



# VERSION 1

## Assurance Body

### IGG Update

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**Company Classification:** Confidential



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# Assurance activities

## Strategy and process documentation

Previously there was a strategy and process document



Market Change Assurance Strategy and process



New Entrant and Market Participant Assurance Strategy and Approach



Points to note

Market Change Assurance Strategy was issued and approved in September 23 IGG.

The second document around the approach was aligned to New Entrant Market Participants assurance. This document was issued by RMDS on 5th July 24.

There is little difference to the existing process and strategy however two new concepts have been introduced;

- Continual Assessment; and
- Additional exit criteria during new entrants testing stage.

# Continual Assessment

## Annual review of system and process certification

### 3. OPERATIONAL SYSTEMS

#### 3.1. Production EMMA Server Infrastructure

Please provide the details of your Production EMMA Server Infrastructure specifications, the minimum recommended specifications have been provided as a guide for the required inputs.

	Minimum Specification or details	Actual Specification / comments					
		Interior		Gateway		Database	
Production EMMA Server:		Min Spec	Actual	Min Spec	Actual	Min Spec	Actual
<b>Server Platform:</b>	Physical or Virtual (& hosting provider)	P or V (& hosting)		P or V (& hosting)		P or V (& hosting)	
<b>CPU:</b>	Min cores / speed	4 / 2.40 GHz		2 / 2.40 GHz		2 / 2.40 GHz	
<b>Memory:</b>	Min RAM (DDR3) / speed	16GB / 2400MHz		8GB / 2400MHz		8GB / 2400MHz	
<b>Motherboard (if applicable):</b>	CPU/RAM compatible	Y, N, N/A		Y, N, N/A		Y, N, N/A	
<b>Hard Drive Total (include split between, C, D &amp; E drives):</b>	<b>Total (min):</b>	440GB		160GB		360GB	
	C Drive (min):	60GB		60GB		60GB	
	D Drive (min):	100GB		100GB		200GB	
	E Drive (min):	280GB		n/a		100GB	
<b>Operating System</b>	Windows Server 2016 R2	WS 2016 R2		WS 2016 R2		WS 2016 R2	

#### 3.2. Market Facing Operational System

Please provide details of your key market facing Customer Information System (CIS). This relates to the solution that manages customer operations and interacts with the Market (i.e. creates and sends XML market messages).

	Details	Comments
Back Office CIS Solution		

#### 3.3. Creation of Supplier initiated market messages

Please indicate how the supplier initiated market messages are created in the table below, by ticking the appropriate box. The Back-end system or webforms box should only be checked where all of the particular market message type is instigated in this manner.

Market Message Guide	Market Message	Back-end system	Webforms	Hybrid <sup>3</sup>
Meter Registration	010 MM			
	011 MM			
	011A MM			
	012 MM			
	012W MM			
Customer Data and Agreements	021 MM			
	013 MM			
Data Aggregation	016 MM			
	015 MM			
Meter Works	017 MM			
	030 MM			
	260 MM			
Data Processing	208 MM			
	210 MM			
	252 MM			
DUoS	507 MM			
	507C MM			

### What

- A self-declaration completed and returned by the Supplier on an annual basis.

### Why

- Provide understanding and comfort from RMDS and Assurance Body perspective that the systems and processes certified are continuing to be in situ.

### Timeline

- Completed once a year (proposing Jan 2025)
- Thereafter annually

### Impact

- Expecting to be minimal, forms mainly to be pre-populated where possible.

# Balanced scorecard

## Overview

### What is it?

- A KPI dashboard
- Applies to Small Suppliers, Large Suppliers and ESB Networks.
- Contains the four elements used for certification - Market message rejections, Tibco outages, Tibco system infrastructure, and market segment adherence.

### Benefit

- Focus is on seeking more efficiency in processing messages and confirmation that there are no underlying process issues in the market.
- KPI's will identify where there are potential issues in the market either individually with a Supplier or indeed with the Market Process as a whole.
- Suppliers will be provided with a KPI dashboard report for their individual results for the past 4 (6 monthly) periods, compared together with a market average for the current period.
- The KPI's are based on suggested targets (tbc) and follow a RAG status based against this target.
- Scorecard will be automatically produced via ESB Networks systems – i.e. not onerous for Suppliers.
- Aim would be to drive greater efficiency in the market by eradicating errors e.g. rejections to instigation messages.

### Supplier perspective

- Reduction to rejection message
- Addressing specific rejections e.g. error reason code.
- Comparison to market average.

### ESB Networks

- Improved confidence of market efficiency
- Reduced level of queries into contact centre

### Assurance / RMDS

- Confidence that Market Participants are maintaining their certification as they grow.
- Confirmation of Version 1/ RMDS performance with new entrants
- Identification of Process / design issues.

### CRU

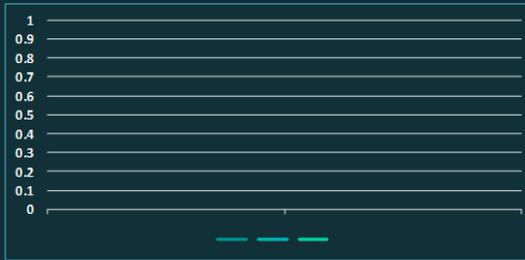
- Data driven confirmation of market efficiency
- Improved confidence in market design

# Balanced scorecard

## Example KPI Dashboard



Large Supplier		Example Supplier Scorecard				
Date		Period 1	Period 2	Period 3	Period 4	
Supplier Scorecard Average						
Market Average - Overall						
Market Average - Large Supplier						
Message Rejection %	MM Volume	Period 1	Period 2	Period 3	Period 4	Period 1 Mkt Ave
Registration Request (010 MM)						
Objection to CoS (012 MM)						
Customer Details Change (013 MM)						
Change of Legal Entity (016 MM)						
Re/De-Energise (017 MM)						
De-Registration Request (021 MM)						
Meter Works Request (030 MM)						
Base Certification (NIM - Non-Interval Metered)	Interval Metered	NIM (Non-Domestic)	NIM (Domestic)	Prepayment	Unmetered	
Assurance Certified Market Segments						
MPRN Certified Limit (if applicable)						
MPRN Volumes						
Scorecard Breakdown	Target	Actual Score	Comments:			
Message Rejection	50%					
TIBCO Outages	20%					
Base Information	20%					
Operational Systems	10%					



TIBCO Outages	Period 1	Period 2
Unplanned Hours (Instances)		
Planned Hours (Instances)		

Operational Systems	
CIS System	
Automation of Processes	
Server Infrastructure	

Systems / Servers are aligned to the assurance certifications and considered adequate for operations



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## Questions & Answers



**VERSION 1**

# Thank you

Thank you for your time, if you would like to find out more, please visit our website

[www.version1.com](http://www.version1.com)

or email us at

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