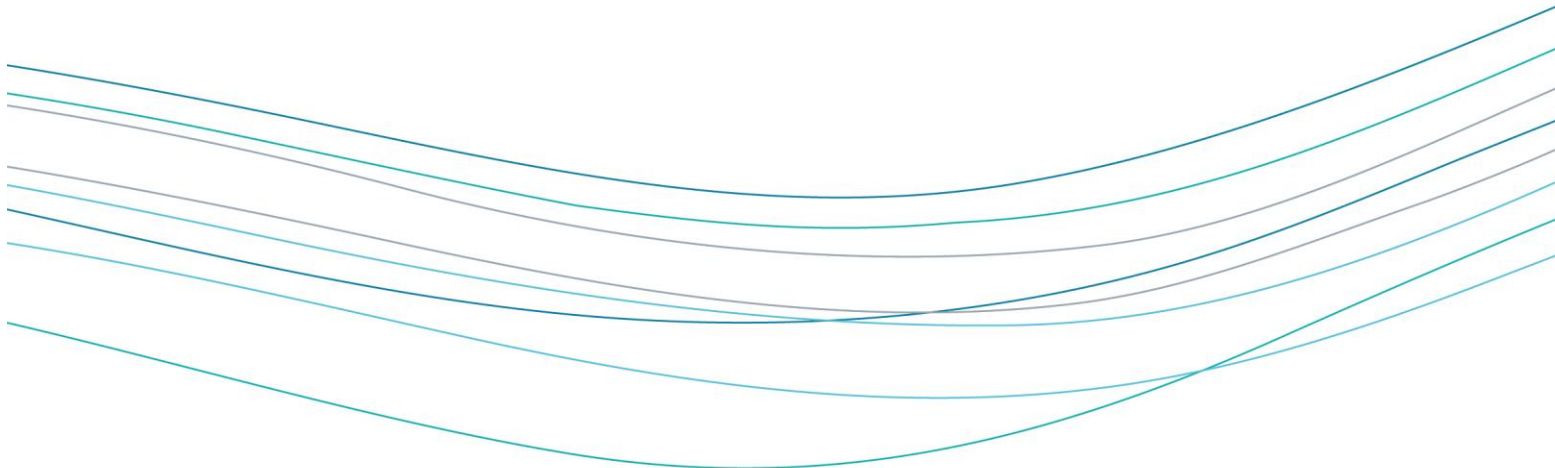


## Operational Advisory Group (OAG)

09 February 2021 meeting

**Minutes**

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## Operational Advisory Group

### 09 February 2021 meeting - minutes

#### Attendees

##### OAG Members and Guests

- ◆ Jon Fuller (JF) Wholesaler
- ◆ Deborah Morton (DeM) Wholesaler
- ◆ Paul Baker (PB) Retailer
- ◆ Sian Forward (SF) Wholesaler
- ◆ Jenny Ansell (JA) Wholesaler
- ◆ Kat Grimley (KG) Thames Water
- ◆ Patti Quintana (PQ) Wholesaler
- ◆ Ashley Connors (AC) Wholesaler
- ◆ Sam Dawson (SD) Wholesaler
- ◆ Frances Lickley (FL) Retailer
- ◆ Michael Floyd (MF) Wholesaler
- ◆ David Moss (DM) Retailer
- ◆ Madeleine Moores (MM) Retailer
- ◆ David Harris (DH) Wholesaler
- ◆ Heidi Knapton (HK) Wholesaler
- ◆ Kate Schlicht (KS) South Staffs

#### MOSL

- ◆ Evan Joannette (EJ) OAG Chair
- ◆ Chris Dawson (CD)
- ◆ Kevin Fearn (KF)
- ◆ Chris Chiorean (CC)
- ◆ Lisa-Ann Lott (LAL) - Secretariat

#### Agenda

- ◆ Revisit SLA decisions
- ◆ MVI desirability
- ◆ Training plans
- ◆ Assessed charges
- ◆ Site visit module generalization across processes
- ◆ AOB

## Meeting notes

### 1. Revisit Service Level Agreements (SLA) decisions

CC reminded the group regarding C1 SLAs using v0.10 of the C1.R process flow

- 1) **Remove SLA 6** – 2 day CMOS update timeframe. Propose to integrate into SLA1 which will be extended by 2 days (total SLA now 12 business days) to account for increase in scope

**Outcome: No objections and OAG minded to support**

- 2) **Retain SLA 2** – Keep to 10 business days. MOSL had proposed to remove 2 business days to keep the total length of SLA1 + SLA2 to 20 BD, but OAG members recommended against it.

**Outcome: No change to SLA2 (in line with OAG feedback)**

- 3) **Remove SLA 4**– due to low value and redundancy. It's simply a wait time to allow Retailer to review the plan where there's already an SLA on the retailer to agree the plan. Mitigated by C1 code drafting that will require the Wholesaler to wait to hear back from the retailer.

- 4) **C1b (SLA 1.2) brought into alignment with C1a (SLA 1.1)** – C1b will start when the service request is started and end when notification of initial findings are sent to retailer. Bundled into a new SLA 1.

**Outcome: No objections and OAG minded to support**

JF: Will the site visit findings transaction allow Wholesaler to indicate the outcome of the visit on the record?

**ACTION: CC to respond to JF on the findings transaction**

EJ: OAG's has previously recommended that Bilateral Programme Team consider consulting on certain proposals, especially changes to SLA. This feedback has been taken onboard (will be accommodated thru summary pack to industry). However, build schedule requires us to progress and we will be taking forward SLA changes as proposed in this meeting. Does OAG acknowledge?

**Outcome: OAG minded to support SLA changes.**

KG: Reservation raised about whether the CMOS update bundled into the activity is as beneficial to future processes.

SD: Potential to double penalise via OPS & MPS with changes on SLAs. Propose this is considered as part of MPF as Bilateral Processes are reviewed.

**ACTION: EJ to raise the double-counting issue with MPC and update the OAG members**

EJ: Proposing that SLA table is included in code docs. Seeking view of OAG

**Outcome: OAG minded to support use of SLA tables.**

EJ: Draft CSD 0701 and CSD 0704 to be published soon. Inviting OAG members to review and comment on docs, particularly ahead of 23 Feb panel meeting.

## 2. MVI desirability

EJ highlighted that certain Trading parties are raising questions to Programme Team about whether MVI needed in the initial build.

Several OAG members identified that it's a desirable, but not crucial requirement. Have been managing without it so far. Recommend most, if not all, existing processes are built into the hub first. Members propose we review periodically.

DM recommends it's more useful to processes like deregistration (e.g. C5 & C6), business assessment.

**Outcome: No immediate need. Potentially useful but not required for launch**

## 3. Training plans

EJ discussed training plans to include video training as a potential option.

FL videos helpful. Intense sessions with the team would be beneficial using a training environment enabling team to work through processes without effecting content of hub on a consistent basis (a sandbox environment). Sessions offered by MOSL to TP SMEs across many organisations. This "Train the trainers" academy for individual TP SMEs would allow TPs to sign off these SMEs internally.

**ACTION: EJ to recommend persistent training area to development team**

KF pre-prod environment available for testing prior to go live may be able to use in perpetuity as a Sandbox.

Support from other OAG members of FL's recommendation. Several comments about the more immersive nature and quicker training capability of videos over purely written training material.

PQ Recommend training is repeated at each code release

JF back to basics slides to allow TPs to adapt to their internal processes. Slides allow internal processes to be inserted inside the pack.

PB bear in mind for training material the method of access to the hub e.g. Third party SwimPool access.

**ACTION: EJ to follow up with CnC about their training materials**

**Outcome: OAG members generally agreed that short training or chaptered videos would be useful (compared to longer videos). Members recommend SME training academies to "train the SME trainers"**

## 4. Assessed charges and where best-placed (C1 or H3)

Raised by SF. Transactions as currently designed do not allow a C1 to be raised against an assessed supply.

CD feels like it should live in C1 but incorporating this now would add approx. 12 data items to submission transaction and the proposed corrections transaction plus new LVI pages. Propose that process H3 used in the interim.

Other OAG members support that assessed charges should be included in C1,

**Outcome: OAG members accept that it's too late to incorporate into C1 build. H3 to be used in the interim. Recommend that the new transactions and screen incorporated into C1 later.**

## 5. Site visit module generalisation

EJ Is there an appetite to have the site visit data items consistent across all processes

OAG members explained that there are too many differences in site visits for the module to be the same. For example, the site visit plan is unique. Other site visits generate quotes.

**Outcome: OAG recommends that consistent site visit module would not work across processes**

## 6. AOB

### 💧 Process Flow

EJ shared new process flow (v0.11). EJ explained that we need to spend more time to creating publishable version. Propose simple version with overlays (e.g. SLAs, transactions, etc..)

OAG members requested as early site as possible of process flow documents and highlighted that signed off version is required as soon as feasible to enable build teams at trading parties. Process flow is key for training and SLA programming in TP workflow systems.

**ACTION: CD to forward C1.R process flow V0.11 to OAG members for review**

### 💧 Next meeting

-23rd February 2021

-Training plans, test plan and B5 to be brought forward at future meetings

### 💧 Membership

EJ confirmed permanent OAG members. New members would be added to roster in due course.

## 7. Actions:

1. MOSL (CC) to respond to JF on transaction data
2. MOSL (EJ) to update OAG on OPS/MPS double counting
3. MOSL (EJ) to raise OAG recommendation of training area with Bilateral Programme Team
4. MOSL (EJ) MR to contact CnC re training materials
5. MOSL (CD) CD to forward V0.11 process flow to OAG members for review