

UNC DSC Contract Management Committee Minutes
Wednesday 14 August 2019
at Lansdowne Gate, 65 New Road, Solihull B91 3DL

Attendees			
Rebecca Hailes (Chair)	(RH)	Joint Office	Non-Voting
Karen Visgarda (Secretary)	(KV)	Joint Office	Non-Voting
Shipper User Representatives			
Kirsty Dudley*	(KD)	E.ON	Class A Voting
Kate Mulvany*	(KM)	Centrica/British Gas	Class A Voting Alternate for Oorlagh Chapman
Stephanie Clements	(SC)	ScottishPower	Class A Voting Alternate for Mark Bellman
Lorna Lewin*	(LL)	Orsted	Class B Voting
Steve Mulinganie*	(SM)	Gazprom Energy	Class B Voting
Transporter Representatives			
Helen Chandler	(HCh)	Northern Gas Networks	
Sally Hardman	(SH)	Scotia Gas Networks	
Richard Loukes	(RL)	National Grid	Alternate for Teresa Thompson
John Cooper*	(JC)	IGT Representative	Alternate for Victoria Parker
CDSP Contract Management Representatives (Non-Voting)			
Jayne M ^c Glone	(JM)	Xoserve	Non-Voting
Michele Downes	(MD)	Xoserve	Non-Voting
Observers/Presenters (Non-Voting)			
Alex Stuart	(AS)	Xoserve	Head of Customer Consultancy
Alison Jennings	(AJ)	Xoserve	Customer Lead
Angela Clarke	(AC)	Xoserve	DSC Compliance
Clare Cantle-Jones	(CCJ)	SSE	
David Addison	(DA)	Xoserve	Service Development
David Harper	(DH)	Xoserve	Transformation Consultant Business Optimisation
David Stowe	(DS)	Xoserve	Risk, Resilience and Compliance Lead Commercial Contract Team
Deborah Coyle	(DC)	Xoserve	Portfolio Analyst
Elizabeth Randall	(ER)	Xoserve	Service Excellence Manager Operations
Fiona Cottam	(FC)	Xoserve	Analytical Services/UIG Taskforce
Hannah Hassanjee	(HH)	Xoserve	Audit Manager Commercial Contract Team
James Rigby	(JR)	Xoserve	Customer Change Manager Customer Engagement

Leteria Beccano	(LB)	Wales & West Utilities	
Paul Facer	(PF)	Xoserve	Head of Communications
Ranjit Patel	(RP)	Xoserve	Chief Customer Officer
Sal Kalsi	(SK)	Xoserve	Acting Head of Business Operations
Smitha Coughlan	(SC)	Wales & West Utilities	
Thomas Elce	(TE)	Xoserve	Service Excellence
Victoria Mustard	(VM)	Xoserve	Customer Advocate

*Via teleconference

Copies of all papers are available at: <http://www.gasgovernance.co.uk/dsc-contract/140819>

1. Introduction

Rebecca Hailes (RH) welcomed all to the meeting and explained that the meeting was quorate.

1.1. Apologies for absence

Mark Bellman

Teresa Thompson

Victoria Parker

1.2. Alternates

Stephanie Clements for Mark Bellman

Kate Mulvany for Oorlagh Chapman

John Cooper for Victoria Parker

1.3 Confirm Voting rights

Representative	Classification	Vote Count
Shipper		
Kirsty Dudley	Shipper Class A	1 vote
Kate Mulvany (for Oorlagh Chapman)	Shipper Class A	1 vote
Stephanie Clements (for Mark Bellman)	Shipper Class A	1 vote
Lorna Lewin	Shipper Class B	1 vote
Steve Mulinganie	Shipper Class B	2 votes
Transporter		
Sally Hardman	DNO	1 vote
Helen Chandler	DNO	1 vote
Richard Loukes	NTS	2 votes
John Cooper	IGT	2 votes

1.4 Approval of Minutes (17 July 2019)

Minutes from the last meeting were approved.

1.5 Review of Outstanding Actions

Action 0309: Xoserve (DT) to investigate if a new updated process for the 'Requesting of New Services' could be implemented ahead of the next cycle.

Update: Michele Downes (MD) confirmed the next update was expected in September 2019.

Carried Forward

Action 0504: *Reference the (draft) Operating Guidelines Document* – All parties to review and provide feedback for consideration at the next Committee meeting.

And

Action 0601: Re: *Reference the (draft) Operating Guidelines Document* - JM to update the guidelines and circulate to DSC Contract Management Committee members for further comments.

Update: Jayne McGlone (JMG) said that she had received comments from Sally Hardman and that following this feedback, extra detail was now going to be included in relation to the questions and answers.

A brief general discussion took place as to who owned the document and it was agreed that the DSC Contract Management Committee had overall ownership, and it was felt that there should be a defined version control and a change process/review cycle detailed too. JMG said that this would be incorporated into the document and then subsequently published on the Joint Office DSC/CDSP Documents webpage: <http://www.gasgovernance.co.uk/DSC-Documents>

Post meeting note: The document was published on 16 August 2109

See items 4.1 and 4.2. JMG agreed the two actions **0504** and **0601** could now be closed. **Closed**

New Action 0801: Xoserve (JMG) to amend the Operating Guidelines Document to include ownership, version control and amendments/changes/review cycle process prior to publication on the JO website.

Action 0701: Xoserve (MD) to review current KPI and KVI monitoring for improvements and present proposals at the October Contract Management Committee.

Update: Michele Downes (MD) confirmed the next update was expected in October 2019. **Carried forward**

Action 0702: Xoserve to provide a breakdown of Project Nexus de-scoped data items.

Update: Michele Downes (MD) confirmed the next update was expected in September 2019. **Carried forward**

Action 0703: Xoserve to circulate the Xoserve Strategy Update, including the new Organisation Structure.

Update: JMG confirmed this had now be completed and so the action could now be closed. **Closed**

Action 0704: Xoserve to review what the Key Performance Indicators for success are.

Update: JMG said that this was still be investigated as to which KPIs should be reported on and that more information would be supplied in September 2019. **Carried forward**

2. Monthly Contract Management Report (KPIs)

2.1. Contract Metrics (including KPI Reports)

Michele Downes (MD) provided the Contract Metrics Dashboard, summarising the key issues and resolution plans for the: Amendment Invoice, UIG, AQ, Data Enquiry Portal Service, and the Portfolio Files issued to DN's and IGT's.

Steve Mulinganie (SM) asked if the colour codes and definitions could be addressed to make this area clearer to the reader and MD said she would amend the spreadsheet accordingly.

2.2. Issue Management Update

2.2.1 Issue Management Dashboard

MD provided a brief overview of the Customer Issue Management Dashboard for July 2019 and briefed the Committee on the key issues. She asked the Committee whether it made more sense for the Contracts Metrics and the Issue Management update to be combined into one overall document, all were in agreement with this suggestion.

New Action 0802: Xoserve (MD) to combine the Contract Metrics and Issue Management update into one document including supporting detail on each area.

2.2.2. Amendment Invoice Taskforce Update

Alex Stuart (AS) provided the UIG Task Force Progress Report, which included a background, dashboard with an overall RAG status of Green except for development of the automated UIG reports which was red, and the next steps being considered.

In summary:

- Plan on a Page will be updated to include October.
- Recommendations, to date 50 closed, 25 to be reviewed.
- Overview of Task Force Funding slide, a closure report is expected for approval in September.
- Machine Learning, next steps being shared.
- Task Force, analysis continues.

SM enquired if the BAU Tests had been met on the 10 August 2019, and AS confirmed that they had been met and that there had been less mismatches experienced.

Kirsty Dudley (KD) and Steve Mulinganie (SM) both said that once Modification 0700 was implemented that the Class 3 volume would potentially increase, and they had concerns that this would put certain areas at risk. AS explained that a workshop was being organised specifically to discuss the downstream impacts from an invoicing and REC perspective.

2.2.3. UIG Workgroup

Fiona Cottam (FC) provided an update on the UIG Taskforce for information purposes and said this was the same as the DSC Change Management Committee update. This included the Plan on a Page (POAP), Taskforce Funding, and the Next Steps.

The next steps are:

- Use the UNC UIG Workgroup as the mechanism to share progress on all recommendations where options reside with Xoserve.
- Provide updates to the "Recommendation Tracker" in line with UNC UIG Workgroup timescales.
- Assess existing investigation lines to work towards close down activities.
- Supporting Modification development to progress all live and draft modifications.
- Continue with complex machine learning activities with Analytics partner & share outputs with the Industry.

KD asked if Xoserve were investigating the BAU/standard fixture element of the Taskforce, rather than having to initiate a specific Taskforce for similar issues. FC said that this was being discussed and the transition into BAU and commentary was being worked on, together with a forward plan for September and a Lessons Learnt summary.

FC explained the Machine Learning area was going to be ring fenced and KD asked where the updates would be shared moving forward. FC said that it would be shared in the Close Down Report and at the Demand Estimation Sub-Committee (DESC). Both SM and KD said that it was important all interested parties were kept up to date with the progress and RH suggested that this should also be shared at the DSG meetings.

FC said that Taskforce Close Down report would be available for the 11 September 2019 and would be shared at both the DSC Change and Contract Management Committees.

FC said there were two new draft Modifications that still required sponsorship and no definite dates had been added to these, she said these would be again flagged at the UIG meeting in the hope of sponsorship. These are available on the Xoserve website. More details can be obtained from Fiona Cottam directly.

2.2.4 Class 3 Supply Point Migration Workshop update

David Addison (DA) explained that at the consultation close out of Modification 0700 - *Enabling large scale utilisation of Class 3*, there had been 14 respondents in support or qualified support. He said he was in the process of updating the UNC Validation Rules regarding the selection of reads and the impacts to the validations and inner tolerance levels, he said the updated document would be issued on 14 August 2019 and would subsequently be discussed at the Distribution Workgroup meeting on 22 August 2019.

DA explained that the Modification would also have been discussed at the 15 August Panel and he was going to be in attendance. James Rigby (JR) confirmed that the XRN 4991 had already been raised for the Modification. DA said that he would also be discussing the Modification at the DSG meeting on Monday 18 August 2019.

RH said following the PAC meeting this month, the PAFA and PAC wanted to flag that there was to be no impact on the PARR Reporting functions and DA said he would investigate this, as he knew there would be an impact, but he confirmed that this would be in the staging change and definition change areas only. He said that the capture process had already commenced and had been progressing well, and that there would be the need for some alterations to the charging tables towards the end of September and these would be addressed via email in order to accept rejections, in order for the implementation, adding that work was also to be undertaken on the Change Packs to manage this required intervention.

2.3. KVI Performance

2.3.1. July 2019 KVI Performance

MD provided a brief walkthrough of the Key Value Indicators for July 2019. MD said that more information on these specific areas were going to be discussed at a later stage during the meeting, hence the very high-level overview. See Item 2.3.3.

MD confirmed the financial update would be available by the end of August, following the board approval. Discussion could take place at the September meeting as needed.

2.3.2. Service Excellence

Elizabeth Randall (ER) provided an overview of the *Operationally Excellent Operation Rhythm* schematics and said that Xoserve were now focusing on a proactive service excellence approach rather than purely reactive, and she noted that historically their systems and communication mediums had been somewhat out of date requiring a high degree of manual intervention, as there were presently 144 services provided to their customers.

ER explained that new methods and products had been explored and that they were now using Pega and investigating to use Amazon Contacts, along with Agile Center of Excellence (CoE). KD asked how these developments differed to the strategic view that Sian Jones had provided last year. ER said that these had been encompassed into the present developments.

Thomas Elce (TE) provided an overview of the Operationally Excellent schematic in relation to the proof of concept regarding the customer feedback, Xoserve progression and the customer benefits areas.

Victoria Mustard (VM) explained that any proposed changes were being discussed and sanctioned by the Customer Advocate Teams and SM said he had reservations regarding this area, as there is a high chance of misinterpretation of what the customers needed and what Xoserve thought they needed. KD also concurred with this view and it was agreed that both ER and VM would engage off-line with both SM and KD in this regard. KD said she also wanted Xoserve to produce a definite list of the 144 service lists and the associated issues for each.

New Action 0803: Xoserve (ER/VM) to engage with Steve Mulinganie (SM) and Kirsty Dudley (KD) in relation to the proposed changes and management of the Operationally Excellent Operation Rhythm rollout plan.

New Action 0804: Xoserve (ER) to produce a list of the 144 services and the associated issues for each one.

2.3.3. KVI Relationship Management

Victoria Mustard (VM) provided an overview of the KVI Relationship presentation which included; the summary results, results by segment, comments received and the analysis of the resultant activity.

3. Disclosures

3.1. Disclosure Request Report – *It had been agreed at the July meeting this was no longer required on the agendas.*

4. Contract Management Committee Approvals

4.1. Guidelines for publication of CoCM and circulation of DDRs

Jayne McGlone (JMG) provided an overview of the draft document for approval and a brief general discussion took place regarding the wording in relation to publishing of documents and the best way to address confidential and non-confidential matters that the Committee members would need to be aware of.

All Committee members verbally approved Option 3 and it was deemed that a formal vote was not required in this instance.

Option 3 – formalise the process in line with Change Process (ChMC Change Pack). CDSP will circulate the DRR and include a formal template for any representations to be made. All representations will be collated for discussion at CoMC.

Timescales for responses would be agreed prior to issuing the DRR.

Whilst option 3 would offer a structure that is in line with ChMC it would make the process longer and less flexible than Option 2.

4.2. Operating Guidelines Document Data permissions

JMG provided an overview of the Operating Guidelines Document Data permissions document, see Action 0504 as above.

5. CSS Update

Material was provided but no update was provided in the meeting.

6. Information Security Arrangements

Material was provided but no update was provided in the meeting.

7. Business Continuity

David Stowe (DS) provided an overview of the Business Community update and explained the next status update would be in November 2019.

8. Contract Assurance

Hannah Hassanjee (HH) provided an overview update of the Contract Assurance area and drew attention to specific areas of interest with regards to the Risk Assurance Plan and the Audit grading and the funding status.

9. Financial Information

9.1. Cost Allocation Model and Methodology

Not discussed in the meeting. The financial update will be available at the end of August, following board approval.

9.2. CDSP Budget

Not discussed in the meeting. The financial update will be available at the end of August, following board approval.

9.3. Annual Charging Statement

Not discussed in the meeting. The financial update will be available at the end of August, following board approval.

10. Key Committee Updates

10.1. DSC Change Management Committee

James Rigby (JR) confirmed the material was provided for the DSC Contract Committee Update but was not covered in the meeting.

10.2. PAC/PAFA

The PAC Summary of Key Messages is published via the following link but was not covered in the meeting: www.gasgovernance.co.uk/pac/summarykeymessages

10.3. Request for approval of proposal for the Introduction of Rolling Contracts for Third Party Services

Dave Harper (DA) explained that the Customer Contracts Team (CCT) is permitted to offer important data products and services to Gas Industry participants under the DSC Third Party and Additional Services Policy. He said the Third Party Service products include the Data Enquiry Service, M Number Data File and Gas API Services. Contracts for these chargeable services are permitted to be for 24 months, are more typically for 1 year, with a renewal process commencing 1-3 months prior to expiry.

He explained that the proposal was to instigate a 12 month rolling contracts renewal for Third Party Services, which would mean no action was required by customers if they wanted their service to continue. JMG said there would be the option of a 30 day exit notice period. DA said the new process would incorporate notification prior to annual renewal (should Customers not wish to continue with any services), including any annual price change details.

Several Committee Members wished for the vote to be for an enduring contract, allowing short notice termination, no termination fee and the understanding that any change to the service would require a new agreement. There were mixed views regarding this proposal and following the vote of 8 for and 4 against the majority vote was approved and confirmed.

The 4 votes against all noted that they desired for the contract to be on a roiling rather than enduring basis but this was outvoted.

Voting Outcome:	Introduction of Rolling Contracts for Third Party Services	
Shipper Representative	Voting Count	For/Against
Kirsty Dudley	1	For
Kate Mulvany (for Oorlagh Chapman)	1	For
Stephanie Clements (for Mark Bellman)	1	For
Lorna Lewin	1	For
Steve Mulinganie	2	For
Total	6	For
Transporter Representative	Voting Count	For/Against
Sally Hardman	1	Against
Helen Chandler	1	Against
Richard Loukes	2	Against
John Cooper	2	For
Total	6	For

New Action 0805: Xoserve (JMG/DH) to communicate the change of the Introduction of Rolling Enduring Contracts for Third Party Services renewal process.

10.4. PWC/TPI request for the access to Non-Domestic data

JMG confirmed this matter was being deferred until the September meeting.

10.5. Enabling Large Scale Utilisation of Class 3

David Addison (DA) explained that one aspect of the change was proposed to specify a User limit of Supply Point Amendments, and where this is breached, to allow the CDSP to reject excessive Amendments.

He said that once Modification 0700 had been implemented then the UK Link Manual would do the following; define a maximum daily limit of Supply Point Amendments (SPC) [currently stated as 26k], set out how the daily User value is derived and define how excessive volumes will be communicated to Users (subject to design).

He explained that the Users would provide projected Supply Point Amendment volumes for the following month, together with User allocated volume, equally the (User requested volume / Total requested volume) and this would then be defined as a daily limit (User allocated volume / no. of processing days).

DA said in subsequent months, there may be a need to take account of unused User volume to prevent Users constraining capacity for other Users, e.g. User request volume, which was previously unused User allocated volume, he added that this was only a discussion point at this stage, as any subsequent use of this, will only be after issues have been identified, therefore adjustments to the calculation can be targeted. DA said the Contract Managers would be informed of the Total requested and allocated volume values provided, where the requested volumes exceed capacity.

SM said that he saw there was a risk for the Class 3 utilisation regarding large scale movements in EUC Band 01, especially in relation to how fairly the allocated volumes are distributed. He also had a concern in relation to the seasonal forecasts and how these would be transitioned prior to 01 October 2019. KD also asked if there would be specific days to do the updates on, or by. DA this was encompassed in the dimension levels for EUC Band 01 capacity change levels and the un-allocated User volumes. He added that he would investigate how this was presently managed within the electricity division to see if there were any areas worth encompassing into this process, and that he would subsequently be providing feedback in writing on this topic.

10.6. Review of CoMC agenda running order

JMG confirmed the agenda running order would be amended for the September meeting and she would welcome feedback regarding making it 'fit for purpose' for discussion at the September meeting.

10.7. MDD Reconciliation - CoMC

David Addison (DA) provided a brief overview of the background to the MDD Market Participant migration from SPAA Governance to UNC, Xoserve has been working to align both market participant lists (MDD and UKL) to be in a position to seamlessly migrate.

DA explained that Xoserve were now in a position where they have not received a response from a very small number of parties in terms of next steps/actions to take to resolve discrepancies.

He said that Xoserve were now seeking approval, which did not need to be formal, from the DSC Contract Management Committee to raise the MDD request to add organisations where they are listed as Market Participants on UKL, but not on the MDD in order to ensure that both Industry lists are correctly aligned for Migration. He advised that Xoserve had written to SPAA to gain advice on how to handle parties who are listed on MDD but not on UKL, who have been written to and are not providing any response.

He said that if the MDD was raised by 16 September 2019, it can be in the October MDD Release – therefore achieving alignment by November 2019. All approved verbally that the MDD could now be raised.

11. Any Other Business

11.1. Reflections on Data Access Schedule in the REC

JMG explained that there was a need for Xoserve to respond to the REC consultation by 09 September 2019 and David Addison (DA) provided an overview of the proposed response. Kirsty Dudley (KD) said there was a need to tailor some the response areas that were specific to the CDSP and DA said he would amend the response accordingly.

11.2. UK Link Performance Update (RP)

Ranjit Patel (RP) provided an overview of the latest UK Link Performance update and explained that this was an interim update following on from the initial discussions held with Sian Jones in the previous meetings.

He said that this was merely a 'snap-shot' of the work that had presently been undertaken and that this was being updated and progressed daily. He noted that if this information was to be shared internally by the Committee members that it was to be remembered it was a high-level summary and that the activities were constantly being updated, so this was to be taken into consideration regarding all the topics as listed below.

He then drew attention to specific sections of the schematics that included:

- UK Link Performance
- Balancing change and Platform maintenance
- Continual Fire Fighting
- Technical Audit findings
- Migration Activities 2019/2020
- Technical Audit House Keeping findings
- Migration Activities 2020/2021+

RP then provided the expectations for September which were:

- To present the options with the associated risk levels and timescales, for mitigating UKL performance root causes
- To share more detail on Audit findings and their materiality
- To share any de-scoped items that Xoserve think have had an impact on UKL Performance
- Funding approach/prioritisation calls and interlock with BP20*
- *Xoserve anticipate being able to provide a low materiality funding option, with options to pull forward BP20 funding to accelerate risk reduction. If this assumption is wrong, BP20 review timescales may be impacted.

A lengthy and protracted general discussion then took place and Steve Mulinganie (SM), Kirsty Dudley (KD) and Kate Mulvany (KM) all commented that it was unacceptable that two systems were being focused on, when the main priority should be what can be delivered in one high performance system. KD also commented that she had hoped there was parallel running in relation to the Taskforce. RP confirmed this to be the case and that the Taskforce scope was being elevated from the Taskforce status to Business As Usual (BAU).

KM added that she had very little or no confidence of this issue being resolved, as to date, there had been negligible evidence that this was actually going to be addressed. RP said that he understood the comments raised and that more substantial and accurate evidence will be supplied at the September meeting.

Elizabeth Randall (ER) also said that a vast amount of work was presently being undertaken in relation to the Service Excellence and performance area. A further lengthy general discussion took place regarding performance and the Committee members again questioned why Xoserve had not already been addressing this, especially as this had been constantly been raised as an issue for many months. RP said that the performance area had been escalated and this was the reason why he had wanted so many of his direct reports to attend the DSC Contract Management Committee meetings, in order to hear first-hand the issues raised by the Committee members.

KD said that this was a good start and she appreciated the speed in which RP had produced the overview, but that it was critical that the measure of success was defined, especially as this had been requested month by month with no concrete response or evidence. She added that more detail was required in relation to the framework and plain English was to be used, when this was subsequently enhanced. RP said he would provide further information, including detail on area of 'read functional objects'.

New Action 0806: Xoserve (RP) to provide further detail with regards to read functional objects in relation to Class 3.

SM concurred with this comment and he said that he still felt the customers were not being listed to by Xoserve, and that this was evidenced by the lack of nominations in the recent elections process. He added that the DSC Committees needed to be more structured and have far more gravitas and importance aligned to them from the Xoserve teams and associated stakeholders. He also wanted further detail to be included regarding BP20 and the associated costs.

RH reminded the Committee that attendees were required to be civil to each other.

11.3. PAC Reporting

James Rigby (JR) explained that he had now taken over from Emma Smith. He said a late item had been raised for discussion by Kirsty Dudley (KD) in relation to the PAC PARR Reporting and the need for a mechanism and transparency regarding the SLAs/KVIs, together with an escalation route.

JR said that changes were being made to the PAC Risk Register and the PARR Reports, in light of, Modification 0520A - *Performance Assurance Reporting* and that work was underway, but that this was not yet visible. He explained that the PAFA had put forward a proposal to allow the PAFA access to Birst and Fiona Cottam (FC) said that this area was being fully investigated, not only from access perspective but also from the overall commercial angle, as to what the PAFA could view and what would be restricted from a meter point level. Sally Hardman (SH) said that this area should sit within the DDP. FC and JR agreed to investigate what access limitations should be given to the PAFA.

New Action 0807: Xoserve (FC/JR) to investigate what access limitations should be given to the PAFA when accessing Birst, from a meter point level and contractually/commercially.

FC also highlighted that presently the PAFA were undertaking their role at risk as their renewal had not yet been confirmed. FC explained that the renewal proposal was to extend the contract by 1 year to effectively give the PAFA a 3 year contract.

It was agreed that Rebecca Hailes (RH) would produce the email and documentation to allow the DSC Contract Management Committee to undertake an email vote in order to approve the extension of the PAFA.

New Action 0808: Joint Office (RH) to procure a paper from FC and circulate it and a voting form to the DSC Contract Management Committee to be sent via email to approve the renewal of the PAFA contract.

11.4. Election Nominations for the DSC Contract Management Committee

Steve Mulinganie (SM) said he wanted to highlight how disappointed he was in the lack of nominations for the DSC Contract Management Committee during the recent nomination and election process.

He said that this was perhaps a reflection of how the present committee meetings and approach were being viewed within the Industry as a whole, regarding the content, context and input from Xoserve and he hoped Xoserve would address this issue for future elections.

12. Diary Planning

Further details of planned meetings are available at: <https://www.gasgovernance.co.uk/events-calendar/month>

Committee members were asked to provide early indication of their availability for the next meeting due on Wednesday 14 August.

Paper submission should be in time to give a full 5 days reading for attendees prior to the meeting.

Meetings will take place as follows:

Time/Date	Venue	Programme
10:30 Wednesday 18 September 2019	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.

10:30 Wednesday 16 October 2019	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.
10:30 Wednesday 20 November 2019	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.
10:30 Wednesday 18 December 2019	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.

Action Table (as at 14 August 2019)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0309	20/03/19	10.6	Xoserve (DT) to investigate if a new updated process for the 'Requesting of New Services' could be implemented ahead of the next cycle.	Xoserve (DT)	Carried Forward
0504	01/05/19	7.	<i>Reference the (draft) Operating Guidelines Document</i> – All parties to review and provide feedback for consideration at the next Committee meeting.	All	Closed
0601	19/06/19	7.	Re: <i>Reference the (draft) Operating Guidelines Document</i> - JM to update the guidelines and circulate to DSC Contract Management Committee members for further comments. (See also Action 0504).	Xoserve (JM)	Closed
0701	17/07/19	4.1	Xoserve (MD) to review current KPI and KVI monitoring for improvements and present proposals at the October Contract Management Committee.	Xoserve (MD)	Carried Forward
0702	17/07/19	10.1	Xoserve to provide a breakdown of Project Nexus de-scoped data items.	Xoserve (SJ/JM)	Carried Forward
0703	17/07/19	10.1	Xoserve to circulate the Xoserve Strategy Update, including the new Organisation Structure.	Xoserve (SJ/JM)	Closed
0704	17/07/19	10.1	Xoserve to review what the Key Performance Indicators for success are.	Xoserve (SJ/JM)	Carried forward
0801	16/08/19	1.5	Xoserve (JMG) to amend the Operating Guidelines Document to include ownership, version control and amendments/ changes/ review cycle process prior to publication on the JO website.	Xoserve (JMG)	Pending
0802	16/08/19	2.1	Xoserve (MD) to combine the Contract Metrics and Issue Management update into one document including supporting detail on each area.	Xoserve (MD)	Pending

0803	16/08/19	2.3.2	Xoserve (ER/VM) to engage with Steve Mulinganie (SM) and Kirsty Dudley (KD) in relation to the proposed changes and management of the Operationally Excellent Operation Rhythm rollout plan.	Xoserve (ER/VM)	Pending
0804	16/08/19	2.3.2	Xoserve (ER) to produce a list of the 144 services and the associated issues for each one.	Xoserve (ER)	Pending
0805	16/08/19	10.3	Xoserve (JMG/DH) to communicate the change of the Introduction of Rolling Enduring Contracts for Third Party Services renewal process.	Xoserve (JMG/DH)	Pending
0806	16/08/19	11.2	Xoserve (RP) to provide further detail with regards to read functional objects in relation to Class 3.	Xoserve (RP)	Pending
0807	16/08/19	11.3	Xoserve (FC/JR) to investigate what access limitations should be given to the PAFA when accessing Birst, from a meter point level and contractually/commercially.	Xoserve (FC/JR)	Pending
0808	16/08/19	11.3	Joint Office (RH) to procure a paper from FC and circulate it and a voting form to the DSC Contract Management Committee to be sent via email to approve the renewal of the PAFA contract.	Joint Office (RH)	Pending