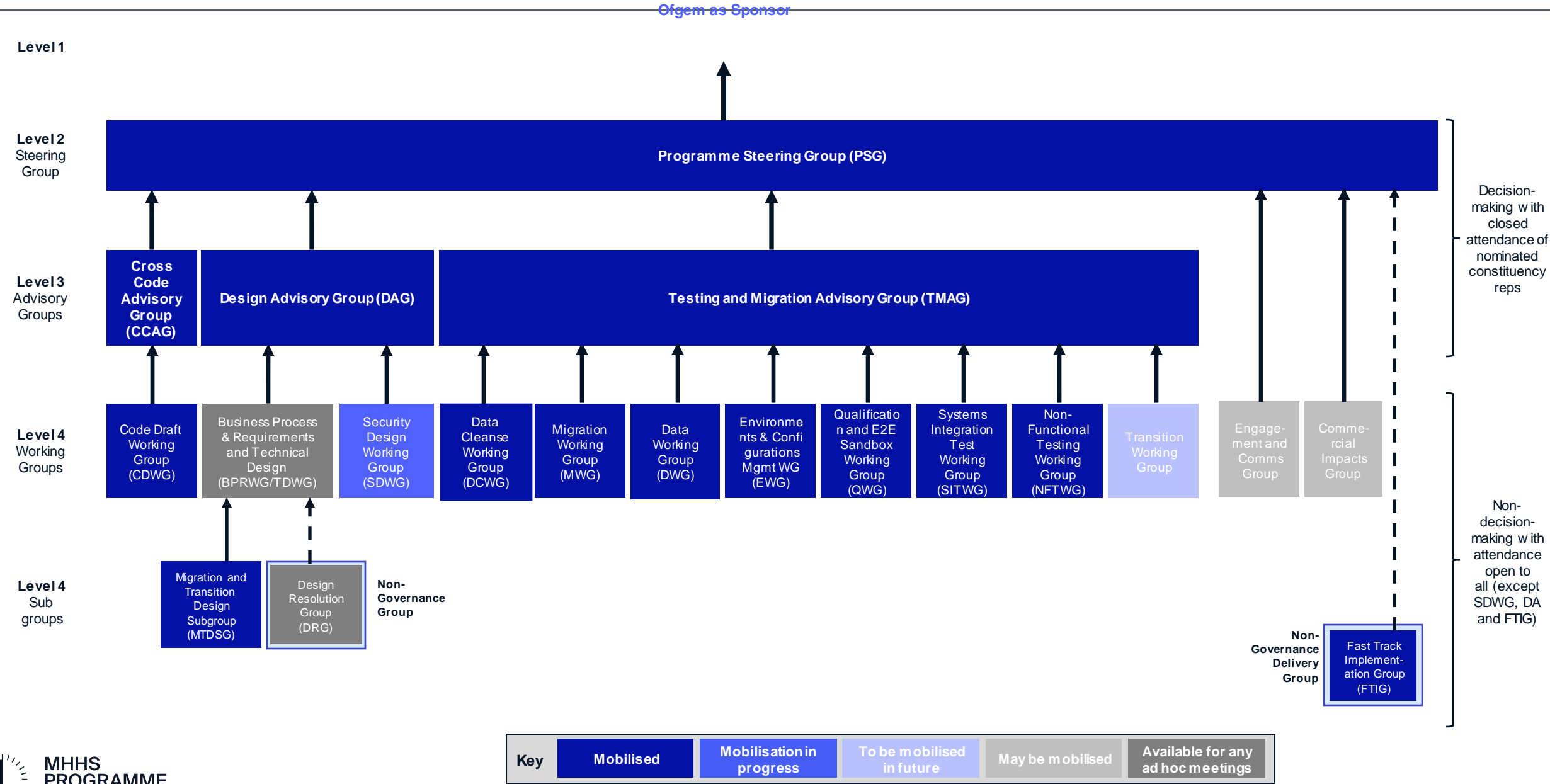


MHHS Governance and Decision-Making Structure



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

Workstream	Governance Group	L	Purpose	Attendees	Status	Timeframe	Schedule
Programme	Programme Steering Group (PSG)	2	Owens 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 core Programme leads, constituency representatives, Ofgem, IPA	Mobilised	Duration of the programme	1 <sup>st</sup> Wednesday of each month, 1000-1200
	Fast Track Implementation Group (FTIG)	N A	Manage delivery of SIT participants and ensure readiness to reach and run through SIT	Closed attendance of core Programme leads, Core Capability Providers, SIT Volunteers, IPA	Mobilised	To Q4 24/25	2 <sup>nd</sup> and 4 <sup>th</sup> 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, system and data architecture that delivers the detailed system design and Target Operating Model (TOM)	Closed attendance of Programme Design leads, constituency representatives, Ofgem, IPA	Mobilised	To Q1 23/24	2 <sup>nd</sup> 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 Programme Design team and business process leads and SMEs	Available for any ad hoc meetings	To Q3 22/23	N/A
	Security Design Working Group (SDWG)	4	Open forum responsible for the security requirements for the MHHS design	Closed attendance of the Programme and Security leads	Mobilisation in progress	To Q3 22/23	TBC
Test and Migration	Testing and Migration Advisory Group (TMAG)	3	Oversee the successful preparation for and execution of all testing and migration activity required to deliver MHHS. Likely to separate into Test and Migration L3 groups in future. Formerly the Testing Advisory Group (TAG)	Closed attendance of Programme test and migration leads, test and migration constituency representatives, Ofgem, IPA	Mobilised	To Q4 23/24	3 <sup>rd</sup> 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 SMEs	Mobilised	To Q1 23/24	1 <sup>st</sup> Thursday of each month. 1000-1130
	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	To Q1 24/25	2 <sup>nd</sup> Thursday of each month. 1500-1700
	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	To Q1 24/25	4 <sup>th</sup> Thursday of each month, 10:00-12:00
	Environments and Configurations Mgmt Working Group (EWG)	4	Open forum defining the Programme's environments approach and plan for environments to be used across test phases	Open to all. Primarily environments leads and SMEs	Mobilised	To Q1 23/24	1 <sup>st</sup> Tuesday of each month, 1000-1130
	Qualification & E2E Sandbox Working Group (QWG)	4	Open forum run with Code Delivery 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	To Q2 23/24	2 <sup>nd</sup> Tuesday of each month, 1400-1530
	Systems Integration Testing Working Group (SITGW)	4	Define the approach to SIT for the Programme, informing participants of the SIT they must carry out	Open to all. Primarily SIT leads and SMEs	Mobilised	To Q3 23/24	1 <sup>st</sup> 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	To Q3 23/24	3 <sup>rd</sup> Tuesday of each month, 1400-1530
	Transition Working Group	4	Open forum defining the transition approach	Open to all. Primarily transition leads and SMEs	To be mobilised in future	TBC	TBC

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

Workstream	Governance Group	L	Purpose	Attendees	Status	Timeframe	Schedule
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 code draft leads, code draft representatives, code bodies, Ofgem, IPA	Mobilised	To Q4 23/24	4 <sup>th</sup> 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 draft leads from Code bodies and all participants	Mobilised	To Q3 23/24	2 <sup>nd</sup> and 3 <sup>rd</sup> Tuesday of each month, 1000-1130

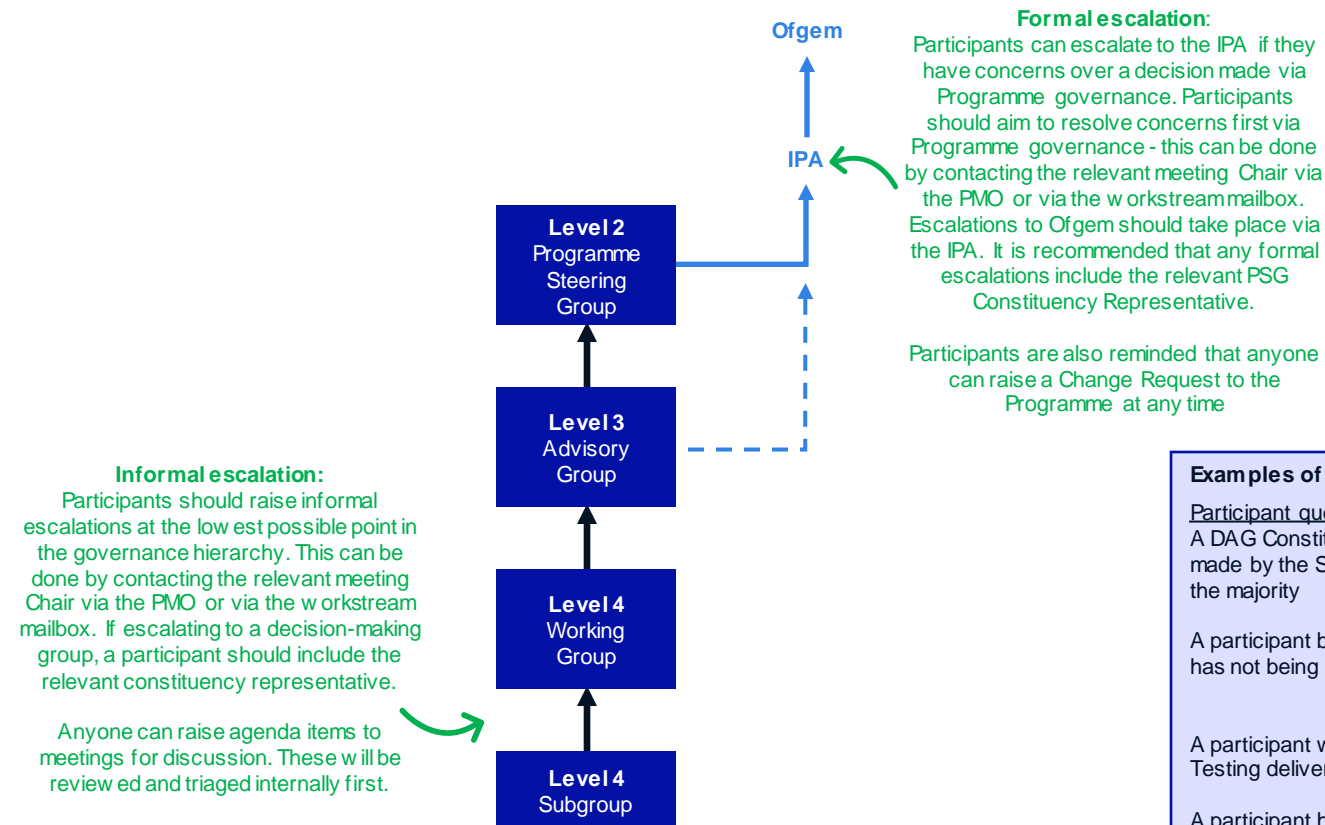
## Monthly schedule by week of the month

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 and Migration	Environments and Configurations Management Working Group (EWG)	Tues, 1000-1130	Qualification and E2E Sandbox Working Group (QWG)	Tues, 1400-1530	Non-Functional Testing Working Group (NFTWG)	Tues, 1400-1530	Data Cleanse Working Group (DCWG)	Thurs, 1400-1600
	Data Working Group (DWG)	Thurs, 1000-1130	Migration Working Group (MWG)	Thurs, 1400-1600	Testing and Migration Advisory Group (TMAG)	Weds, 1000-1200		
	Systems Integration Test Working Group (SITWG)	Thurs, 1400-1600						
Code			Code Draft Working Group 1 (CDWG)	Tues, 1000-1200	Code Draft Working Group 2 (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).



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](mailto: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](mailto:PMO@mhhsprogramme.co.uk) for business related queries relating to Programme meetings or planning, including dPMO.

[Design@mhhsprogramme.co.uk](mailto:Design@mhhsprogramme.co.uk) for queries on Design documents, comments or meetings.

[Testing@mhhsprogramme.co.uk](mailto:Testing@mhhsprogramme.co.uk) for queries on Testing documents, comments or meetings.

[Code@mhhsprogramme.co.uk](mailto:Code@mhhsprogramme.co.uk) for queries on the Code workstream or code-related documents or meetings.

[Migration@mhhsprogramme.co.uk](mailto:Migration@mhhsprogramme.co.uk) for any queries on Migration Design.

[Sims.Ems@mhhsprogramme.co.uk](mailto: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](mailto:SRO@mhhsprogramme.co.uk) for correspondence or information on strategy, governance or the Programme as a whole.

[Comms@mhhsprogramme.co.uk](mailto: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

A DAG Constituency Representative believes a decision was made by the SRO at DAG without solid rationale and against the majority

A participant believes a significant activity required in SIT has not been considered by the Programme at the SITWG

A participant wants to know more detail about an upcoming Testing deliverable

A participant has proposals on how to improve the communications process for consultations

#### Appropriate action

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.

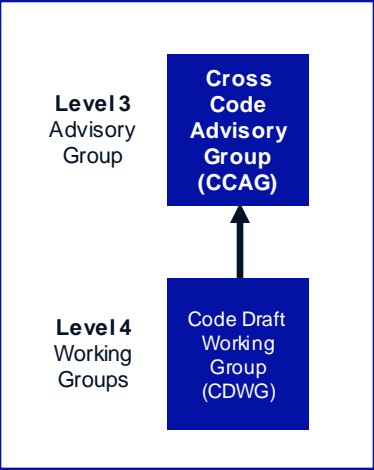
The participant should escalate to the TMAG by contacting their TMAG Constituency Rep and the TMAG meeting chair via the PMO and the workstream mailbox.

The participant should contact the Testing mailbox

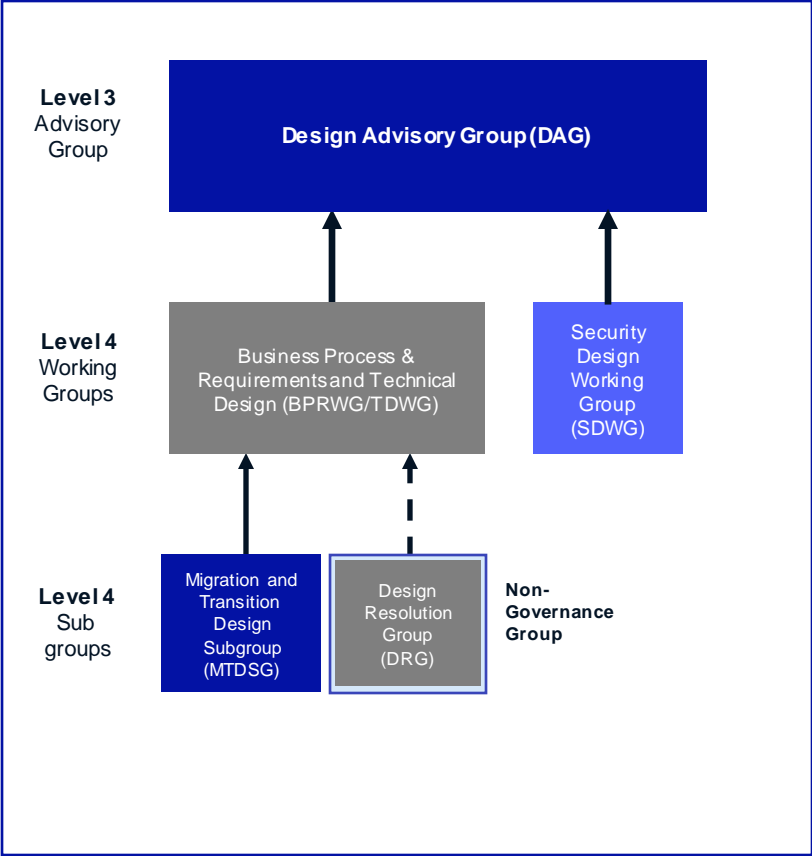
The participant should contact the PPC mailbox

Workstream structure

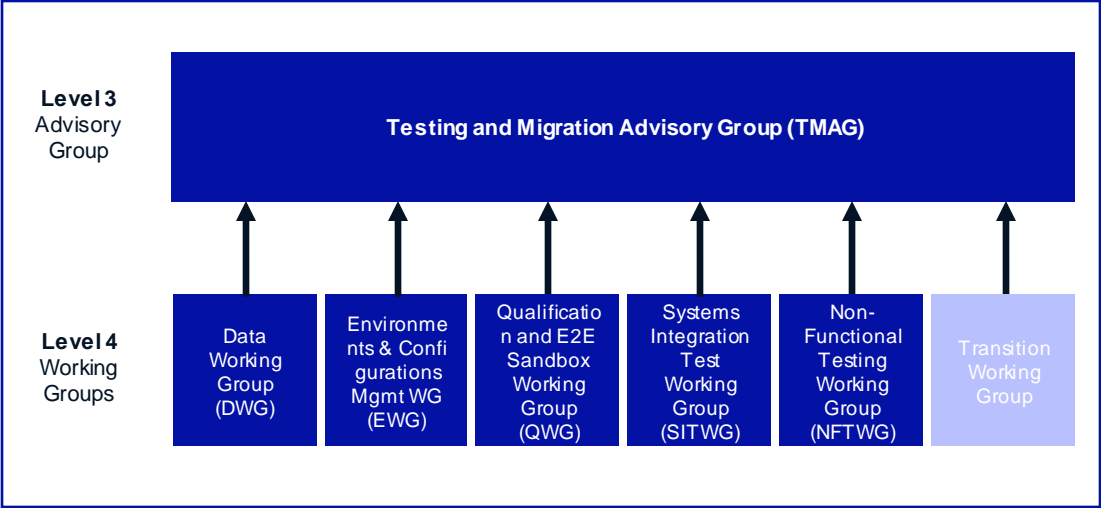
Code workstream



Design workstream



Test workstream



Migration workstream

