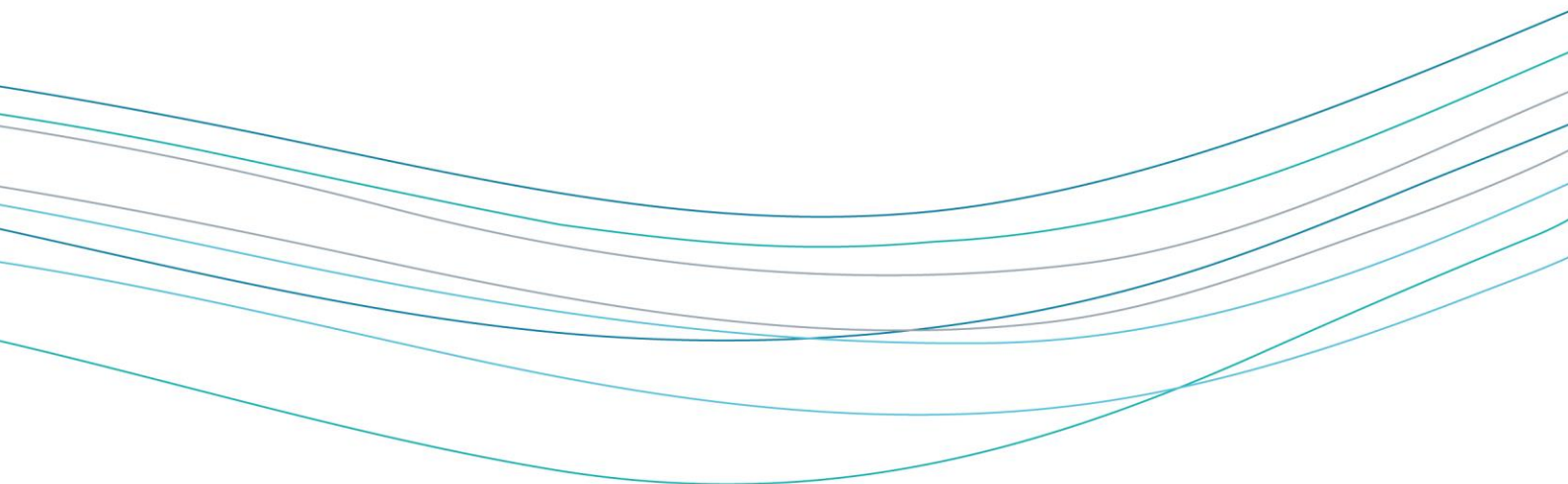


Operational Advisory Group (OAG)

Minutes from 24 July 2020 meeting



Operational Advisory Group

Minutes from 24 July 2020 meeting

Attendees

OAG Members and Guests

- ◆ David Moss (DMo) - RTL
- ◆ David Seymour (DS) - WHL
- ◆ Deborah Morton (DM) - WHL
- ◆ Frances Lickley (FL) - RTL
- ◆ Madeleine Moores (MM) - RTL
- ◆ Matt Garfield (MG) - WHL
- ◆ Patti Quintana (PQ) – WHL
- ◆ Sian Forward (SF) - WHL
- ◆ Steve Turnbull (ST) - RTL

MOSL

- ◆ Chris Chiorean (CC)
- ◆ Evan Joannette (EJ)
- ◆ George Kelly (GK)
- ◆ Miles Robinson (MR)
- ◆ Spencer Mattia (SM)

Notes

- ◆ (AP) denotes MOSL action point.

1. Welcome to new members

- ◆ Introduced Sian Forward and Frances Lickley

2. Reviewed the process prioritisation

- ◆ Slight change in the order of process review
- ◆ prioritisation of Process F5 (complaints) based on OAG and industry feedback (moves from 10th-8th)
- ◆ identified pain point for B5 - billing complications from OAG feedback (moves from 3rd - 2nd place for review) - next process on review after C1

- ◆ Rejected tasks = should be a bigger pain point compared to total tasks
- ◆ Other non-OPS tasks proposed by some trading parties. Based on individual TP pressure, could not justify prioritising some of these above 15 high impact OPS tasks. But not forgetting about non-OPS processes.
- ◆ MOSL will reach out to TPs to get priority list of non-OPS tasks **(AP)**

OAG decision: No objections. Agreed that new prioritisation logic is an improvement on initial thinking.

- ◆ MOSL to publish update as next step

3. Finish review of 'To-Be' C1 process

Letters refer to process steps in the accompanying C1 ['to-be'](#) process.

Path --> RSTUV process;

- ◆ Evidence of site visits strongly advised are site photographs
- ◆ *R = proposed that CMOS needed updates? (updates to bilaterals updates CMOS directly?)*
 - DM: Good idea in theory, but in practice, could clash with updates that come from wholesaler IT systems.
 - DM: Could retain updates from existing TP systems, but notification back to bilaterals that the update has been done (the same as CMOS can do now).
 - PQ: Not all the information for making a CMOS update is always in the bilateral transaction
 - DM: How many t-codes needed for an update.
 - DS: Complexity/intricacy between systems.
- ◆ What about clear notification back to bilaterals that CMOS actions are done
 - PQ: There are multiple transactions, not always clear which ones relate to THIS particular form
 - Generally OAG agree is good idea.
- ◆ Retailers responsible for closing a request form (close request)
 - DS: Definitely need backstop to avoid tick box exercise. If confirmation of Wholesaler action is done, then should be auto-closure
 - DM: Where would the SLA sit? EJ suggests the SLA could stay the same. But the closure path would make it clearer to both parties that a matter is ACTIVELY CLOSED by choice.

Path --> WXYZ;

- ◆ *W = request rejected with reason code*

- anything rejected = need reason code with rationale behind this - needs codifying
- CC: The bilat system will fundamentally alter the material complete codes. More reasons may be needed.
- Reason code review aim to bring back to OAG next week **(AP)**

◆ *X = consideration/review by Retailer*

◆ *Y = option to resubmit and/or cancel request*

- resubmit = flag and count
- look at which processes have large number of re-submission counts and manage based on this
- ability to record rejection reasoning
- lack of consistency between TPs between what's deferred and what is cancelled outright - need this centralised overview of where they're getting tracked
- SLA on these?
- want to move away from re-submission = start again from scratch --> (keep draft forms for the re-submission)

◆ *Z = cancel request*

- DMO: Will bilats record the retailer choice/agreement on wholesaler's proposal. Agreement needs capturing in bilats. Want to capture rationale and decision making.
- EJ: the bilats could also capture re-submissions/agreements/where deadlocks, loops are happening.
- FL: Resubmit? How would SLA work. EJ not discussed yet, but would be considered. (CC) would not be required to resubmit anything from scratch. (ST) so effectively would clone the last case. (DM) a lot like Swimpool.
- MG: Pause status handier than rejection, but OPS reporting created perverse disincentive.
- PQ: If the wholesaler has closed something, but not resolved to satisfaction, also needs to play into SLAs.
- DS: Re-submission also needs to consider SLAs as could be sitting waiting for closure, especially if they're a duplicate.
- EJ: feels like C1 flow will need SLAs and timeouts to be made clearer in a published version. Bilats team to work on this **(AP)**

Path --> AA-AB-Y

- ◆ DMO: Data corrections confirmed on the 'form'. EJ explained that it won't be a form anymore but will be the hub equivalent. Preference for corrections to be trapped as set fields, but probably can't get away from free text. DMO says that corrections can come even if a site visit happens.
- ◆ PQ: Wholesaler puts in correction plan = SLA time out if Retailer doesn't reply? DM says 10 day SLA currently applies.

- ◆ EJ: sounds like AP on bilats team to produce flows with SLA on them. Will take away for future publication (AP)

Path --> AC-AD-Z

- ◆ PQ: reason code for visit failures needed
- ◆ DM: need to work out where Wholesaler SLA would stop once cant get hold of Customer - idea to codify 'good practise' in terms of setting out contacting a customer.
- ◆ EJ: previous OAG view as codifying the customer contact attempt requirement.
- ◆ PQ: says extra crucial that this happens by code if SLAs are against it.
- ◆ DM: cannot wait indefinitely for retailer to help plan the visit. Step AD has to have a time out function. (MM) confirms this seems fair. More reason codes for not being able to contact customer.
- ◆ MM: Re-submission function post-cancellation? EJ explains that AD-->Y steps could be handled by the hub being clever enough to 'resurrect' previous transaction, even if cancelled. Saves retailers loads of time. MM agrees.
- ◆ DMO: often problem is lack of proper contact details. EJ says that we may have to consider back up contact details and need ops contact, not admin contact. Retailers need to proactively get the ops contact details.

Path --> AE-AF-G

- ◆ DM: Why was the site visit not useful to resolving the problem. Customer not in attendance. Need another site to access. Their organisation would re-attempt revisit to get to the bottom. Would need retailer's support
- ◆ PQ: would not propose correction if unsure.
- ◆ ST: agreed. Cannot close this if proper corrections not made.

AOB

- ◆ DS: Minimum Viable Product (MVP) mentioned in Market Focus – what is this specifically and when will this be implemented?
 - EJ: MVP is an LVI portal which will be used as from Autumn 2020. Need to demonstrate to industry that we can plan and implement before major release

- Visibility at CEO forum late October 2020
- Platform to include Wholesaler-initiated, as well as Retailer-initiated forms

Next meeting: 30 July 2020

- ◆ Aim to review rejection / resubmission codes