ReMCoDS
Retail Market Coordination Design Service

v13.00.00 Retail Market Release (ROI & NI)

Hypercare Approach v3.0

February 3rd, 2021

Contents

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Introduction

Hypercare Approach V3.0

- This V3.0 is issued at the culmination of extensive engagement with industry stakeholders since December 2020 and most recently at the Industry Liaison Group on January 28th 2021.

- It is acknowledged that the v13.00.00 schema release introduces the most significant changes to the ROI Retail Market Design since Market Opening and supports the launch of Smart Data Services to electricity consumers.

- It is understood that the importance of a smooth customer experience for early adopters of Smart Services is considered critical to supporting the uptake of Smart Services and the realisation of programme benefits.

- As such, the Hypercare arrangements for ROI require particular focus

- As v13.00.00 introduces no NI impacting MCRs, the Hypercare arrangements for NI will not require the same level of focus and should revert to BAU arrangements quickly.

- This pack describes both the arrangements to be put in place for NI and the enhanced arrangements for ROI

Overview

What is Hypercare?

- Hypercare is the stabilisation period after successful v13.00.00 cutover which focuses on elevated support for the v13.00.00 Retail Market Release

- The purpose of Hypercare is to ensure that the Retail Market processes are operating as expected and within agreed retail market SLAs, and that BAU market operations are established as quickly as possible following cutover.

- Any proposed changes to the v13.00.00 Market Design will not be considered as part of Hypercare

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Hypercare Approach – Northern Ireland

Hypercare Arrangements (NI)

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- The NI Hypercare phase commences immediately after cutover and will run for an initial period of 2 weeks
  - ➢ Monday 15th February 2021 09:00 (pending completion of Cutover) – Friday 26th February 2021 17:00
  - ➢ There will be a checkpoint in week 2 to determine if an extension to the NI Hypercare period is required

- Conference calls with NI Market Participants will be scheduled to provide status update on open issues
  - ➢ Week 1:   Mon/Wed
  - ➢ Week 2:   Mon/Wed/Fri

- These calls will be scheduled by ReMCoDS to take place at 10.30am for NI Market Participants

- The requirement to increase/decrease the frequency of these calls will be reviewed during Hypercare

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Process for logging a Hypercare query (NI)

- NI Market Participants should raise all Hypercare queries to ReMCoDS.

- All NI Hypercare queries should be raised with the query template via email to ReMCoDS **remcods@esb.ie** and not to personal email addresses (please see Appendix A for template).

- All NI Hypercare queries will be assigned a unique reference number by ReMCoDS which will be sent to the Market Participant upon acknowledgement of the query.

- Queries should contain as much information as possible, including MPRNs, date/times etc. in order to aid any investigation required.

- All further communications by ReMCoDS and Market Participants on a query must contain this unique reference number.

- ReMCoDS will provide updates on queries via email as progress is made.

- Where a query impacts the TIBCO infrastructure and/or the shared schema then ReMCoDS will liaise with NIE Networks and the ESB Networks v13 Hypercare Support Team.

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Hypercare Approach – Republic of Ireland

ESB NETWORKS

Hypercare Arrangements (ROI)

- ESB Networks is responsible for Retail Market operation in ROI.

- Hypercare for ROI will be co-ordinated and managed by the ESB Networks v13 Hypercare Support team.
  - ➢ ESBN has resources secured and in place for a Hypercare period up to 6 months.

- The ROI Hypercare phase commences immediately after cutover and will run for an initial period of 10 weeks.

- There will be a checkpoint in mid-April to determine if an extension to the Hypercare period is required.

- The decision to exit Hypercare will be made in consultation with Market Participants. It is anticipated that there will be a soft transition to BAU and this will likely start with a reduction in the cadence of daily calls.

- Smart Data Services are currently planned to commence no later than the 26th Feb
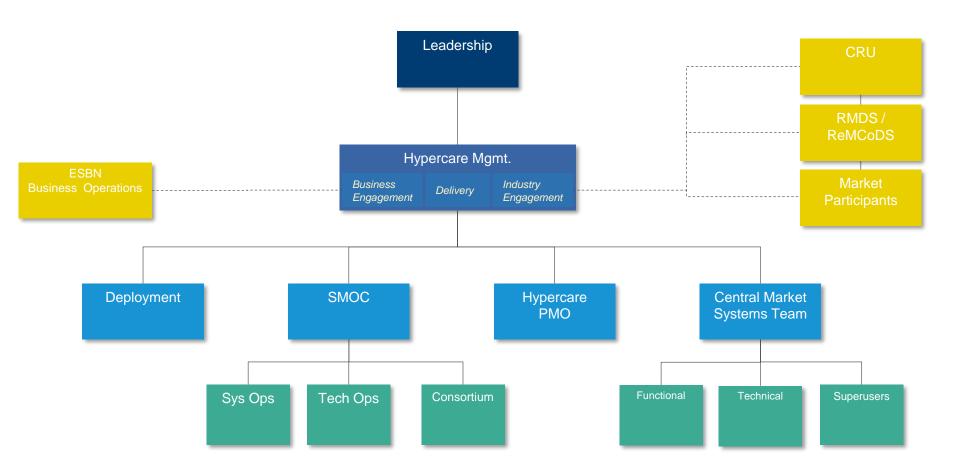 - ➢ Subject to CRU determining that Smart Data Services may commence

- From Monday 15th February – Friday 26th February,

  ➢ Hypercare update conference calls will be scheduled twice a week to provide status updates on Hypercare, progress of the MDMS synchronisation and any open issues.

  ➢ Calls will be scheduled at 10am on the following dates:

    ➢ Monday 15th and Thursday 18th February

    ➢ Tuesday 23rd and Thursday 25th February

- From Monday 1st of March, Hypercare update calls will be scheduled daily for two weeks.

  ➢ Hypercare update calls will be scheduled at 10am and facilitated by ESB Networks v13 Hypercare Support team.

  ➢ The required frequency of the calls will then be reviewed on a weekly basis as Hypercare progresses with all stakeholders.

  ESBN will issue conference call details in advance of the 15th of February.

Hypercare Support Structure – ESB Networks

NETWORKS

Leadership

CRU

RMDS / ReMCoDS

ESBN Business Operations

Hypercare Mgmt.

Business Engagement | Delivery | Industry Engagement

Market Participants

Deployment

SMOC

Hypercare PMO

Central Market Systems Team

Sys Ops | Tech Ops | Consortium

Functional | Technical | Superusers

Daily Monitoring & Reporting

ESB Networks v13.00.00 Hypercare Support team will:

- Undertake regular monitoring and routine checks during the Hypercare period.

- Report any issues that are identified impacting the Retail Market at the daily Hypercare Update call.

- Issue a daily status update on any open issues.

- Co-ordinate with RMDS/ReMCoDS and NIE on any issue impacting operation of the shared TIBCO infrastructure and/or shared schema

Process for Logging a Hypercare Query (ROI) (1of 2)

- Market Participant's point of contact should raise all Hypercare queries to ESBN v13 Hypercare Support Team

- All Hypercare queries should be sent using the query template provided to smartv13hypercare@esbnetworks.ie and not to personal email addresses (please see Appendix A for template)

- All queries will be assigned a unique reference number by ESBN v13 Hypercare Support Team and this reference number will be sent to Market Participant's upon acknowledgement of the query

- Queries should contain as much information as possible, including MPRNs, date/times etc. in order to aid any investigation required

- All further communications by ESBN v13 Hypercare Support Team and Market Participants on a query must contain this unique reference number

- ESBN v13 Hypercare Support Team will provide updates on queries or issues via the daily Hypercare calls. Queries will be responded to as quickly as possible through the Query and Issue Management process.
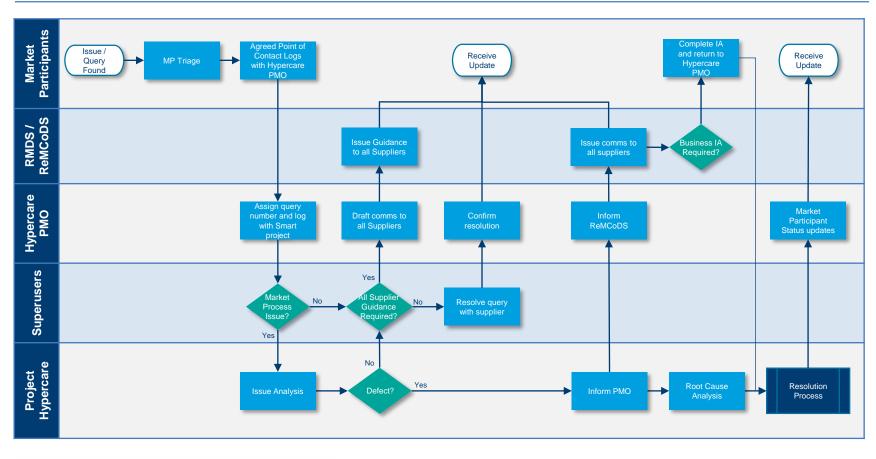
Process for Logging a Hypercare Query (ROI) (2of 2)

NETWORKS

- To request an update on a query or issue a Market Participant has raised, please email ESB Networks v13 Hypercare Support Team, quoting the query unique reference number.

- The ESB Networks v13 Hypercare Support Team may engage directly with Market Participants, as required (e.g. complex or time consuming queries).

- Where a query impacts (or potentially impacts) all Suppliers, ESB Networks v13 Hypercare Support Team will issue guidance through RMDS. The query and response will also be published on the v13 Hypercare Query Tracker, located on the RMDS Share Point. Responses to general queries from individual suppliers will not be published.

- Where a query impacts the TIBCO infrastructure and/or the shared schema the ESB Networks v13 Hypercare Support Team will liaise with NIE Networks and RMDS/ReMCoDS

- Any MM602 reconciliation queries normally directed to MRSO team should be re-directed to ESB Networks v13 Hypercare Support Team during the Hypercare window, as the ESB Networks v13 Hypercare Support Team will be supporting MM reconciliation.

Hypercare Query & Issue Management Process (ROI)

ESB NETWORKS

Market Participants
- Issue / Query Found
- MP Triage
- Agreed Point of Contact Logs with Hypercare PMO
- Receive Update
- Complete IA and return to Hypercare PMO
- Receive Update

RMDS / ReMCoDS
- Issue Guidance to all Suppliers
- Issue comms to all suppliers
- Business IA Required?

Hypercare PMO
- Assign query number and log with Smart project
- Draft comms to all Suppliers
- Confirm resolution
- Inform ReMCoDS
- Market Participant Status updates

Superusers
- Market Process Issue?
- All Supplier Guidance Required?
- Resolve query with supplier

Project Hypercare
- Issue Analysis
- Defect?
- Inform PMO
- Root Cause Analysis
- Resolution Process

Decision labels: Market Process Issue? — No → All Supplier Guidance Required?; Yes (down). All Supplier Guidance Required? — Yes (up); No → Resolve query with supplier. Defect? — No (up); Yes → Inform PMO.

Legend
- Start/End
- Sub Process
- Process Step
- Decision Point

Roles & Responsibilities v13 Hypercare (ROI)

Role	Responsibility
Market Participants	• Provide a Single Point of contact to log queries and receive updates • Triage issues before logging with ESBN Hypercare PMO • Log issues & queries with ESBN Hypercare PMO • Receive responses to queries / issues raised • Complete Business Impact Assessment within requested timeframe when required (ref slide 17) • Attend daily Hypercare Update Calls & read status updates and briefings in relation to v13.00.00 Hypercare issued via v13 Hypercare PMO / ReMCoDS
ReMCoDS / RMDS	• Attend and support daily Hypercare Update Calls • Issue global updates to all Suppliers as required • Liaise with ESB Networks Hypercare Support Team • Liaise with CRU & UR • Liaise with NIE Networks & ATOS where required
ESB Networks v13 Hypercare Support Team	• Manage Hypercare queries from Market Participants • Manage resolution of issues • Ensure regular updates to MPs and RMDS / ReMCoDS on queries and issues • Schedule and facilitate daily Hypercare Update Calls

Incidents, Defects & Change Approach - ROI

- Non schema retail market impacting incidents and defects discovered during the Hypercare period will be assessed for a potential deferred release where:
  - a) their impact on the market is limited
  - b) there is an acceptable workaround available

- Any non-schema impacting high severity defect requiring an immediate fix to the production environment will be managed via the standard ESB Networks emergency defect release process.

- Any defect requiring a change to the TIBCO infrastructure and/or the shared schema will be co-ordinated with the ESB Networks v13 Hypercare Support Team and NIE Networks by RMDS/ReMCoDS in communication with all Market Participants (ROI and NI).

- Market Participants may be asked to complete a Business Impact Assessment to support the defect resolution approach.

Escalation of Issues – Agreed Principles (ROI)

- Should escalation be required, this will be to CRU

- All parties will work together to ensure business and technical impact are clearly understood

- Options for resolution will be fully documented and communicated

- ESBN and Market Participants will seek to limit any need for escalation, and will exhaust all options at a bi-lateral level before escalation.

- Input may be sought from RMDS and/or NIE Networks as appropriate.

Summary of Activities for ROI MPs

The primary objective of Hypercare is to ensure steady-state BAU market operations are resumed as quickly as possible following cutover to the v13.00.00 schema. To aid this, ROI Market Participants are requested to:

- Raise any issues or queries that arise in relation to v13.00.00 Hypercare through the Query and Issue Management Process.

- Attend the scheduled Hypercare Update calls and read any status updates and briefings in relation to v13.00.00 Hypercare issued via v13 Hypercare PMO / ReMCoDS

- ROI Market Participants should continue to process the 602MM daily reconciliation during Hypercare

- ESBN have asked Market Participants to confirm the following by COB Friday 5th February:
  - A Single Point of Contact for Hypercare queries
  - Contact details for individuals to attend the Daily Hypercare Update calls and receive daily status updates.

- RMDS will shortly be asking Market Participants to provide email addresses for individuals who require access to the Hypercare Query Log on the RMDS Share Point.

End

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Appendix A – Hypercare Query Template

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The Hypercare Query Template is available [here](#) on the RMDS website. Market Participants will be required to provide the following information;

- Date of Query
- Retail Market Participant Name
- Supplier ID
- Retail Market Participant Contact Name
- MPRN
- MM (e.g. 010, 332 etc)
- Process (e.g. COLE, CoS etc.)
- Query/Comment
- Severity

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Appendix B – Hypercare Query Log

The Hypercare Query Log is available [here](#) on the RMDS Share Point site and will contain the following information on each published query:

- Ticket ID
- Date of Query
- Raised By
- MM Ref (e.g. 010, 332 etc)
- Process Ref (e.g. CoLE, CoS, etc)
- Description
- ESBN Response
- Severity
- Status
- Date Closed
- Issue Reference # (if applicable)

Access to the above link will be granted by RMDS. RMDS will shortly be asking Market Participants to provide email addresses for individuals who require access to the Hypercare Query Log.