RETAIL ENERGY CODE

This document is classified as **WHITE**.
Information is for public, unrestricted dissemination and publication.

CHANGE PROPOSAL PLAN

R0063 – ADDITION OF KEY INFORMATION TO ALL SERVICE NOW TICKETS

DOCUMENT VERSION	V1.0
DATE ISSUED	25/11/2022
DOCUMENT APPROVAL STATUS	APPROVED

RESPONSIBLE COMMITTEE	TECHINCAL EXPERT PANEL
CHANGE PATH	SELF GOVERNANCE

DEADLINE FOR ALTERNATIVE CHANGE PROPOSALS	24/03/2023

LEAD CHANGE ANALYST



George Barnes

Click to send an email

02045668350

CHANGE OVERVIEW

Service Now (SNOW) tickets sent by the Switching Operator to Electricity Retail Data Agents (ERDAs) and the Gas Retail Data Agent (GRDA) do not contain sufficient information for the ERDA or GRDA to identify the rejected Central Switching Service (CSS) message and resolve any underlying issue(s).

KEY MILESTONES

	FROM	TO
SOLUTION ANALYSIS AND DEVELOPMENT	07/12/2022	07/02/2023
PRESENT APPROACH TO CHANGE PANEL	21/02/2023	21/02/2023

1 SCOPE

1.1 IN SCOPE

This document details the plan for analysis and solution development for this Change Proposal.

This Change Proposal seeks only to change the information within SNOW tickets for asynchronously rejected Central Switching Service (CSS) Messages to ERDA and GRDA to increase efficiency in the resolution of these rejections.

1.2 OUT OF SCOPE

Any activity beyond solution analysis and development is out of scope of this Change Proposal plan, this is due to a full understanding of the solution being required before impact assessments and subsequent activity can be planned.

As well as this, the scope will be confirmed during solution development as to which rejection tickets will be included in this solution.

2 REQUIRED ACTIVITIES AND STAKEHOLDER ENGAGEMENT

2.1.1 ANALYSIS & SOLUTION DEVELOPMENT

Analysis and development of the technical solution for this Change Proposal has already begun, this has included workshops and engagement with the Switching Operator, ERDAs and the GRDA to ensure the needs of all Service Providers are addressed.

However, the solution is not yet fully defined, and the Code Manager will work with the Service Providers to ensure this is completed by the end of the impact assessment period. At the same time, the Code Manager will undertake a period of solution development to understand any legal text changes required.