MHHS PROGRAMME

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SIT Operational Day In The Life (DITL) Guidance for Themes 1,2 and 3.2.

MHHS-DEL3374

Version 0.1

Document overview

The **SIT Operational Test (SIT OPS) Day in the Life (DITL) Guidance Document** provides Systems Integration Testing (SIT) participants with a detailed insight into how the Programme and participants will work together to deliver a successful SIT Operational Test Cycle.

Participants will be able to use this document to **gain an understanding** of how the Programme will facilitate their **successful execution of SIT OPS and subsequent Test Exit** across a number of different areas.

The Programme is committed to supporting participants in building their readiness for SIT OPS in line with their assigned Cohort(s). This document enables this readiness by **providing participants with detail on how SIT OPS will feel and look, and they will be expected to engage**.

This document is intended to **drive a two-way dialogue between the Programme and the SIT participants.** Please provide input and feedback on this document during the SIT OPS DITL Discussion session.

We are committed to using the discussion to **identify risks and potential blockers** to progress prior to the commencement of your SIT OPS Cohort.

Navigating the DITL pack - the SIT OPS DITL pack is comprehensive and consolidates DITL materials published for Cycles 1 through to 3 of functional testing as well as interim guidance material published to Participants alongside new content specific to SIT OPS

Notes on Content Navigation:

1. The pack is organised into sections which can be found on the Contents pages
2. Each Contents section heading is also a link which can be Ctrl-clicked on to navigate to that part of the pack, in addition links are provided to sections that have been added or changed for SIT OPS
3. Content that is '**New** for SIT OPS' or is labelled in the top right-hand corner of each slide
4. For ease of navigation each page of the pack contains a link in the bottom right-hand corner of the slide which can be Ctrl-clicked to return to the Contents page

1 & 2.

Document Hyperlinks for each Section

Document Hyperlinks for Sections that are new or updated for SIT OPS

Contents (1 of 2)

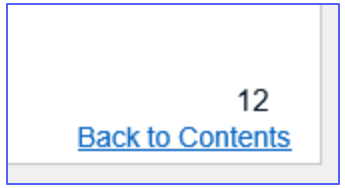
Section #	Heading (Link)	Content
1	SIT Functional & Migration DITL – What to Expect	• Your Key Points of … Execution – Role of the Cohorts, Central Parties and SI Team • What to expect dur… • What to Expect fro… ur SIT Coordinator
2	Summary on ADO, Cohorts, MS Teams Channels and Stand Ups	• Single ADO Project Implementation (**New** for Cycle 3) • ADO & MS Teams (**Updated** for Cycle 3) • Test & Defect Meetings (**Updated** for Cycle 3)
3	SIT Sprint Process	• Background & Principles • Master Test Case Spreadsheet • ADO Test Plan Structure (**Updated** for Cycle 3) • Sprint Lifecycle • Test Case Points & Estimation Modelling • Cycle 3 Sprints (**Updated** for Cycle 3) • Test Priority Groupings • Reports & Extracts (**Updated** for Cycle 3)
4	SIT Settlements Testing	• Settlements Testing Approach • Settlement Testing Rationalisation for Cycle 3 (**New** for Cycle 3) • SIT-B Exit Settlement Test Case Priorities / Priority Groupings (**New** for Cycle 3) • Settlement Report Guidance Videos (**New** for Cycle 3)
5	Test Execution	• Process for Executing and Handing Over a Test Case (**Updated** for Cycle 3) • How to identify which Paused test cases have been assigned to you (**Updated** for Cycle 3) • Re-Running a Failed Test Case
6	Test Data	• MPAN Tracking Tool • Data Prep and Data Security • Data Load and Data Services Daily Processing
7	ADO Use Guidance	• Changes to Test Case Tags and Sub-Status Management in the Master ADO Project (**New** for Cycle 3)
8	Teams Channel Use Guidance	• The Teams Channels • Test Case Execution Kick Off and Evidence Upload Alignment
9	Interacting with Central Systems & Services	• DIP Backoff & Retry (**New** for Cycle 3) • DIP Message Replay Functionality via Portal • CSS / MPRS Gate Closure Guidance • Additional Testing Guidance running tests involving DCC or REGS • In the event of DTN Gateway issues

3.

New for SIT OPS

Updated for SIT OPS

4.



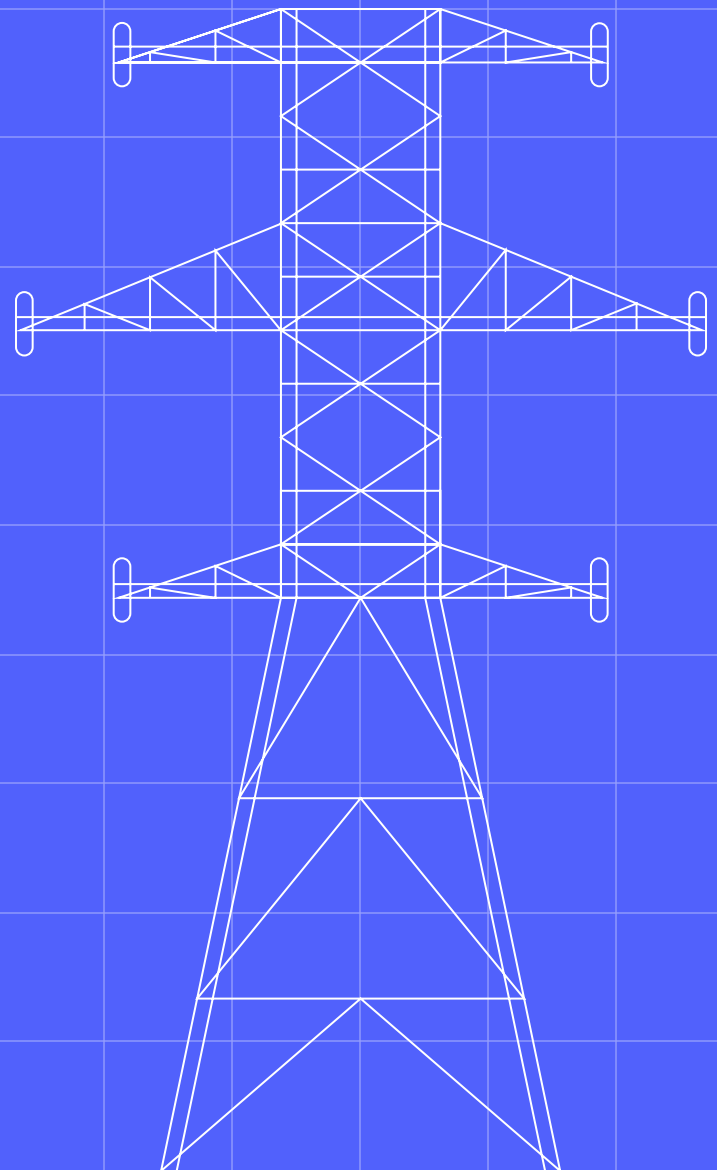
Contents (1 of 2)

Contents (2 of 2)

Section #	Heading (Section Links)	Content (Including Links for those areas that are New or Updated
11	**Test Evidence**	• Introduction to Test Evidence capture requirements • Test Evidence Capture Policy • Instructions on How to Capture Test Evidence in ADO • Instructions for transferring Test Evidence in the event of a failed test case run • Instructions on how to view an old test run and download evidence
12	**Release Management**	• Guidance for Central and Non-Central Parties
13	**Suspension and Resumption Criteria**	• SIT Suspension and Resumption policy
14	**Test Exit**	• Test Exit Criteria and Reporting
15	**Cohort Engagement Guidelines**	• Guidelines on expectations relating Cohort participation and behaviours
16	**Escalation**	• Overall Test and Defect Escalation process
Appendix	**Appendix A: Key SIT OPS Artefacts**	• Collaboration Base links to the following documentation artefacts: • SIT OPS and Test Data Approach and Plans • SIT OPS Test Cases • Defect Management Plan • Environments and Release Management Approach and Plans • ADO User Guidance Documents

New for SIT OPS

SIT Operational DITL - What to Expect



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Your key points of contact – LDP and SRO

We have provided the key contacts below for each of the parties involved in your SIT Operational Testing. Delivering SIT OPS successfully will be a collaborative process, it is important you have knowledge of and communication with (via Teams) your fellow participants and key members of the Programme.

Name	Role	Contact
System Integrator (SI)		
Dominic Mooney	SIT Delivery Manager	Dominic.Mooney@mhhsprogramme.co.uk
Steve Evans	SIT Operations Lead / Test Coordinator	steve.evans@mhhsprogramme.co.uk
Paul Thomas	SIT Quality Analyst	paul.thomas@mhhsprogramme.co.uk
Rajesh Nagarkar	SIT Quality Analyst	rajesh.nagarkar@mhhsprogramme.co.uk
Carole-Anne Smith	Defect Manager	carol-anne.smith@mhhsprogramme.co.uk
Sreeja Dutta	Environment and Release Manger	sreeja.dutta@mhhsprogramme.co.uk
Programme Coordination Team		
Bushra Ali	PPC Lead	bushra.ali@mhhsprogramme.co.uk
Annabel Atkins	PPC Testing Workstream Partner	annabel.atkins@mhhsprogramme.co.uk
Escalation Points		
Roger Robar	SI Programme Test Manager (LDP)	roger.robar@mhhsprogramme.co.uk
Jason Brogden	Programme Industry Expert	Jason.Brogden@mhhsprogramme.co.uk
Smitha Pichrikat	Client Delivery Programme Manager (LDP)	smitha.pichrikat@mhhsprogramme.co.uk
Adrian Ackroyd	Client Test Programme Manager (SRO)	adrian.ackroyd@mhhsprogramme.co.uk
Phil Heiton	SIT Operations Lead (SRO)	phil.heiton@mhhsprogramme.co.uk

What to expect during SIT Operational Execution

Role of the Participants and Central Parties

- To provide resources to support a 9am – 5pm testing day (UK time)
- Be accountable for the execution of allocated tests, passing on test cases to downstream cohort members
- To self-manage test execution **and** to be present and responsive to other members and SI within MS Teams Channels
- To attend and contribute to daily stand up and defect meetings (meeting attendance requirements here)
- To provide sufficient support resources to enable the resolution of PP defects in a timely manner
- To capture test evidence and upload into ADO in accordance with the MHHS SIT Evidence Capture policy

Additional Role of the Central Parties

- To support test execution and attend Participant stands ups by exception
- To attend and contribute to a daily Central Party stand up and defect meetings and flag any capacity risks, issues or blockers to the SI (meeting attendance requirements here)
- Provide sufficient support resources to enable the resolution of Central Party defects
- To capture test evidence and upload into ADO in line with Central Party evidence capture policy

Role of the SI

- Provide ADO access, training and ongoing support
- Provide the Test Cases and associated Data for PP testing
- Provide private MS Teams channels for SI, Central Parties and Members to communicate
- Triage and Manage Central Party defects
- Host and Chair daily Participant meetings:
  - Daily Scheduling and Update call.
  - Party Participants Defect Meetings
- Provide Test & Defect MI & Reports
  - Daily Reports (inc Report Extracts)
- Dynamically revise and communicate test assignments in response to blocking issues, or Central Party support capacity
- Coordinate Releases and Deployments and assure PP test execution results / evidence

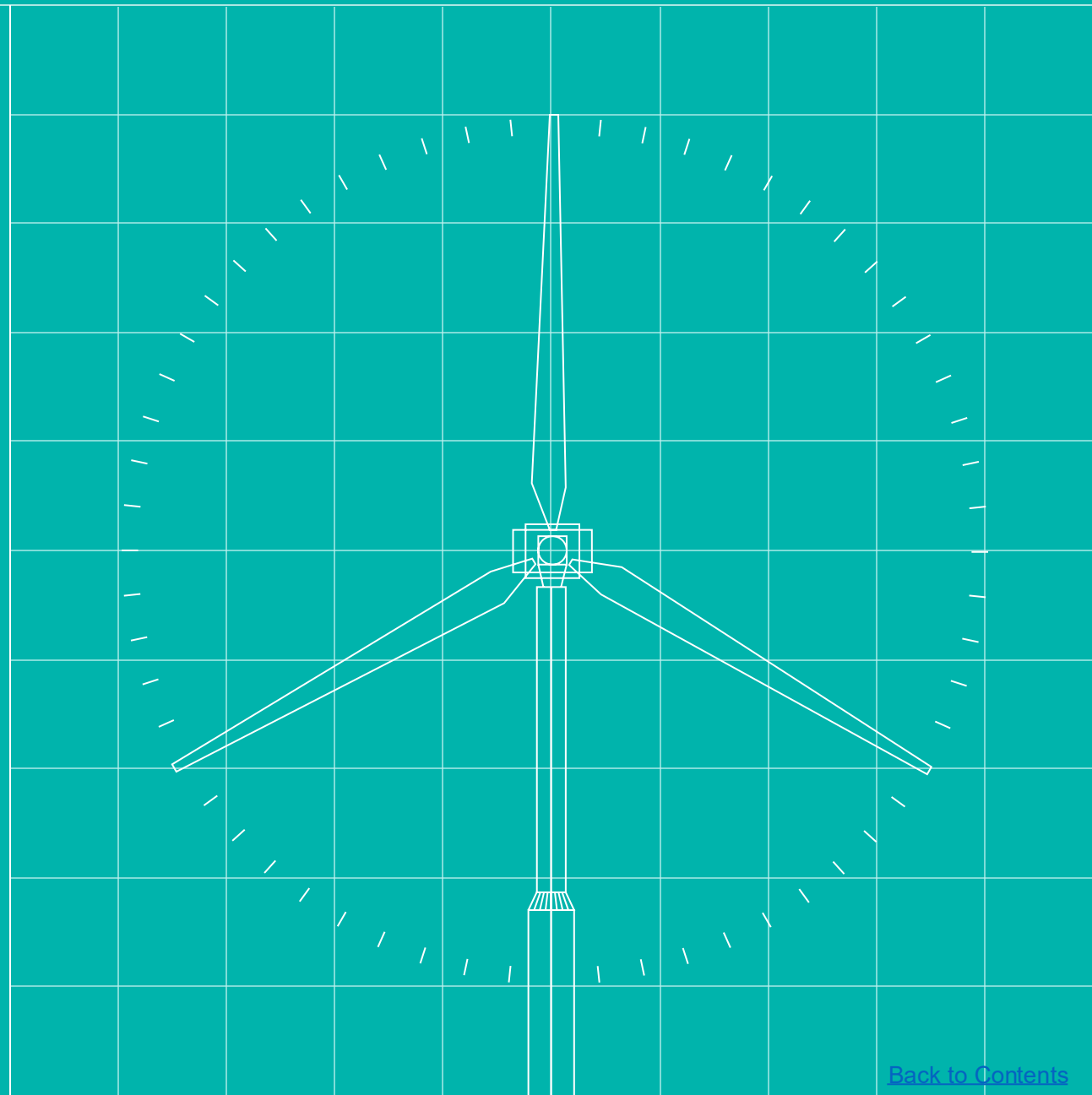
SIT OPS Coordinator

Cohorts are expected to self-manage their test execution and progress; however the SI SIT OPS Coordinator is the primary SI point of support contact for Participant Cohort testing on a day-to-day basis.

The coordinator will:

- Chair daily stand-up meetings for your cohort, and paired cohort testing to confirm test execution for the day.
- Dynamically maintain the Cohort and Paired Cohort Test case assignments in ADO, this will involve an ongoing dialogue with the cohort members to advise on Central party defects and support constraints that may impact testing and require a change in priority or allocation, also considering Cohort specific issues and defects that could influence the proposed priorities. **Note -** In some cases this may also include setting Cohort test cases to 'Blocked' status in ADO when a Central Party defect resolution is required.
- Guide Participants on adherence with the SIT OPS DITL ways of working, and associated ADO processes during testing.
- Provide Participants with initial triage support when issues or defects are encountered.
- Facilitate contact and meetings with SI Test, Data and Design SMEs or Defect Management teams when required.
- Facilitate ADO support as and when required.
- Engage with and support the central triage process for defects.
- During a testing day the Coordinator will communicate any newly raised severe defects or environment issues which could impact planned testing.
- Guide Central Parties on when test evidence is required for a Cohort test case.
- Escalate Cohort specific support requirements to the SIT Delivery Manager when required.

Summary on ADO,, MS Teams Channels and Stand Ups



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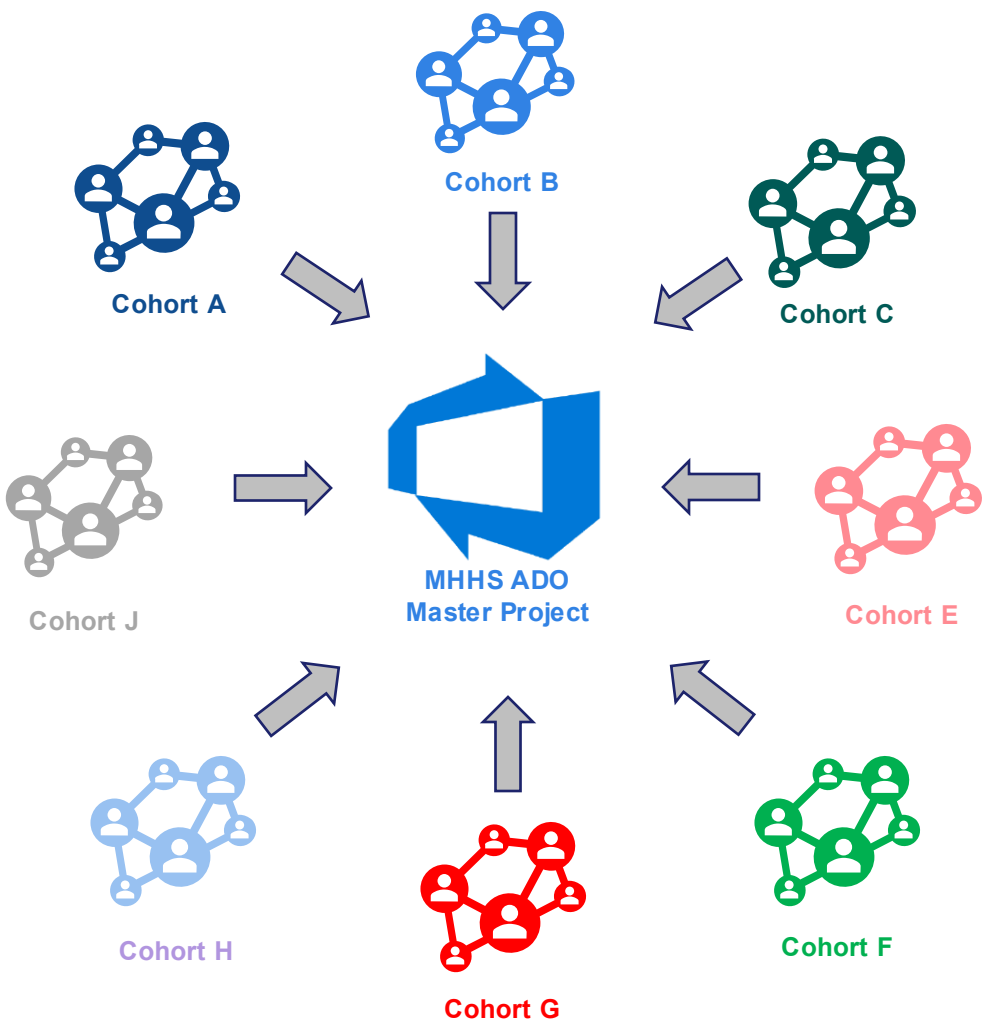
Single ADO Project Implementation (1 of 2)



Benefits of a single ADO Project:

- All SIT Participants have visibility of all Tests on the SIT Backlog in ADO (Programme will maintain control of test assignments to sprints)
- SIT Participants have visibility of all defects to inform day-to-day testing decisions
- Centralised real time ADO test status and defect dashboard
- Efficiencies gained in Test Case maintenance and deployment

Single ADO Project Implementation

What will be different after the cutover (ADO Guidance docs and learning sessions provided – See Appendix A):

- **Changes to ADO functions / ways of working:**
  - A new mechanism to secure commercially sensitive test evidence and defect attachments will be provided for use (if required), the existing mechanism for test evidence and defect attachment upload will still remain
  - Maintenance of Test Case Tags and Sub-Statuses (See ADO Use Guidance)
  - **Note:** All other functions and ways of working within ADO will remain the same as they are now
- The Daily Defect Management meeting will be run directly from the Master ADO Project
- Participants will be able to review the full backlog of all SIT Test cases in the Master ADO project, these will be grouped by 'Theme'
- PPs will be able to proactively raise test case defects against their backlog if required, thus reducing the impact of TC defects

What will not change following cutover:

- The SI OPS team will continue to manage the selection and assignment of test cases.
- Stand ups and use of Teams Channels for communication and coordination remain unchanged
- All other DITL testing, data and defect management processes and ways of working remain unchanged
- **MI / Reporting:**
  - **ADO Dashboards** will be unchanged, just that now PPs will have real-time visibility of all active testing and defect status within the Master ADO Project
  - **Daily Reports and Associated Extracts** – will be unchanged, extracts will contain the status of all tests and defects along with the status of all tests assigned and associated defects in the Master ADO project

SIT OPS - ADO / MS Teams

- In SIT OPS all Cohort and Central Party ADO users now have access to a single Master ADO Project instances for Testing and Defect management
- Each Main Cohort continue to communicate on the same Private MS Teams Channel with the same PP members
- SI and Central Parties are members of all Teams Channels

Co-Ordinator
Steve Evans

Co-Ordinator
Paul Thomas

Master ADO Project

CoS / CoA Paired	
A&J Teams Channel	
Members	**Cohort A** **Cohort J**

CoS / CoA Paired	
B&F Teams Channel	
Members	**Cohort B** **Cohort F**

CoS / CoA Paired	
G&H Teams Channel	
Members	**Cohort G** **Cohort H**

CoS / CoA Paired	
C&E Teams Channel	
Members	Cohort C Cohort E

Cohort A	
Cohort A Teams Channel	
Cohort PPs	**Kraken (SUP)** Kraken (SDS / ADS) Kraken (MSS / MSA) **PDA (UMSDS)**
Central Parties	Helix St Clements RECCo DIP BUUK SSEN DCC Electralink

Cohort J	
Cohort J Teams Channel	
Cohort PPs	**Utiliteam (SUP)** Stark (SDS / ADS) Stark (MSS / MSA) **Tym Huckin Ltd (UMSDS)**
Central Parties	Helix St Clements RECCo DIP BUUK SSEN DCC Electralink

Cohort B	
Cohort B Teams Channel	
Cohort PPs	**Kraken (SUP)** SMS (SDS) Itron (ADS) Wheatley (MSS / MSA)
Central Parties	Helix St Clements RECCo DIP BUUK SSEN DCC Electralink

Cohort F	
Cohort F Teams Channel	
Cohort PPs	**Seaglass (SUP)** TMA (SDS / ADS) IMServ (MSS / MSA)
Central Parties	Helix St Clements RECCo DIP BUUK SSEN DCC Electralink

Cohort G	
Cohort G Teams Channel	
Cohort PPs	**ESG (SUP)** TMA (SDS) Energy Assets (ADS) ESG (MSS / MSA) PDA (UMSDS)
Central Parties	Helix St Clements RECCo DIP BUUK SSEN DCC Electralink

Cohort H	
Cohort H Teams Channel	
Cohort PPs	**ESG (SUP)** SMS (SDS / ADS) SMS (MSS / MSA)
Central Parties	Helix St Clements RECCo DIP BUUK SSEN DCC Electralink

Cohort C	
Cohort C Teams Channel	
Cohort PPs	**ENSEK (SUP)** Callisto (SDS / ADS) Callisto (MSS / MSA)
Central Parties	Helix St Clements RECCo DIP BUUK SSEN DCC Electralink

Cohort E	
Cohort E Teams Channel	
Cohort PPs	**Utilita (SUP)** IMServ (SDS / ADS) Utilita (MSS / MSA)
Central Parties	Helix St Clements RECCo DIP BUUK SSEN DCC Electralink

UMSDS Paired	
A,G&J Teams Channel	
Members	Cohort A Cohort G Cohort J

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Updated for SIT OPS

- No new Defect Meetings will be required and SIT Operations will utilise the existing Defect Calls in the diary –Triage Call In morning with General defect call in the afternoon
- Daily Test Schedule calls will be carried out each morning with all cohorts dialling into the same meeting. SI Support will be divided between cohorts as per table below
- Meetings will therefore be scheduled for the following times below:

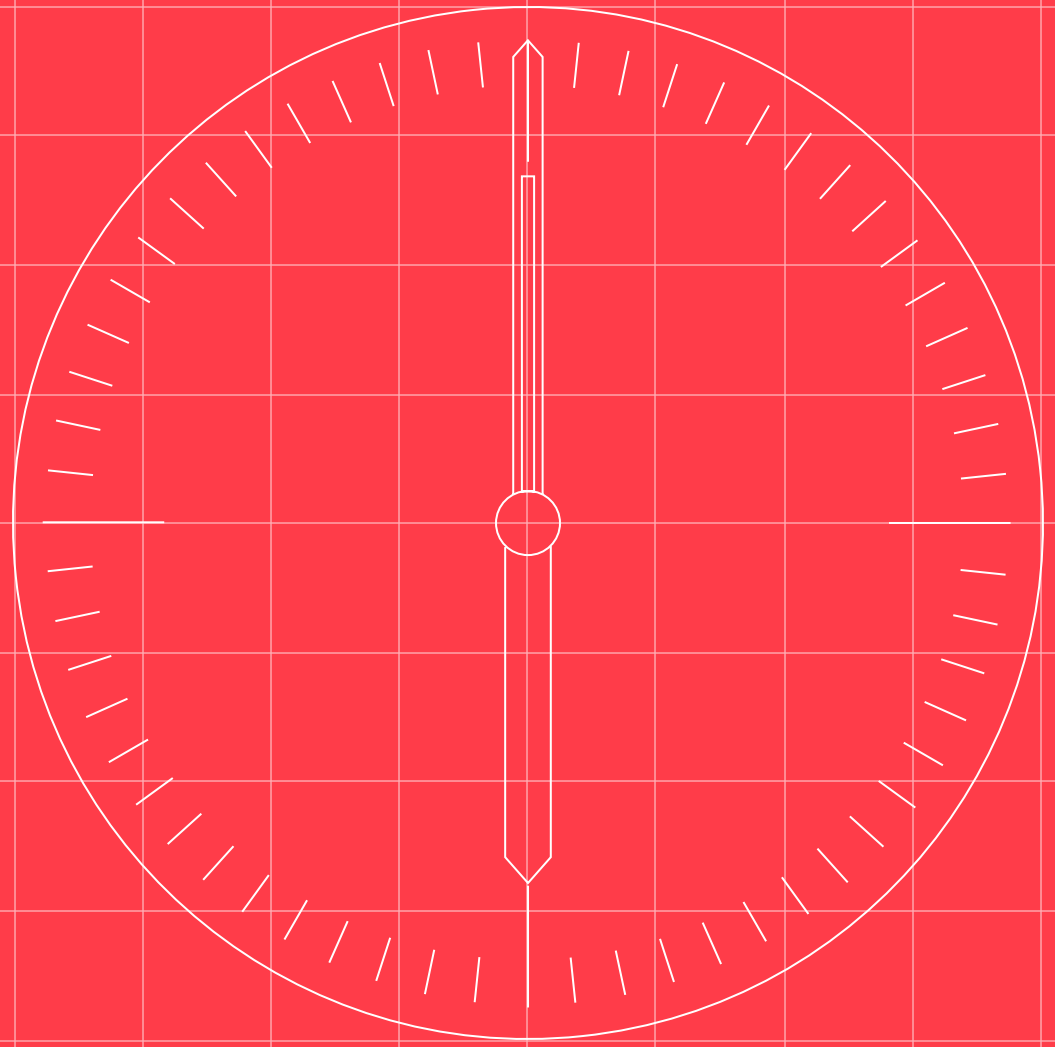
SIT Operations Daily Meetings

Time	Cohorts	Meeting Organiser	SI Co Ordinator Support	Add Attendees
10:30 – 10:45	A, J, B, F G, H, C, E	Steve Evans	Steve Evans Paul Thomas	SRO, and Central Parties

Defect Meetings

Time	Meeting	Co Ordinator
11:00 – 12:00	Triage for New Defects	Carole Anne Smith
14:30 – 15:30	General Defect Meeting	Carole Anne Smith

SIT Theme Process



General Theme Approach

Background

- There are 3 Themes within SIT Operations Testing:
- Theme 1 – Business Requirements
- Theme 2 – Operational Choreography
- Theme 3.2 – DIP & BCDR

- We will use the existing Cohort structure that will be familiar to participants and divide the Test Scenarios between those cohorts. Unlike previous phases there will be no replication of scenarios for each Cohort. There is no requirements for each Cohort to test every Test Scenario The Cohort system for Operations is used to divide the testing only.

- There are no planned sprints or cycles of testing – Where a test case or scenario fails and a fix becomes available within the test window, this can be rescheduled dynamically by the SI in cooperation with the Cohort supporting the test when they have the capacity to do so.

- There are no identified scenarios that require pairing in Theme 1 and 3.2. However, there are a 3 scenarios in Theme 2 (OPC004, OPC007, OPC008 and OPC009).

- NFT will be testing in SITB at the same time as SIT Operations – NFT have identified some potential destructive tests that may affect SIT Operations testing. NFT and OPS are exploring potential to time box NFT destructive tests to ensure these do not impact OPS Testing.

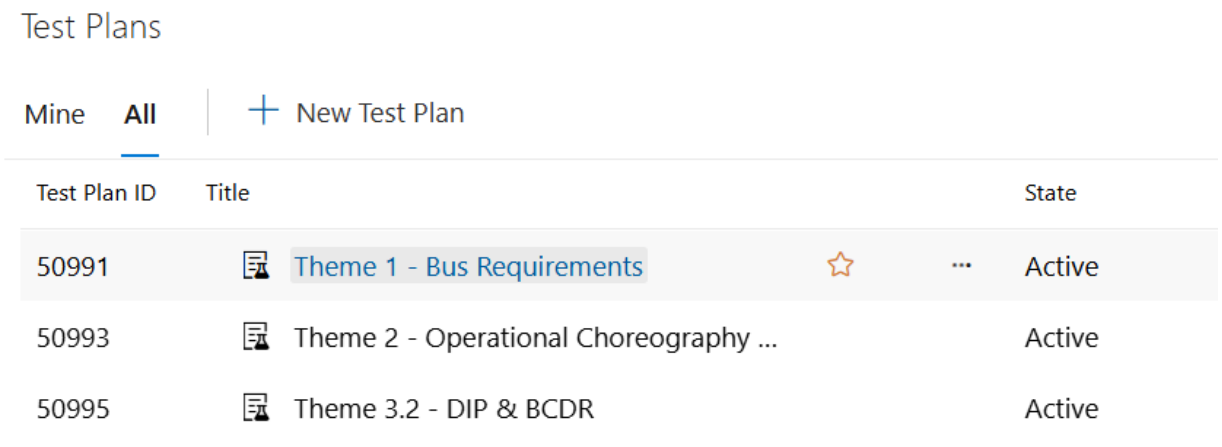
ADO Test Plan Structure

Updated for SIT OPS

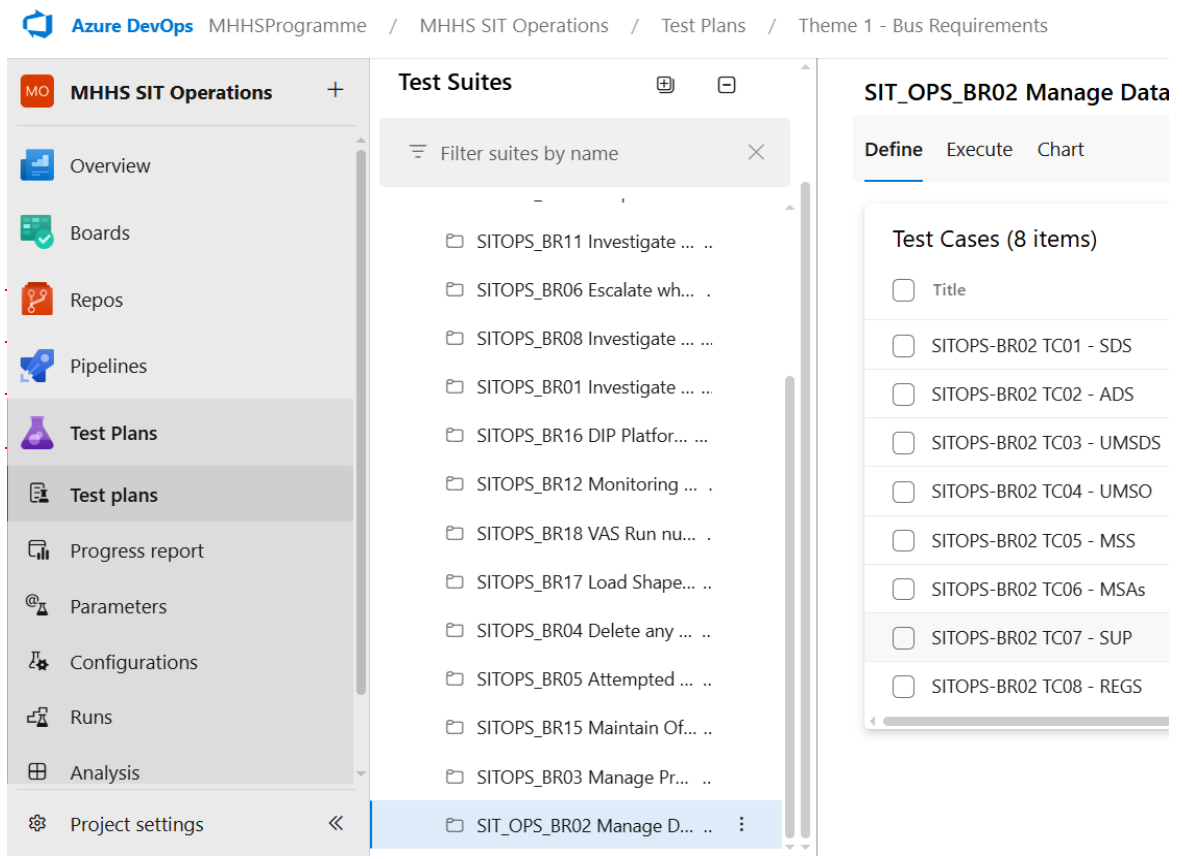
SIT OPS Project can be find at the following location -
https://dev.azure.com/MHHSProgramme/MHHS%20SIT%20Operations/_testManagement/all?showFilters=true

Location: Azure DevOps MHHSProgramme / MHHS SIT Operations / Test Plans

In Master ADO Project PPs will now see the following Test plan structure:



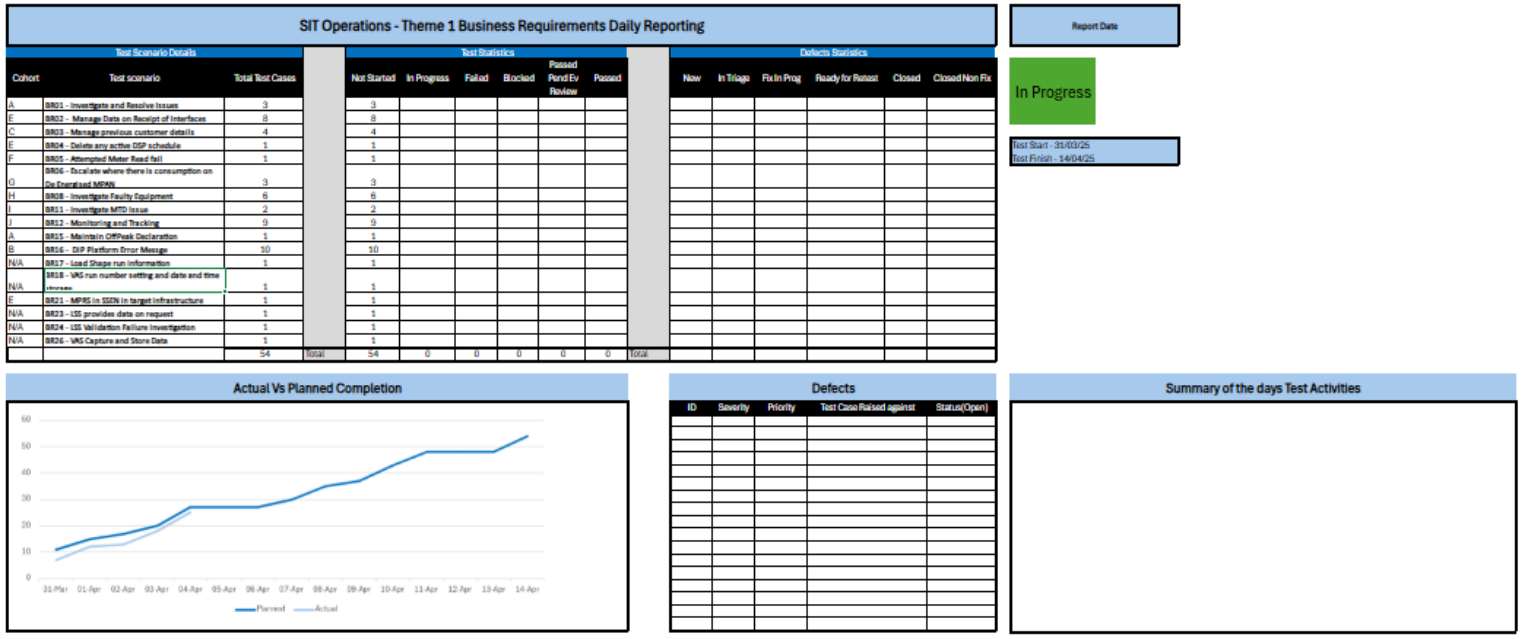
Execution Test Plans



Reports and Extracts

Updated for SIT OPS

- An ADO dashboard will be created for all those with access to ADO that will have the latest Test and Defect Status for OPS Testing.
- An Excel based report will be uploaded into Teams and an email sent to all Central Parties & Participants at end of day with additional metrics.



SIT Operations - Theme 1 Business Requirements Daily Reporting

Test Scenario Details			Test Statistics							Defects Statistics					
Cohort	Test scenario	Total Test Cases	Not Started	In Progress	Failed	Blocked	Passed Pend Ev Review	Passed		New	In Triage	Fix In Prog	Ready for Retest	Closed	Closed Non Fix
A	BR01 - Investigate and Resolve Issues	3	3												
E	BR02 - Manage Data on Receipt of Interfaces	8	8												
C	BR03 - Manage previous customer details	4	4												
E	BR04 - Delete any active DSP schedule	1	1												
F	BR05 - Attempted Meter Read fail	1	1												
G	BR06 - Escalate where there is consumption on De Energised MPAN	3	3												
H	BR08 - Investigate Faulty Equipment	6	6												
I	BR11 - Investigate MTD Issue	2	2												
J	BR12 - Monitoring and Tracking	9	9												
A	BR15 - Maintain OffPeak Declaration	1	1												
B	BR16 - DIP Platform Error Messge	10	10												
N/A	BR17 - Load Shape run information	1	1												
N/A	BR18 - VAS run number setting and date and time storage	1	1												
E	BR21 - MPRS in SSEN in target infrastructure	1	1												
N/A	BR23 - LSS provides data on request	1	1												
N/A	BR24 - LSS Validation Failure investigation	1	1												
N/A	BR26 - VAS Capture and Store Data	1	1												
		54	54	0	0	0	0	0							

Report Date

In Progress

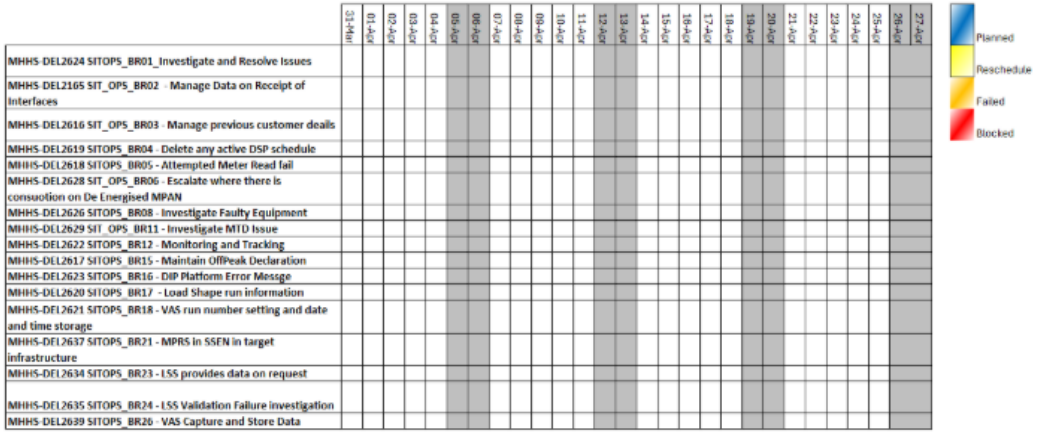
Test Start - 31/03/25
Test Finish - 14/04/25

Actual Vs Planned Completion

Defects

ID	Severity	Priority	Test Case Raised against	Status(Open)

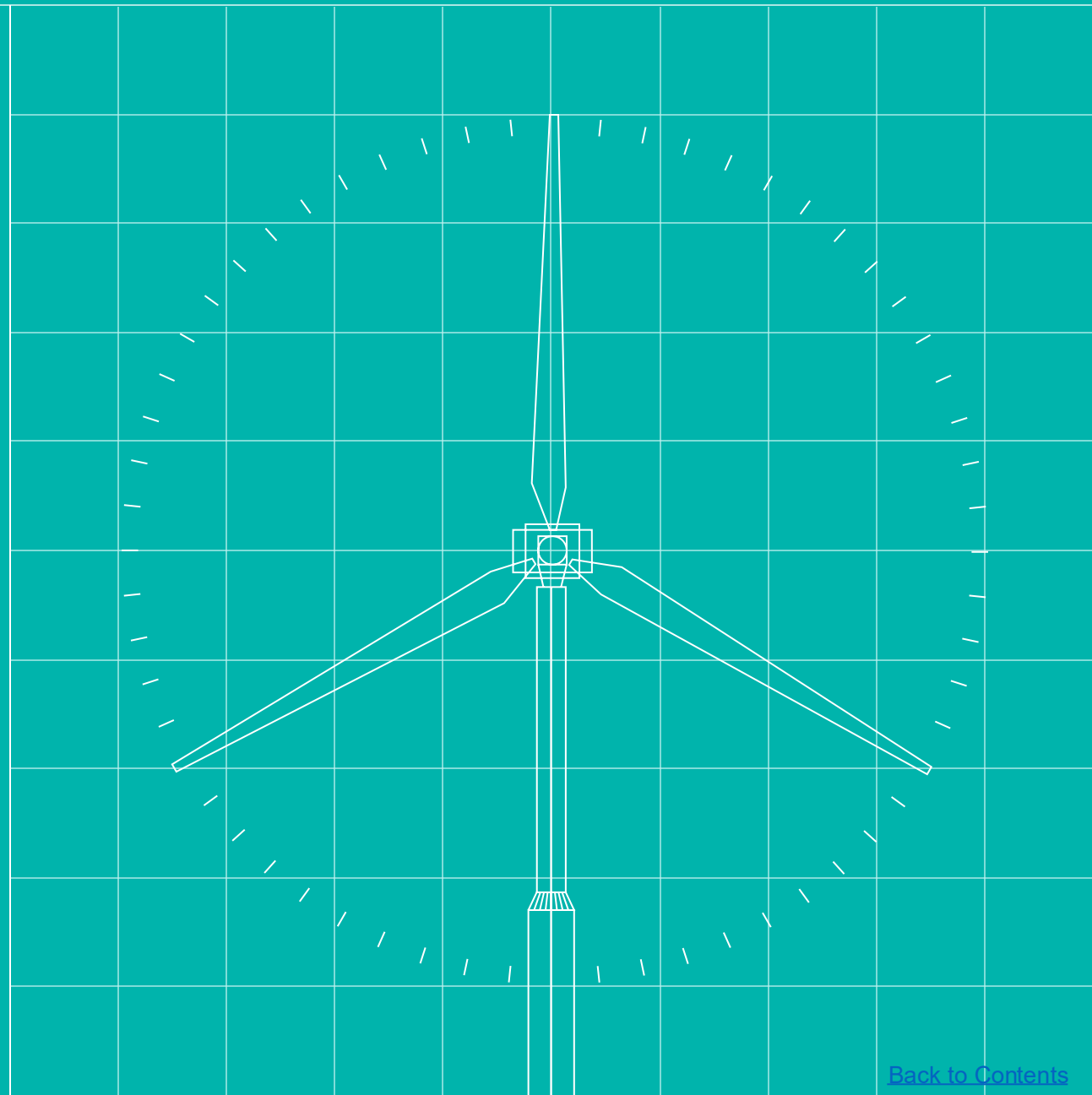
Summary of the days Test Activities



Reporting Template Below

Microsoft Excel Worksheet

Test Execution



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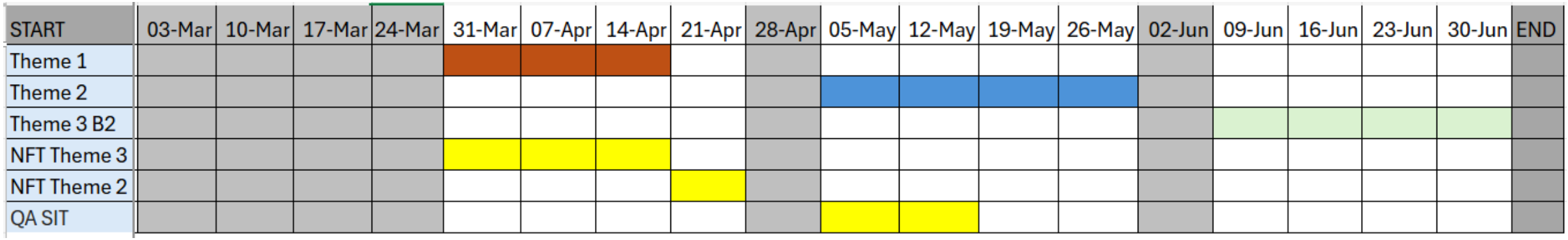
Process for Participants Executing a Test Case

- The OPS test team (SIT Coordinators) will monitor, guide and support the various related PPs activities within a particular test until conclusion (Adhering to the defined test case steps in ADO).
- After each successful Test Step completed, the responsible participant for that test step, must update the status of the test case in ADO, and attach relevant evidence to the step.
- In the case of a test failure part way through the noted step will be failed and it will be requested that the involved PP at that stage of the test please raise a defect and link it to the test case in question. Once Incident has been raised this should be updated in the Teams Channel.
- Party Participants will be responsible for updating the correct status in ADO for there allocated test step and for attaching the relevant Test Evidence to that step.
- SIT Coordinators will then review the test evidence and Test Case to ensure it has been updated correctly.
- If there are any discrepancies or questions regarding a Test Case, step or evidence, SI Coordinators will support or investigate.

Test Schedule Theme 1, 2 and 3.2

- Test window starts 31/03/25 - 04/07/25
- Themes split into 4 week windows with 1 week in between as a breaker to act as a buffer for Themes that are not completed on schedule.
- Note that NFT will share SITB environment with OPS and they will schedule in some destructive tests from 21/04 - 28/04, which OPS will avoid testing in.



START	03-Mar	10-Mar	17-Mar	24-Mar	31-Mar	07-Apr	14-Apr	21-Apr	28-Apr	05-May	12-May	19-May	26-May	02-Jun	09-Jun	16-Jun	23-Jun	30-Jun	END
Theme 1																			
Theme 2																			
Theme 3 B2																			
NFT Theme 3																			
NFT Theme 2																			
QA SIT																			

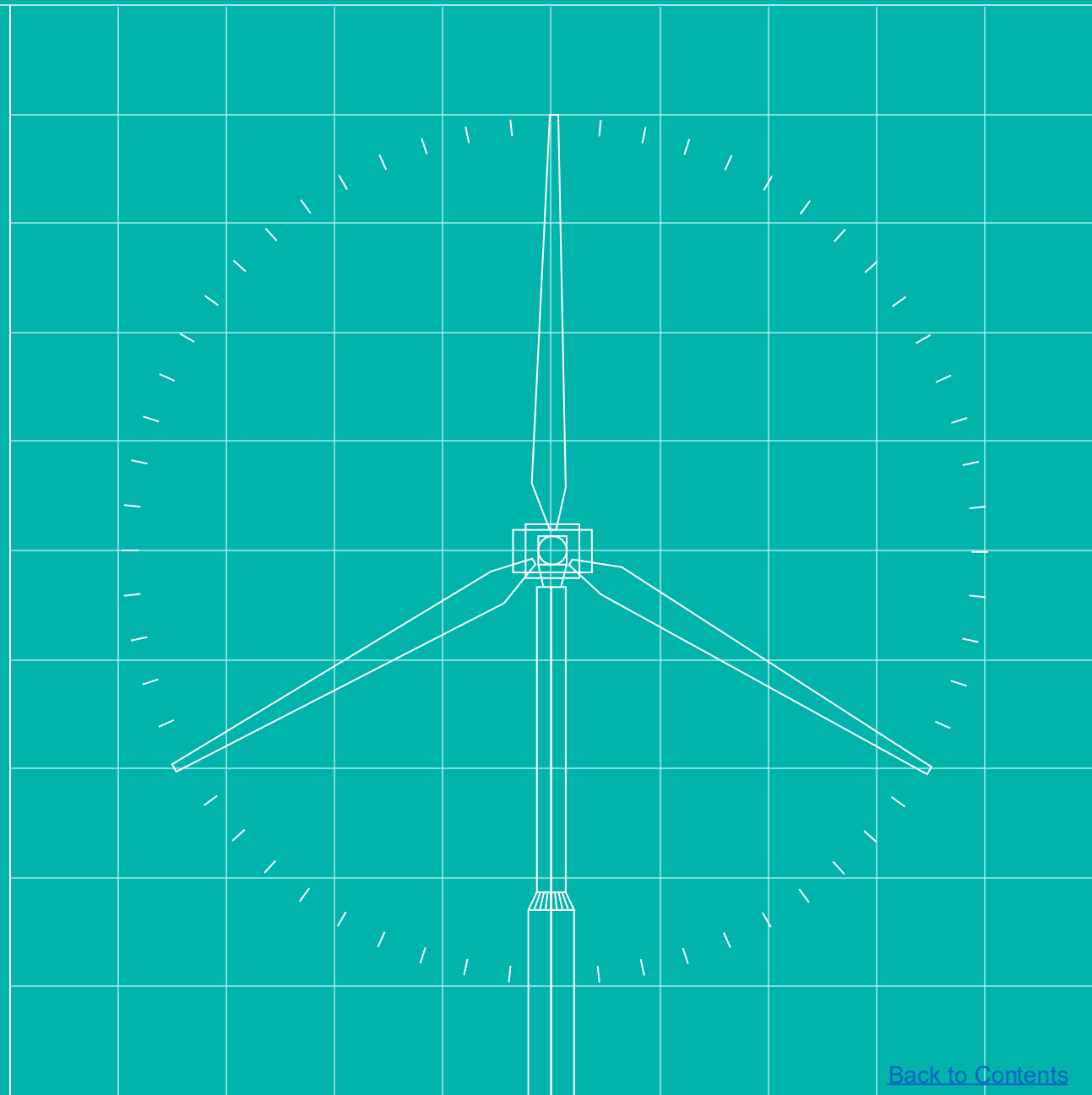
Test Schedule Theme 1, 2 and 3.2

Theme 1

Theme 2

Theme 3.2

Test Data



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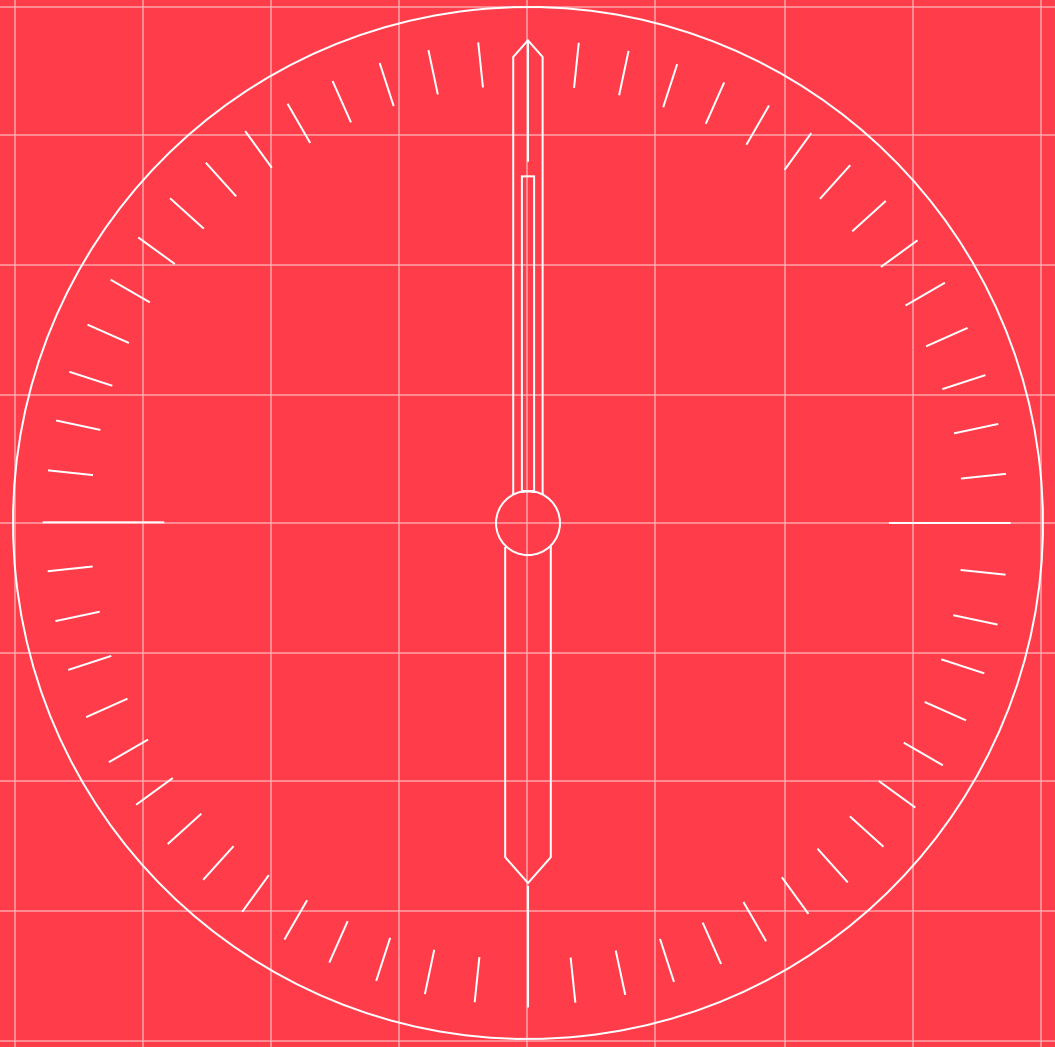
New for SIT OPS

Test Data

- Test data will be based on a programme provided Industry aligned MPAN data set.
- Due to the difficulties involved in generating such industry aligned data the dataset itself will not be full Production scale but aa reduced set
- The overall dataset will then be divided and equally allocated across all cohorts operating in SIT OPS.
- The assigned dataset per cohort will then be loaded by PPs into their environments in advance of execution.
- These loaded MPANs should then be used as reference data for individual participants to support the required testing.
- With the exception of 3 Test Cases in Theme 2, no legacy/Migration requirements have been identified but if required can be created by Data Management team in a few days.
- Data to be ringfenced Identified as Operational as sharing an environment with NFT.

ADO Use Guidance



Test Case Tags and Sub-Status Management in the Master ADO Project

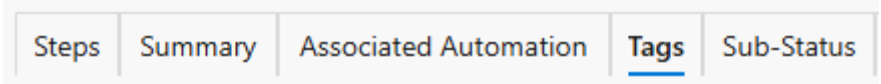
Previously Participants had the ability within the ‘Test Case Define’ view to add **Tags** and set test case **Sub-Statuses** and provide an associated **Sub-Status Reason** (i.e. 'N/A', 'Blocked', 'Passed with Observations', 'Passed with Workaround’).

In ADO each Test Case has a unique 'Test Case ID', and changes to that 'Test_Case_ID' record in the Define View are applied all instances of that 'Test Case ID' record in each Test Plan / Test Suite folder where it has been assigned.

In moving to the single ADO project, and to preserve tagging and sub-status setting functionality we have made some minor changes to way Participants will access these fields and functions.

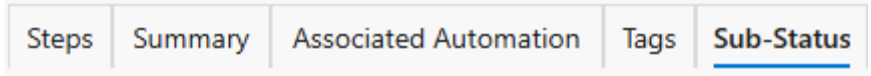
Summary of changes:

1. Each Participant will now have a specific tag field that they can maintain within a **New Tags tab** in the Test Case Define View



2. Global Tagging will remain; however, this **will now only be used by the Programme** to mark tests with Tags that apply to all Cohorts e.g. where a Test is blocked by Central Party / Or Test Case defect

3. Participants will now see a **new tab** in the Test Case Define View called **‘Sub-Status’** where if required they can set a sub-status specific to their Execution of that case



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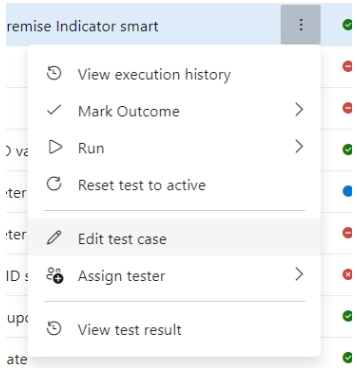
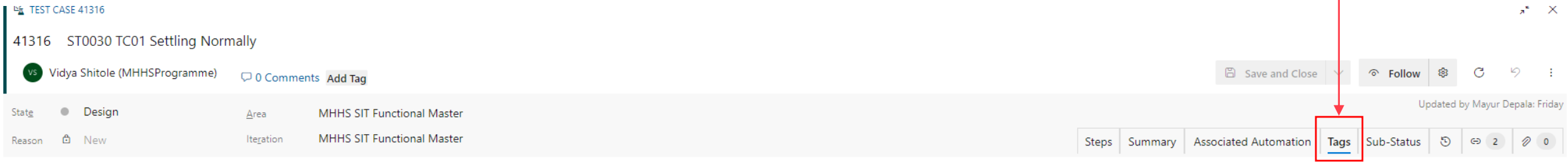
Adding a Specific Tag

After a test case name select the three dots ⋮ and select **Edit test case**

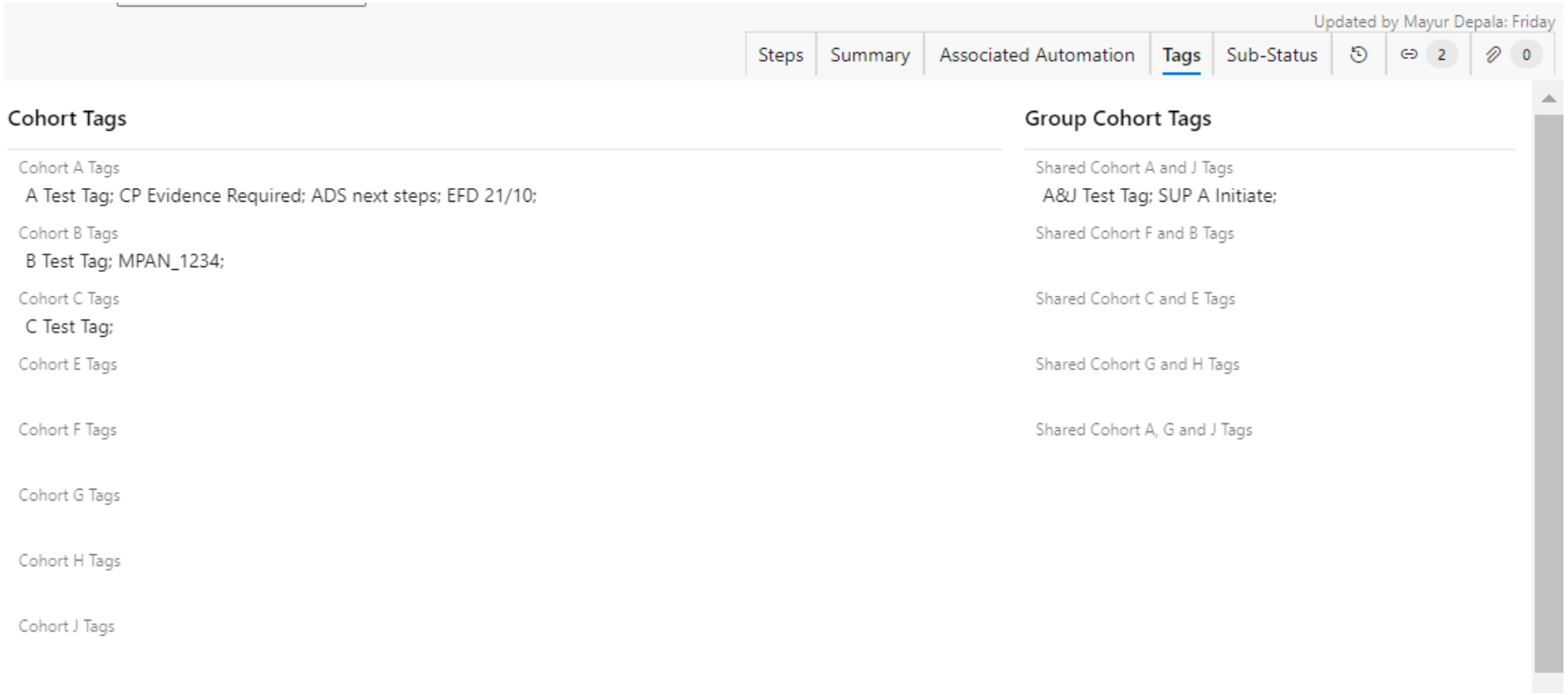


On navigation pane, select the tab labelled "**Tags**"



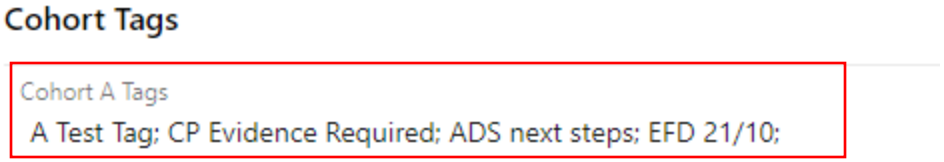
Adding a Specific Tag

You will navigate to a new tab window which displays a **free text box** to use for tagging
You can now enter or update tags using the free text box. To remove a tag, simply select the text and delete.
You should separate each tag with a semicolon ";"
For example, a sequence of tags = *A Test Tag; CP Evidence Required; ADS next steps; EFD 21/10;*
NOTE – PPs should only update the free text box for their own cohorts



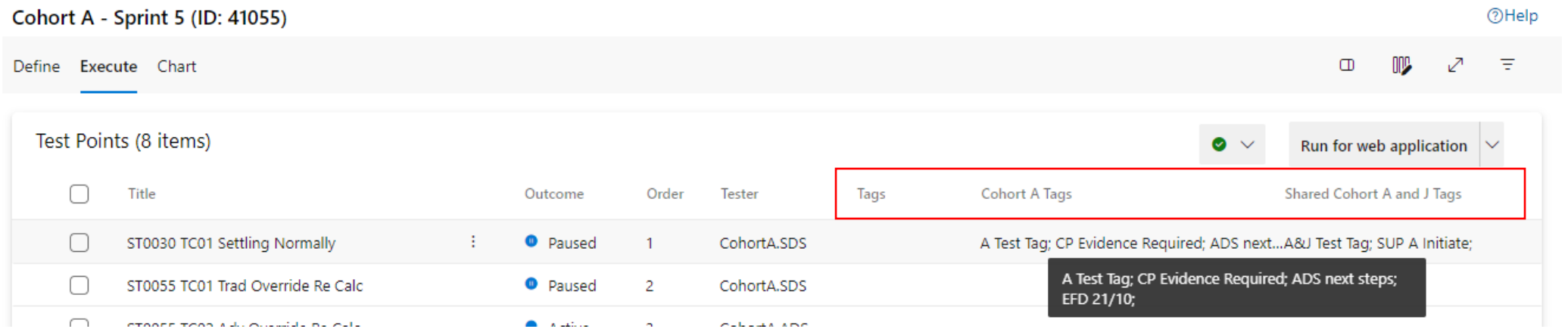
ADO Use Guidance – Specific Tags

Type in or remove your tags



Click Save and Close

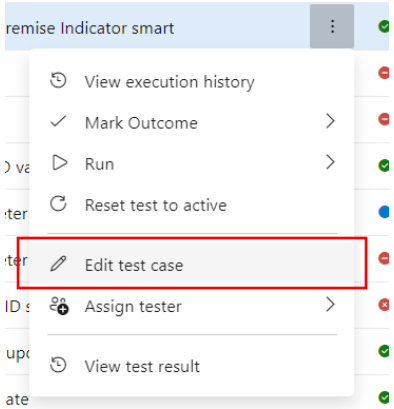
You see your new tag against the test case, you can hover over a column to see full details



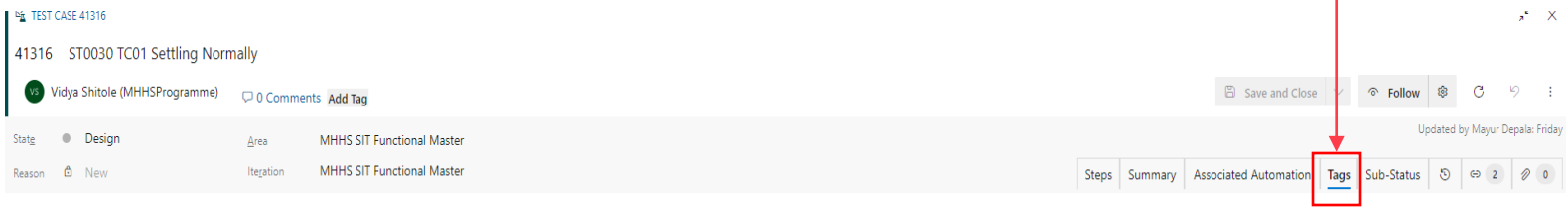
ADO Use Guidance - Specific Tags

Removing a Tag

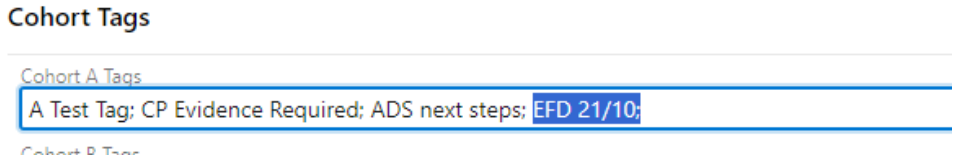
After a test case name select the three dots ⋮ and select **Edit test case**



Navigate to the **Tags** Tab



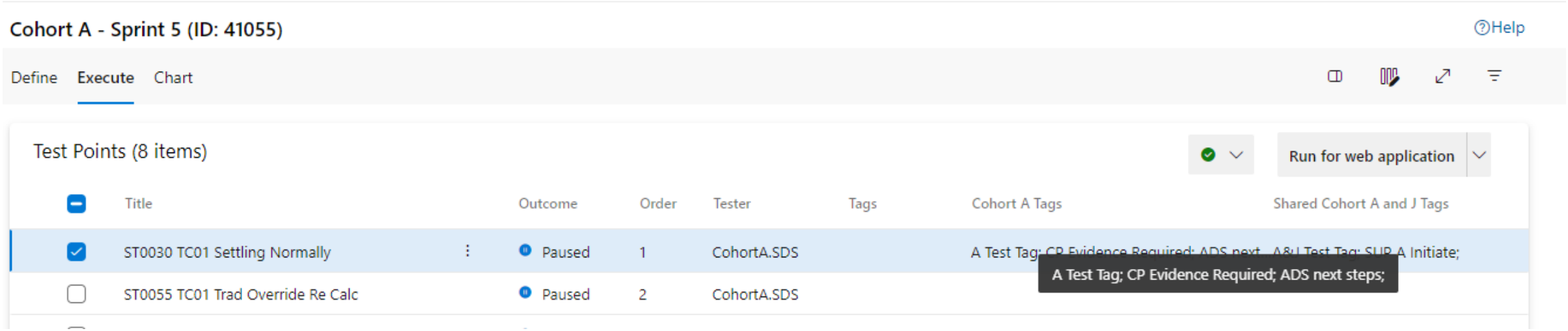
Delete the text you no longer wish to display in the respective Tags column



Click **Save and Close**

ADO Use Guidance - Cohort Specific Tags

The test case tag is removed.



If required a PP can set an appropriate a Test Case **Sub-Status** associated with their Test Case Execution.

Sub-status	Circumstances this sub-status might be used
Blocked	Cohort or PP can't run the test due to a Central or Internal Cohort Defect or Issue
N/A	The Test Case can't be run due to a Cohort specific reason or constraint, and as consequence it has been agreed with the Programme that this TC is no longer applicable to complete for the Cohort
Passed with Workaround	The test has been completed, but a workaround was employed that was agreed with the programme could be used to complete the test
Passed with Observations	The Test Case execution was completed but there was a deviation from the Test Case steps, or expected results, which has been agreed as acceptable by the Programme, e.g. there was a minor test case defect which is acknowledged, but did not invalidate the objective of the test

These sub-statuses are used in MHHS SIT testing to create an audit record of the above circumstances during and after testing.

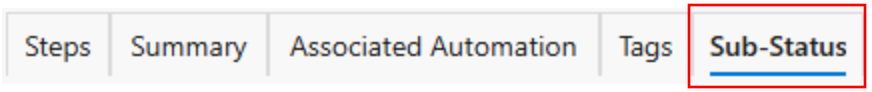
In the Master ADO project, participants will still be able to continue to use a sub-status, but how they are accessed and maintained will be under a new tab called 'Sub-Status' in the Test Case Define view.

ADO Use Guidance – Sub Statuses

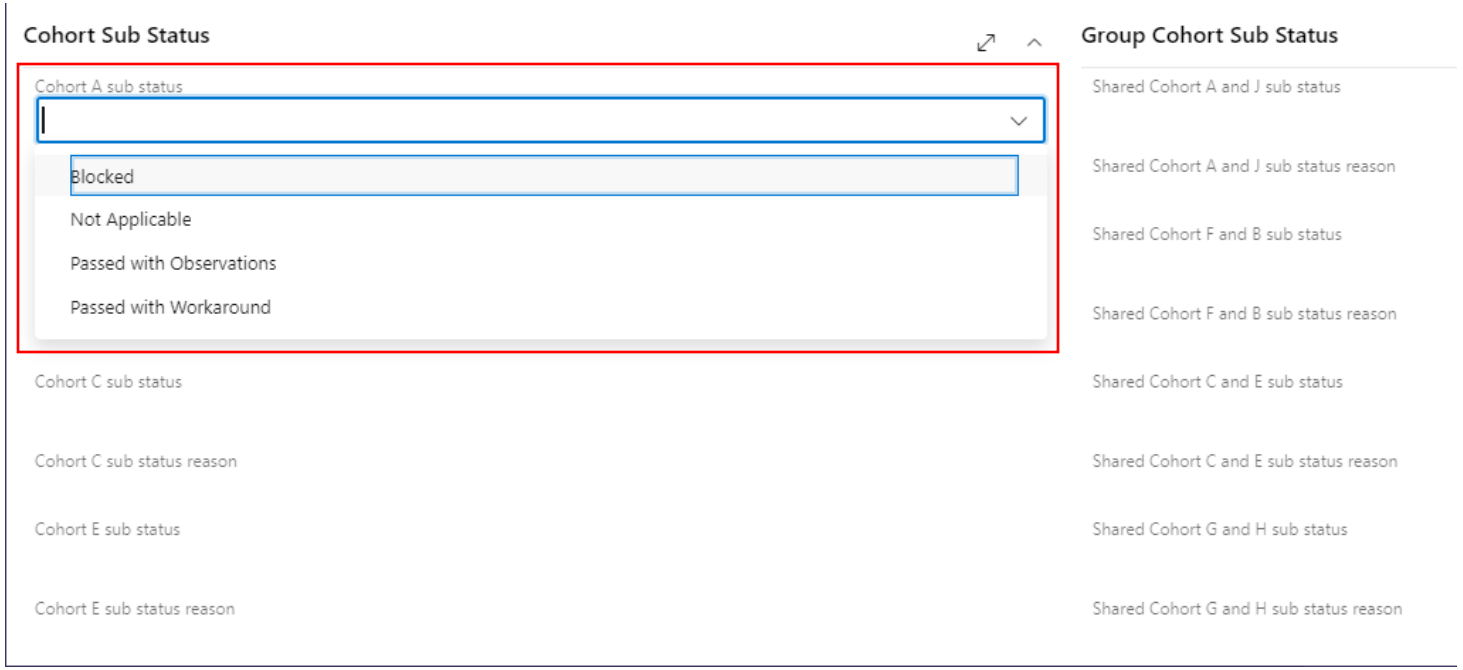
Participants will now see a **new tab** in the Test Case Define View called **'Sub-Status'** where if required they can set a sub-status specific to their Cohort's Execution of that case

To use these fields:

Open the define view and select the sub status tab



You will then be able to see a drop-down box and a free text field for each cohort and shared cohort with reasons for Blocked, Not Applicable, Passed with Observations and Passed with Workaround

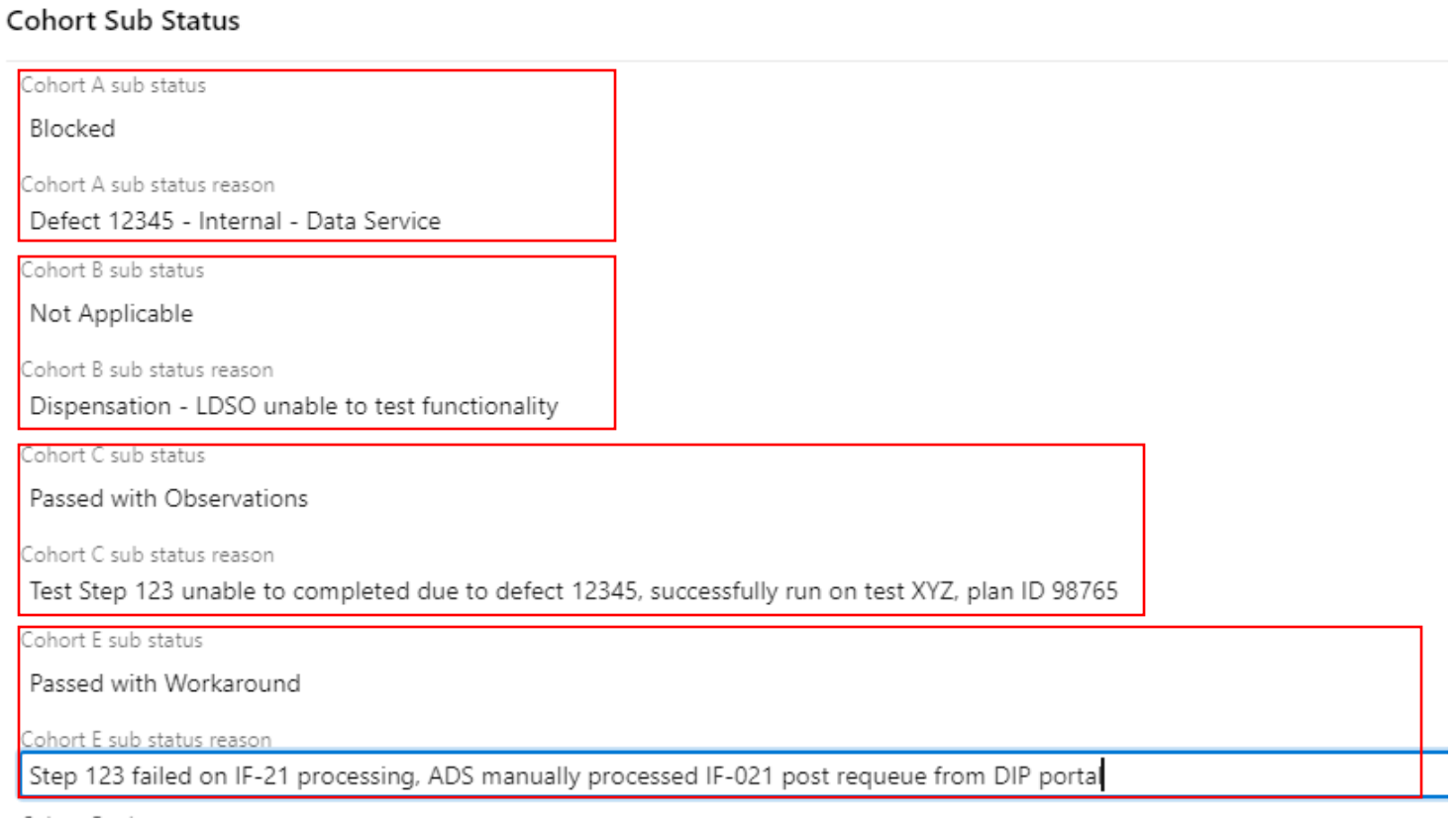


ADO Use Guidance – Sub Statuses

When setting a sub-status applicable to your test case, a mandatory associated sub-status reason will also need to be added

These fields can be used by multiple cohorts, **Please only update the fields respective to your main or shared cohort.**

Example statuses and reasons:



To summarise recent changes & benefits:

1. Test Case Tags and Sub-Status Maintenance features remain in the Master ADO Project (now residing in separate tabs on the Define view)
2. Global Tags are now able to be maintained at Test Case ID level by the programme enabling greater visibility of Cohort-wide blockers
3. Global and Test Case Tags will be automatically transferred when new versions of a Test Case are made available

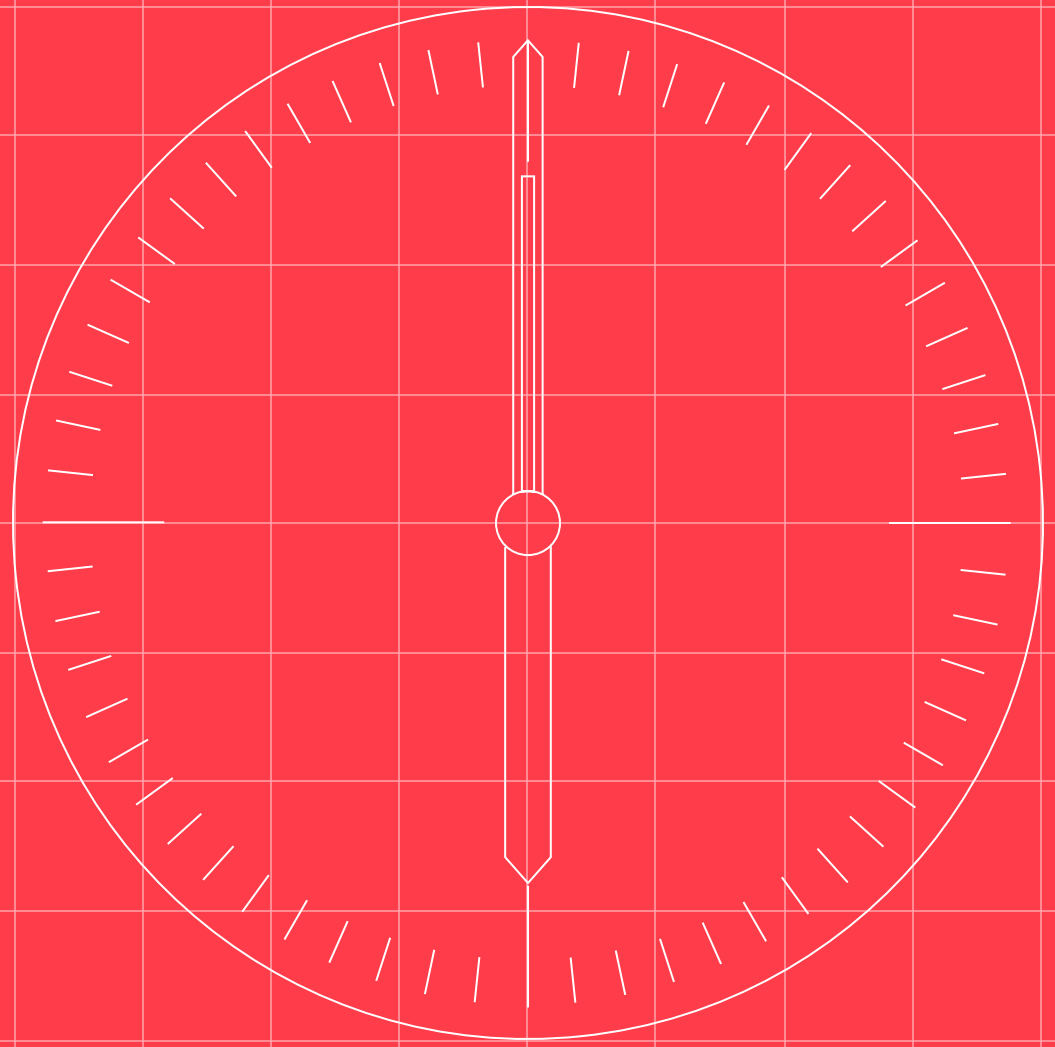
Ensuring Test Case Define View edit safeguards:

Given that changes made in the Test Case Define view will be applied to all instances of that 'Test Case ID' in all Test Plan / Suite locations, the programme will be implementing mitigations for the risk that users could inadvertently edit attributes specific to other Cohorts:

- Permissions to edit Tags and Sub-Statuses in the Define view will be granted to one nominated responsible user from each SIT PP organisation.
- The programme is implementing an alert system to mitigate and resolve unintended edits by users
- Edit permissions can be rapidly granted to delegate users in event of sickness or leave

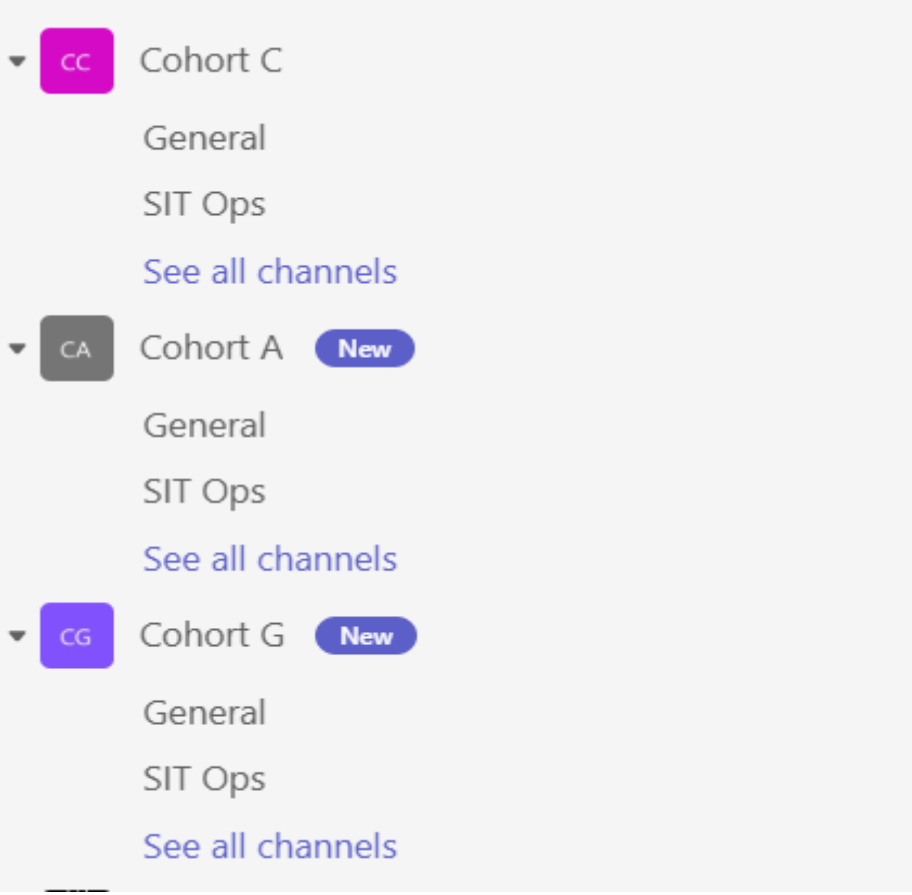
Note - this policy & risk will remain under review and the edit permissions user group broadened if deemed sufficiently secure

Teams Channel Use Guidance



Updated for SIT OPS

Teams Channels – SIT Operations Team Channel added to each Cohort



To access Teams channel, you must have an MHHS account set up.

Updated for SIT OPS

Teams Channel Guidance (1 of 2)

- The Teams channel will allow Participants to notify another participant that the next step sequence is available to be executed as well as confirming to others that the current Step has passed or failed.

- In the event of a failure of the current step, in the same way as above this will notify the next sequential step participant not to execute the step due to the previous failure.

- On the back of the Daily Stand up in the morning, Initial message on Teams Channel will come from SIT Operations co Ordinator who will confirm that a Test Case is ready to start execution.

- Once a post has been started the template below should be used by Participants as a basis for your post.

Supplier A:

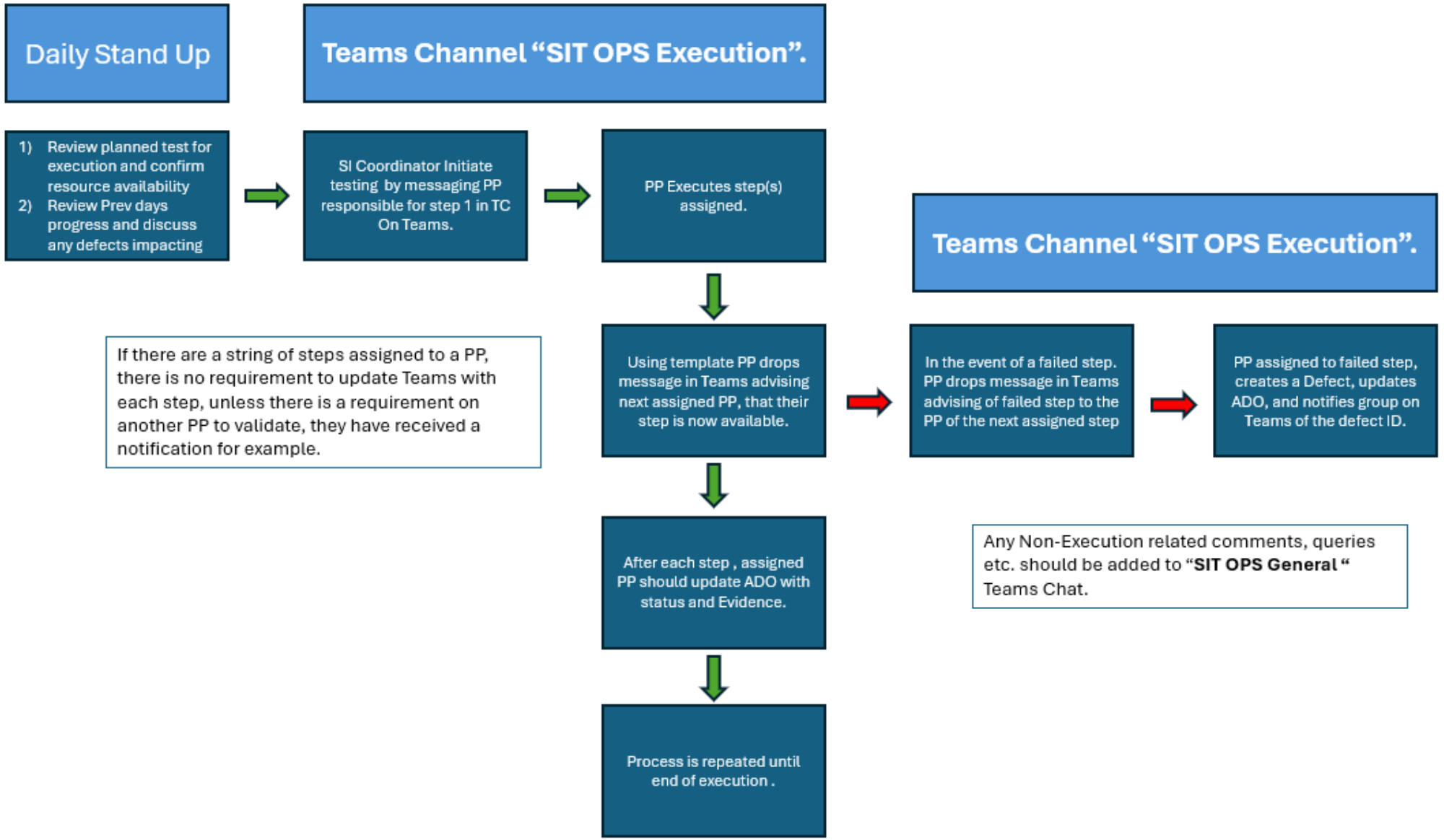
SITOPS-DEL 1234 TC01- Example Test (ADO Test Case Name)
Incident Case Ref# : 12345.
Step 4
Message: Step 4 Executed and Passed.

Elexon:
SITOPS-DEL 1234 TC01- Example Test (ADO Test Case Name)
Incident Case Ref# : 12345.
Step 5
Message: Step 5 Executed and Failed and Test Case Blocked.

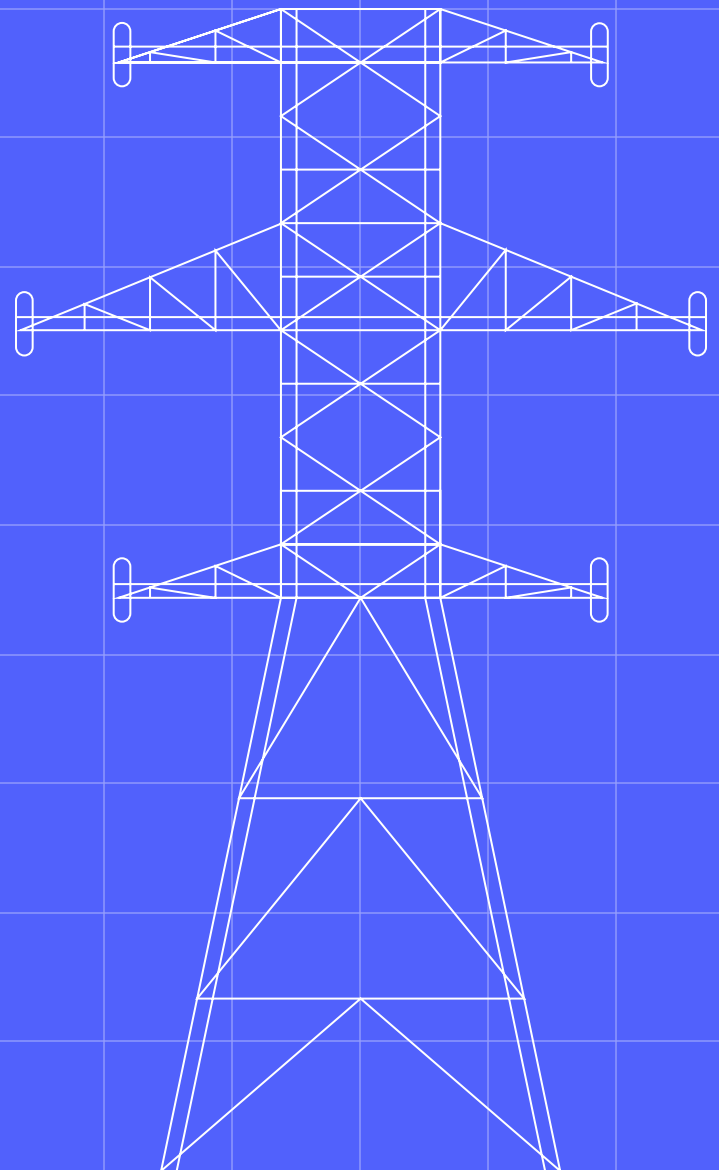
A contact list for all participants will be maintained in Teams Channel for easy reference..

Teams Channel Guidance (2 of 2)

New for SIT OPS



Defects



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How the Programme manages defects

The process map opposite articulates the MHHS Programme's **Defect Management Process.**

Triage:

- When a defect is raised by a participant, the defect will be reviewed by the Defect Manager.
- Defects will be triaged by the Testing Team to determine which 'resolving team' is required to resolve the defect.
- This will be determined at Daily Triage Meetings.

Assignment:

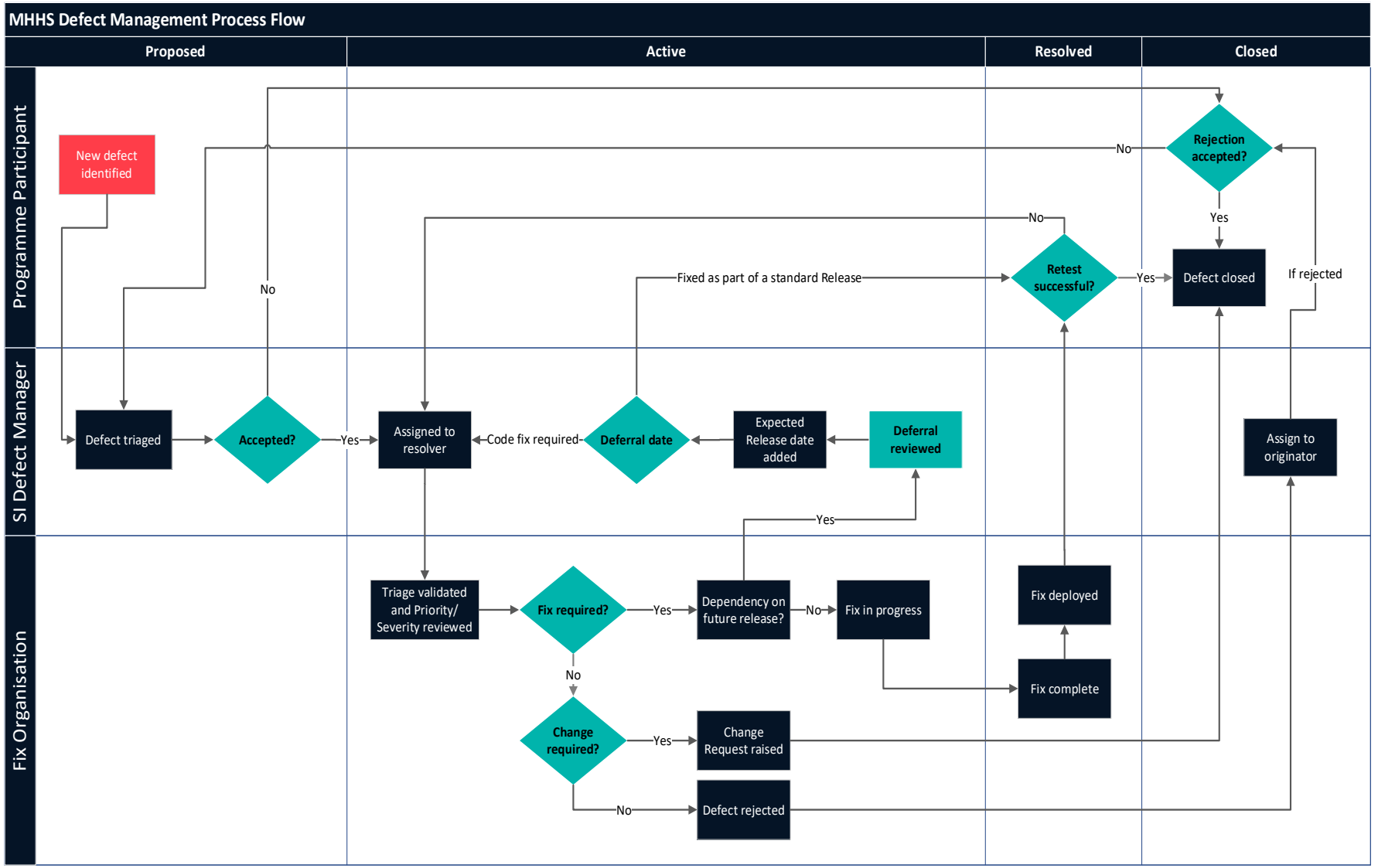
- Defects will be assigned to one of the Resolving Teams (Central Parties, Core Solution Provider, and SI).

Resolution:

- The responsible Resolving Team will undertake Root Cause Analysis to determine how to resolve the defect.
- When resolved, the defect status will be changed. The final status is 'Ready for Retest'.
- Defects are then bundled into a Release, and 'Request for Change' is submitted to the Test Team for Release Approval.

SLAs

- Defects resolutions are subject to SLAs. They begin when the defect is raised and allocated by Triage and end when it has been deployed.
- Please refer to the DM Plan, section 8.3 for details of the SLA Response / Fix Times applicable for Central Part defects.



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Key Defect Fields in SIT OPS

In order to provide the required Management Information (MI) for SIT, the following new fields have been added to the defect template in ADO. The disciplined use of some existing fields will also become critical.

Fields which are *mandatory* when a defect is raised (if these fields are applicable):

- **'Cohort'** is a value, selectable from a pop list –
- **'Test Phase'** contains the various Themes as selectable items in the drop-down list – SIT Operational
- **'Participant'** will be auto-populated when the defect is created, the **'Participant Organisation'** is selectable from a new pop list
- **'Market Role defect Found in'** is a value, selectable from a pop-list (Should be identifiable from SIT OPS script steps)
- **'Market Role defect Originated in'** is a value. This will help identify the target system for fix
- **'Impact Notes'** is a free text field where any detail can be added to help assess impact which in turn will aid assignation of P&S
- **'Business Process'** is selectable from a pop-list, (previously not mandatory) Select **Not Applicable**
- **'Theme'** is a value, selectable from a pop-list for SIT OPS you may select ' Select **Business Requirements, Operational Choreography or DIP & BCDR.**
- **'Test Cycle'** is a field where you may select a general value for the Test Cycle Select **Theme 1, Theme 2 or Theme 3 Batch 2**
- **'Resolver Received' (True / False)** tick-box has been added to support the CPO defect response times SLA's
- **'Remedial Action'** - a free text box to allow CPO's to elaborate on defect root cause and resolution action taken
- **'Design Doc Ref / Swagger Version'** are new fields to record the version of the baseline documents effective when the defect was raised (non-mandatory)
- **'Environment'** is a drop-down where SIT-B should be selected for all SIT OPS

It will become increasingly more important in SIT to manage expectations for target fix dates (to enable coordination in a logical and timely manner) and obtain MI around versions defects were Found vs Fixed In:

- **'Found In Build Version'** is a new field free text field which needs to be populated;
- **'Fix ETA'** will be expected to be used by Central Parties (CP's);
- **'Expected Release Date' / 'Expected Release Number'** - Will be populated as soon as is practically possible by CP's
- **'Actual Release Date** and **Release Version** – Population will be mandatory for each CP.

Raising Defects – What is needed

It is important to remember what is useful to include when raising a defect in ADO. This information will (1) Allow the defect to be Triaged by the SI Team and then by the CPO quicker and more effectively and, (2) Reduce the likelihood of the defect being 'Rejected'.

The programme is carrying out enhanced checks on defect quality prior to assignment to the triage team and where information is missing or ambiguous, these defects will be rejected and passed back to the raiser. The defects won't be progressed until they contain the missing required information or clarifications.

General	Area Specific
Description of Defect - Explain context and where appropriate, background to defect, in layman's terms, e.g. what was sent by whom, what was expected, what was received or not etc;	Raw Payload needs be attached where applicable (Request body - JSON format) For (Settlement), uncompressed reports to be attached
'Impact Notes' - add detail (shouldn't be an overly technical description) to help assess breadth of impact, both in terms of functionality and number of test cases failed or blocked, which in turn will aid assignation of Priority and Severity.	Synch responses received from DIP system must be attached where applicable
Design Docs – Ensure you are aware of the current Design Baseline and comply with the Swagger/DES138 for the correct construction of messages (Payloads)	Response Message Transaction ID's
Ensure your endpoints are set up in the DIP Portal prior to test	Sending party details / Sender Unique Reference
Ensure your URL is registered for Error / Response messages prior to test execution	DCP MPID or name if applicable;
Test Scenario / Test Reference, linked to Reproduceable Steps	DIP transaction IDs
Full Description of the failure, please provide as much detail as possible; including MPAN references where relevant (**not** MPANs)	**Secondary Routing:** If the message isn't arriving to your endpoints, provide screenshots confirming the endpoint set up in the dip portal and the DIP ID + Role you expect the message to arrive to.
Expected Outcome versus Actual Outcome;	Any known impacts (tests, flows, testing)
Evidence / Screenshots as evidence; including DIP Portal tracking where relevant	Any actions and their outcomes already undertaken to investigate or resolve issue
Attach exact response generated (e.g. for Portal);	

SIT OPS Design Defect Triage Principles & Checklist

- This checklist is to be considered when agreeing an approach on how best to fix defects presented by the Defect Manager at the daily Triage meetings.

- It should be noted that it may not be appropriate to rigidly apply these checks / principles and in certain circumstances some defects and their resolution may need to be assessed on an individual basis.

Have we agreed the type of defect e.g. Test scenario / script, software defect, Design defect, operability defect etc ?

Have we determined the effected Cohort Groups. Does the defect impact a single participant, a core participant, a cohort grou p or linked cohort ?

In respect of Design defects, the baselined design should be the measure on whether an issue is a defect against the design a gap in the design or a clarification.

The resolving party assigned should be responsible for clearly articulating the cause of defect and if necessary, providing o ptions on how the defect may be resolved or workarounds applied

Resolution / Communication of the defect needs to consider the following

- Initially who are the Impacted Participants by the defect
- Is the defect clearly understood
- Have consequential impacts on other participants been considered
- Can the defect be fixed by a short-term workaround,
- Workarounds need to be clearly articulated in any comms along with associated operational timescales for the workaround ahead of a permanent fix
- Has the defect been corrected in a subsequent release (e.g. a IR5 defect already fixed in IR7)
- Consideration to any development and regression activity needed to be undertaken by participants
- Consideration to timing and implementation of the fix in relation to test cycles

Comms should be sent initially to those effected participants. Cohort group, then if appropriate to a wider participant cohort.

Clear communication sent detailing the implementation coordination including dates and feedback loops

Should an article be added to the Knowledgebase on the collaboration base

Arbitration of Priority Defects

There is likely to be examples of where two or more high priority defects need to be resolved at the same time.

Existing guidance around ordering this will hopefully mitigate scenarios where all participants and cohort groups being impacted by the same defect at the same time.

Where this does occur, the following should be used as guidance in determining the relative prioritisation in resolving the defects to minimise impact to delays in testing:

1. Are each of the defects clearly understood and root cause identified ?
2. Are each of the defects with the Core Participants or Design and therefore likely to impact all Cohort Groups ?
3. Are the defects impacting a Change of Agent / Supplier (COA / COS) and therefore impacting more than one Cohort group
4. Is the resolution effort understood for the defects ?
5. Is the resolution timeline of the defects clearly understood ?
6. Is there a short-term workaround for the defect known / needed ?
7. Are participants within a cohort group able to proceed with another stream of testing whilst a resolution is sort ?

Understanding and answering each of the above will help set the relative prioritisation in the resolution of the defect.

Escalation

Where high priority defect deadlocks remain, these will be taken to the daily 17:00 MHHS Internal Daily Stand Up
Ultimately it will be for the Programme to determine the prioritisation of a defect but may consult with the IPA if required.
Other considerations may feature into a decision process e.g. the ability to complete the testing of the end-to-end design, and progress to the next phase of testing.
Outcome of the determination will be clearly communicated to affected Participants and Cohort groups and FTIG

Approach to Handling Test Case Defects

Problem Statement 1 – During Cycle 1 any Test Case (script) defect no matter how severe resulted in the associated Test Case(s) being Failed or Blocked. However, it was observed that approximately 50% of Test Case defects were Severity 3 or 4, and did not necessarily invalidate the overall objective of the Test Case. This meant that where a Test Case defect existed, test progress was prevented, even if the defect was of a low severity e.g. a clear test case typo.

Problem Statement 2 – In Cycle 1 all test cases were pre-loaded in all relevant ADO project instances, this meant that when a test case defect required resolution, the fix would first be uploaded as a new version of the Test Case to the Master ADO project, then would need to be deployed to each relevant ADO project where the Test Case had been loaded. This process entailed many manual steps and was further complicated when the Test Case had been executed, as decisions would need to be made on how to action the change given the executed state. As the Test Case defect in-flow increased, this backlog of required resolution activity increased exponentially and resulted in longer resolution times for test case defect fixes.

Solution – to address these problems in subsequent SIT stages and cycles the programme will adopt the following policies:

1. **In the event of a Test Case Defect** - when a Test Case defect is raised, it will be first assessed in terms of 'Materiality' to the overall objective of the test case. If deemed 'Material' to the validity of the test case it will be prioritised for fix within the test cycle, and the associated impacted test cases will be either 'Failed', or 'Blocked' until the test case fix has been deployed. If deemed non-material, guidance will be provided back to the PP raiser with instructions on how to proceed with the test, noting that the test case defect had been encountered and linked to the test in ADO. Therefore 'immaterial' test case defects will still be planned for resolution but will no longer be an impediment for testing progress.

2. **Determination of 'Materiality'** – during the test case defect triage process the SI Assurance team will assess the defect and determine if its presence invalidates the objective of the test. If the test could proceed with documented guidance on how to avoid, or "workaround" the defect, this guidance will be provided to the PP via the '*Defect Workaround'* field. Defects of this nature will then be placed on a known issues list and published to SIT participants, so that if encountered they can also adhere to the same guidance to proceed with the relevant test(s).

3. **Audit Trail** – where a participant encounters a test case defect the programme still requires that a test case defect is raised; if it is deemed non-material and workaround guidance has been issued to participants, and the PP goes on to conclude that test with a 'Pass', we ask that PPs set the test to the *'Passed with Observations'* sub-status, noting the test case defect that was encountered in the mandatory '*Reason'* field that is required when this sub-status is selected. **Note** - where a PP uses the *'Passed with Observations'* sub-status, correct use of this status will be subject to Test Assurance review, and if mis-applied PPs will be asked to make corrective actions, which could involve failing the test.

4. **Test Case Deployment** - in the new sprint-based model, being adopted for SIT Functional Cycle 2 and SIT Migration, test cases will only be deployed to Cohort ADO project instances when they have been selected for assignment to the Sprint backlog (i.e. the current active sprint or the upcoming sprint). This will limit the effort, time and risk associated with deploying test case fixes, as a fix will only need to be deployed to the master ADO instance, and the Cohort ADO project instance where the test case is allocated, thus reducing the overall time required to resolve a test case defect.

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Test Case Defects Process Lifecycle

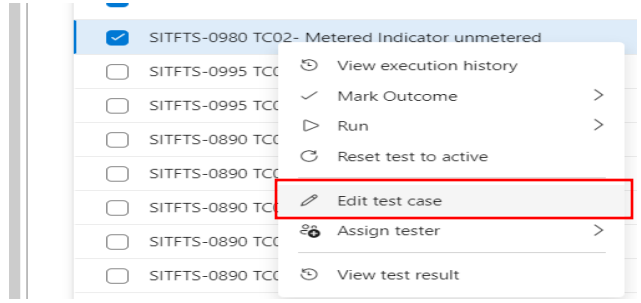
Step No.	Step	Owners
1	PP encounters Test Case defect	Participant
2	PP Pauses test case in ADO and raises a Test Case defect (at this point PP should not set the test case to Failed whilst awaiting the 'Materiality' assessment)	Participant
3	Defect is assigned to Defect Management for Triage and initial assessment of 'Materiality' and Severity and Priority.	Defect Management
4	Triage Team assesses 'Materiality' and sets Severity and Priority.	Triage Team (Including SI Test Assurance)
5	**If the defect is deemed 'Material' :** a) Defect Management will inform the PP to fail the associated Test Case(s) and move on to another test. b) SI Assurance will fix the test case and upload to the master ADO instance and inform defect management including details of what has been changed on the Test Case to address the defect. At this point they will also release any associated test cases for sprint selection. c) Defect management will inform the PP that the test case defect is ready for retest. d) SI Assurance to determine if the test case defect has broader impact to other test cases and inform the Test Coordinators if any other tests should not be selected into a sprint until the defect is resolved. **End of process**	Triage (inc SI Test Assurance) / Defect Management / PPC / Participant
6	**If the defect is deemed 'Non-material' by the SI Assurance team:** a) Triage Team determine the defect can be 'worked around' and provides the documented guidance for the PP on how to affect this workaround e.g. test case typo X is noted but confirmed should be corrected to Y in a subsequent test case version. They will then set the Priority to 2, or lower, based on the nature of the defect. b) Defect Management informs the PP that they can proceed with the test by employing the workaround. c) Defect Management will inform PPC that this is a known issue and publish this on the known Test Case issues log. d) PPC will publish the known test case issues list to participants via the Teams Channel (frequency TBC) e) PP continues with the test by employing the workaround, if the test concludes with a 'Pass' the PP is asked to set the test to 'Passed with Observations' and to reference the test case defect that was encountered in the reason field. f) SI Assurance fix the test case defect and upload the new version to the master ADO instance and inform defect management and the test coordinators including details of what has been changed on the Test Case to address the defect. **End of process**	Triage (inc SI Test Assurance) / Defect Management / PPC / Participant

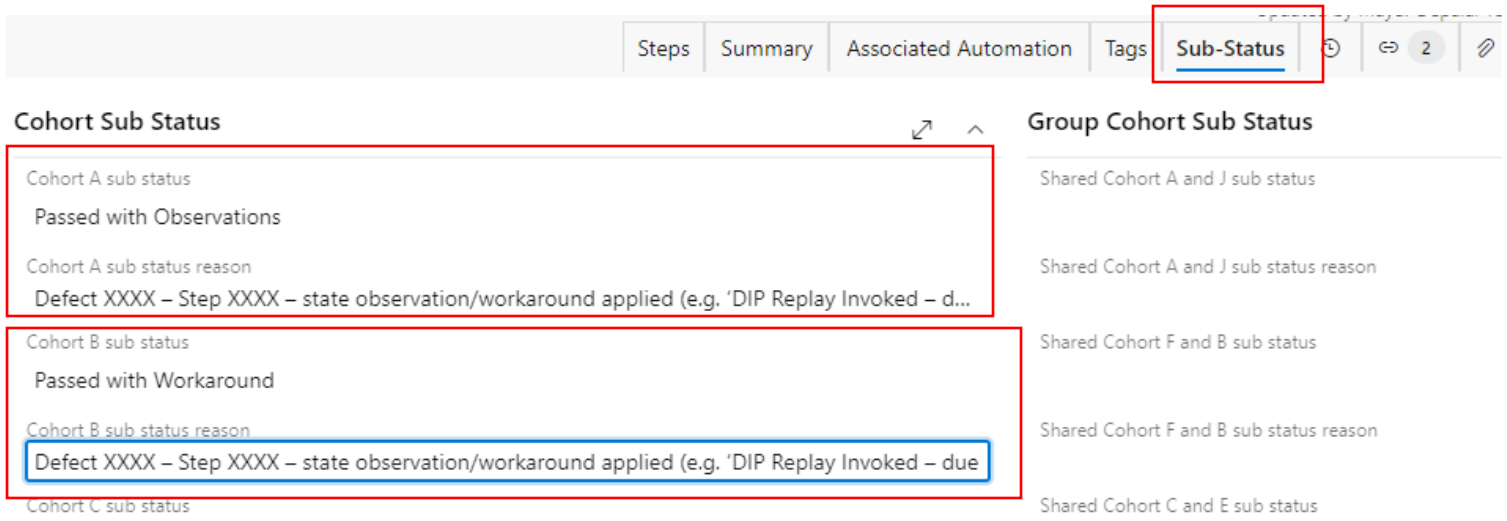
ADO Use Guidance – Passed with Observations or Workaround

In the event of a test case defect that is deemed 'non-material', and workaround guidance has been issued to participants, and the PP then goes on to conclude that test with a 'Pass', we ask that PPs set the test to the *'Passed with Observations'* sub status noting the test case defect that was encountered in the mandatory reason field that is required when this sub-status is selected.

To add a sub-status of '*Passed with Observation*', the PP must:

1. Open the define view of the test case by right clicking the test case and selecting "Edit test case"
2. Within the define view you will be able to navigate to the sub-status tab
3. Within this tab you can enter your cohorts workaround/observation reason from the drop down and enter the reason into the free text box
4. The reason must include "Defect XXXX – Step XXXX – state observation/workaround applied (e.g. 'DIP Replay Invoked – due to x reason…')"





Test Case Defect Materiality Assessment Criteria

Test step variance from technical implementation:

- Actions specified in steps are a correct interpretation of the design, but the implementation in a participant's system differs, and the participant can offer an alternative action/approach to progress the test to the next step.

- **Dispensation:**
  - Triage assesses and validates the alternative approach, i.e. it does not compromise the overall integrity of the test and its outcome.
  - Impacted PP records the actions taken, the outcomes and evidence.
  - If successful, the test case is passed without condition.
  - No change required to test case.

Minor Non-blocking Error (typos):

- Test case contains a minor, non-blocking error (e.g. typo in an Event Code, role acronym error, DIP response code typo, CSS ID error).

- **Dispensation:**
  - Triage assesses and clarifies the correct text and instructs the cohort to proceed with the execution.
  - During execution PP records the value used or referenced against the test step, as asserted during the triage, and references the triage decision.
  - If successful, the test case is given a conditional pass, on the proviso that error is fixed in a future update, at which point the conditional status is solidified as a Pass.
  - Test Case is updated in a future ADO release P3/P4). Note the recommended re-test requirement will be provided on the defect, i.e. either a visual check on the new version of the defect or a re-run of the test case.

Blocking Error (invalid info):

- Test case contains a clear error that invalidates one or more steps, i.e. actions specified and outcomes are incorrect versus the design.

- **Dispensation:**
  - Triage assesses the bug scope and impact. For example, is it confined to one step early in the sequence of a test case with several steps. Triage assesses and determines the correct actions and outcomes that should apply. Triage determines whether those actions can be invoked without invalidating the rest of the test case journey, overall goals and outcomes.
  - If "Yes", triage stipulates the test is resumed with the invocation of the correct steps and expected outcomes; PPs capture said info against the step during execution, stating the triage guidance, including screenshots/logs that the actions and outcomes match the triage guidance.
  - Test is given a conditional pass on the proviso that test case defect is fixed as a matter of priority. Triage reserves the right to mandate a re-run of the corrected test case, covering the steps that were previously in error.
  - Test Case is updated as a matter of priority (P1/P2).

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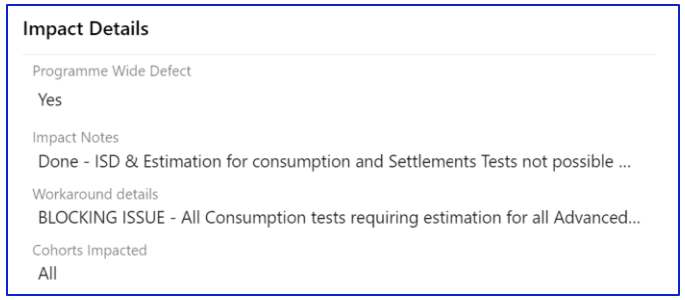
Defect Impact Assessment

Defect Impact Assessment Process:

- On a daily basis any P1 and P2 defects allocated to Central Parties or the SI Test Assurance teams are reviewed for Impacts, and possible workarounds are discussed.
- Questions asked during the Impact Assessment are as follows:
  - Is this defect blocking our Priority objectives?
  - Review and confirmation of the Themes / Business processes Impacted by the defect?
  - Does this defect impact specific Market Roles or multiples?
  - Which Test Cases are impacted by the defect?
  - Has the issue been seen before / is this a potential duplicate defect?
  - Confirm Test Case progress from other Cohorts? Is the same issue observed or Passed?
  - Can the test be completed or is this a Blocking Defect until resolved?
  - Should we be blocking other Cohorts from running the test(s)?
  - Is a Workaround available to complete the test case?
  - Do we need to link other tests in the same and/or other cohorts to the blocking defect(s)?
  - Is the Severity and Priority correctly assigned to this defect?

ADO details:

- After the Defect Impact Assessment meeting, the Impact and possible Workaround details are updated in the ADO defect record.



- These details are then shared with the test coordinators and made available in the Daily Defect Extract Report.

Defect Id	Title	Programme Wide Defect	Cohorts Impacted	Workaround details	MHHS General Impact
36348	[SITFTS-0315 TC04 - Method 3]- Not received Load shape data with loadShapeDomesticPremiseIndicator":true in IF-022 for Advance meter	Yes	All	BLOCKING ISSUE - All Consumption tests requiring estimation for all Advanced Domestic MPANs	Done - ISD & Estimation for consumption and Settlements Tests not possible without Load Shapes for Advanced Domestic Meters ONLY

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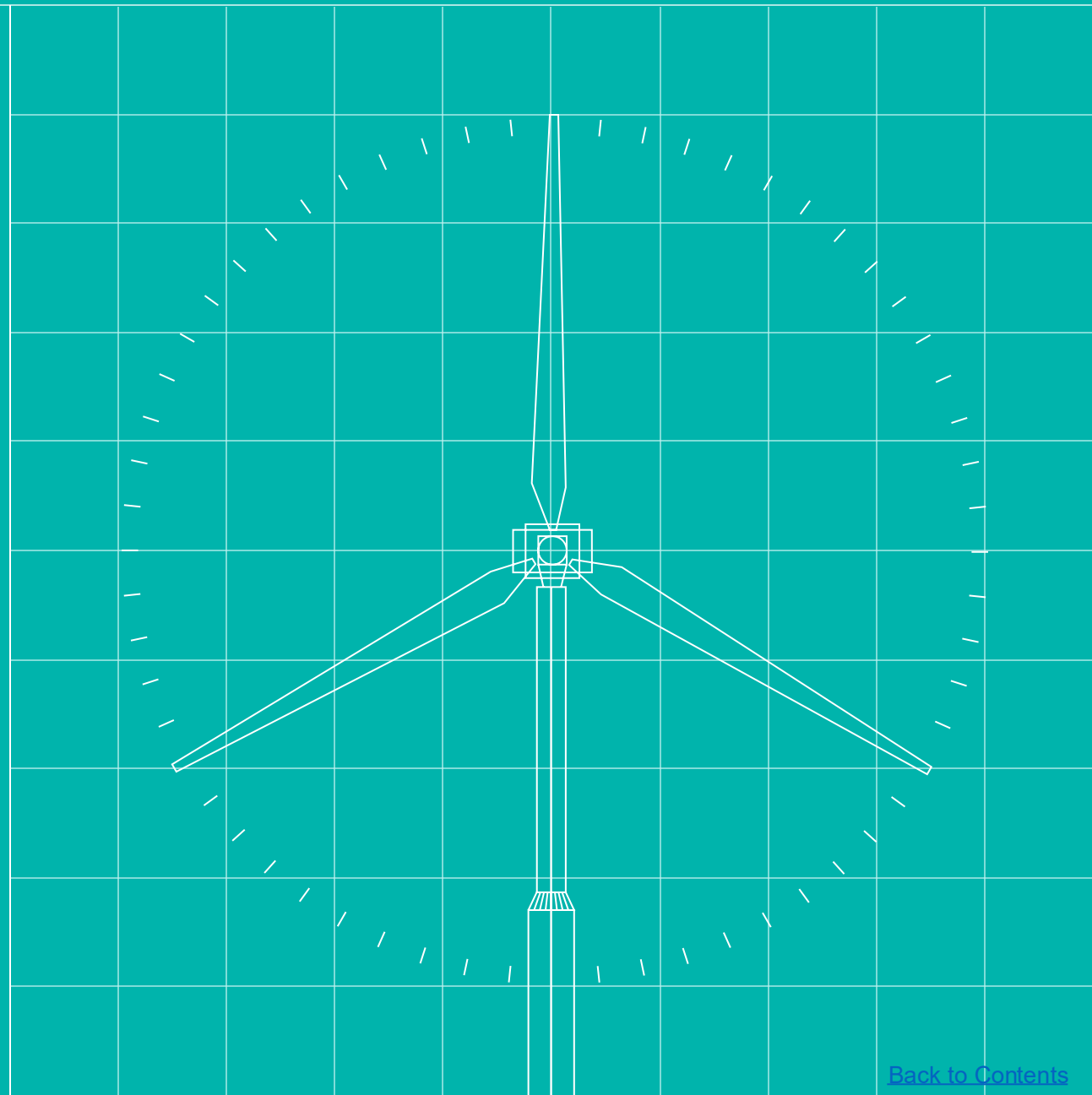
Test Evidence



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Updated for SIT OPS

- Participants executing SIT OPS will need to provide test evidence for their test steps in ADO. This evidence will be used during test assurance to validate actual vs. expected results of the tests. Test evidence is also critical for triaging defects.
- Note that this will be expected to be captured and uploaded into ADO at the point of test execution, or no later than the end of the business day, any exceptions to this timing of evidence upload will need to be specifically agreed with the SI. If an exception is agreed upon then any participant that the test case is handed over to must be made aware to not complete the test but leave it in a Paused state to allow the deferred evidence to be attached at a later time.
- Screenshots of the test system, messages, and/or electronic logs of messages must be provided as appropriate and should be annotated with the Test Case reference and test step they apply to (instructions provided in this pack).
- The evidence is standard for any test assurance process, and should be similar to participants own quality gate and internal audit
- Test Evidence, can be screen shot or a log/txt file. And should be added to your defects as a bundle separately.
- Obfuscation of MPAN data etc should be strictly adhered to.

Test Evidence Capture Policy

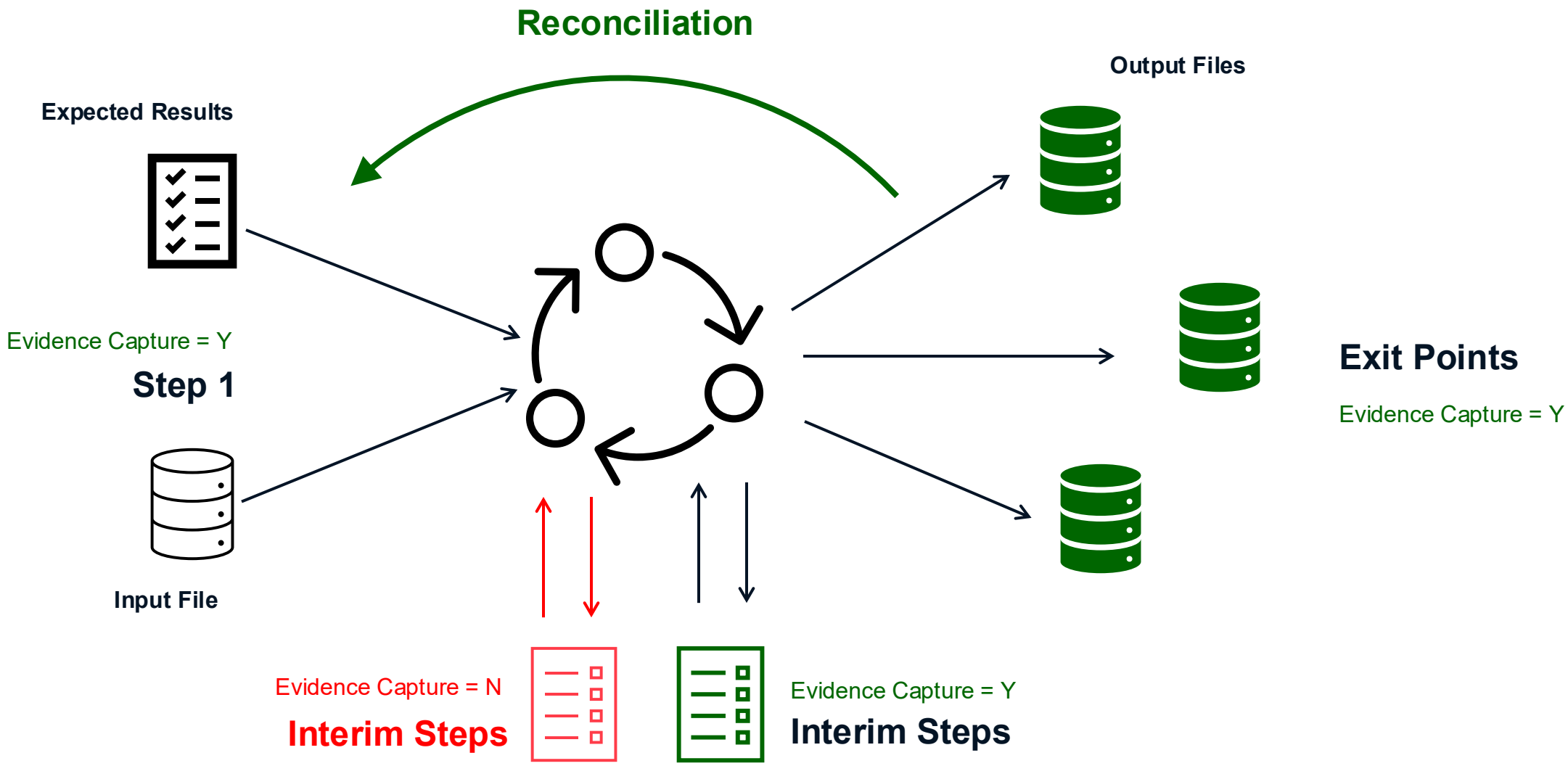
Programme Participants

- Test Evidence required to be captured at every point indicated within SIT Operational testing, with any exceptions documented and agreed.
- Each test step has a flag: Evidence Required? It will be marked Y or N.

Central Parties

- In the context of Test Evidence capturing, Central Parties include any Party that is supporting multiple test runs.
- Test Evidence capturing will be co-ordinated across the Programme.
- SI Test will, through daily SIT Management, remind Central Parties of Test Evidence capturing obligations against next days planned tests
- Test Coordinators will communicate with participants during planning of each sprint to declare which tests need Central Party evidence and which do not.

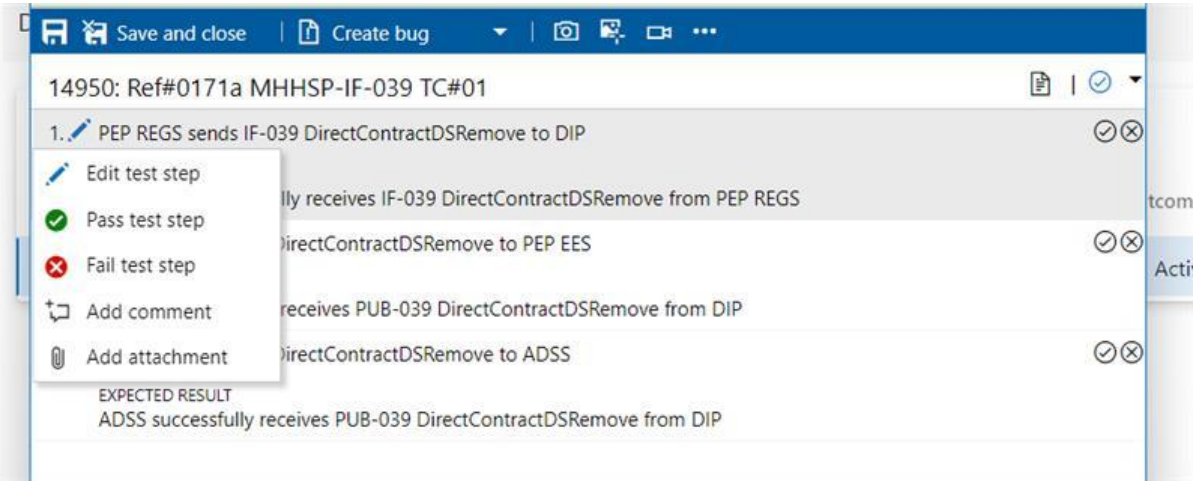
Test Evidence Capture



Instructions for How to Capture Test evidence in ADO

When you execute a set of test case steps allocated to your role you must capture evidence for those test step **in a word document with annotation** (See Template Attached / Embedded below). For SIT OPS we will continue to use the SIT F evidence capture template as the structure is suitable also for NFT defect capture

1. It is important to ensure any payload sent is added to the evidence document as a .txt file
2. It is important to ensure that the response message from the DIP is added to the test case evidence pack as a .txt file
3. It is important to ensure that the test data MPAN reference number is added to the first step as a comment to ensure all teams are aware of the test data in use
4. It is important to ensure that the test evidence pack is attached to the final step from the allocation to your role, each steps evidence should be annotated as per the template example and screenshots, or log files should be added
5. Once the steps are executed and the evidence is captured in the word document, please add evidence to a step in ADO by right clicking on that step and use the Add Attachment option shown below



Instructions for transferring Test Evidence in the event of a failed test case run in SIT OPS

In SIT OPS one test case could have multiple acting PPs, in the event of a failed test step and defect being raised the test run will be set to failed and all evidence will remain in the failed test run.

In the event of the test case needing to be resumed from the failed step, the participant that is resuming the test case will be required to re-upload evidence from previous participants in the form of evidence pack attachments. Example below:

Scenario:

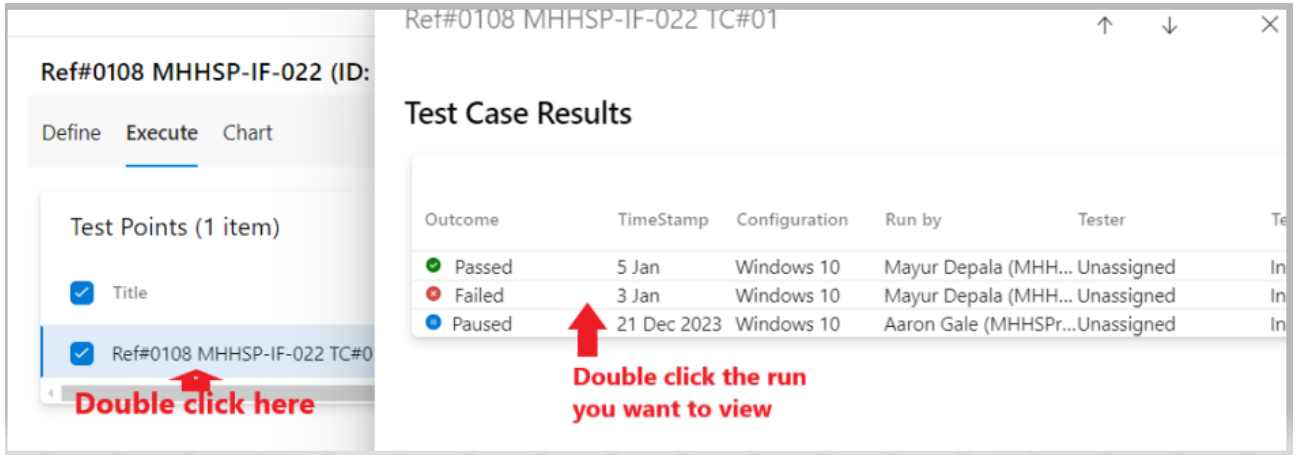
- Steps 1-15 are SUP steps, steps 16-22 are ADS, steps 23-35 are MSS. Test fails on step 25 and a defect is raised and the test case is set to failed by MSS.
- If the test needs to be continued from step 25 as the MSS have fixed the issue and can progress the test from the same stage, what do we do about the evidence that was captured in steps 1-22 by SUP and ADS as that is now in a previous failed test run as attachments and the new run will not retain the attached files

Solution:

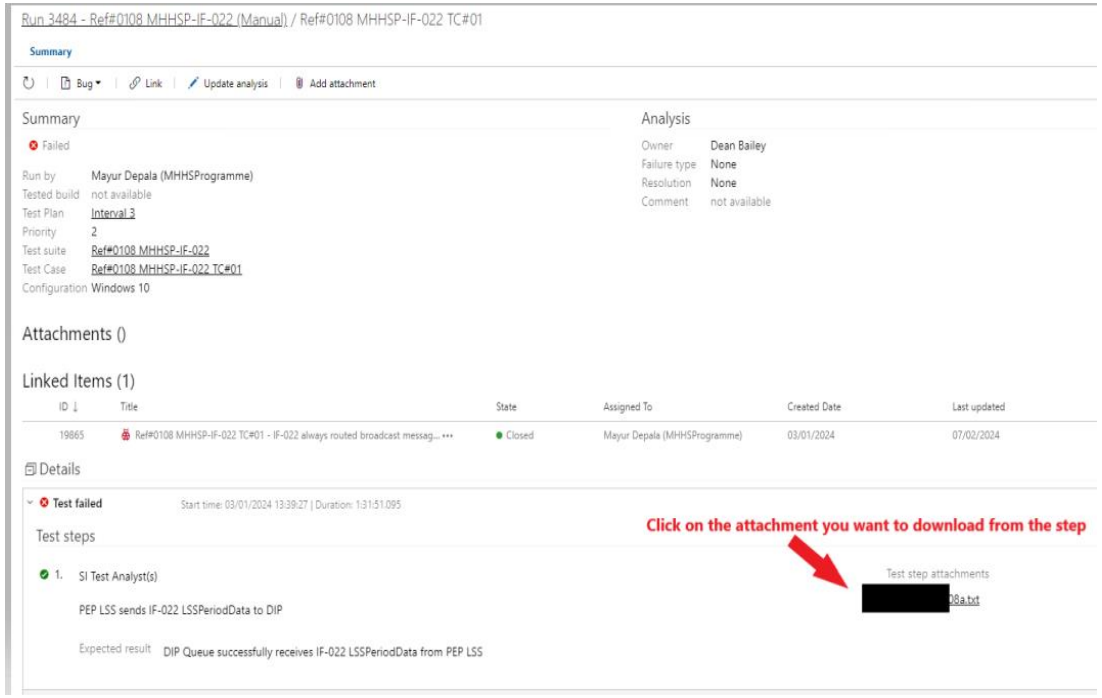
- ✓ All PPs must **attach their test evidence as word documents** onto the final step in their step allocation on a run, then pause the test and handover as per previous guidance
- ✓ If the test fails at step 25 for MSS and the run needs to be continued from this step rather than the whole test rerun from step 1 then the MSS will be required to go into the old run, download the evidence that the previous PPs have attached and upload this evidence onto the new run they are starting to ensure all evidence is maintained on a test run (see instructions on the next slide)
- ✓ Once the MSS steps pass then the test case will either be paused to handover to the next PP with all attached evidence or will be passed to complete the test
- ✓ This solution enables all evidence to be retained in one single test run as per a standard assurance process and supports upstream and downstream PPs to understand information being processed in SIT F

Instructions on how to view an old test run and download evidence

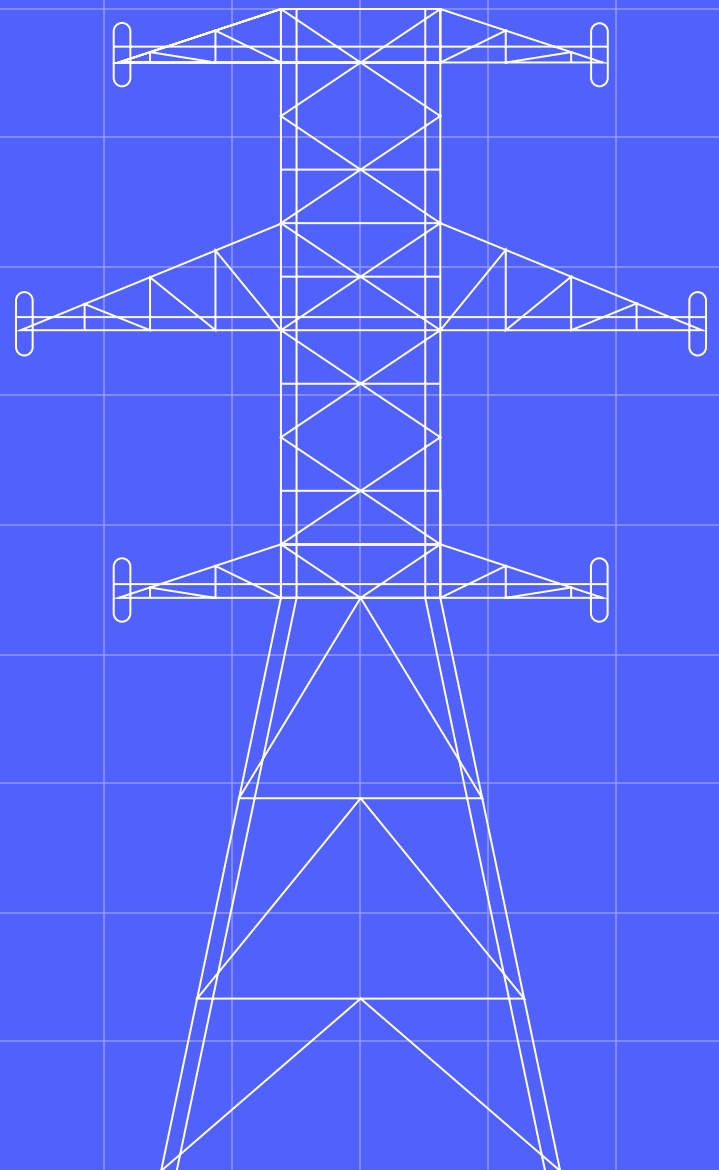
1. Viewing previous runs
   - Find the test case in question in ADO test plans
   - Double click the test case so view runs
   - Double click the run you want to view



2. Downloading attachments
   - The test run window will open with all steps visible
   - You can download any attached files on test steps



Release Management



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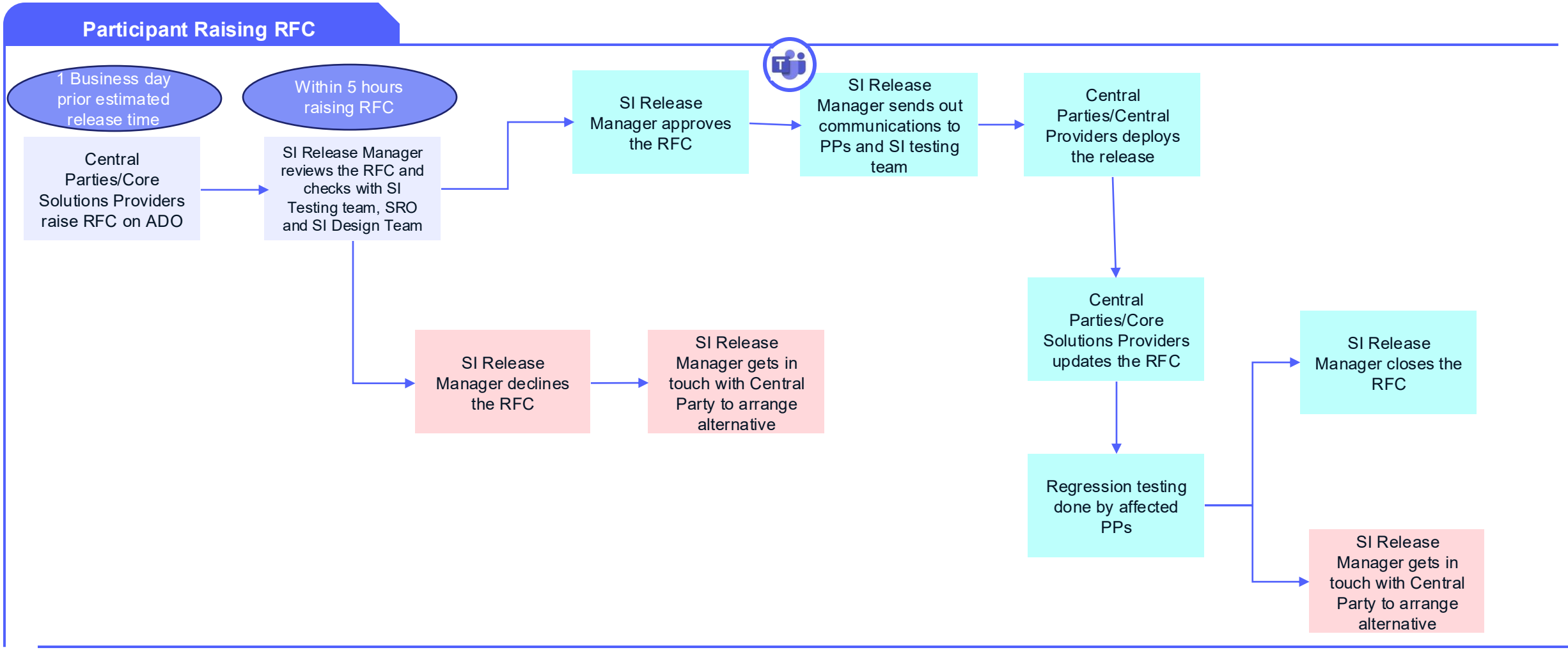
Release Management – Central Parties

All Central Parties / Central Providers would need to ask permission to the SI Release Manager by raising RFC in ADO. All the other PPs would need to raise RFC to keep the SI Release Manager informed. All Central Parties / Central Providers would need to schedule releases on Monday at 4 PM when required, environment outages for releases will vary dependent on content and will be communicated by Release Management to Cohorts

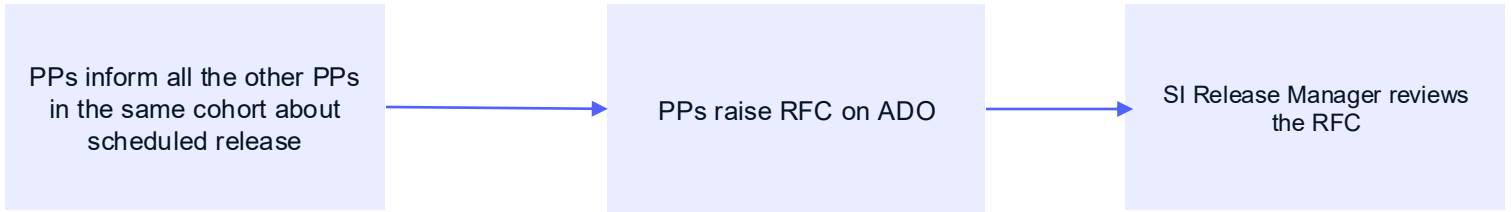


Release Management – Non-Central Parties

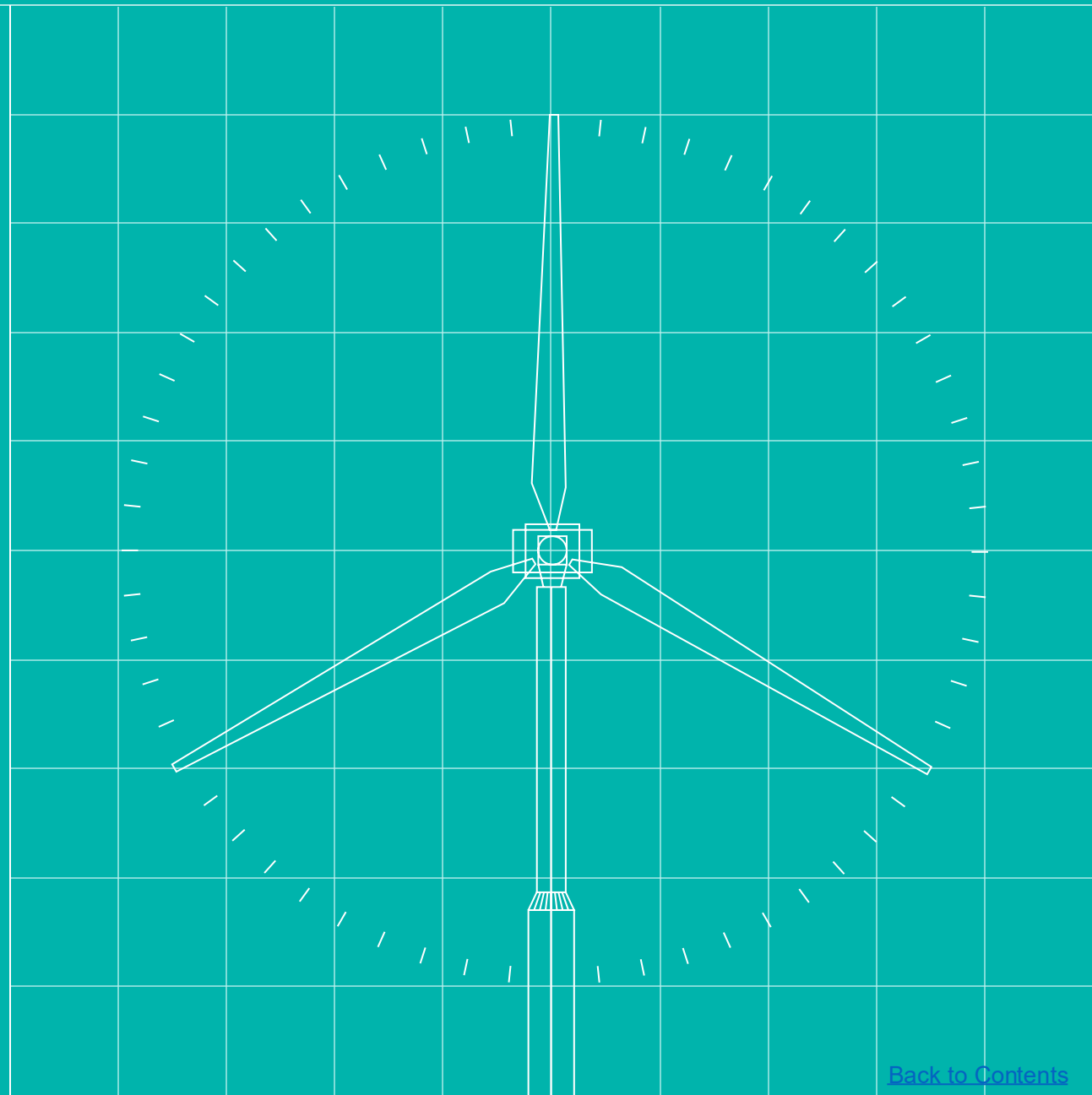
All Programme Participants (Non-Central Parties) should raise an RFC for each of their releases but this is an FYI rather than 'asking permission'.

Release Type	Definition	Frequency	Notice Required (Central Parties)	RFC Required in ADO
Major	Release of software that contains significant additions of functionality	Ad hoc	Several Weeks (Variable)	Yes
Minor	Release of software that contains minor additions of functionality	Weekly	1 Business Day	Yes
Patch	Release of software that bundles defect fixes, for example a scheduled weekly release of defect fixes.	Weekly	1 Business Day	Yes
Emergency	Release of software which contains a fix for a blocking testing defect that can not wait until the next scheduled Patch Release	Ad hoc	1 hour	Yes

Participant Raising RFC



Suspension and Resumption Criteria



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Suspension and Resumption Criteria

Updated for SIT OPS

MHHS-DEL2417 SIT Operational Test Approach & Plan was published in April 24 following TMAG Approval. Section 7.1.3 of the Document introduces the Suspension and Resumption Criteria to be applied through SIT

Suspension and Resumption

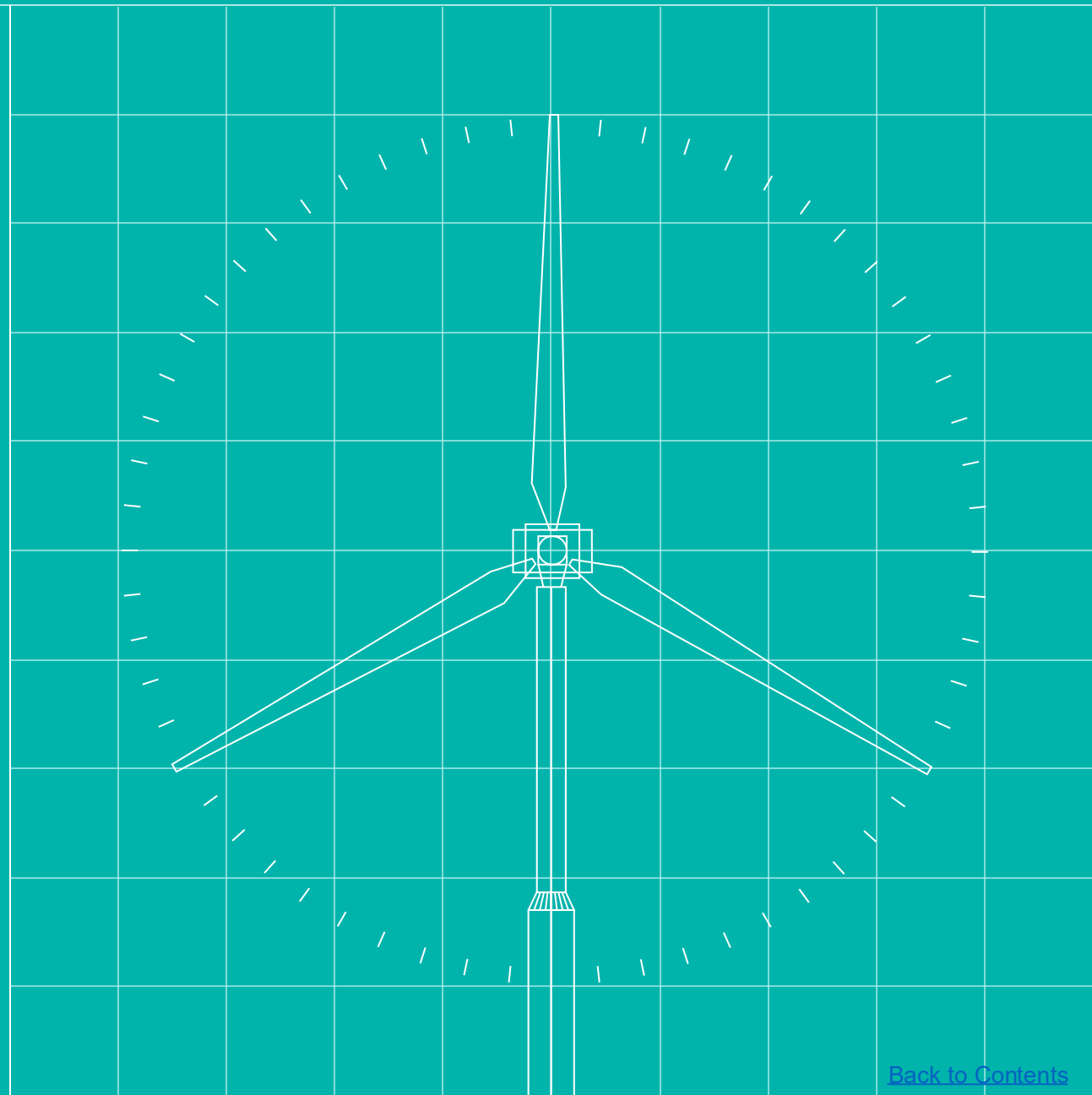
During SIT, any PP has the right to suspend testing where it considers necessary, by agreement with the SI team. Testing will only recommence when agreed between the PP and SI team. Where the SI team believes there are reasonable grounds to suspend all testing, this can be done by agreement with the SRO. In the case of any suspension the IPA and OFGEM would also be informed. should follow the process set out in the Defect Management Approach. In addition, all issues, prior to escalation, should be discussed with the SI Team.

Reasonable grounds for suspending testing may include any of the following:

- Application components are not available as scheduled.
- A testing issue prevents further useful testing from proceeding.
- A large percentage of planned test cases for a given day fail and significant root cause analysis needs to be undertaken to establish the cause. The outcome of any root cause analysis activity may result in testing being suspended.
- Test cases to be executed are in a “blocked” status due to an identified testing issue.

Where testing has been suspended, either the SI team or the PP (as appropriate) will produce a test suspension report reflecting the cause of the suspension and the actions to be taken by whom and when in order for testing to resume – the test resumption criteria. Testing will only resume once the PP has demonstrated to the SI team or the SI team to the SRO that the test resumption criteria have been met.

Test Exit



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Test Exit – Criteria and reporting

SIT Operational Test Exit Criteria

In order to exit SIT OPS you will need to demonstrate that:

- ✓ All SIT OPS tests have executed, and the overall test pass rate is 85% or above or any exceptions are documented and agreed.
- ✓ There are no outstanding severity 1 or 2 defects, or any exceptions are documented and agreed.
- ✓ The number of outstanding severity 3 or 4 defects, within the following thresholds:
  - ✓ 10% of test cases allocated per Market Role x Severity 3 Defects
  - ✓ 20% of test cases allocated per Market Role x Severity 4 Defects
- ✓ Work-off plan for any outstanding defects has been produced and agreed.
- ✓ Test results and evidence has been captured in the test management tool.
- ✓ Defects have been captured in the defect management tool.

Note the above Objectives will be used as the criteria to measure the outcomes of SIT OPS

Participant Test Completion Reports (*Applies at the end of the SIT OPS Test stages*)

As each SIT OPS participant concludes their testing within the SIT OPS Themes, they will be required to provide an individual Test Completion Report **within 5 working days of completing their tests.** This should include all exceptions and associated work-off plans.

The Programme will provide the Participant Test Completion Report format for all participants to complete.

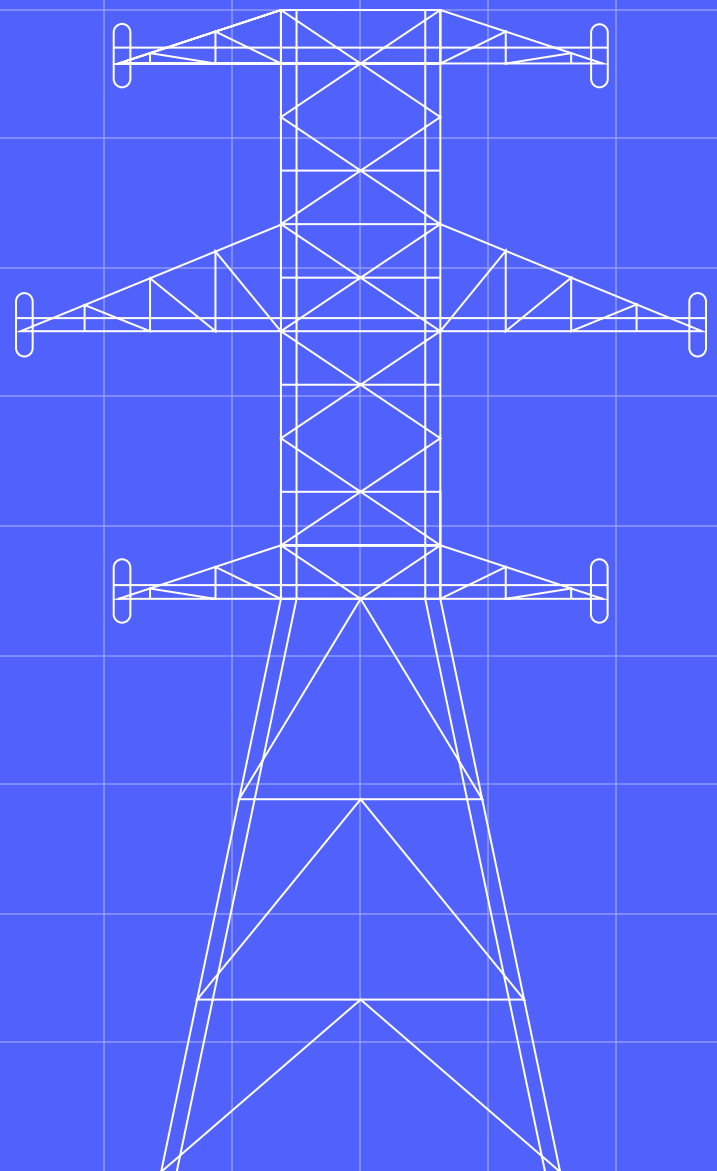
The SI will continue to be engaged in Test Assurance engagement and monitoring throughout the execution activities. However, the report will serve as a formal position at the point of SIT OPS Test exit governance.

SI Test Completion Report

At the end of the SIT OPS Themes the SI will produce an overarching Theme completion report.

This report will form the basis on which governance approval of the completion of the SIT OPS Themes will be sought via the MHHS Governance Framework.

Cohort Engagement Guidelines



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Cohort Engagement Guidelines (1 of 2)

These guidelines set-out expectations in relation to their expected participation and behaviour, the objective of these guidelines is to move through SIT testing in a way that avoids unnecessary delay

General behaviour of all participants is to:

- Foster an open and honest relationship with others.
- Acknowledge commercial sensitivities between members.
- Resolve differences in approach within the group before escalating to the Programme.
- Acknowledge the challenges of Core participants and the fact they operate in all groups.

Attendance to Meetings

- Be punctual to group meetings (it is acknowledged that not all participants need to attend all meetings).
- Come to the meeting prepared.
- Participate constructively allowing all member to express their thoughts.
- Address conflicts respectfully and professionally.
- Focus on solutions rather than opinion, and to move forward with testing.
- Persistent non-attendance to meetings that causes blockers should be escalated. If you don't attend collective decisions may be made without your input…

Participation on Teams Channels

- Contribute to discussion and where appropriate contribute and acknowledge chat themes.
- Keep messages relevant to the team or channel's purpose.
- Start a new thread for new or off-topic discussions.
- When starting a new topic, provide sufficient context for others to understand (have a clear title for the post).

Cohort Engagement Guidelines (2 of 2)

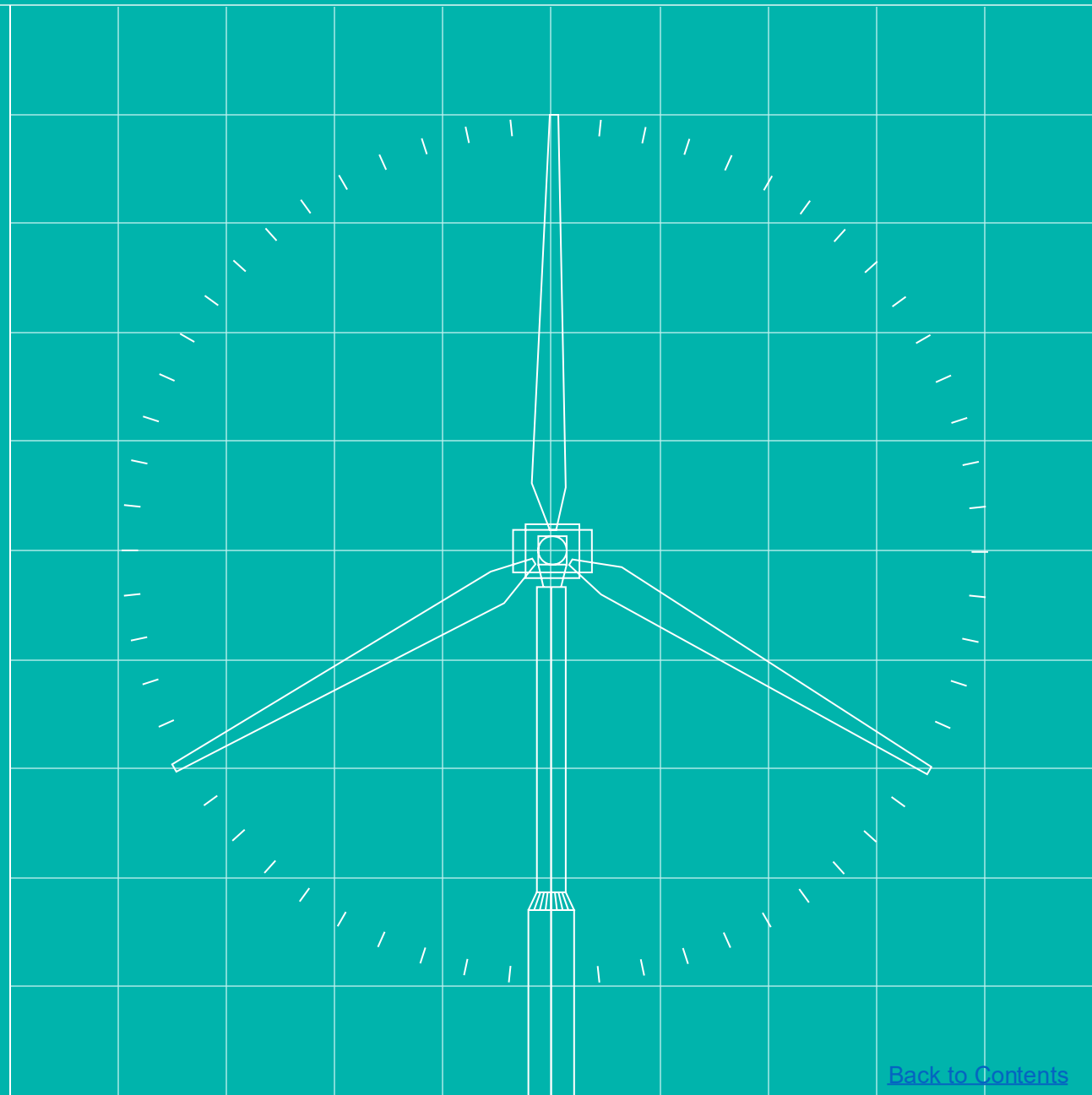
Commercial Sensitivities

- Acknowledge that some participants have existing commercial arrangements.
- Whilst teams channels are private be aware of commercial sensitivities of other members, and sharing information across channels where you are a member of more than one cohort.
- Do not use commercial sensitivities as a blocker to resolve issues.
- Do not share information that may compromise your or another participants Intellectual Property.

Escalation

- Look to resolve issues within the cohort group.
- Reach out to the Programme to provide guidance prior to escalation.
- Where appropriate an escalation to the programme should also be communicated within the cohort group.
- Ensure escalations are timely and information about the issue is clearly articulated.
- The programme has the final decision on prioritisation to maintain cadence of testing.

Escalation



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Escalation – overall process -

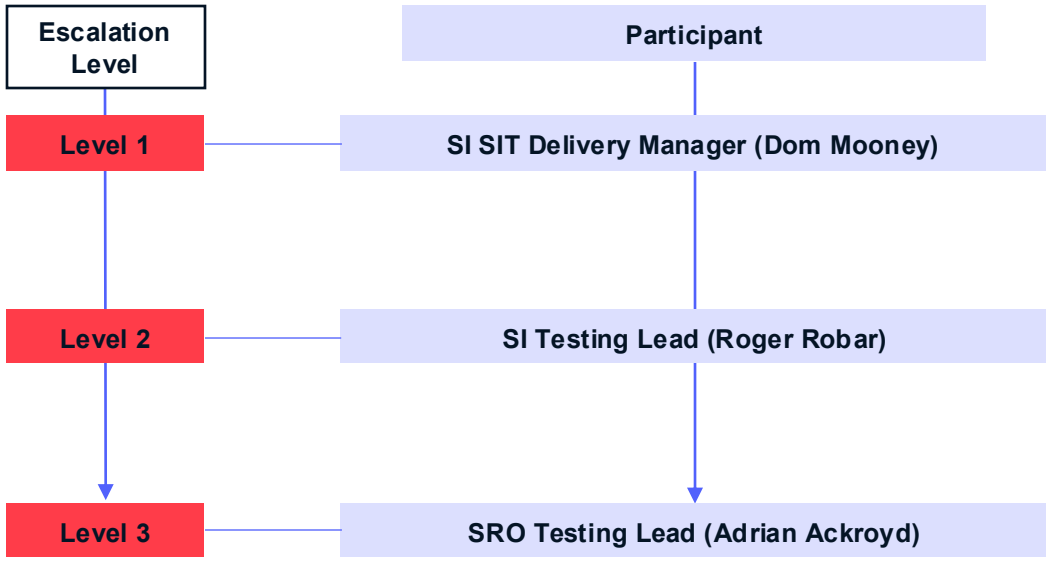
While it is the goal of the Programme to ensure a collaborative and successful approach to SIT Operational test execution, we are pragmatic in understanding that there may be instances where the Programme and participants are not in agreement. We have outlined a specific escalation process below. The purpose of this process is to ensure timely and satisfactory resolution that mutually benefits the Programme and participants, and allows for SIT Operational test execution to continue to progress.

In the first instance we urge that Participants attempt to resolve matters with the group, members and their SIT OPS Coordinator, however if this can't be achieved then please note that the below outlines the escalation route for participants. The following slide outlines a potential other route to escalation.

Testing Escalations

A Testing Escalation for example would trigger in the following circumstances:

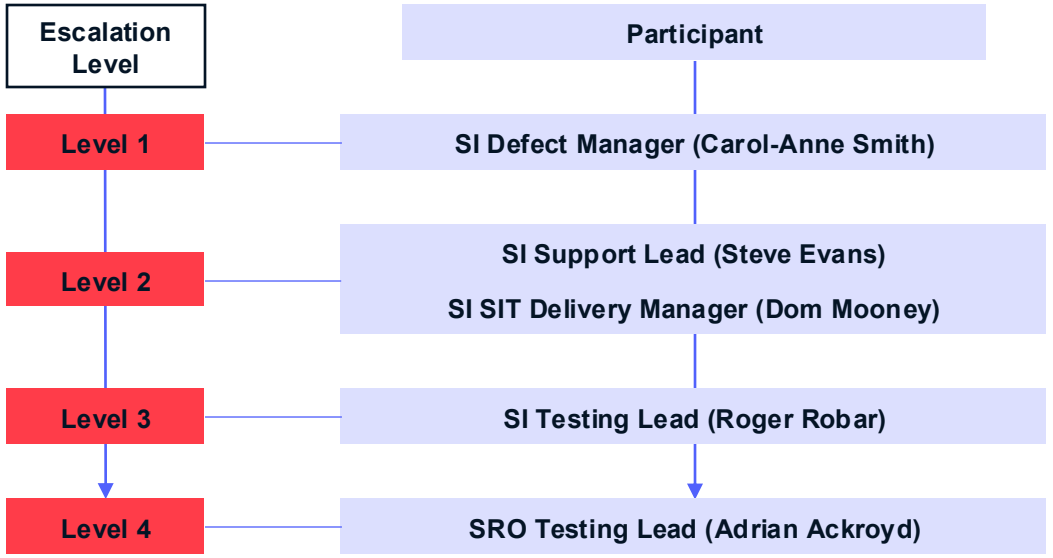
- Test Participant is blocked and requires additional support from the programme to resolve.
- Participant has an internal issue which may impact or delay their test execution completion.



Defect Escalations

A Defect Escalation for example would trigger in the following circumstances:

- The Test Participant and/or Fix Organisation response times are longer than target service levels.
- Failure to agree on the Target Fix Organisation; or
- Failure to agree on the defect severity or priority.



Internal programme escalations – The PPC

The previous slide outlines the primary route of escalation for participants. However, we understand that participants may wish to raise escalations with a separate party outside of the SI Testing Team. This is when the below, which primary outlines the role of the PPC Team, comes into effect.

During the course of your SIT OPS test execution, there may be times when you wish to **speak with an impartial member of the Programme** to discuss an issue which has not been resolved to your satisfaction.

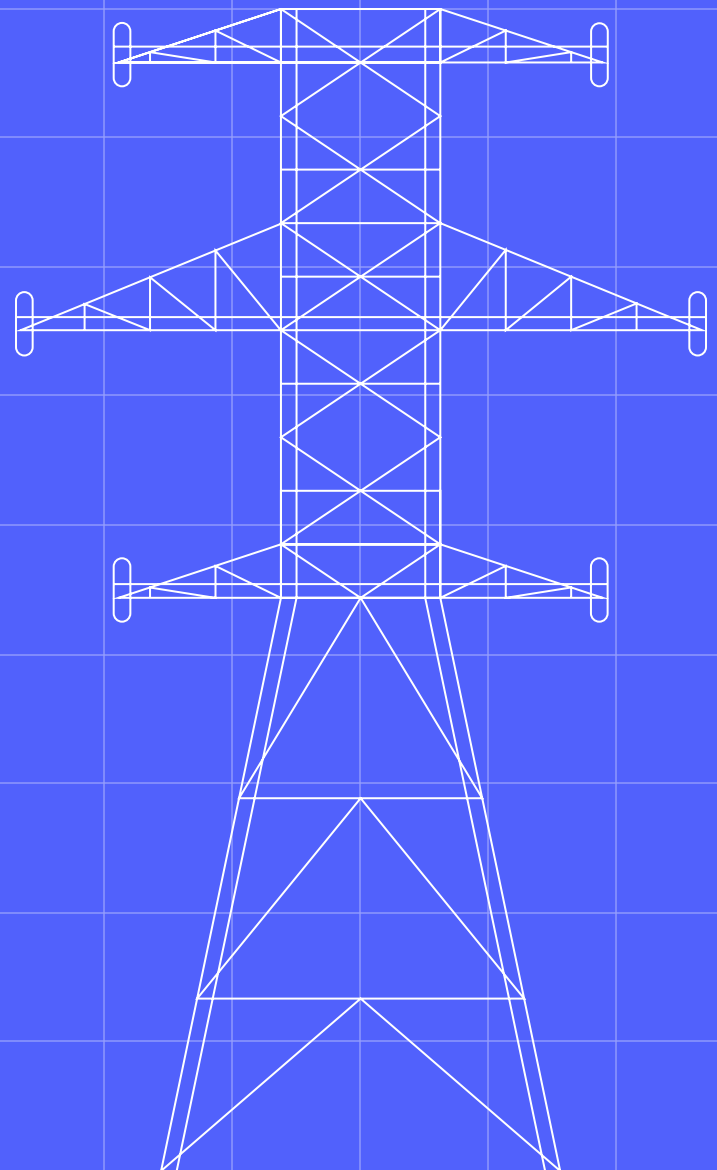
A dedicated member of our **Programme Party Coordination (PPC) Team** will be made available to hold these discussions with participants prior to any additional escalation.

In the instance where the PPC cannot facilitate a resolution, the dedicated PPC member will support the participant in raising a formal escalation.

PPC Role in Escalation

- Escalations for defects should follow the process set out in the Defect Management Approach. In addition, all issues, prior to escalation, should be discussed with the SI Team.
- However, we understand that participants may wish to speak with an impartial member of the Programme outside of the Testing Team on particular issues.
- In this instance, a member of PPC Team has been assigned to shadow the SIT OPS test execution, attend all SIT OPS test meetings, and are available to discuss issues with prior to formal escalation.
- The PPC Team member will focus on facilitating discussions between the participant and the Testing Team, and identifying and tracking actions to drive resolution, and ensuring accountability of action owners.
- Through this we will ensure participants can continue to focus on delivering the elements that they can deliver and remove their focus from resolving issues with the Programme.
- The PPC Team have direct experience in liaising between participants and the Programme and relaying any concerns or issues to leadership.
- The goal is to avoid delays to SIT OPS test execution and ensure that there are consistent open lines of communications between participants and the Programme.

Appendix A: Key SIT Operational Artefacts



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Key artefacts to drive SIT OPS execution

Updated for SIT OPS

The Programme has produced a number of key artefacts which underly and inform SIT Operational execution. Understanding these artefacts will be central to successfully exiting SIT Functional. Our table below provides a broad overview of each artefact, and links to where they are stored on the MHHS Website and Collaboration Base.

SIT OPS Test Approach & Plan

The Operations Test Approach & Plan details the associated objectives, scope, approach, schedule, management, governance and assurance of the SIT Functional Test Stage

Use in SIT Operational Execution: Participants should use the SIT OPS doc as their baseline knowledge for what will happen in SIT Operational Test, and use it to aid their planning.

Participants can find a copy of the SIT Test Approach & Plan on the MHHS Website.

SIT OPS Test Data Approach & Plan

The SIT Test Data Approach & Plan provides a detailed view of the specific data requirement per participant role, including how test data is obtained and augmented.

Use in SIT Operations: Participants should use the document to build a working understanding of what will be tested and how data will be provisioned for their assigned role and Cohort.

Participants can find a copy of the SIT Functional Test Approach & Plan on the MHHS Website.

Updated for SIT OPS

Key artefacts to drive SIT OPS execution

The Programme has produced a number of key artefacts which underly and inform SIT Operational execution. Understanding these artefacts will be central to successfully exiting SIT Functional. Our table below provides a broad overview of each artefact, and links to where they are stored on the MHHS Website and Collaboration Base.

SIT OPS Test Cases

The SIT OPS Test Cases outline the steps and instructions that participants need to follow to execute their SIT Functional.

Use in SIT OPS Execution: Participants will use the SIT Test Cases to deliver their SIT Functional Testing.

Participants can find a copy of the SIT OPS Test Cases on the Collaboration Base.

Defect Management Plan

The Defect Management Plan describes the overall approach to managing defects within the testing phases of the Programme.

Use in SIT OPS Execution: Participants should use the Defect Management Plan to ensure they are raising, triaging, categorising, and resolving defects in line with the Programme's specified approach.

Participants can find a copy of the Defect Management Plan on the MHHS Website.

Key artefacts to drive SIT OPS execution

The Programme has produced a number of key artefacts which underly and inform SIT Functional test execution. Understanding these artefacts will be central to successfully exiting SIT Functional. Our table below provides a broad overview of each artefact, and links to where they are stored on the MHHS Website and Collaboration Base.

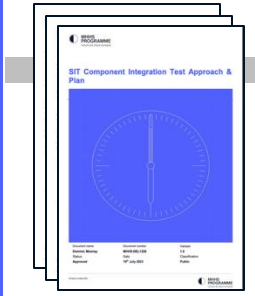
Environment Approach & Plan

The Environment Approach & Plan (EA&P) sets out detailed guidance and requirements for the use and provision of testing environments during the Test Phases.

Use in SIT OPS Execution:
Participants should use the EA&P to understand the expectations for environment managers to successfully execute, including ways of working, allocation and configuration.

Participants can find a copy of the Environment Approach & Plan on the MHHS Website.

Release Management Approach & Plan



The Release Management Approach & Plan (RMA&P) defines how the Programme will control release management throughout the Test Phases.

Use in SIT OPS Execution:
Participants should use the RMA&P to ensure that they are prepared and can deliver for the planning, scheduling and governance of the releases into the test environments for SIT Functional Test.

Participants can find a copy of the Release Management Approach & Plan on the MHHS Website.

The Azure DevOps (ADO) Test Tool – References and guidance

The Programme is using ADO as the Test Management Tool. ADO has been configured to provide the following capabilities:

Test Management

- Driving test scheduling, coordination and execution.

Defect Management

- Raising a defect.
- Assigning a defect.
- Updating a defect.

Environments Downtime

- Provide a log of planned and unplanned environment downtime.

Release Management

- Request for Change (RFC).
- Governance of changes.
- Governance of releases centralised in MHHS Test Team.

Reporting and Dashboards

- For more information see the Reporting section of this guidance document.

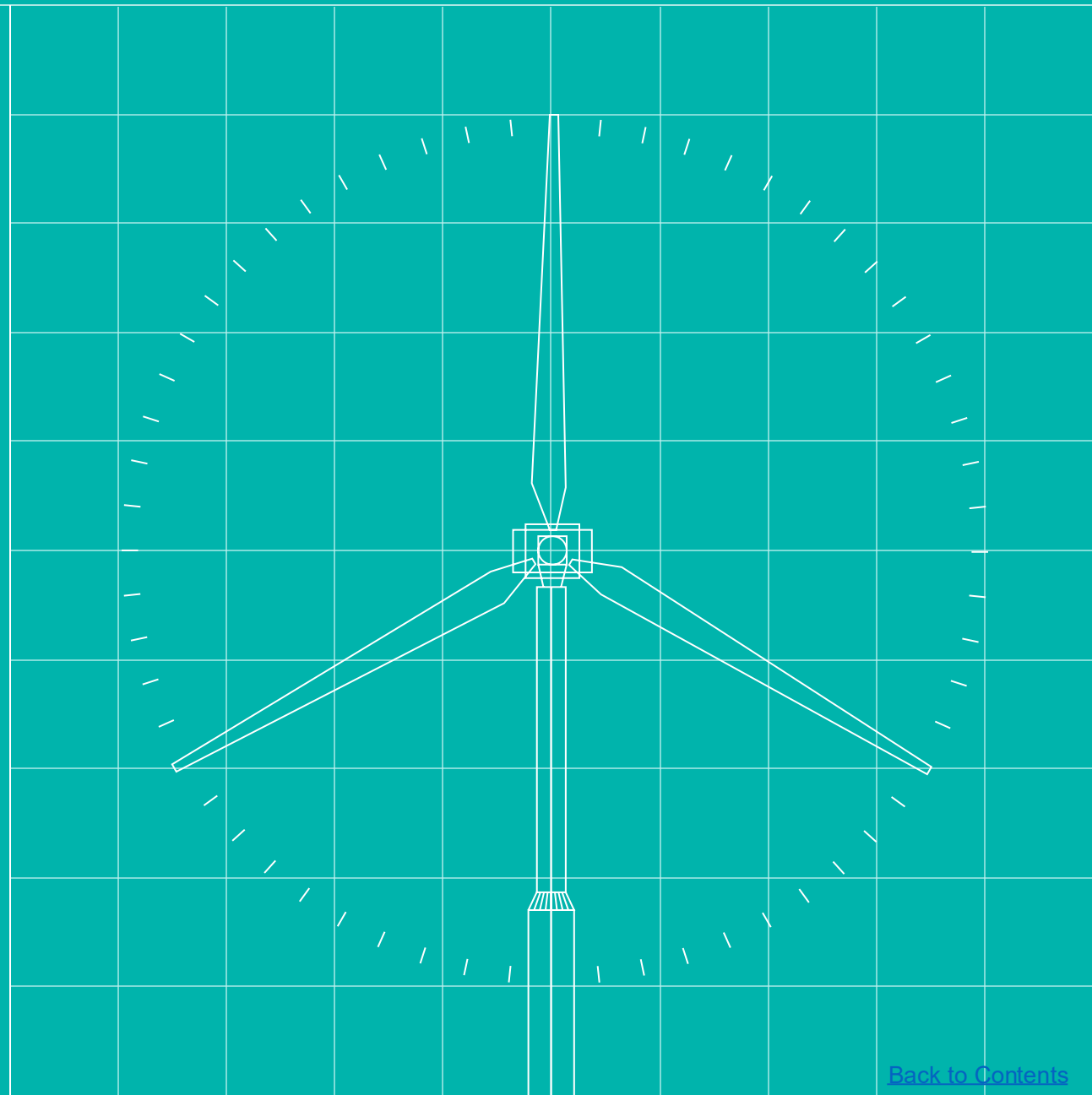
The ADO User Guide can be found on the MHHS Website. The Programme has also development Training Modules for these areas, also located on the MHHS Website.

Permissions and Access Requests	Executing Tests in ADO	**Defect Management**
Creating Queries and Dashboards	Release Management	Environments Downtime

Release Management Detail:

- A Request for Change (RFC) will be raised by Central Parties/Core Solutions Providers when they want to deploy a release.
- The SI Test Team will review the request and either approve or reject.
- There may be situations where a release from a Central Party/Core Solutions Provider conflicts with testing progress.
- This is why the Test Team will govern the release process.
- Central parties should provide 48 hours notice when requesting a Release. The SI will respond within 24 hours.

End



MHHS PROGRAMME

Industry led, Elexon facilitated

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