M5 Plan Update

An overview of the revised plan to complete and baseline the MHHS Design

Following the communications to the Design Advisory Group (DAG) and the Programme Steering Group (PSG) on 8 June, the MHHS Design delivery has undergone a replan.

This means that the Tranche 4 Artefacts, along with any updated Artefacts from earlier tranches, will be issued for review during July and August. The period for industry feedback will start in September, and we are looking to baseline the design by 31 October 2022.

The revised schedule and approach has considered lessons learned from Tranches 1-2, as well as feedback received from industry consultations.

The quality of the design is central to the success of the Programme. Whilst most if not all the Artefacts will be released in July, after careful assessment it was decided to include a one-month contingency in recognition of the following risks. This also allows for additional activities to enable Participants to meaningfully engage with the review process and to ensure that all parties involved can meet the milestone.

- Potential additional time required to achieve industry consensus around the design during the Sub-Working Group activity
- Potential resource constraints within the MHHS Design team
- Resource constraints for Participants to review material during the August holiday period

We are also enhancing the design process:

- Design Artefacts to be available as soon as they are ready
- Targeted signposting for participants
- Improved usability of the MHHS Portal to improve participant experience
- Enhanced change control and tracking
- Design playback sessions and participant support

We are confident that these changes will enable the Programme to reach consensus across the industry and that the revised timeline provides the opportunity for meaningful review and engagement, ensuring quality in the MHHS Design.

It is important to note that the Transition design will not be delivered as a part of Phase 1 because it is dependent on the thinking around the Migration approach which is currently underway. The expectation is to deliver the Transition design by the end of the year and a plan will be produced for this in due course.

The Independent Programme Assurance (IPA) provider reviewed the replan, and the approach and Plan on a Page has been discussed with Ofgem and DAG.

A formal change request will be raised shortly. Please find more information on the Change Control process on the Programme website: https://www.mhhsprogramme.co.uk/change-control

In the meantime, the Design team is working to this schedule and a detailed Working Group schedule will be available on the Portal shortly.

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The completion of the remaining elements of the Design and baselining of the Artefacts has been split into two phases:

PHASE 1
Develop and share

PHASE 2
Industry comment, Refine, Baseline

M5

Objectives
- Complete Tranche 4 Artefacts
- Resolve Tranche 1-3 design issues
- Internal end-to-end review of the Design
- Agree post M5 work-off plan if required
- Prepare industry for Phase 2 (what, how, when)
- Issue Artefacts for industry review
- Conclude a 'regulatory code drafting prototype' exercise

Dependency
- Transition design is dependent on the Migration design. The Transition design will not be delivered as a part of Phase 1 because it is dependent on the thinking around the Migration approach which is ongoing. The expectation is to deliver the Transition design by the end of the year and a plan will be produced for this in due course.

Objectives
- Register comments received from Participants following their review of Artefacts
- Review comments and propose amendments to Artefacts
- Agree amendments with Participants and update Artefacts
- Manage and report on Artefact change control and comment traceability
- Agree post M5 work-off plan if required
- Document evidence to support the M5 Baseline decision
- Obtain the M5 Baseline decision

Dependency
- Obtain satisfactory assurance reports from the Lead Delivery Partner Systems Integrator and the Independent Programme Assurance (IPA) provider

Assumptions
It is assumed that there will be a very high number of comments and clarification requests from Participants for two reasons:
- Engagement from previously non-engaged Participants
- Participants undertaking their end-to-end review

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The following changes are being implemented following lessons learnt from earlier tranches and industry feedback:

PHASE 1
Develop and share

PHASE 2
Industry comment, Refine, Baseline

M5

1. **Working Group governance**
Enhanced Working Group meeting governance to optimise meeting productivity

2. **Progress and RAID visibility for Participants**
Increased visibility of progress reporting and the RAID for Participants

3. **Dissensus process**
A new 'dissensus' process to accelerate the resolution of non-consensus and enhance the transparency of the decision-making process

1. **Time**
Artefacts will be released as-and-when they are ready for review during July and August (rather than at the same time). The period for formal commenting will commence in September and has been increased from two to three weeks

2. **Signposting**
Signposting to key Artefacts and design points to simplify participant navigation of Artefacts

3. **Portal usability**
Improved usability of the Portal to improve participant experience

4. **Opportunity to object to proposed changes to Artefacts**
A new process step has been introduced, whereby material changes to Artefacts are first agreed at a Business Process Requirements Working Group (BPRWG) meeting before being implemented. Non-consensus will follow the dissensus process for swift resolution
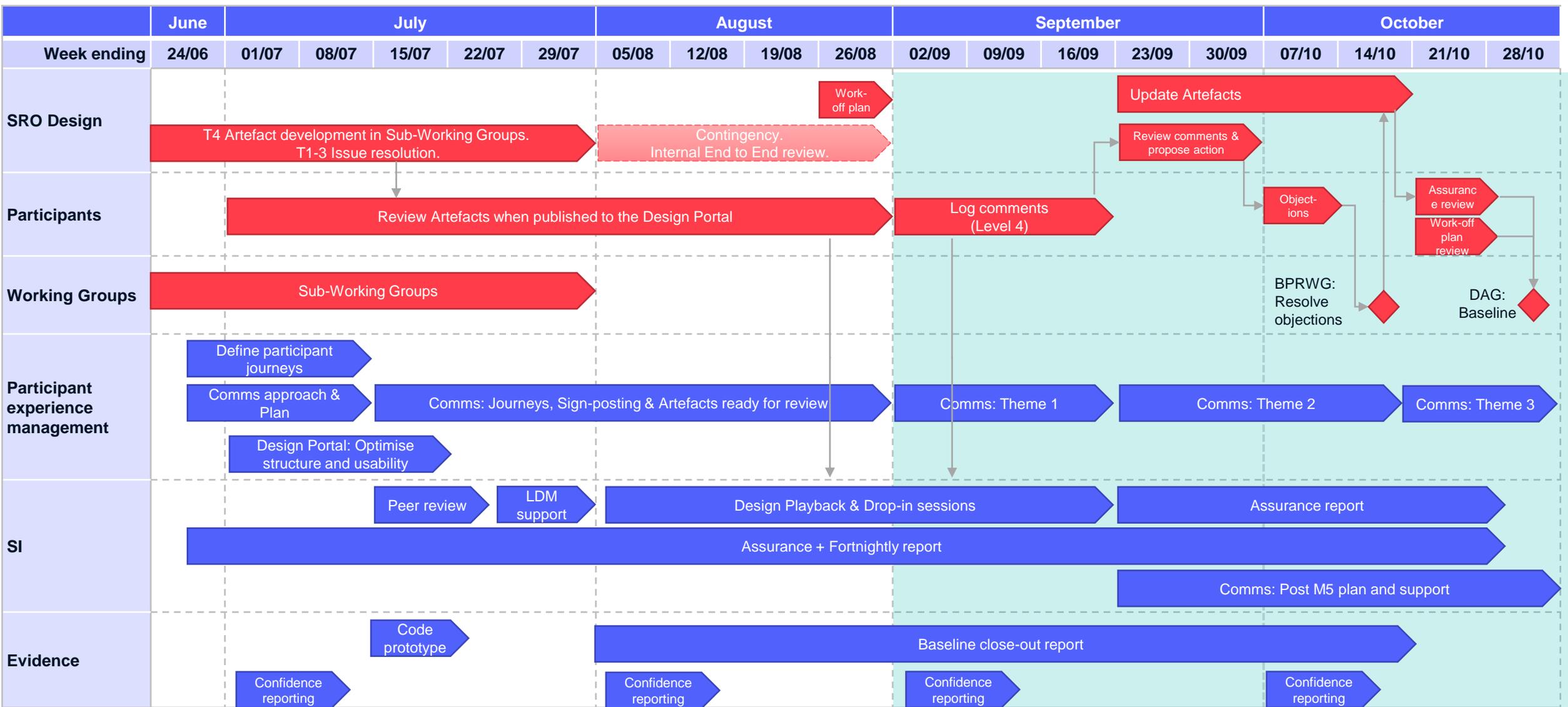
5. **Artefact and comment change control**
Increased visibility of Artefact changes (redline) and tracking of comment and issue resolution

6. **Playback and support**
Design Playback sessions to support previously non-engaged and Drop-in sessions to support clarification queries

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M5 Design baseline - Plan on a Page (v1.0)

	June	July					August				September					October			
Week ending	24/06	01/07	08/07	15/07	22/07	29/07	05/08	12/08	19/08	26/08	02/09	09/09	16/09	23/09	30/09	07/10	14/10	21/10	28/10

SRO Design
- Work-off plan
- Update Artefacts
- T4 Artefact development in Sub-Working Groups. T1-3 Issue resolution.
- Contingency. Internal End to End review.
- Review comments & propose action

Participants
- Review Artefacts when published to the Design Portal
- Log comments (Level 4)
- Object-ions
- Assuranc e review
- Work-off plan review

Working Groups
- Sub-Working Groups
- BPRWG: Resolve objections
- DAG: Baseline

Participant experience management
- Define participant journeys
- Comms approach & Plan
- Comms: Journeys, Sign-posting & Artefacts ready for review
- Comms: Theme 1
- Comms: Theme 2
- Comms: Theme 3
- Design Portal: Optimise structure and usability

SI
- Peer review
- LDM support
- Design Playback & Drop-in sessions
- Assurance report
- Assurance + Fortnightly report
- Comms: Post M5 plan and support

Evidence
- Code prototype
- Baseline close-out report
- Confidence reporting
- Confidence reporting
- Confidence reporting
- Confidence reporting

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Phase 2

M5 – Key risks – Phase 1

Risk	Impact	Mitigation
1.1 Not achieving consensus in sub-working groups / Working groups	Not achieving consensus will result in additional sub-working groups to resolve the issues, and will delay Phase 2	• Implemented a new 'dissensus' process and register to increase visibility of key decisions to be made • Take dissensus to BPRWG and DAG (if required) for decision • Enhance Working Group meeting governance to improve meeting productivity
1.2 Design resource capacity	Certain resources are the critical path	• Contingency has been included in the schedule • Daily stand-up to track and manage capacity according to schedule

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Risk	Impact	Mitigation
2.1 Industry acceptance of phase 2 timelines	Industry may request more time to review Artefacts due to (1) Aug holidays and (2) End to End review	• The Participant comment phase has been moved to September • Participants will have access to the bulk of the Artefacts in July and August (released as and when they are ready for consumption) • The review period has been increased 2 to 3 weeks • We may stand-down other Working Groups during the 3 week commenting period to free Participants to allocate resources
2.2 Number of comments received	The volume of comments from previously non-engaged, and Participant E2E reviews may exceed expectations and require more time for the Design Team to process	• Use Playback session to reduce clarification comments from previously non-engaged Participants • Use Drop-In sessions to reduce clarifications comments • Implementing enhanced change control processes
2.3 Time for the Design Team to address comments	The additional time required due to the new process step to document actions before updating Artefacts may take longer than expected	• Implementing enhanced change control processes • Allocating additional support for SME's to assist with drafting responses • Recruiting a dedicated resource to manage change control
2.4 Time to resolve conflicting Participant comments	There may be large numbers of conflicting views on certain design points. Reaching consensus could affect timelines.	• A new process step has been introduced, whereby material changes to Artefacts are first agreed at a BPRWG before implemented • A Dissensus register and process has been implemented • Working Group meeting governance is being enhanced to ensure key decisions are tabled appropriately and decisions are recorded accurately
2.5 Maintaining end-to-end design integrity	The E2E design may loose integrity due to the potential variety/volume of requests for change from industry	• Participants will have the opportunity to object to changes before they are implemented – as per new approach • Enhanced Artefact chance controls are being implemented and will be managed by a dedicated resource • The SI will assure comment responses and Artefact changes • An Internal End-to-End review will be completed in Phase 1

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Thank you