Switching Change Advisory Board

TERMS OF REFERENCE

1 Establishment and Role

1.1 The purpose of the Switching Change Advisory Board is to assess the impact of Operational Switching Service Changes on the Switching Data Services[1] or other components of the Switching Arrangements, in accordance with provisions in the Switching Service Management Schedule.

1.2 The key objectives are to:

- Consider the output of each Switching Data Service Provider's assessment of each Request for Change, to understand which Switching Data Services are impacted and the extent of any impact.
- Determine whether each Request for Change should be approved, taking into account the overall impacts on service availability.

1.3 The Switching Change Advisory Board will provide a robust process for assessing operational change impacting the Switching Arrangements. Those Switching Data Service Providers that are impacted by the proposed change are obliged to attend scheduled and emergency Switching Change Advisory Board to ensure they are appropriately engaged in the process and will not unduly delay the proper consideration and approval of submitted changes.

2 Scope of the Switching Change Advisory Board

2.1 The Switching Change Advisory Board shall consider:

- Operational Switching Service Changes which relate to changes to Systems and processes that are not included within the scope of the Change Management Schedule.
- All changes (excluding pre-approved Standard Change) at the point of implementation and go-live to consider the scheduling, sequencing, and risk of multiple changes. The Switching Change Advisory Board cannot reject changes that have been approved through the Change Management Schedule. Recommendations for deferral of changes can be made by the Switching Change Advisory Board. Types of change are defined below.

2.2 Changes will include:

- Normal Change - these are changes that may affect one or more Switching Data Service Providers and will require an outage, for example a required maintenance patch.
    - Outages will require a Request for Change to be progressed and approved by the Switching Change Advisory Board.
- Expedited Change – a change that is required as a result of a low level Incident or to satisfy a business/technical reason. This could be in order to prevent the occurrence of a Major Incident or to limit the impact of an Incident. This type of change would be approved in an expedient manner. An expedited change will have a similar process to an Emergency Change

[1] means each of the Central Switching Service, the Gas Retail Data Service, the Electricity Retail Data Service, the Smart Meter Data Service, the Electricity Enquiry Service and the Gas Enquiry Service.

except with a lead time of one working day.

- An Expedited change will be subject to an ECAB meeting, which will be triggered by the Switching operator with the impacted parties. Code Manager will be included within the ECAB minutes (similar to the emergency changes).

- If the parties do not agree then the chair of the Switching Change Advisory Board will be informed, and they may decide to convene the Switching Change Advisory Board to decide.

- Emergency Change – these are changes that require immediate action to either prevent an unplanned outage, prevent a serious issue from occurring (for example a security patch), or restore service following an unplanned outage.

  - The impacted Switching Data Service Provider will trigger its Major Incident Management process and bring together all impacted parties.

  - If these parties agree, then the change will be implemented, no further involvement by the Switching Change Advisory Board is required. The Switching Change Advisory Board will be advised of the retrospective change record within 24 hours.

  - If the parties do not agree then the chair of the Switching Change Advisory Board will be informed, and they may decide to convene the Switching Change Advisory Board to decide.

  - A post event report from the Major Incident Management process will be provided to the Switching Change Advisory Board within seven days of the incident. This is in order to make other Switching Data Service Providers aware of the change so that may assess whether any consequential changes to their services are required.

  - No changes other than those required to restore service or prevent an unplanned outage may be implemented through the Emergency Change process.

- REC Change Proposals – these are changes approved in accordance with the Change Management Schedule that are discussed by the Switching Change Advisory Board prior to implementation.

  - Changes that have previously been approved by the Change Management Schedule cannot be rejected by the Switching Change Advisory Board. The role of the Switching Change Advisory Board for these changes is to manage the risk of implementation of change and highlight any risks associated with the implementation date.

- Changes to the Standard Change catalogue - these are lower-level infrastructure and technical operational changes that do not have a functional impact and do not require an outage.

  - A catalogue of standard changes should be maintained for the Data Service Providers. Any changes to this catalogue should be raised for the consideration of the Switching Change Advisory Board.

  - The implementation of individual Standard Changes already accepted onto the catalogue do not need to be considered by the Switching Change Advisory Board.

3 Members

3.1 Membership of the Switching Change Advisory Board will consist of one representative from each of the following Switching Data Services:

- Central Switching Service;

- Electricity Enquiry Service;
- Gas Enquiry Service;
- each Electricity Retail Data Service;
- Gas Retail Data Service.

3.2 A single representative may attend meetings on behalf of multiple services.

3.3 Organisations may send additional representatives to cover issues included within the specific agenda. Additional representatives will not be able to vote.

3.4 The appointed individuals are expected to have the appropriate skills, knowledge, and experience to participate. It is mandatory for appointed

3.5 In appointing an individual to attend the Switching Change Advisory Board, each Switching Data Service Provider agrees to delegate to them such authority as may reasonably be required with respect to making decisions on the progression of an Operational Switching Service Change or such other matter as provided for in these Terms of Reference.

3.6 Where possible, membership should be consistent, with the same individuals participating in the group for a reasonable period of time to ensure consistency of approach and retention of knowledge.

Attendance by non-members

3.7 In addition to the appointed Switching Change Advisory Board members, the following may be invited to attend any meeting of the Switching Change Advisory Board and fully participate in any discussion, but not vote:

- a representative of the Authority;
- other REC Parties;
- Code Manager representatives.

Chair

3.8 The Code Manager shall appoint a representative as Chair of the Switching Change Advisory Board.

3.9 The role of the Chair is to facilitate discussion across the group, to enable challenge and to ensure comments from each Switching Data Service Provider are sought, logged, and addressed as appropriate.

3.10 Where Switching Data Service Providers disagree over the solution proposed within a Request for Change, the Chair shall arbitrate between parties and consider overall industry priorities (which may include impacts outside the Code e.g. impacts on gas and / or electricity settlements).

3.11 For the avoidance of doubt, the Chair will not be a voting party and the Code Manager may choose to appoint an additional representative where issues being considered affect the operational service delivered by the Code Manager.

Secretariat

3.12 The Switching Operator shall facilitate the Switching Change Advisory Board activities. This will include, but shall not be limited to:

- Maintaining a list of contact details (including 24hr contact details) to be used for sharing information and convening meetings of the Switching Change Advisory Board;
- Sharing information regarding Requests for Change with each Switching Data Service Provider to enable impacts to be identified ahead of presentation to the Switching Change Advisory Board;
- Convening weekly Switching Change Advisory Board meetings and emergency meetings, where required;
- Producing meeting documentation such as agendas and supporting documentation to be circulated at least three days ahead of each meeting (excluding emergency meetings) and minutes circulated within three days of each meeting.

Alternates

3.13 Any Switching Change Advisory Board member may, upon notice to the Switching Operator nominate an alternate to attend the Switching Change Advisory Board on their behalf; such alternate will be entitled to vote and have such rights and responsibilities as the Switching Change Advisory Board member who they replace.

Quorum

3.14 Meetings of the Switching Change Advisory Board are not subject to a quorum, though the Chair shall ensure that no decision shall be taken which has a direct and material impact upon a given Switching Data Service if the Switching Change Advisory Board member who represents that service or their alternate is not present.

3.15 The Chair may exercise discretion to defer one or more agenda items to a later meeting at which one or more particular Switching Change Advisory Board members are expected to attend.

4 Ways of working

4.1 Meetings of the Switching Change Advisory Board will be convened each week. If there are no agenda items for discussion at a particular meeting, the Switching Operator may cancel the meeting.

4.2 Invites to an emergency meeting should be issued as soon as practicable with the expectation that those impacted parties will attend as expected.

4.3 It is expected that the majority of meetings will take place using teleconference facilities.

4.4 Actions will be shared between members and should be delivered to meet agreed deadlines.

4.5 An actions log shall be maintained clearly setting out who is responsible for delivery against each action and associated timescales. Where meetings are convened, minutes shall be recorded and circulated to all members. Minutes will be deemed to be approved where no comments are received within one working day.

5 Decision making

5.1 The Switching Change Advisory Board is expected to act in a co-operative manner to achieve consensus where possible. Where changes are progressed to address Switching incidents

(particularly Major Incidents), each Data Service Provider shall consider the implications in relation to its own Systems and processes and accept the Request for Change unless there is clear justification not to.

5.2 A Request for Change shall be approved where members attending and voting unanimously support the change. Members should only vote where the Request for Change has a direct impact on their Switching Data Service, as identified through the impact assessment process. Where there is no impact, the relevant Switching Data Service Provider shall abstain from voting.

5.3 Where a Switching Data Service Provider identifies a negative impact on its Switching Data Service, it should consider whether the impact outweighs the overall benefits of implementing the change e.g. a minor impact on one service may be negated by the benefit associated with implementing an emergency fix to enable the Switching Arrangements to continue; or a fix to bring the Switching Arrangements on line may be outweighed by a knock on impact to the gas / electricity settlement arrangements. In this scenario, the highlighted impacts should be recorded within the meeting minutes and the Chair may provide a temporary derogation against any impacted service levels, pending confirmation by the Performance Assurance Board.

5.4 Where a Request for Change is not approved, the Proposer may appeal the decision to the REC Performance Assurance Board in accordance with the Service Management Schedule.

6 Amending these Terms of Reference

6.1 These Terms of Reference will initially be progressed and given effect by Ofgem as part of the Switching Significant Code Review.

6.2 Changes to the Terms of Reference may be proposed by any Switching Data Service Provider.

6.3 Changes to the Terms of Reference may be agreed by the Switching Change Advisory Board, providing that no change to these Terms of References would of itself require a consequential change to the Code. For the avoidance of doubt, should a conflict between these Terms of Reference and the Code be identified, the provisions of the Code shall take precedence.

6.4 Ofgem or the REC Board may request the Chair to undertake a review of these Terms of Reference at any time.