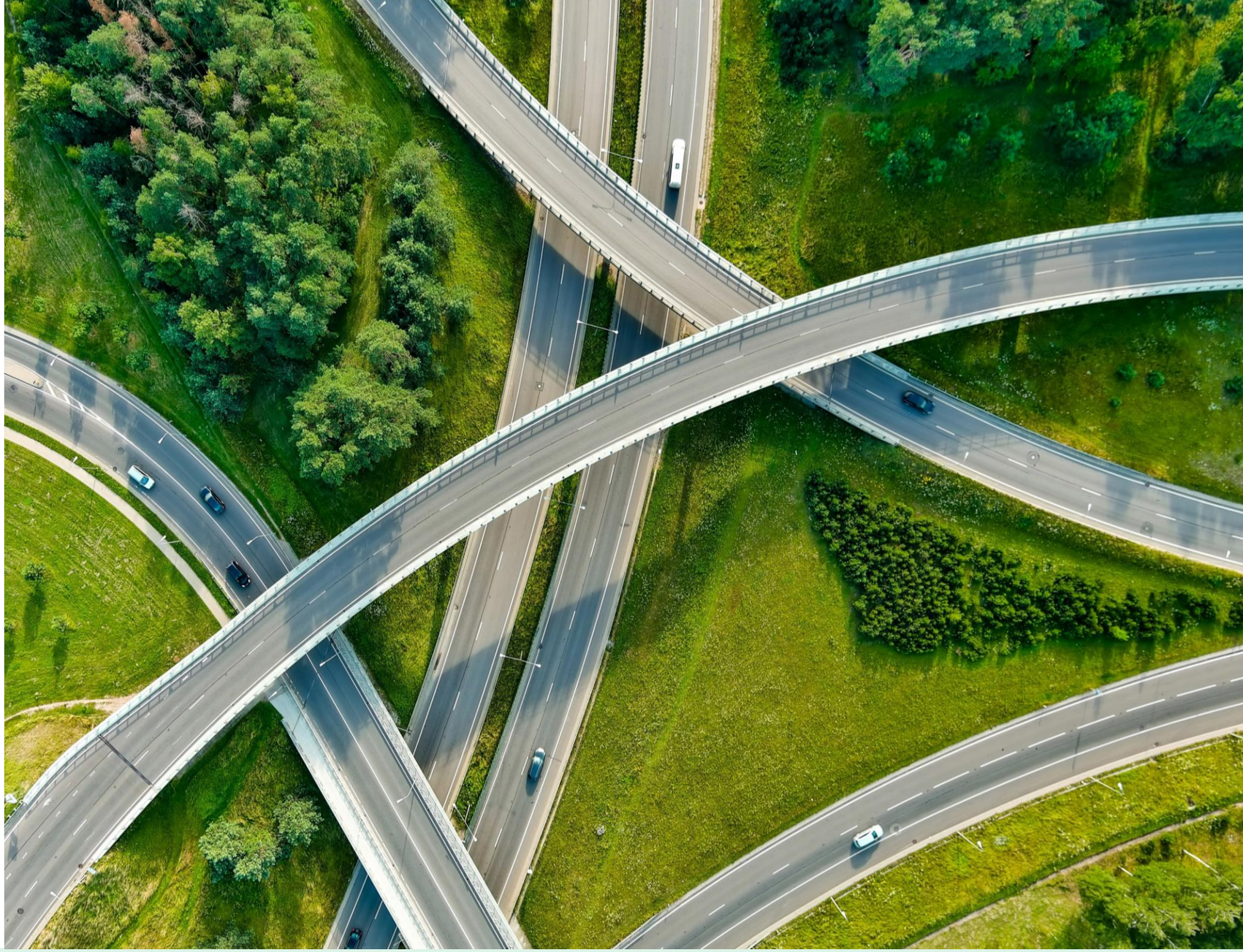

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An overview of the Elexon triage and Business support model from the MHHS Milestone 10

This presentation will provide an overview of the Business support model that will operate alongside the IT Service model and support Users through the new settlements processes.

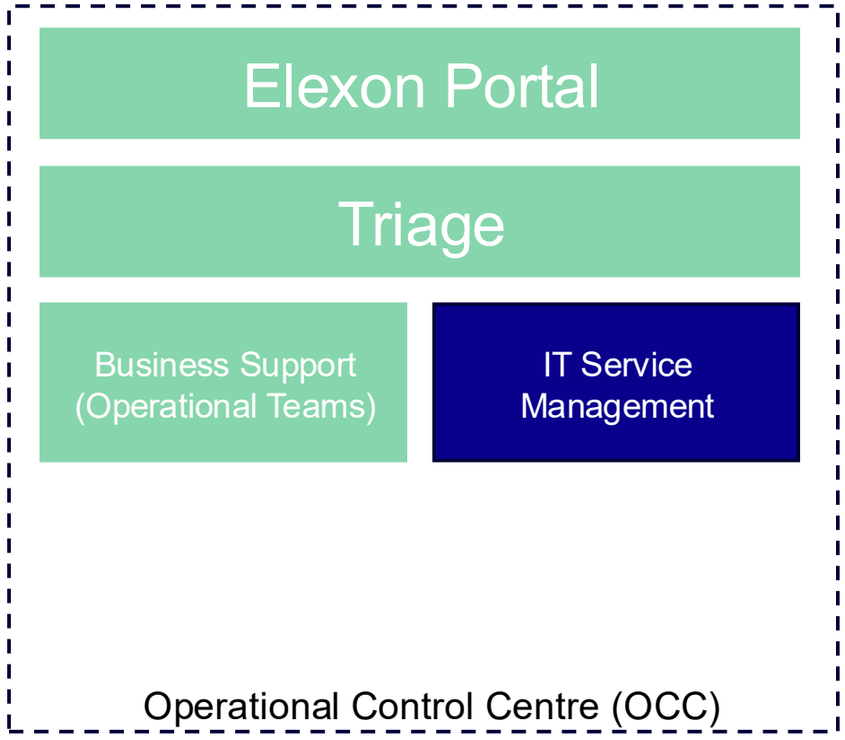
The Elexon Portal is the first point of call for any request for support with a query or Issue with Elexon's services. Here you will find access to self-serve tools such as the Knowledge Base to provide guidance or you can use the forms to raise requests into the Service Desk.

All requests submitted through the Elexon Portal will be triaged by the User Liaison Team (ULT) and IT Service Management. The ULT will consist of industry experts, who will review queries to ensure the request is clear and complete and will ensure it is routed to the right Business support team to resolve it in a timely manner. IT Service Management will triage all queries and issues related to MHHS systems.

We are seeking to ensure the ULT has the requisite expertise in Settlements, metering, industry operations and the MHHS programme and will seek views on any gaps.

We currently anticipate there will be high volumes of contact around qualification initially and transitioning to contact about participant management, assurance and other core functions. All business requests will be assigned to clear owners and, where raised by BSC parties, these will have Operational Support Manager liaison in place too. We continue to work internally on volumetrics to understand if current scaling assumptions are valid.

All data from requests created will be monitored by the Operational Control Centre (OCC) and used to improve services and user experience through efficient use of resources and continuous learning.



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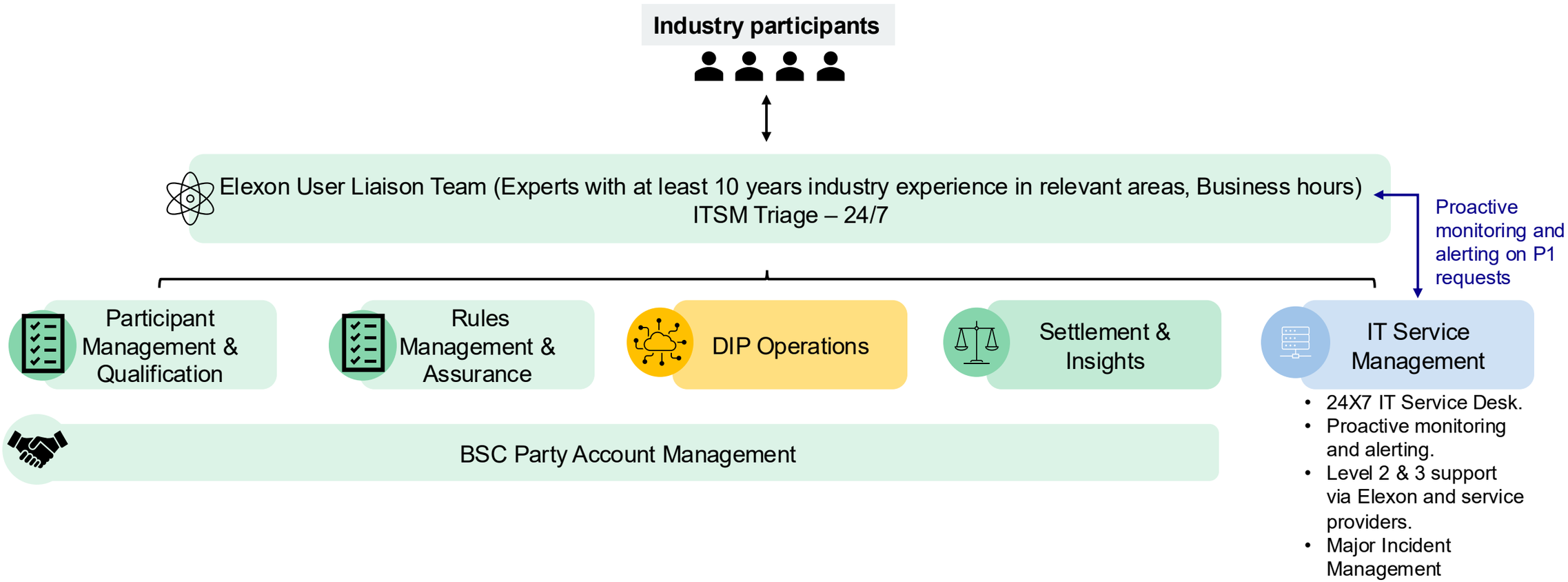
NB. MHHS Programme channels will be used for all migration queries.

Elexon triage and business support model – Triage

The first contact for support requests raised through the Elexon Portal will be Triage formed of the User Liaison Team and the ITSM Triage. They will support participants by reviewing portal requests at submission, ensuring that missing information is identified and updated whilst requests are routed to the correct function to resolve them with the right Priority and Severity assigned. The Triage queue will be monitored for IT Issues, which will be pulled through to IT service management for immediate assessment with business expertise supporting. Non-IT requests, once routed to the correct capability, will be owned by the assigned expert team and applicable BSC Parties will be able to use their assigned OSM to provide additional support. All requests will be tracked from submission through to resolution with outcomes communicated to the raising party.



Elexon triage and business support model – capabilities

Once requests have been triaged by the ULT they will be routed to expert teams to resolve. Many of these are existing Elexon teams that will be resourced and skilled with expertise of the new MHHS processes.

We will ensure that the teams will be able to respond to queries relating to all of the following areas:

- Operational issues
- MHHS Design and Requirements queries (Market Design)
- Qualification
- Service activation
- Assurance
- Settlements and invoicing
- Service enhancement

These will be continuously reviewed to ensure scaling is appropriate and the right mix of services is provided. This will be done by the Operational Control Centre (OCC) who will have MI suites and operational feedback to inform maintenance and evolution of the service model to meet users' needs. Feedback can be provided through the portal itself or through OSMs.

The OCC will also provide training and user service groups to disseminate learnings and improve user understanding of services.

Elexon triage and business support model – Operational teams

Once a query has passed through ULT and assigned to the appropriate operational team they will work to resolve the request within any BSC timelines. Where not mandated by the BSC requests will be resolved as rapidly as possible and requesters informed regularly of progress. BSC Partys requests will be supported by their assigned Operational Support Manager (OSM). The ULT will provide support request management to non BSC Partys.

Case Management

- ULT support of non BSC Party requests to resolution
- OSM team scaled to support volume / maintain ratios for BSC Partys
- OSMs will support and feedback to applicable BSC parties on questions and portal requests
- Operational teams working processes will continue

Qualification

- Dedicated support for All MHHS qualification participants throughout the process
- Qualification Q&A
- Service activation Q&A

Service Activation

Assurance

- Settlement Performance monitoring over Legacy and MHHS arrangements
- Review of Key Risks during and post Migration
- Deployment of Techniques to ensure accurate transition into MHHS
- Auditing of Central Systems post Go Live

Settlement & Invoicing (S&I)

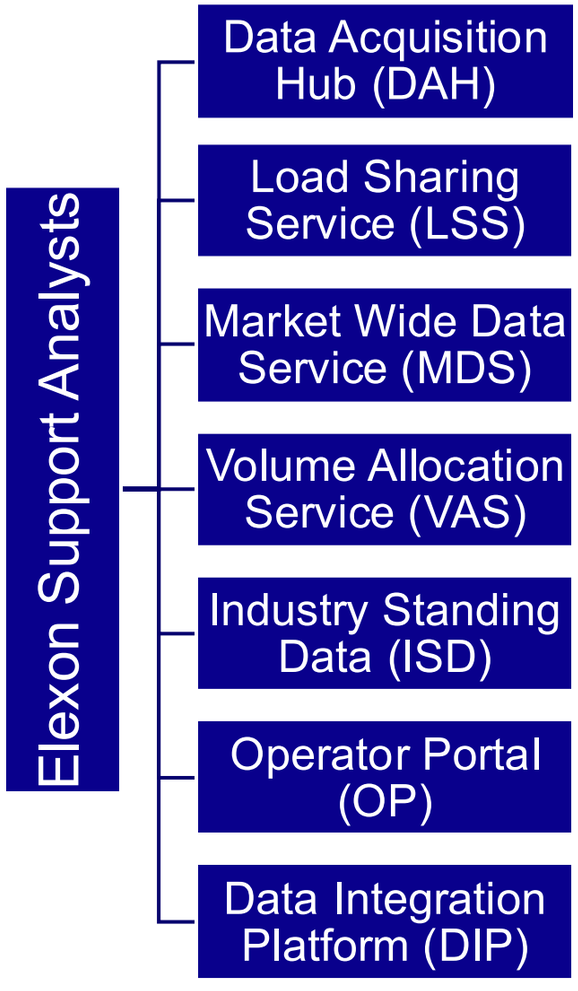
- End to end settlement and invoicing product process support.
- BSC Central Services
- Customer Solution Account Mgmt., Asset registration and Market Entry.
- Process and technology evaluation and feedback for improvements.

Data Integration Platform (DIP)

- DIP Operations and management.
- DIP user access/ connection issues
- DIP onboarding support
- DIP design/process/code/technical related enquiries
- DIP system performance issues/ troubleshooting
- DIP change process/ management of the change backlog
- DIP Assurance process

Elexon triage IT Service Desk

The IT Service Desk is also accessed through the portal and supports participants but has its own model as set out in the MHHS Service Users Operations Manual. Support requests will be monitored 24/7 and priority one requests triaged by the IT service provider. This is in addition to the tools that will monitor the DIP and other systems to detect any issues before they are reported by participants. Expert Business support will be available for critical issues.



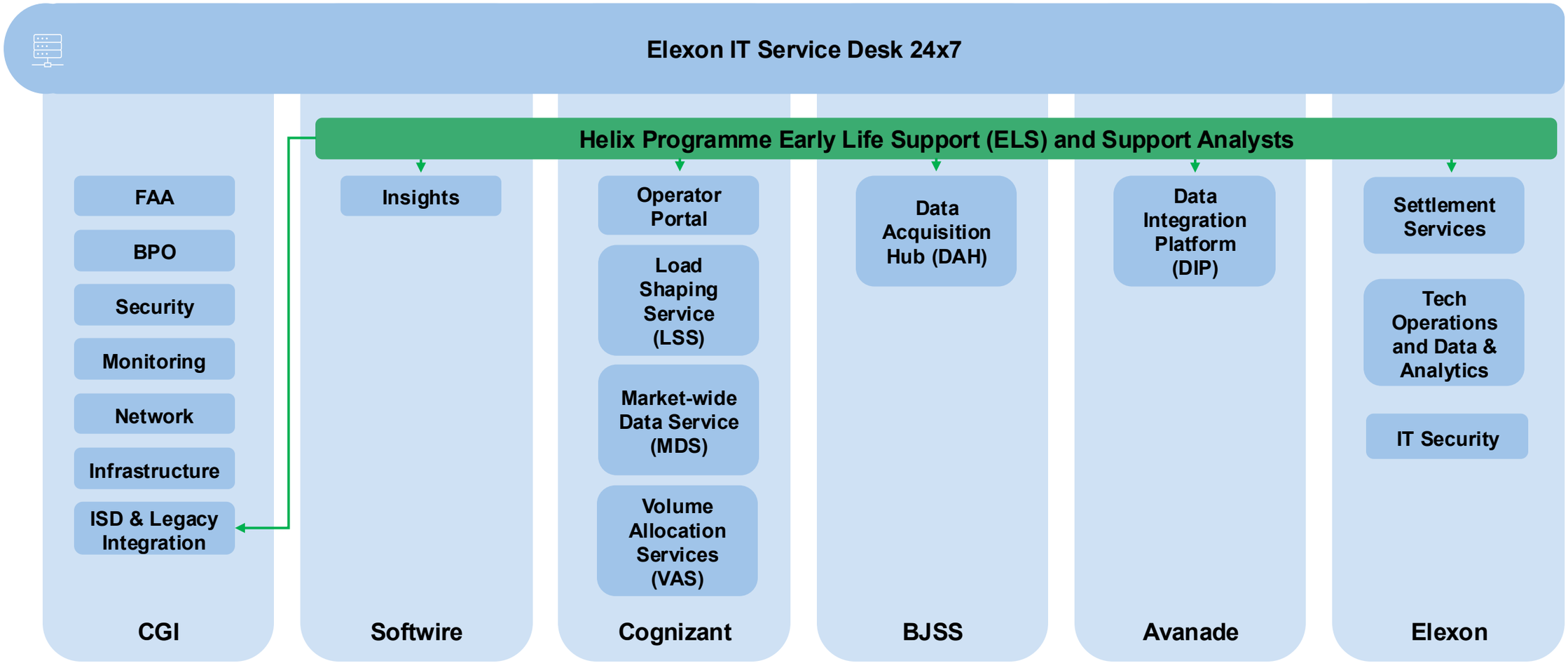
Support Tasks

- Investigation, categorisation and diagnosis
- Triage and engagement with support teams and Partners
- Resolution of cases
- Escalation of Cases & Incidents
- Development & definition of processes and LWIs
- Estimation of expected volumes to support capacity planning
- Trend analysis
- Participation in problem management & major incident management
- Creation of common practices, knowledge sharing forums and communities across Elexon
- Contribution to the continuous improvement of service delivery

Note:
Main business hours M-F (excluding English and Welsh bank-holidays) 8am – 6pm with out of hours triage support 24/7 inc. Bank Holidays.

Elexon triage and business support – IT service desk

The Elexon IT Service Management Service Desk will ensure that all system incidents and problems are resolved following the processes, SLAs and OLAs outlined in the IT Service Management Operational Manual.



IT related tickets are triaged by IT Service Desk (ServiceNow) and directed to the relevant resolver groups

Elexon Triage and Business Support Model – Knowledge Base

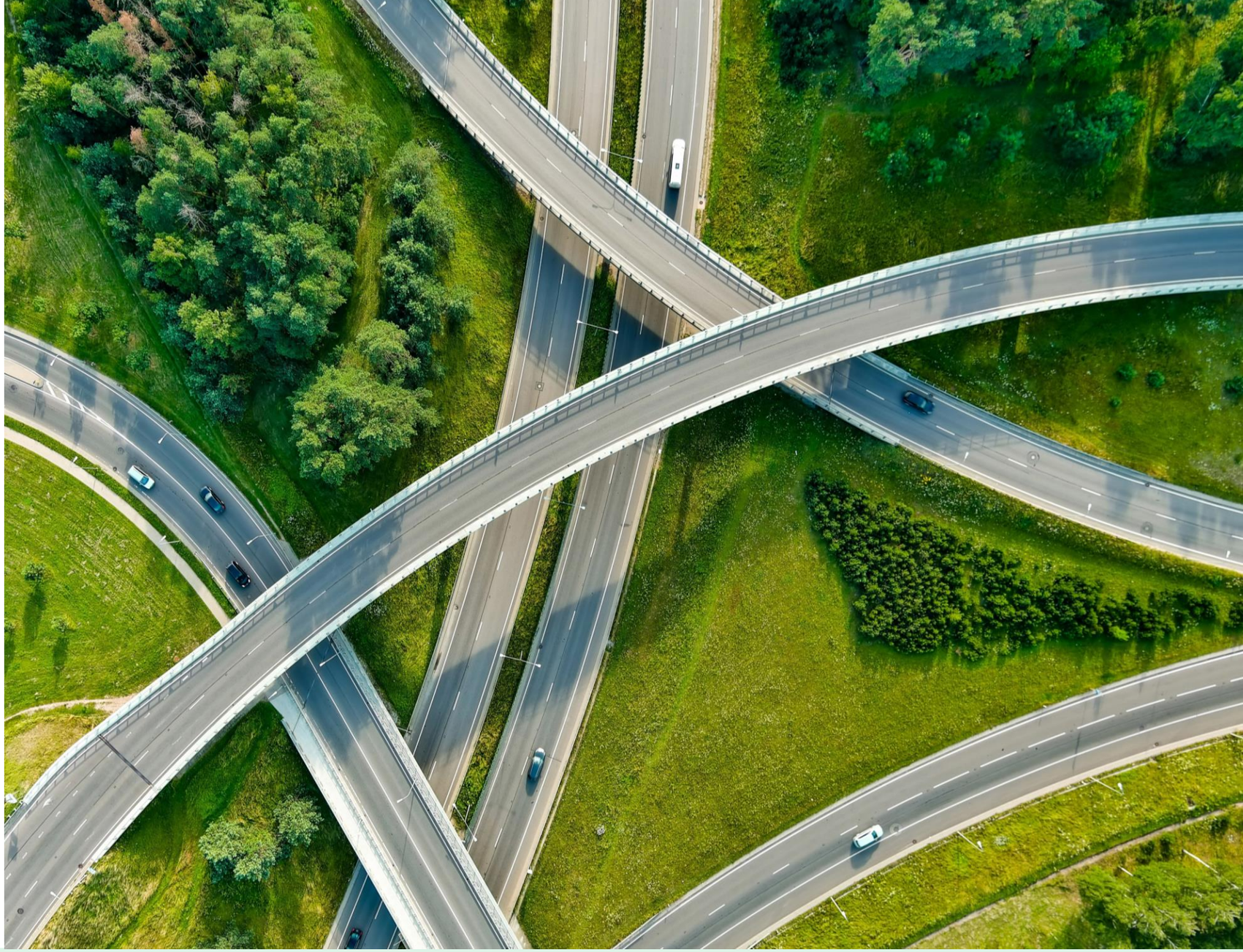
Knowledge Base

- Searchable self-service data base for users to find information on services,
- Also, supported by the the MHHS Programme Collaboration Base
- Access to user guidance
- Constantly evolving based on feedback and services data to provide clear and useful information to Industry
- Supported by library of key documentation collated and managed by OCC with applicable owners across Elexon e.g. Market Design or Code Services

8 May, 2025

OCC concept and scope

Matt Martin
OCC Readiness Lead
Elexon



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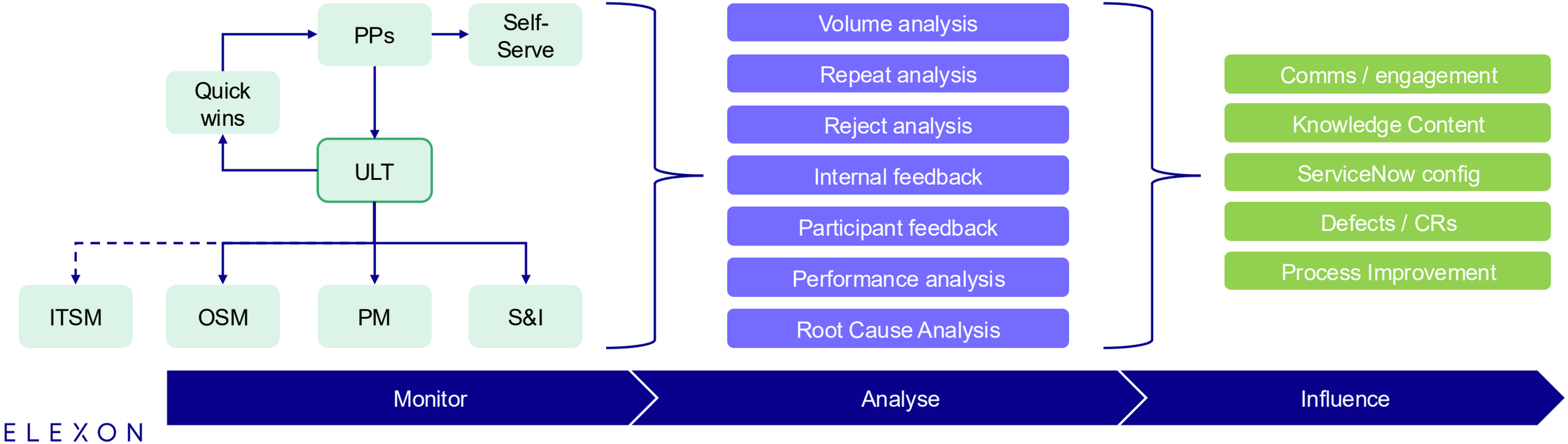
OCC Concept

- The OCC will monitor traffic across the ULT and BAU Elexon functions leveraging existing and bespoke reporting
- By applying various lenses and analysis techniques we will understand the subjects and causes
- Using this insight, we will build and manage pipeline of interventions to address the causes and/or introduce mitigations
- The key OCC capabilities will include:
    - MI and Data Analysis
    - Root Cause Analysis and Process Improvement
    - Training & Comms



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