

# ELEXON

## MARKET-WIDE HALF HOURLY SETTLEMENT

### SERVICE MANAGEMENT TERMS OF REFERENCE

## Document Control

### Properties

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### Changes

Version	Date	Author(s)	Comments
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### Approvers

Organisation	Name	Role

### Documents & References

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Policies		
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## 1 Purpose

The purpose of these service reviews and reports is to fulfill the Elexon Service Management team’s assurance role across the end-to-end Service Delivery model supporting the MHHS TOM. This includes consistently meeting performance standards, aligning with agreed Service Level Agreements (SLAs), managing Continuous Service Improvement (CSI) initiatives, and delivering value to stakeholders.

This Terms of Reference establishes a formal process for monitoring and assuring service performance, identifying areas for improvement through CSI, and maintaining transparency with stakeholders

## 2 Scope

This Terms of Reference applies to all service review and reporting activities conducted by Elexon Service Management in support of the MHHS TOM, encompassing both existing Balancing and Settlement Code (BSC) services and new Helix services.

It includes regular performance evaluations, analysis of issues and incidents, service level compliance reporting, and the collection of stakeholder feedback.

## 3 Objectives

- Regularly review and evaluate service performance against SLAs and Key Performance Indicators (KPIs) established for MHHS TOM.
- Highlight recurring issues, potential risks, and performance gaps, providing recommendations for corrective actions.
- Drive continuous improvement in service delivery, ensuring a stable and reliable environment for MHHS TOM operations.
- Provide clear, consistent, and timely reporting to stakeholders, maintaining transparency around service performance and improvement initiatives.
- Ensure that service delivery aligns with the evolving requirements and expectations of Elexon stakeholders and MHHS TOM.

## 4 Responsibilities

Role	Responsibilities
Service Management Team	Responsible for gathering data, preparing reports, conducting reviews, and implementing service improvement initiatives.
Operations and Incident Management	Provides data on incidents and resolution times to assess the impact on service performance
Stakeholders (e.g., Market Participants, Suppliers):	Engaged during service reviews to provide feedback on service quality and alignment with business needs.
Senior Management	Reviews final reports, approves recommendations, and ensures resources are allocated for improvement actions as necessary
Product Owners	Focus on ensuring their products meet performance and stakeholder needs, driving product-specific improvements and alignment with business goals.
Service Owners	Oversee end-to-end service quality and assurance, managing performance monitoring, incident resolution, and Continuous Service Improvement.

## 5 Key Areas of Review

Area	Description
Service Availability and Reliability	Measurement of system uptime, availability, and the ability to meet demand without disruption.
Incident and Problem Management Performance	Analysis of incident volume, resolution times, and root causes to understand trends and address underlying issues.
Service Requests and Changes	Review of service request volumes, response times, and the impact of changes on service quality
Compliance with SLAs	Regular assessment of whether agreed SLAs are met, and identification of any deviations with mitigation plans.
Stakeholder Satisfaction and Feedback	Collection of feedback from key stakeholders on their satisfaction with Elexon services related to MHHS TOM
Continuous Improvement Actions	Assessment of the progress and impact of ongoing improvement initiatives, ensuring they contribute to enhanced service performance
Supplier Performance	Reviewing Supplier Performance that would involve assessing system availability, incident response, SLA compliance, stakeholder satisfaction, and continuous improvement efforts.

## 6 Reporting Frequency

Report Type	Description
Monthly Reports	High-level summary of key performance metrics, significant incidents, and compliance with SLAs.
Quarterly Service Reviews	Detailed analysis of service performance, identification of trends, and discussions on service improvements.
Annual Review	Comprehensive assessment of yearly performance, major incidents, improvement initiatives, and future objectives

## 7 Reporting Content

Each report will typically include:

Report Content	Description
Performance Metrics	SLAs and KPIs (e.g., incident response times, resolution times and service availability)
Incident Summary	Overview of incidents, including volume, severity, root cause analysis and preventive actions
Service Request Analysis	Data on service requests and fulfillment times
Stakeholder Feedback	Insights from stakeholder surveys or feedback sessions
Improvement Actions	Status of ongoing or planned service improvement initiatives
Risks and Challenges	Identification of potential risks to service delivery and proposed mitigation strategies

## 8 Review and Approval Process

### 8.1 Draft Reports

Prepared by the Service Management team and reviewed internally.

### 8.2 Stakeholder Review

Shared with key stakeholders for feedback to ensure that their perspectives are reflected.

### 8.3 Final Approval

Approved by senior management before distribution.

## 9 Distribution List

### 9.1 Internal Stakeholders

Service Management team, operations teams, senior management.

### 9.2 External Stakeholders

Market participants, regulatory bodies, Elexon 3<sup>rd</sup> Party Supplier and other MHHS TOM stakeholders as appropriate.

## 10 Governance and Change Control

This Terms of Reference is subject to periodic review to ensure alignment with MHHS TOM objectives. Any changes to the Terms of Reference must be reviewed and approved by senior management and communicated to all relevant stakeholders.

## 11 Glossary

Term	Definition
Assurance Role	Elexon's responsibility to monitor and ensure service performance, aligning with SLAs and delivering value within the MHHS TOM framework.
Balancing and Settlement Code (BSC)	A framework that defines rules and processes for balancing and settlement services, supporting Elexon's service management activities.
Continuous Service Improvement (CSI)	Ongoing efforts to identify and implement improvements to service quality, efficiency, and reliability.
Helix Services	New services introduced under the MHHS TOM to support enhanced half-hourly settlement operations.

Key Performance Indicators (KPIs)	Metrics used to evaluate service performance, helping to gauge adherence to SLAs and the success of service delivery.
Market-Wide Half-Hourly Settlement (MHHS) TOM	A model aimed at achieving efficient and accurate half-hourly settlements in the energy market.
Product Owners	Individuals responsible for ensuring their products meet performance standards and stakeholder needs, driving product-specific improvements.
Service Level Agreement (SLA)	A formal agreement defining the expected level of service, including metrics such as availability and response times.
Service Owners	Roles responsible for overall service quality, overseeing end-to-end performance, incident management, and CSI across services.
Service Availability and Reliability	Measurements related to system uptime and the ability to handle demand without interruption.
Incident and Problem Management	Processes focused on analyzing and resolving incidents, understanding root causes, and implementing preventive actions.
Service Requests and Changes	Review and handling of service requests, assessing response times, and evaluating how changes impact service quality.
Stakeholder Feedback	Input collected from stakeholders regarding their satisfaction with Elexon's services under the MHHS TOM.
Supplier Performance	Evaluation of suppliers' service quality, including system availability, incident response, SLA adherence, and CSI efforts.
Monthly Reports	High-level summaries of performance metrics, incidents, and SLA compliance, issued on a monthly basis.
Quarterly Service Reviews	Detailed analysis conducted quarterly to review trends, performance, and identify areas for improvement.
Annual Review	Comprehensive yearly assessment of service performance, major incidents, and strategic improvement initiatives.
Governance and Change Control	Processes to review, approve, and communicate any changes to the Terms of Reference, ensuring alignment with MHHS TOM goals.