



**MHHS
PROGRAMME**
Industry-led, Elexon facilitated

Overview of new ADO Defect Statuses

Background & Objective

- Ofgem has mandated the programme provide more granular information on defects, including defect ageing and how Central Parties are working within the Programme defined defect resolution SLAs (as defined in 'MHHS-DEL466 Defect Management Plan')
- Defect age reporting is now being provided in post-sprint reports; this pack focuses on the approach to SLA tracking and reporting
- SLA reporting would provide the following benefits:
 1. SLA adherence trend analysis will provide programme management (and Ofgem) visibility of when management intervention may be required
 2. SLA data helps inform risks associated with the testing, in particular Regression which is a short window
- The solution requires the addition of 2 new states in the ADO defect template to allow precise tracking of Response and Fix SLA times, enabling automated reporting (including the option of historical data manually back dated to Sprint 8)
- This new solution will impact Central Parties and Programme team resolver groups only. Voluntary PPs are out of scope here, but would be informed

Implementation Approach:

- The defect team will hold a training session with the Central Party and Programme resolver groups on 21st February. Post that, on 24th February, would roll out the solution
- Slide 4 (Graph slide) / SLA slide / SLA report will be issued along with EOS report only

ADO Changes in Defect Template

BUG 50177*

50177 test 1902

Sreeja Dutta (MHHSProgramme) 0 Comments Add Tag

State: Resolver Group Assigned

Reason: Active

Repro Step: Resolver Group Assigned

Area: MHHS Demo 3

Iteration: MHHS Demo 3

Planning

Resolver Group: Group A

Defect team set the state to 'Resolver Group Assigned' when they are assigning a defect to a resolver group. This marks the start of Response Time SLA clock

BUG 50177

50177 test 1902

Sreeja Dutta (MHHSProgramme) 0 Comments Add Tag

State: Resolver Group Assigned

Reason: Active

Repro Step: Resolver Group Assigned

Area: MHHS Demo 3

Iteration: MHHS Demo 3

Resolver change the state to 'Active' if they wish to reject the defect. That will stop and reset the clock

BUG 50177

50177 test 1902

Sreeja Dutta (MHHSProgramme) 0 Comments Add Tag

State: Resolver Group Assigned

Reason: Active

Repro Step: Accepted By Resolver

Area: MHHS Demo 3

Iteration: MHHS Demo 3

Resolver change the state to 'Accepted by Resolver' if they wish to accept the defect. That will stop response time SLA clock and start the fix time SLA clock

BUG 50177

50177 test 1902

Sreeja Dutta (MHHSProgramme) 0 Comments Add Tag

State: Accepted By Resolver

Reason: Active

Repro Step: Resolved

Area: MHHS Demo 3

Iteration: MHHS Demo 3

Fix ETA: 24/02/2025 00:00

Expected Release Date: 24/02/2025 16:00

Expected Release Number

Actual Release Date: 19/02/2025 15:15

Release Version

Resolver change the state to 'Resolved' once the fix is deployed. That will stop fix time SLA clock. This will also ensure the 'Actual Release time' field is auto-populated.

Demo Report

MHHS PROGRAMME		SLA Calculation								Date	
WorkItemid	Title	Timeassigned	Timeaccepted	Timesresolved	Actual Release Date	Response SLA Met (Y/N)	Response SLA Not Met Time (in Days)	Fix SLA Met (Y/N)	Fix SLA Not Met Time (in Days)	ManagementSummary	Severity
48977	Test Defect 1 - S1	03-02-2025 14:11:00	04-02-2025 15:11:00	04-02-2025 10:00:00	04-02-2025 10:00:00	N	1.0	Y	0	Response Time SLA met. This defect is deferred till ISD catalogue update for NFT	1 - Critical
49368	Test Defect	13-02-2025 14:00:00	13-02-2025 15:00:00	14-02-2025 15:00:00	14-02-2025 15:00:00	Y	0.0	Y	0		1 - Critical
48978	Test Defect 2 - S2	06-01-2025 14:15:00	06-01-2025 16:15:00	13-01-2025 14:17:00	13-01-2025 14:17:00	Y	0.0	Y	0		2 - High
48979	Test Defect 2 - S2.1	21-01-2025 14:18:00	21-01-2025 17:19:00	03-02-2025 11:00:00	03-02-2025 11:00:00	Y	0.0	Y	0		2 - High
48980	Test Defect 3 - S3	09-12-2024 14:20:00	11-12-2024 11:30:00	23-12-2024 14:22:00	23-12-2024 14:22:00	Y	0.0	N	2		3 - Medium
48981	Test Defect 4 - S4	07-01-2025 14:23:00	13-01-2025 14:23:00	10-02-2025 14:24:00	10-02-2025 14:24:00	Y	0.0	Y	0		4 - Low

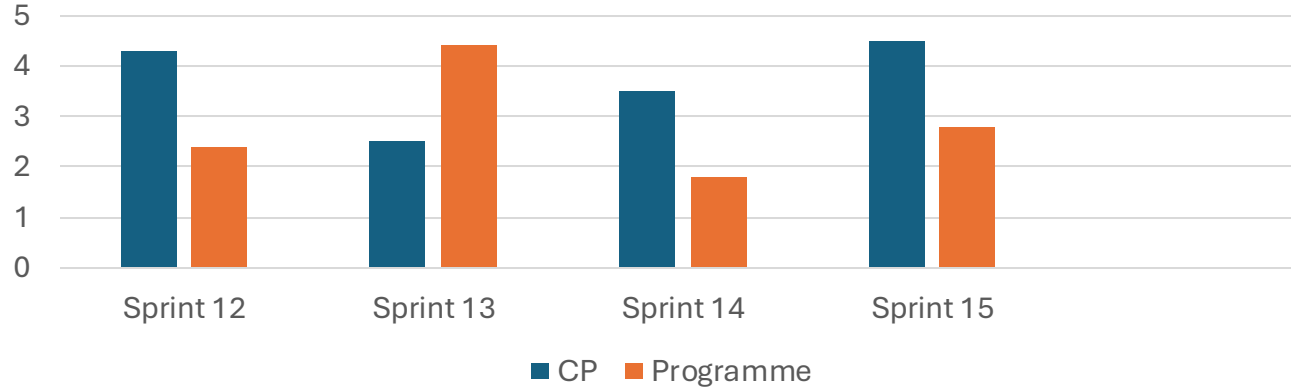
Demo report from Power BI connecting to Demo ADO Instance

AI	AJ	AK	AL
Response SLA Met (Y/N)	Response SLA Not Met Time	Fix SLA Met (Y/N)	Days SLA Not Met Days
Y		Y	
Y		N	14
Y		Y	

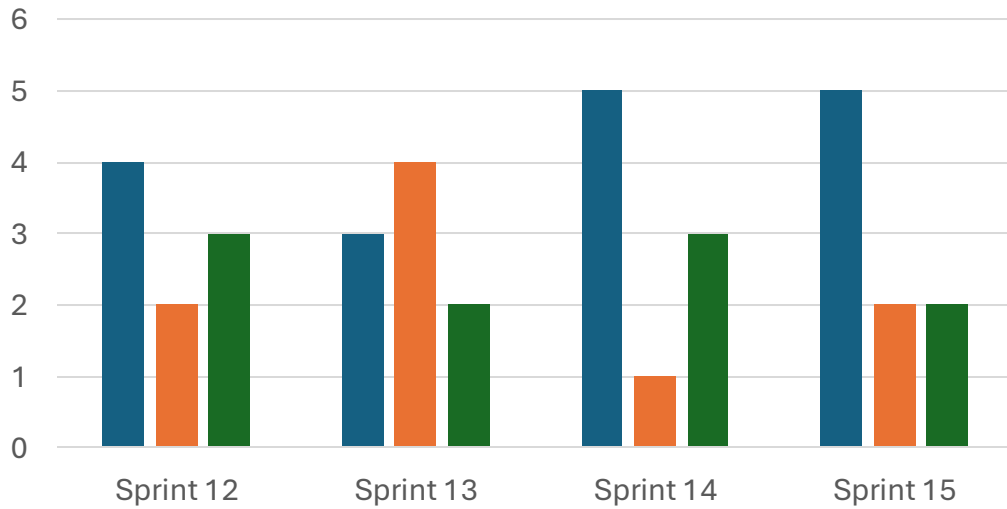
New fields you will see in the Defect Report

Sample Defects SLA Trend Graphs (Mock ups)

Trend of meeting SLA



Programme Trend of breaching Fix SLA



CP Trend of breaching Fix SLA

