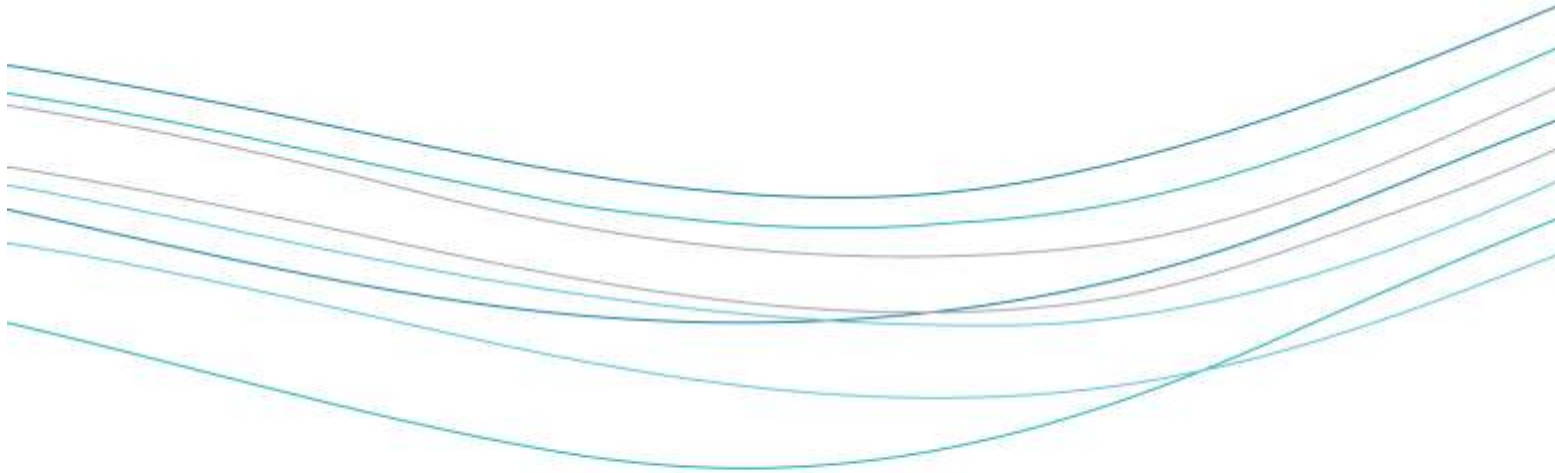


Operational Advisory Group (OAG)

19 October 2021 meeting

Minutes



Operational Advisory Group Minutes of 19 October 2021 meeting

Attendees

OAG Members and Guests

- ◆ Tom Wells (TW), Wholesaler
- ◆ Paul Baker (PB), Retailer
- ◆ Jon Fuller (JF), Wholesaler
- ◆ Sian Forward (SF), Wholesaler
- ◆ Rosie Rand (RR), Wholesaler
- ◆ Michael Floyd (MF), Wholesaler
- ◆ Ashley Connors (AC), Wholesaler
- ◆ David Moss (DM), Retailer
- ◆ David Buchan (DB), Retailer
- ◆ Frances Lickley (FL), Retailer
- ◆ Julie-Ann Anderson (JAA), Wholesaler
- ◆ Onkar Singh (OS), Wholesaler
- ◆ Helen Bennett (HB), Wholesaler
- ◆ Rebecca Watson (RW), Wholesaler
- ◆ Matthew Garfield (MG), Wholesaler
- ◆ Jenny Ansell (JA), Wholesaler
- ◆ Ian Bolton (IB) Wholesaler

Apologies

- ◆ Lewis Orr (LO), Retailer
- ◆ Madeleine Moores (MM), Retailer
- ◆ Patricia Quintana (PQ), Wholesaler
- ◆ Kat Grimley (KG), Wholesaler
- ◆ Deborah Morton (DMo), Wholesaler
- ◆ Gavin Shirtcliffe (GS), Wholesaler
- ◆ Laura Morgan (LM), Wholesaler

MOSL

- ◆ Evan Joannette (EJ) – Chair
- ◆ Chris Dawson (CD)
- ◆ Matthew Weaver (MW)
- ◆ Chris Chiorean (CC)
- ◆ Oliver Robins (OR)
- ◆ Julie Serle (JS)
- ◆ Oliver Robins (OR)
- ◆ Monica Falasca (MF)
- ◆ Angie Bennett (AB) – Secretariat

Agenda

- Welcome, Minutes, and Actions
- F5 MVP
- Autoclose
- B1/B3/B7 MVP
- AOB

Meeting notes

1. Welcome, Minutes and Actions

EJ welcomed members and confirmed agenda.

2. F5 MVP (see accompanying slide deck)

CD updated the group on the F5 process and rationale for making recent changes to deliver closer to MVP (must deliver) so that time/resources not lost on later processes. This means some of the OAG-developed MVP++ (nice to deliver) functionality will not be deliverable at this stage. MOSL shared guestimate of the additional build and test sprints that would be required to accommodate.

CD showed F5.R MVP+ Process Flow and advised that the steps removed were

- No SPID capability
- Site Visit module
- Follow On nested process (and consequent SLAs)

The Wholesaler-led F5 would remain as would the ORID linking and the additional submission and completion data items.

CD explained there was simplification to the Retailer vs Wholesaler start trigger SLA-1 so that it's a day from receipt of the complaint. for both is same activity – as part of request you have a data item of date received, then stamp date submitted request (1 day).

CD advised that we can still monitor how long it takes wholesaler to raise and we can tweak at a later date. For now we are trying to keep it simple and keep costs down.

The Chair asked the group if there are any concerns about the change to the first SLA.

Outcome: The OAG did not raised any concerns about the changes to SLA-1.

The Chair asked OAG members if there was any functionality being removed that was a showstopper. Strongest views were that site visits ought to be retained.

A member noted that without including some modules (e.g. site visits) this would make some process design inconsistent with others and therefore wouldn't be delivering design simplification. CD acknowledged that notes about site visits would have to be made within the comments in the hub if no site visit module was included.

Many members noted that advised that stockpiling “enhancements” could result in more costs overall in the long term and challenged MOSL to consider speaking to industry to see what the appetite was for more MVP++ changes now, even if it meant fewer changes delivered over the lifespan of CPW070.

MOSL noted that there would be a time and cost impact to deliver MVP++ and this would inevitably need organisations’ financial teams to sign up, which was already an undertaking when the bilaterals budget was first agreed. The Chair noted that OAG members would want to discuss with their Financial Directors to see what levels of support there was to MVP++.

Outcome: OAG member feedback favours more fulsome processes be developed now as this would overall be less expensive, more consistent between processes and offer a better customer. OAG recognises that the time/cost would need to be checked back with industry.

ACTION: OAG Chair to escalate OAG members’ MVP++ feedback of pros/cons to Bilaterals Programme.

A Retailer member proposed that we could look to create generic processes like “do a site visit” that could run parallel to other processes.

3. Auto-close

CD noted that without a follow-on process, there may be desire for some retailers to keep an F5 open until the ultimate resolution was reached. This would be incompatible with an F5 that auto-closed.

The majority of OAG members agreed that F5 would be a logical exception to auto-close and retailers ought to retain the option to leave such requests open at their discretion.

An alternate whereby the auto-close would be extended to a longer period was proposed. MOSL noted that this would likely be a more costly solution and didn’t seem to offer anything over and above turning auto-close off for F5 service requests.

Another alternative proposed was to use deferrals to keep such requests open. CD noted that retailer-driven deferrals, especially after completion was not currently something the hub could do. This proposal was not one that other OAG members supported.

A member queried charges regarding resubmission. CD advised that from an OPS point of view the wholesaler won’t get charged twice for the same ORID but the SLA is trackable. There won’t be a charge if the SLA is not met the second time around but would show as failed.

CC commented that if you had a completed SLA followed by a resubmission and then a completed (late) SLA, the failure would count towards OPS Performance but not towards OPS Charging.

Outcome: OAG members prefer that auto-close is disabled for F5 processes.

4. B1/B3/B7 MVP (see accompanying slide deck)

CD presented the MVP changes which slide which cuts out reject request/resubmit quote module. This has been changed in favour of a full-scale re-submission of the process by the Retailer if there’s

information material to getting a better/cheaper quote from the Wholesaler. Practically, this gives retailers the same scope as before but with a less complicated development.

A member asked what is the view in terms of OPS for that scenario? CD advised that it is the same rule for all MPS, if the OPS was completed first time then it won't be charged second time round. The first SLA is the 8 days, not OPS, not installation, if it has gone down non-standard, it won't start until accepted.

A member noted that MOSL might want to consider if existing Wholesaler rejection codes were robust if the Wholesaler is being asked to reconsider a quote when it has no intention of budging. Another member proposed that some clarity in the code might allow an existing rejection code to be used.

ACTION: MOSL to consider the rejection reasons for resubmitted requests for quotation.

A member asked if there were a set of reasons to give customer as to why the quote is non-standard. Most members felt this was something to include in service request comments or additional information. CD proposed good practice for opting for standard/non-standard consistency could be explored via RWG.

Outcome: MVP changes to B1/B3/B7 not controversial. OAG is supportive of the changes as they reduced process complexity.

5. AOB

Next meeting is on 2 November 2021

6. ACTIONS

- 6.1 OAG Chair to escalate OAG members' MVP++ feedback of pros/cons to Bilaterals Programme.
- 6.2 MOSL to consider the rejection reasons for resubmitted requests for quotation.