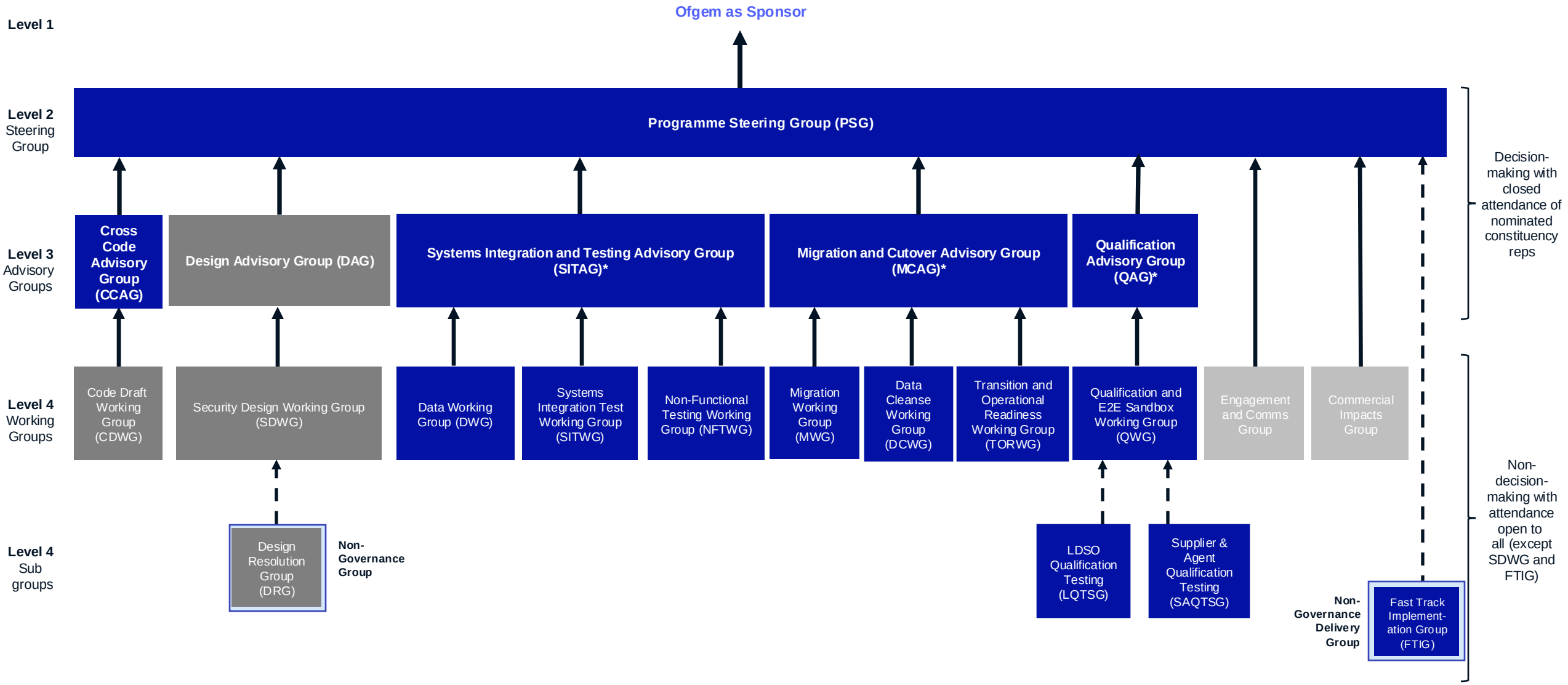
# MHHS Governance and Decision-Making Structure




*SITAG, MCAG, QAG replaced the Testing and Migration Advisory Group (TMAG) in Q1 2024.

MHHS PROGRAMME
Industry-led, Elexon facilitated

## Overview for Level 2-4 Groups (1/2)

| Workstream | Governance Group | L | Purpose | Attendees | Status | Timeframe | Schedule |
|---|---|---|---|---|---|---|---|
| Programme | Programme Steering Group (PSG) | 2 | Owns the delivery of Programme plan and scope. Senior level group. A delivery-focussed Programme Board for decision-making and monitoring of delivery against time, quality, cost | Closed attendance of senior Programme leads, constituency representatives, Ofgem, consumer representative, IPA | Mobilised | Duration of the Programme | 1st Wednesday of each month, 1000-1200 |
| | Fast Track Implementation Group (FTIG) | NA | Non-governance forum with strict focus on unblocking obstacles to SIT and supporting participant readiness/progress through testing | Closed attendance of core Programme leads, Core Capability Providers, SIT Volunteers, IPA | Mobilised | Ongoing | Each Friday of each month, 1000-1130 |
| Design | Design Advisory Group (DAG) | 3 | Oversee, review, consult and approve the MHHS Programme development of the end-to-end business processes, systems, and data architecture that delivers the detailed system design and MHHS Target Operating Model (TOM) | Closed attendance of Programme design leads, constituency representatives, Ofgem, consumer representative, IPA | Email update provided in lieu of paapers and meeting slot available for ad hoc meetings | To Q1 2024 | 2nd Wednesday of each month, 1000-1300 |
| | Business Process & Requirements and Technical Design WG (BPRWG/TDWG) | 4 | Open forum responsible for the business processes and requirements for the end-to-end MHHS Design and the technical requirements for the Data Integration Platform and specifying the technical design to enable participants to commence system development | Open to all. Primarily design leads and business process leads / SMEs | Available for ad hoc meetings | N/A | Ad-hoc only, no regular schedule at present |
| | Security Design Working Group (SDWG) | 4 | Open forum responsible for developing security requirements within the MHHS Design | Closed attendance of security design leads | Available for ad hoc meetings | N/A | Ad-hoc only, no regular schedule at present |
| | Design Resolution Group (DRG) | NA | Non-governance forum open to all focused on the development of solutions to Design Issue Notifications (DINs) raised in relation to the MHHS Design | Open to all. Primarily design leads and participant design SMEs | Available for ad hoc meetings | Ongoing | Ad-hoc only, no regular schedule at present |
| Test | Systems Integration and Testing Advisory Group (SITAG) | 3 | Oversee, review, consult and approved the MHHS Programme development and delivery of System Integration Test (SIT) | Closed attendance of Programme testing leads, constituency representatives, Ofgem, consumer representative, IPA | Mobilised | Ongoing | 3rd Wednesday of each month, 1000-1200 |
| | Data Working Group (DWG) | 4 | Open forum defining the test data required to support the successful testing of the MHHS solution | Open to all. Primarily data and test data leads and leads and SMEs | Mobilised | Ongoing | 2nd Thursday of each month,1000-1130 |
| | Systems Integration Testing Working Group (SITWG) | 4 | Define the approach to SIT for the Programme, informing participants of the SIT they must carry out. SITWG will also cover the EWG and its role, to define requirements regarding the use of environments for the successful testing and delivery of the MHHS solution. | Open to all. Primarily SIT leads and SMEs | Mobilised | Ongoing | 1st Thursday of each month, 1400-1600 |
| | Non-Function Test Working Group (NFTWG) | 4 | Develop and maintain the approach to Non-Functional (NF) testing for the MHHS Programme and for oversight of the test preparation and execution | Open to all. Primarily Non-Functional Testing leads and SMEs | Mobilised | Ongoing | 3rd Tuesday of each month, 1400-1530 |

## Overview for Level 2-4 Groups (2/2)

| Workstream | Governance Group | L | Purpose | Attendees | Status | Timeframe | Schedule |
|---|---|---|---|---|---|---|---|
| Migration | **Migration & Cutover Advisory Group (MCAG)** | 3 | Govern and advise on all MHHS matters related to migration, transition and cutover. | Closed attendance of Programme migration leads, constituency representatives, Ofgem, consumer representative, IPA | Mobilised | Ongoing | 4th Tuesday of each month, 1400-1600 |
| | **Migration Working Group (MWG)** | 4 | Open forum defining the migration process taking industry into the new MHHS arrangements | Open to all. Primarily migration leads and SMEs | Mobilised | Ongoing | 2nd Thursday of each month. 1400-1600 |
| | **Data Cleanse Working Group (DCWG)** | 4 | Open forum to support the delivery of the data improvement activities set out within the Data Cleanse Plan, and monitor the progress being made by Programme Participants against the activities set out within the Data Cleanse Plan | Open to all. Primarily migration & data leads and SMEs | Mobilised | Ongoing | 4th Thursday of each month, 10:00-12:00 |
| | **Transition and Operational Readiness Working Group (TORWG)** | 4 | Open forum to act as a home for the discussion of all MHHS transition and operational readiness-related items going forwards. | Open to all. Primarily migration & data leads and SMEs | Mobilised | Ongoing | 2nd Wednesday of each month. 1400-1600 |
| Qualification | **Qualification Advisory Group (QAG)** | 3 | Govern and advise on all Qualification matters related to MHHS. This covers both Non-SIT LDSO qualification and Supplier and Agent Qualification. | Closed attendance of Programme and industry Code Body qualification leads, constituency representatives, Ofgem, consumer representative, IPA | Mobilised | Ongoing | 3rd Thursday of each month, 1000-1200 |
| | **Qualification and E2E Sandbox Working Group (QWG)** | 4 | Open forum run with industry Code Bodies for defining the approach to Qualification Testing including processes around how Participants will qualify under MHHS. | Open to all. Primarily qualification leads and SMEs | Mobilised | Ongoing | 2nd Tuesday of each month, 1400-1530 |
| Code | **Cross Code Advisory Group (CCAG)** | 3 | Central coordination, monitoring and management of regulations, Code changes and modifications under the MHHS Programme | Closed attendance of Programme and industry Code Body code drafting leads, constituency representatives, Ofgem, consumer representative, IPA | Mobilised | Ongoing | 4th Wednesday of each month, 1000-1200 |
| | **Code Draft Working Group (CDWG)** | 4 | Open forum responsible for drafting and review of code changes to reflect the baselined design. Recommends code changes to CCAG when complete | Open to all. Primarily code drafting leads from industry Code Bodies and participants code drafting / regulatory SMEs | Mobilised | Ongoing | 2nd Tuesday of each month, 1000-1130 |

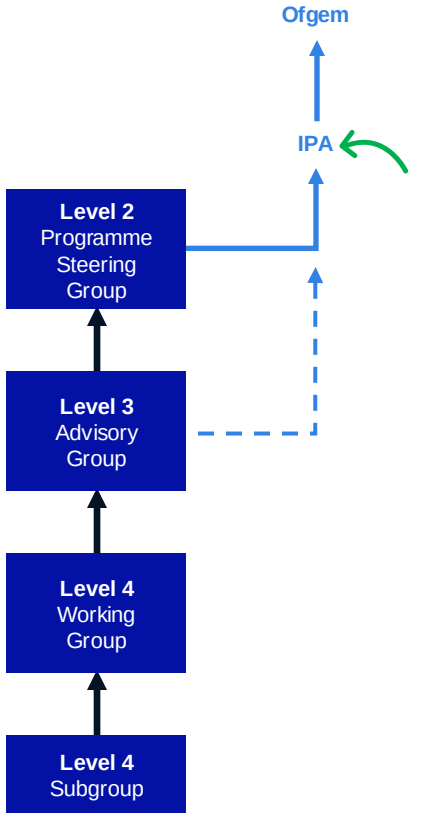
## Monthly schedule by week of the month

| Workstream | Week 1 | | Week 2 | | Week 3 | | Week 4 | |
|---|---|---|---|---|---|---|---|---|
| **Programme Steering** | **Programme Steering Group (PSG)** | **Weds, 1000-1230** | | | | | Programme Steering Group (PSG) pre-meeting webinar | Thurs, 1130-1200 |
| **Design** | | | **Design Advisory Group (DAG)** | **Weds, 1000-1300** | | | | |
| **Test** | | | Data Working Group (DWG) | Thurs, 1000-1130 | Non-Functional Testing Working Group (NFTWG) | Tues, 1400-1530 | | |
| | Systems Integration Test Working Group (SITWG) | Thurs, 1400-1600 | | | **System Integration & Testing Advisory Group (SITAG)** | Weds, 1000-1200 | | |
| **Migration** | | | Transition and Operational Readiness Working Group (TORWG) | Weds, 1400-1600 | | | **Migration & Cutover Advisory Group (MCAG)** | Tues, 1400-1600 |
| | | | Migration Working Group (MWG) | Thurs, 1400-1600 | | | Data Cleanse Working Group (DCWG) | Thurs, 1400-1600 |
| **Qualification** | | | Qualification and E2E Sandbox Working Group (QWG) | Tues, 1400-1600 | **Qualification Advisory Group (QAG)** | **Thurs, 1000-1200** | | |
| **Code** | | | Code Draft Working Group 1 (CDWG) | Tues, 1000-1200 | | | **Cross Code Advisory Group (CCAG)** | **Weds, 1000-1200** |

# MHHS query and escalation processes

## Escalation process

Formal escalations relating to a decision made via Programme governance should be escalated to the next level of Programme governance or to the IPA. Informal escalations on items such as general activity or approach should be escalated to the lowest level of Programme governance for the relevant workstream. The governance structure should be used for all escalations and participants should avoid directing concerns to specific points of contact. When raising an escalation, participants should provide clear context, rationale and any impacts if no action is taken (the format of the Change Request form could be used as a guide for the information required).




**Formal escalation**:
Participants can appeal to the IPA if they have concerns over a decision made via Programme governance. Participants should aim to resolve concerns first via Programme governance - this can be done by contacting the relevant meeting Chair via the PMO or via the relevant workstream mailbox. Escalations to Ofgem should take place via the IPA. It is recommended that any formal escalations or appeals include the relevant PSG Constituency Representative.

Participants are also reminded that anyone can raise a Change Request to the Programme at any time

**Informal escalation:**
Participants should raise informal escalations at the lowest possible point in the governance hierarchy. This can be done by contacting the relevant meeting Chair via the PMO or via the workstream mailbox. If escalating to a decision-making group, a participant should include the relevant constituency representative.

Anyone can raise agenda items to meetings for discussion. These will be reviewed and triaged internally first.

Note: this process is separate to Ofgem decision-making escalation criteria

## General queries

General queries can be directed to the relevant Programme workstream by email. Each workstream owns a mailbox. An update-to-date list of workstream email addresses is available on the Website and Collaboration Base.

If you do not know where to direct a query, the Programme Party Coordinator (PPC) team can happily help at PPC@mhhsprogramme.co.uk

### Contact Us

Programme email addresses have been set up to support participants. To help triage as quickly as possible, please use the most suitable email address below:

**PMO@mhhsprogramme.co.uk** for business related queries relating to Programme meetings or planning, including dPMO.

**Design@mhhsprogramme.co.uk** for queries on Design documents, comments or meetings.

**Testing@mhhsprogramme.co.uk** for queries on Testing documents, comments or meetings.

**Code@mhhsprogramme.co.uk** for queries on the Code workstream or code-related documents or meetings.

**Migration@mhhsprogramme.co.uk** for any queries on Migration Design.

**Sims.Ems@mhhsprogramme.co.uk** for queries on Simulators & Emulators, the DIP Simulator demo or to join our Sims & Ems Show & Tell sessions.

**SRO@mhhsprogramme.co.uk** for correspondence or information on strategy, governance or the Programme as a whole.

**Comms@mhhsprogramme.co.uk** for queries on the MHHS website, The Clock, Design Newsletter or media relations

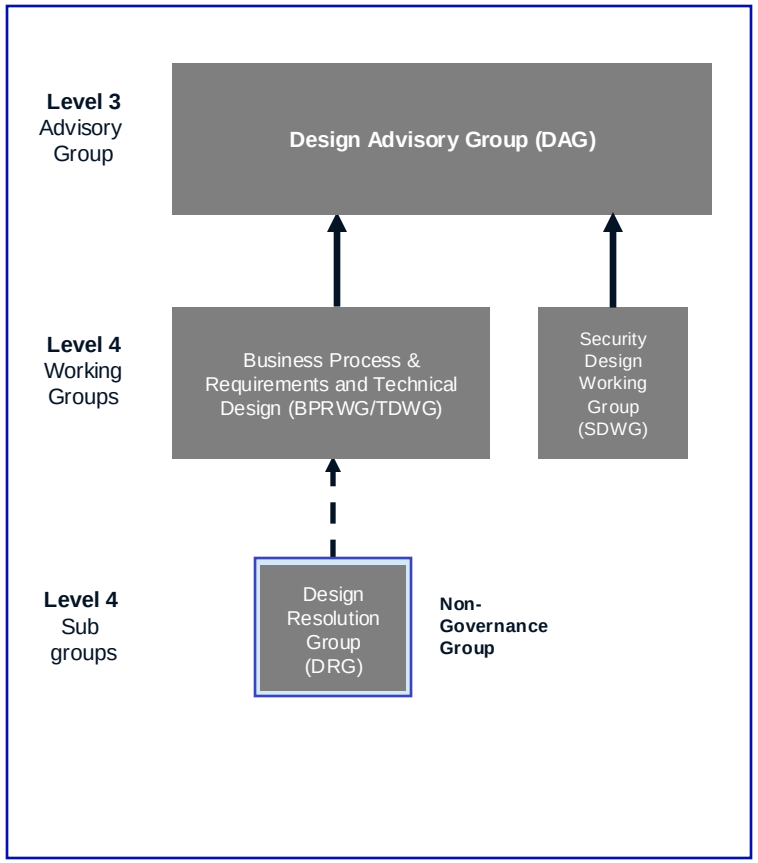
Extract of 'Contact us' webpage

**Examples of this in action:**

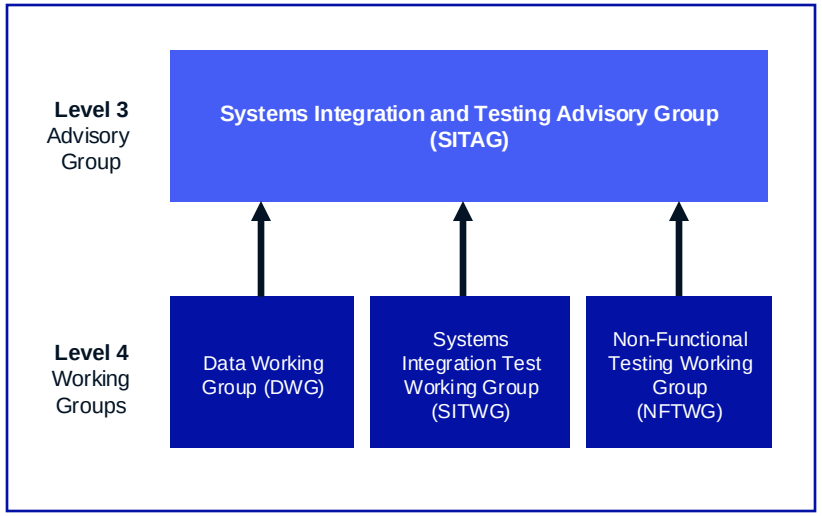
| Participant query | Appropriate action |
|---|---|
| A DAG Constituency Representative believes a decision was made by the SRO at DAG without solid rationale and against the majority | The participant should escalate to the PSG Chair via the PMO and via their PSG Constituency Rep. If this does not resolve their concern, they should escalate to IPA. |
| A participant believes a a significant activity required in SIT has not being considered by the Programme at the SITWG | The participant should escalate to the SITAG by contacting their SITAG Constituency Rep and the SITAG meeting chair via the PMO and the workstream mailbox. |
| A participant wants to know more detail about an upcoming Testing deliverable | The participant should contact the Testing mailbox |
| A participant has proposals on how to improve the communications process for consultations | The participant should contact the PPC mailbox |

# Workstream structure

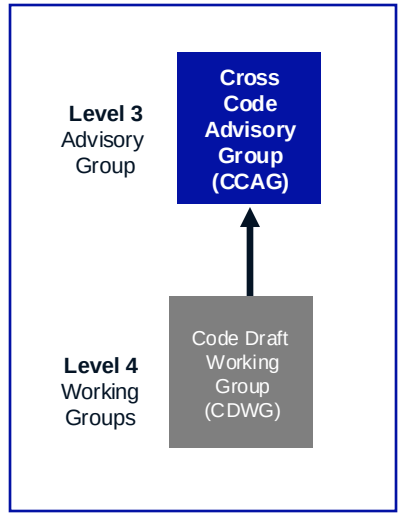
## Design workstream



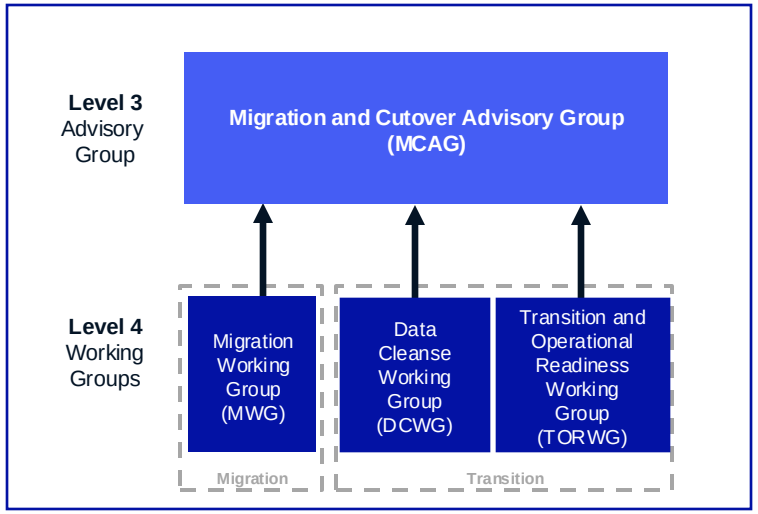

## Test workstream

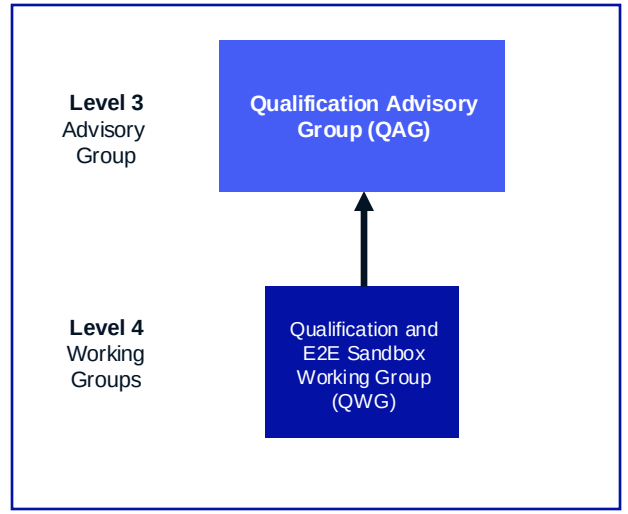



## Code workstream




## Migration workstream




## Qualification workstream