MHHS PROGRAMME
Industry-led, Elexon facilitated

Readiness Assessment 5/6 Q&A Document

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READINESS ASSESSMENT 5/6 Q&As

1. How can participants prove director level sign off and do they require it?

The original intent was to have Director level sign-off for information to be used in the M10 Checkpoint Report to PSG, however we appreciate that providing director level sign off for Readiness Assessment 5/6 can take time and it may be difficult to obtain within the response window. Therefore, we are going to remove this as a requirement, but we would note that the submission made to Readiness Assessment 5/6 will be taken as your company position and therefore should have the necessary level of senior management sign-off for an industry information request of this nature.

2. Why can't RA5/6 be published earlier than the 28th of April date if all the questions are known?

We have intentionally scheduled a gap between the webinar and issuing the survey to allow participants time to plan for the resources required. Additionally, the PPC require time to respond to any questions raised in the webinar session and update survey questions accordingly. However, we are publishing the current list of questions in Excel format so that Programme Participants can begin to prepare their response.

3. Will participants get access to the final list of questions so they can start planning responses, and begin to collaborate internally ahead of 28th April?

Yes, we will publish the full list of RA5/6 questions in an Excel format on the week commencing 7th of April.

4. Is there a risk that Participants are being asked for the same content, in different formats by different governance groups, which will lead to unnecessary duplication of effort?

We recognise that participants have been asked to provide various pieces of information across the different MHHS governance groups. However, we have made efforts to minimise duplication requests. The questions in RA 5/6 have been drafted carefully to avoid duplication and be specific in what we are asking for.

5. What drives the risk-based interviews alluded to in the RA5/6 plan?

We are taking a risk-based approach and will only request interviews with participants if we feel that a deep-dive interview is needed based on what was submitted as part of RA5/6.

6. What is meant by cutover planning and which milestone does it refer to? Will this differ between SIT and Non-SIT participants?

We will be providing more clarity on exactly what we're looking for from participants within their cutover plans through the Transition and Operational Readiness working group. We will also be issuing cutover planning templates which outline the minimum set of requirements that we're expecting to see within each participant’s cutover plan along with some of the relevant key elements from the MHHS programme M10 / M11 cutover plan. For cutover planning we are referring to M10 and M11 as such, this is only relevant to SIT participants.

7. Can you confirm the expectations for answers? Where there is a Yes/No & Free Text option is the 'Free Text' mandatory?

This is dependent on the question and the free text is not mandatory in every question. For example when you populate the survey in MS Forms, if the answer selected is 'No', there may be a subsequent question requesting further detail on why you have answered ‘N’.

8. What level of evidence is required and is documentation expected to be uploaded as part of questions?

Where we do require additional evidence, we will ask for that evidence to be submitted and this will be specified in the question.

9. What is the submission expectation if participants hold more than one role? Are participants expected to complete a single submission or a submission per role?

We will communicate with those relevant participants that are impacted, but if a participant holds more than one role in the Programme then we will ask for submissions for each role.

10. What is expected from Non-SIT participants for the questions on Hypercare?

When referring to Hypercare we are referencing the arrangements that each central party, code body and programme participant will have in place when they begin operating in the MHHS arrangements. To support any uptick in issues that we may see when additional parties become qualified, but similarly for parties that are going through the qualification route, we would expect that they have their own hyper care arrangements in place that enable their organisation to mitigate any risk that may be associated to them operating with or beginning to operate within the MHHS arrangements. For the avoidance of doubt, every organisation is expected to define their own hypercare arrangements and to ensure that these are in place when they begin operating in the MHHS arrangements and throughout the Migration period as required.

11. In what capacity are software providers expected to answer RA5/6?

Software Providers are expected to answer the survey questions in their role as a software provider. Please navigate to the ‘Software Provider’ sheet in the Excel file as we have created a separate survey which lists all applicable questions to Software Providers. Please note that Software Providers are not obligated to respond however it is useful information for the Programme to gather information on behalf of this group.

12. There does not appear to be any 'software provider' specific questions within RA5/6, is this correct? If it is, which questions are software providers expected to answer, please?

We have now created a separate survey specifically for Software Providers. Please navigate to the Software Provider sheet in the Excel file to view the questions and plan your responses.

13. Will the PPC be setting out expected attainment criteria for each of the questions so it's clear what the expectations are, particularly given participants are all at different stages of readiness across SIT and the four qualification waves?

We won’t be providing specific attainment criteria for questions. However, where applicable we have provided guidance and examples as part of the question body to guide participants in their responses. Additionally, where there is a free text option provided, we have been specific as to what we are requesting to ensure it is clear what our expectations are.

14. Will the TORWG template be available prior to closure of RA5/6?

Yes, the expectation is that the TORWG template will be available before RA5/6 is completed.

15. Can multiple people respond to RA5/6 from one organisation, and is it possible to save and go back to it?

We will send the RA5/6 MS Forms link to the principal contact of your organisation. You can collaborate on your organisation’s response in the RA5/6 Excel list of questions that we will publish, but please ensure there is only one response for your organisation. MS Forms has the functionality to save responses and come back to them at a later date.

16. Which questions are expected to be answered by a supplier who's in the process of entering the market and doesn't have any live meter points?

This depends on which wave the suppliers are in for qualification. We will ensure the applicable party for the question is made clear.

17. For Q.32 (in the webinar deck) what is meant by delegated authority?

Delegated authority refers to somebody who is able to manage the users in KESTREL. This is to ensure there is an accountable person/ a single point of contact who's responsible for allocating users from a particular organisation.

18. Regarding the above FAQ, where there is a single user responsible for administration in KESTREL, what happens if that person is unavailable due to unexpected illness or annual Leave etc?

Participants are able to have more than one person to be a user manager for the KESTREL tool, which mitigates the risk of a single user being unavailable. Principal contacts will need to advise the Migration team of which contacts can be user managers.

19. Will participants be able to attach supplementary documents as part of our responses?

Yes, but this will only be on the relevant questions where we are specifically asking for additional documentation.

20. Is there a character limit within MS Forms when answering with free text?

Yes, based on MS Forms functionality there is a 4000-character limit per 'free text' box.

21. How many plans are being requested as part of RA5/6, and can a full list be provided ahead of 28th April?

We have worded the RA5/6 questions carefully to avoid asking for numerous plans and instead ask for confidence levels in complying with plans. The full list of questions will be published on w/c 7 April.

22. Where questions are worded "are you aware of XYZ obligation" can the relevant document be made available via hyperlink?

Yes, where the question refers to an obligation or artefact that has been published, we will include the link to it in the question body.

23. As illustrated in the RA5/6 Webinar deck, LDSOs are pink but would they also be a Purple Non-SIT participant as per slide 15?

All questions that are relevant to LDSOs to answer will be provided in the MS Forms survey and clearly signposted for LDSOs.

24. Can we share draft or earlier iterations for feedback ahead of the final submission deadline to enable us to understand any gaps?

Unfortunately, we do not have capacity to undertake reviews and provide feedback on draft submissions ahead of the final RA5/6 deadline on 16th May. Please use your PPC contact for any questions relating to RA5/6 throughout the submission period. If we have specific questions regarding your submission after analysing the responses, we will be in touch.