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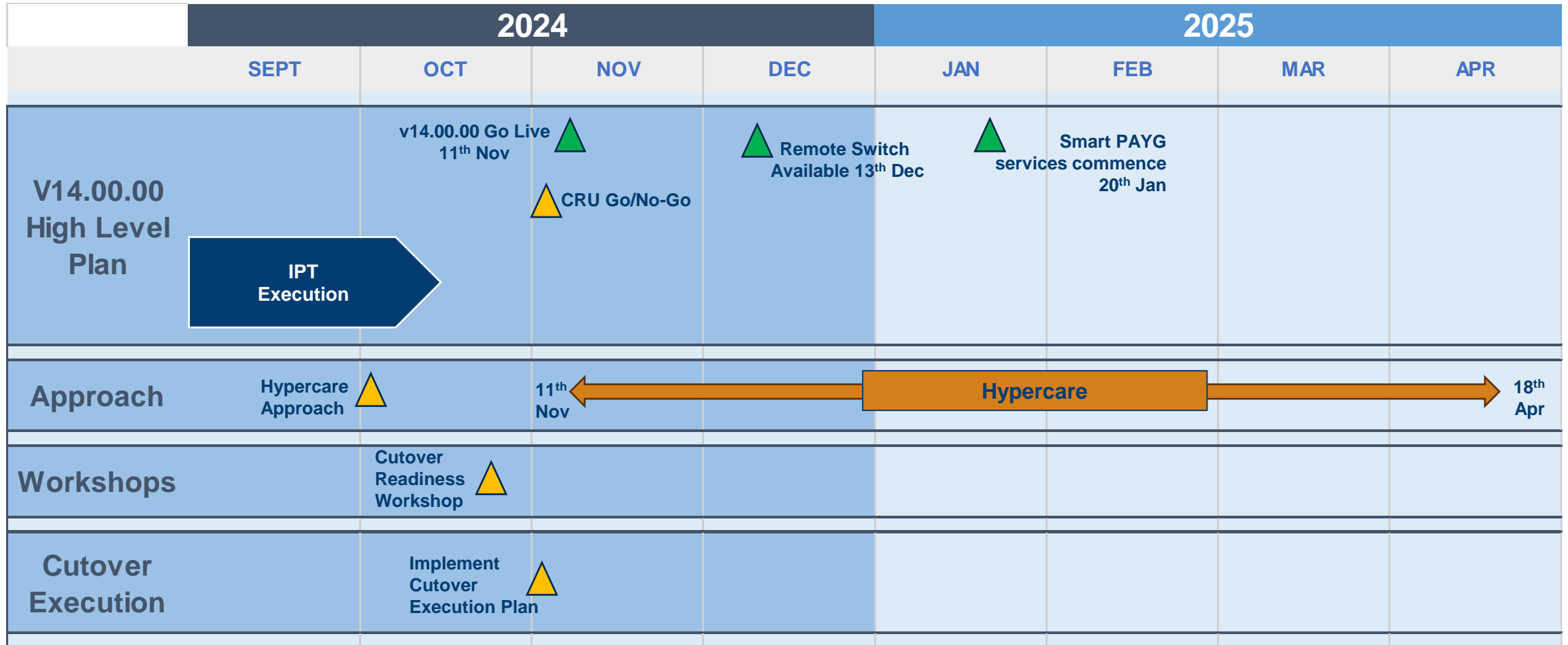
v14.00.00 Hypercare Plan for Market Participants

October 2024



- This pack describes the hypercare plan for Market Release v14.00.00
- This release is due to go live on 11th November 2024
- Several agreed Schema and Non-Schema changes will be delivered in this release ([Appendix A](#))

Hypercare Roadmap



Hypercare Roadmap

Date	Milestone	Notes	Impacts	Type
30 Aug 2024	Cutover Execution Plan	<ul style="list-style-type: none"> Plan with key market tasks with dates/timings for cutover execution 	<ul style="list-style-type: none"> Market Participants 	<ul style="list-style-type: none"> Document
04 Oct 2024	Hypercare Approach	<ul style="list-style-type: none"> Approach to describe the period post go live Dates to be confirmed in Cutover Execution Plan 	<ul style="list-style-type: none"> Market Participants 	<ul style="list-style-type: none"> Document
24 Oct 2024	Retail Market Participants Cutover Readiness Workshop	<ul style="list-style-type: none"> Workshop to walkthrough cutover activities and assess entry criteria Dates to be confirmed in Cutover Execution Plan 	<ul style="list-style-type: none"> Market Participants 	<ul style="list-style-type: none"> Activity
08 Nov 2024	Implement Cutover Execution Plan	<ul style="list-style-type: none"> Cutover Execution for v14.00.00 	<ul style="list-style-type: none"> Market Participants 	<ul style="list-style-type: none"> Document
11 Nov 2024	Hypercare commences	<ul style="list-style-type: none"> Hypercare for v14.00.00 commences End 18 April 2025 	<ul style="list-style-type: none"> Market Participants 	<ul style="list-style-type: none"> Activity
13 Dec 2024	Remote Switch Enablement	<ul style="list-style-type: none"> Remote switch capability enabled for all CTF04 meters 	<ul style="list-style-type: none"> ESBN 	<ul style="list-style-type: none"> Activity
20 Jan 2025	Smart PAYG services commence	<ul style="list-style-type: none"> Market Participants agree to start offering Smart PAYG services 	<ul style="list-style-type: none"> Market Participants 	<ul style="list-style-type: none"> Activity

Hypercare Arrangements

Hypercare Plan

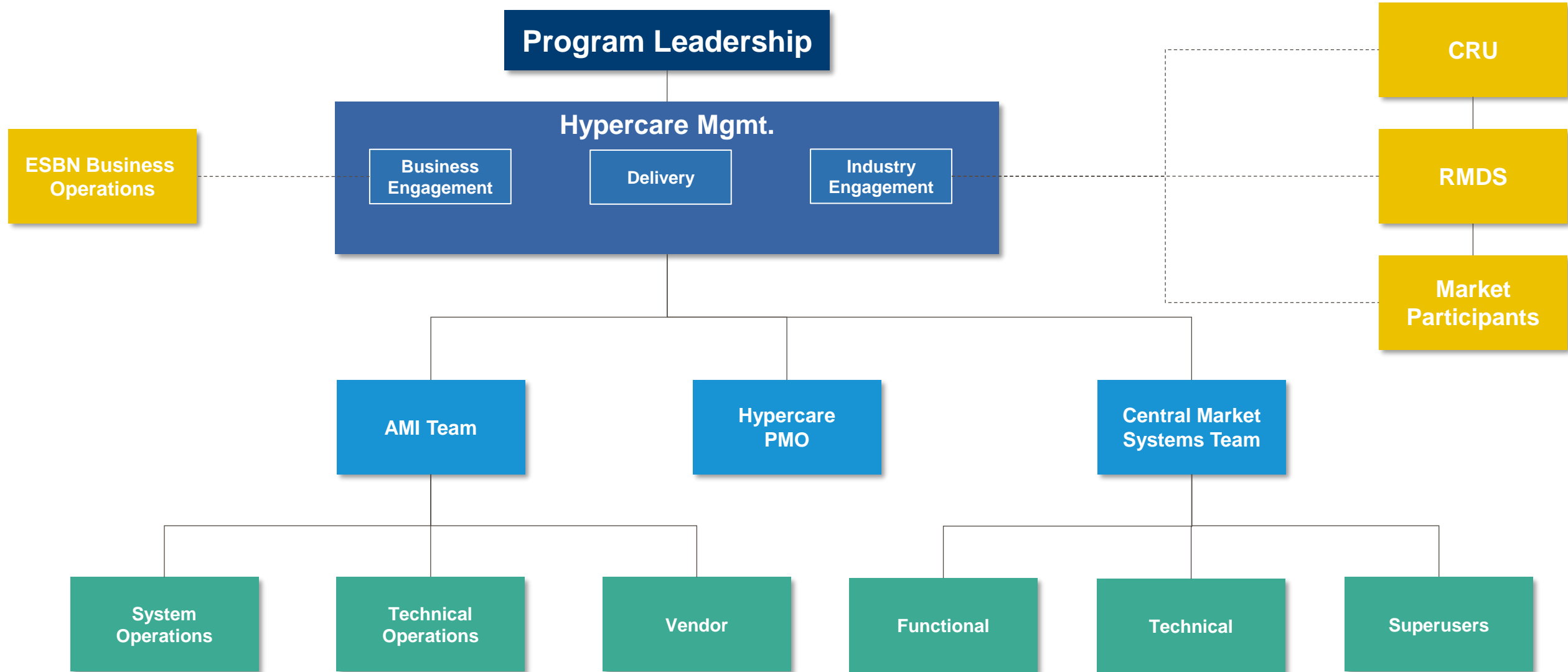
- ESB Networks is responsible for Retail Market operation
- Hypercare will be co-ordinated and managed by the ESB Networks v14.00.00 Hypercare Support team
 - ESB Networks has resources secured and in place for a Hypercare period up to 6 months
- Standard Hypercare period in ESB Networks is 12 weeks. As this is a Schema and Non-Schema Market Release, ESB Networks propose the following check-in schedule with participants for the Hypercare period:

Week No. (Dates)	Start	End	Calls per week	Time	Days
Week 1	<i>12 November</i>	<i>15 November</i>	4	11.15am	Daily
Week 2 – 4	<i>18 November</i>	<i>06 December</i>	2		Monday, Thursday
Week 5 – 6	<i>09 December</i>	<i>19 December</i>	1		Monday
Christmas Break	<i>23 December</i>	<i>03 January</i>	0		
Week 09 – 25	<i>06 January</i>	<i>18 April</i>	2		Monday, Thursday

- This cadence of meetings may be revised with agreement from Market Participants as Hypercare progresses.

- ESB Networks will issue conference call details in advance of the 12th of November
- ESB Networks will continue to monitor all activity throughout Hypercare and report any issues/defects that may arise
- 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 weekly calls
- Remote Switch operation will commence in early January following the ESB Networks End of Year Working Arrangements 2024/2025. Requests to de-energise and re-energise for reason of Not-NPA that are eligible for the Remote Switch will be carried out remotely from this time (6th January – tbc).
- It has been agreed with Market Participants that Smart PAYG services will not be offered until 20th January.

Hypercare Support Structure – ESB Networks



Daily Monitoring and Reporting

- ESB Networks v14.00.00 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/weekly Hypercare Update calls
 - Issue a daily status update on any open issues/queries

Process for Logging a Hypercare Query

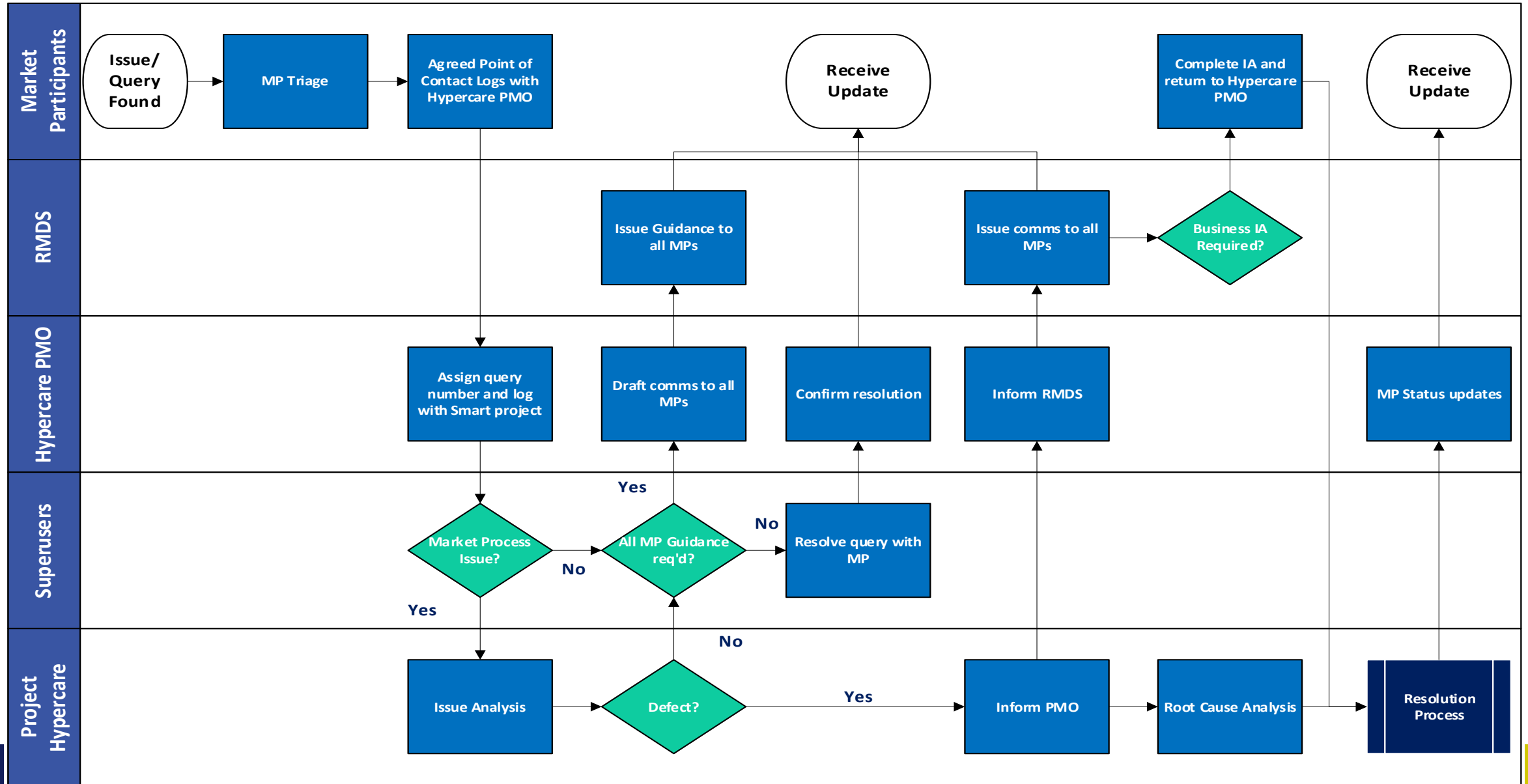
1. Market Participant's point of contact should raise all Hypercare queries to ESB Networks v14 Hypercare Support Team
2. All Hypercare queries should be sent using the query template provided to smartv14hypercare@esbnetworks.ie and not to personal email addresses (please see [Appendix B](#) for template)
3. All queries will be assigned a unique reference number by ESB Networks v14 Hypercare Support Team and this reference number will be sent to Market Participant's upon acknowledgement of the query
4. Queries should contain as much information as possible, including MPRNs, date/times etc., to aid any investigation required
5. All further communications by ESB Networks v14 Hypercare Support Team and Market Participants on a query must contain this unique reference number
6. ESB Networks v14 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

7. To request an update on a query or issue a Market Participant has raised, please email ESB Networks v14 Hypercare Support Team, quoting the unique reference number
8. The ESB Networks v14 Hypercare Support Team may engage directly with Market Participants (including RMDS), as required (e.g. complex or time-consuming queries)
9. Where a query impacts (or potentially impacts) all Suppliers, ESB Networks v14 Hypercare Support Team will issue guidance through RMDS. The query and response will also be published on the v14 Hypercare Query Tracker, located on the RMDS SharePoint. Responses to general queries from individual suppliers will not be published
10. Where a query impacts the TIBCO infrastructure and/or the schema the ESB Networks v14 Hypercare Support Team will liaise with the Tibco Hub Support team and RMDS
11. Any 602MM reconciliation queries normally directed to MRSO team should be re-directed to ESB Networks v14 Hypercare Support Team during the Hypercare window, as the ESB Networks v14 Hypercare Support Team will be supporting MM reconciliation

Hypercare Query and Issue Management Process



Hypercare Roles and Responsibilities

Role	Responsibility
Market Participants	<ul style="list-style-type: none"> • Provide a Single Point of contact to log queries and receive updates • Triage issues before logging with ESB Networks v14 Hypercare Support Team • Log issues and queries with ESB Networks v14 Hypercare Support Team • Receive responses to queries/issues raised • Complete Business Impact Assessment within requested timeframe when required • Attend daily Hypercare Update Calls and read status updates and briefings in relation to v14.00.00 Hypercare issued via ESB Networks v14 Hypercare Support Team
RMDS	<ul style="list-style-type: none"> • Attend and support daily Hypercare Update Calls • Issue global updates to all Suppliers as required • Liaise with ESB Networks v14 Hypercare Support Team • Liaise with CRU • Liaise with TIBCO Hub Support Team
ESB Networks v14 Hypercare Support Team	<ul style="list-style-type: none"> • Manage Hypercare queries from Market Participants • Manage resolution of issues • Ensure regular updates to Market Participants and RMDS on queries and issues • Schedule and facilitate daily/weekly Hypercare Update Calls

- Any defect requiring a change to the Tibco infrastructure and/or the Schema will be co-ordinated with the ESB Networks v14 Hypercare Support Team and Tibco Hub Support Team by RMDS in communication with all Market Participants
- 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
- Non-schema retail market impacting incidents and defects discovered during the Hypercare period will be assessed for a potential deferred release where:
 - the impact on the market is limited, and/or
 - there is an acceptable workaround available
- Market Participants may be asked to complete a Business Impact Assessment to support the defect resolution approach

Escalation of Issues – Agreed Principles

- Should escalation be required, this will be to the CRU
- All parties will work together to ensure business and technical impact are clearly understood
- Options for resolution will be fully documented and communicated
- ESB Networks 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 Tibco Hub Support team as appropriate

- The primary objective of Hypercare is to ensure steady-state BAU market operations are resumed as quickly as possible following cutover to the v14.00.00 schema. To aid this, Market Participants are requested to:
 - Raise any issues or queries that arise in relation to v14.00.00 Hypercare through the Query and Issue Management Process
 - Attend the scheduled Hypercare Update calls and read any status updates and briefings in relation to v14.00.00 Hypercare issued via ESB Networks v14 Hypercare Support Team
 - Market Participants should continue to process the 602MM daily reconciliation during Hypercare. The new 603MM may also be used to facilitate reconciliation following go-live.
- **ESB Networks ask Market Participants to confirm the following to RMDS by COB Friday 25th October:**
 - A Single Point of Contact for Hypercare queries, and
 - 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

Appendices



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Appendix A - Scope of Market Release v14.00.00

The following Schema and Non-Schema MCRs will be delivered in Market Release v14.00.00:

MCR	Description
MCR1189	Additional code in the 017MM to select a De-Energisation with a Service Removal
MCR1193	New 603MM Daily Summary Transaction Details
MCR1209	Annual Consumption for HH Sites (enduring)
MCR1216	Smart Metering Remote Operations
MCR1219	Changes to the CoS process as a result of Smart PAYG
MCR1221	Contingency Process for Failure in SPAYG Technology Chain

Appendix B - v14.00.00 Hypercare Query Template

The Hypercare Query Template is available on the RMDS website [here](#).

Market Participants will be required to provide the following information:

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