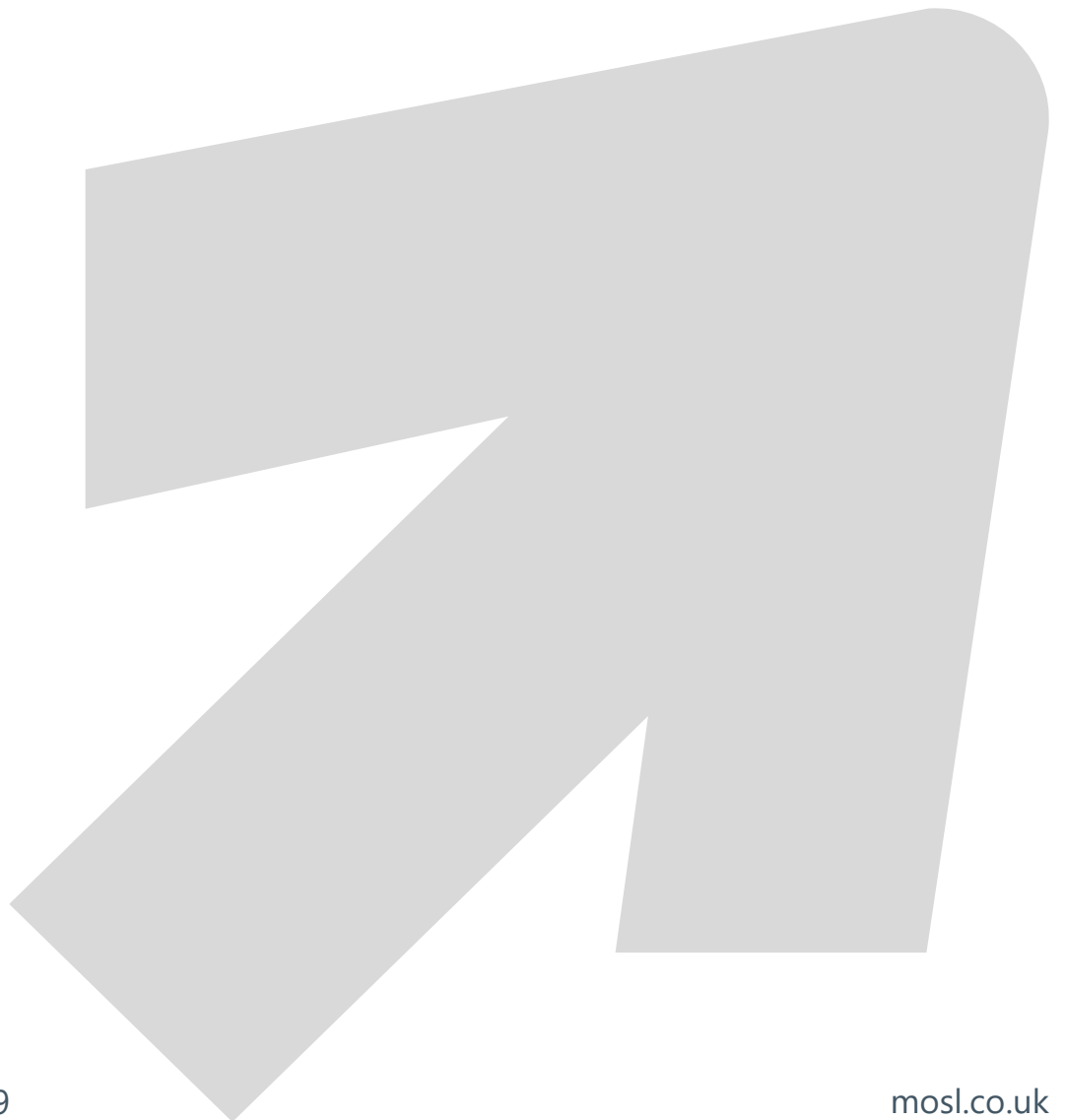


Operational Advisory Group (OAG)

Date and time: 10 September 2024, 1100 - 1230

Status of minutes: FINAL



Meeting Minutes

OAG members and guests

Name	(Initial)	Organisation	Name	(Initial)	Organisation
Bryony Cameron	BC	Thames	Karina Soulynha	KS	Southern
Charlotte Miles	CM	Thames	Lauren Walsh	LW	Northumbrian
Chris Williams	CW	Thames	Lisa Jewkes	LJ	Severn Trent
Daniel Proctor	DP	Waterplus	Michael Floyd	MF	UU
David Buchan	DB	Castle	Pam Nash	PN	C&C
Deborah Bennet	DBe	Thames	Paul Baker	PB	Business Stream
Durga Gurung	DG	Thames	Rosemary English	RE	Southern
Emona Pepaj	EP	Thames	Rosie Milsom-Dyer	RMD	Wessex
Helen Bennett	HB	Southern	Sian Forward	SF	Northumbrian
Jacob Head	JH	Water2business	Sindiso Bango-Dube	SBD	Waterscan
Jamie Johnson-Mitchell	JJM	Thames	Tracy Ware	TW	Portsmouth
Jamie-Ann Anderson	JAA	Ses			

MOSL

Name	(Initial)	Organisation	Name	(Initial)	Organisation
Chris Dawson	CD	Chair	Monica Falasca	MF	Observer
Amy English	AE	Presenter	Sauda Dickinson	SD	Notes
Amanda Plumb	AP	Observer			

1.	<p>Welcome</p>
	<p>CD welcomed members and gave an overview of the agenda.</p>
2.	<p>Phase 14</p>
	<p>• Tracking of SLAs in the hub</p> <p>AE confirmed that an email was sent to OAG members last week outlining a table view of SLAs as a pre-read for OAG members to send through feedback on SLA priorities and noted that a few responses were received by OAG members.</p> <p>AE advised that M1 processes are proposed not to be pulled into the Hub as it would require a huge architecture change.</p> <p>AE presented a table view of the SLAs and highlighted that B7, G2 and J2 were noted as high priority SLAs needed in the hub.</p> <p>DB noted that SLA G2-3 was not on the table presented and advised that it was an important SLA to have in the hub.</p> <p>AE advised that G2-3 was already in the hub.</p> <p>PB agreed that B7, G2 and J2 were important in terms of prioritisation and advised that the other SLA to focus on would be general inquiries under miscellaneous.</p> <p>PB further advised that the escalation process would be of more value and have a higher prioritisation.</p> <p>CD advised that B7 should be a top priority to sort out.</p> <p>AE noted that PBs suggestion would be noted and discussed.</p> <p>CD questioned whether there would be a preference from OAG member to prioritise the escalation process over the suggested SLAs.</p> <p>AE advised MOSL would look at the current priority ranking of the escalation process.</p> <p>CD noted that if any miscellaneous processes become bigger and more important, that they would have their own process within the Hub and should get their own SLA and noted that F7 would be looked at in the future and decided whether it could have its own SLA.</p> <p>PB advised that previous discussions around data correction mentioned a crossover with RWG and looking at a potential solution there using the Hub to agree impact on settlement of data</p>

correction and noted that, therefore, it would be important to monitor F7, general inquiries, to potentially be a separate process.

AE advised MOSL would take the point away for discussions around what the efforts would be.

No other views on prioritisation were raised by OAG members.

•Hub Reporting

AE presented a view of the top 10 reporting requests and their statuses.

AE noted that a few of the requirements could be covered together in one report.

AE advised that previous discussions were had about a trend report that could cover requirements 1,2,3 and 10 (SLA detailed report - additions, rejections, trend reporting and cancellations) and advised that a view of a mock-up report will be shared with OAG members for any feedback.

AE recapped that discussions were previously had about LVI notification of comments and whether that was still needed.

AE recapped that the LUM report was previously discussed and established that it wasn't necessary to build a new report as there is already a LUM report that exists, and it would just need to pull through the B5 and C1 data to the existing report.

AE advised that the outcome report, ability to report on completion data items and sub processes requirements might be interlinked and might be a more granular level of data in terms of reporting.

AE presented a recap of the trend reporting and noted that auto flag closure and age of request, state transition time, escalations and reason codes were all previously discussed as being included in trend reporting.

AE advised that discussions were had around splitting reports into two versions – number of requests raised by SPID and number raised by request type, and that visualisation/analysis was being discussed internally by MOSL.

AE shared a view of potential reporting layout for the high-level journey tracking report.

AE advised that the example report would be sent out to OAG members for review and feedback.

PB enquired if there would be a dashboard view of the report on My MOSL.

AE advised that MOSL would discuss internally and confirm if there could be a dashboard view on My MOSL.

PB advised that it would be useful to include other things around outcomes and escalations into the report.

CD noted the connection with MPF and previous mentions of the qualitative aspects of requests and how that could be tracked and advised that it would be a good idea to have a report that focuses on the quality outcomes of requests.

PB agreed and advised that this initial report would be a starting point and that next steps would be to look at the trends and identify and define good practice and then develop it into a scoreboard.

PB further advised that tracking quality is important as deferrals and rejections which are incentivized and penalized could drive the wrong behaviours without the quality measure to balance it out.

AE questioned whether outcomes would be at a high-level addition and have more data at a lower-level drill down.

PB advised that it would be worth looking at whether you can fit outcomes into a summary level or if you would need to go into the details and that it would be useful to map out what was requested versus the outcome.

CD questioned how a successful outcome would be determined.

PB advised that that goes back to how the report needs to be refined and that's when the good practice guides come into play and that the outcome data needs to be looked at to work it out.

PB noted that on a high level a successful outcome would be requesting a verification, and the data is updated without having to resubmit or escalate and it is all done with an SLA.

CD advised that an oversimplified example would be outcomes equals input from escalation, submissions and rejections basically.

SF advised that linking a good outcome to resubmission that there would be legitimate reasons for a resubmission in the early stages of an ORID and it's only when it's resubmitted following completion, that indicates that something is not right.

	<p>CD agreed and noted that the example given was oversimplified and it needs significant refinement.</p> <p>PB advised that completion data should be added to the outcomes aspects as updating the data is important to confirm the outcome is as expected.</p> <p>PB further advised that the challenge is whether you can include that in a trend and a summary level or a separate detailed report.</p> <p>CD advised that it would be tricky as we would need to look if it was put into CMOS, if there were legitimate changes and whether they were made correctly.</p> <p>AE advised MOSL would take the point away for discussion.</p> <p>AE questioned the requirements around a report for sub processes.</p> <p>CD confirmed that the sub process report is part of the quality aspect looking at whether CMOS was updated correctly and the outcome of the request.</p> <p>AE questioned whether OAG members were happy to have B5/C1 in the existing LUM report and whether having a comment functionality report id still required.</p> <p>CD advised that previous discussed noted that it would be difficult to decide on that until the functionality is delivered.</p> <p>CD noted that the add-comment functionality was due to be delivered in December.</p> <p>SF questioned what the December delivery looks like and how it would work.</p> <p>AE confirmed that it had not yet been shared.</p> <p>SF advised that it would be useful to have that view to be able to make a call on.</p> <p>CD advised that would be taken away by MOSL as an action to be shared at a future OAG meeting.</p> <p>CD advised that escalations need to be reviewed to have a view of the output, as there is work to be done from a code perspective, and resubmissions need to be tidied up.</p> <p>AE confirmed that it had been a point of discussion and will be taken away to be discussed by MOSL.</p>
<p>3.</p>	<p>AOB</p>

	No AOBs raised, CD closed the meeting.
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	Actions	Action by	Action date
	MOSL to confirm the current priority ranking of escalations process	AE	
	MOSL to confirm having reporting dashboard on My MOSL	AE	
	MOSL to share December functionality delivery with OAG members	AE	