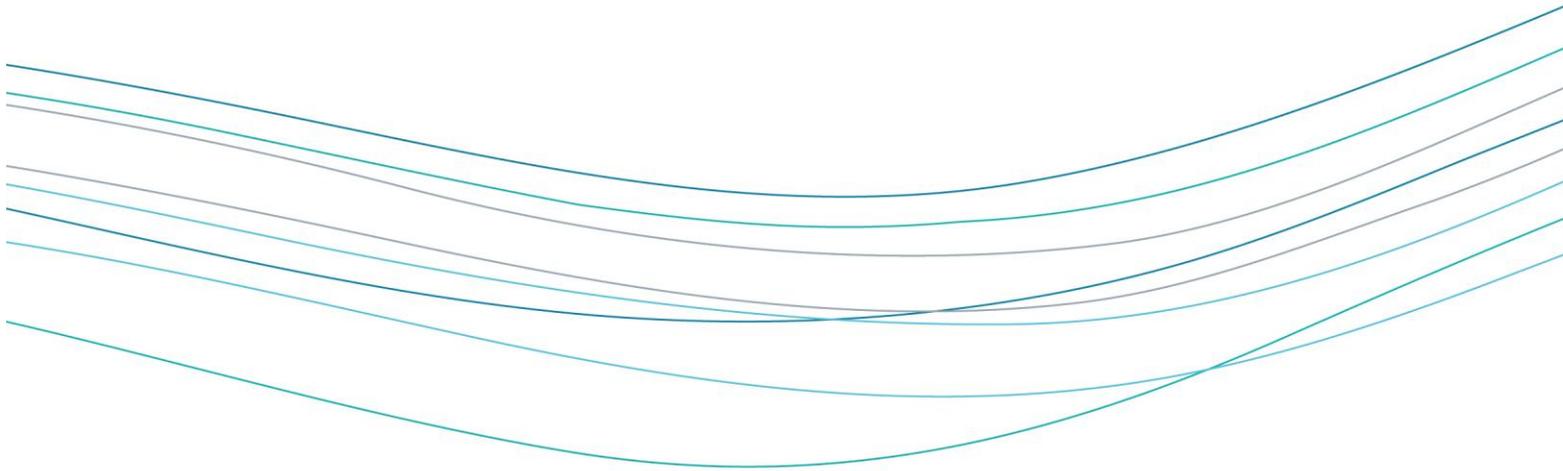


## Operational Advisory Group (OAG)

5 November 2020 meeting

### Minutes

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## Operational Advisory Group

5 November 2020 meeting - minutes

### Attendees

#### OAG Members and Guests

- ◆ Deborah Morton (DeM) Wholesaler
- ◆ Matt Garfield (MG) Wholesaler
- ◆ Frances Lickley (FL) Retailer
- ◆ David Seymour (DS) Wholesaler
- ◆ Jenny Ansell (JA) Wholesaler
- ◆ Jon Fuller (JF) Wholesaler
- ◆ Quentin Gallagher (QG) Wholesaler
- ◆ Jack Klar (JK) Wholesaler
- ◆ Patti Quintana (PQ) Wholesaler
- ◆ Ashley Connors (AC) Wholesaler
- ◆ David Moss (DM) Retailer
- ◆ Sian Forward (SF) Wholesaler

#### MOSL

- ◆ Evan Joannette (EJ)
- ◆ Chris Dawson (CD)
- ◆ George Kelly (GK)
- ◆ Mayuresh Tamboli (MT)
- ◆ Ivy Mandinyanya (IM)
- ◆ Chris Chiorean (CC)

#### Agenda

- ◆ Deferrals
- ◆ Reporting
- ◆ AOB

## Meeting notes

### 1. Deferrals

#### High level

- CD presented the process flow for C1 to remind OAG where the built-in deferral processes which apply automatically (e.g. more info needed from retailer), and optional deferrals (e.g. third party outside of wholesalers' control, such as highways)
- Mechanisms must exist in portal to allow for deferrals days to be excluded from SLAs.
- GM: Have we deferral for extreme weather?
- CD: yes, if site visit cancelled, force majeure is deferral reason
- JF: are optional deferrals available at any point?
- CD: design preference so far is no, because we've designed key stages for logical deferrals points. To do otherwise risks eroding trust in improving the OPS measures
- JF: we don't have enough industry knowledge to cover all the areas of when a deferral could occur, we may build a system that misses some out. JF rejects that this is maintaining the status quo, as this would at least expose all the deferrals. We can start learning from deferrals.
- JA: plan is to build this flexibly to add deferral points and reasons at later point.

#### Deferral scenarios

- CD presented some scenarios that might warrant a deferral to general discussion (see slide pack)
- JF: quite common to lose time booking a site visit. Shouldn't have to raise incorrect deferral for "need more info" or lose time because of this. Some processes have 22 business days, others have 10 and are more difficult.
  - CD: need to consider that part of the existing 10-day KPI includes the time it takes to book the visit.
  - EJ: may be worthwhile for consistency to consider an SLA review so that site visits take the same amount of time for all processes.
- DS: two and half years on, may be worth doing as a sense check. Do deferrals last indefinitely or not?
  - CD: the request more information is an action placed on the Retailer now if the retailer fails to do the action the request will time out and it will close.
- PQ: would a deferral automatically reset SLAs? Do we have thorough reason codes for deferrals? open text to allow for further scrutiny if required.
  - CD: Agreed. This is part of design
- DM: automatic and optional deferrals could be recorded in two buckets and monitored and challenged from central management information reporting.
  - CD: it's definitely a good idea to separate deferrals those are part of the activity status and those that are outside, and they could be reported separately
  - FL: has preference for flexible deferral option with reasons.
  - JF: plus auditing and trigger points could be built-in. Presently we have one line and it's not challenged. What's the thinking around long-term deferrals, such as street works?

- CD We want wholesalers to come back regularly and check that deferrals are still appropriate. After speaking with JA, proposing 6 weeks.
- AC Questioned if the Retailer continues to provide poor contact details, would we keep deferring that forever until we eventually get hold of the customer ignoring the time out if they don't respond, this is if they do respond.
- CD we're hoping to get a tracking report that would count those cases that are doing those loops so they can be traced and escalated.
- MT Dev team would use a flag to hold SLA. Plan to raise with technical team
- DS: recommending to other members that after failed calls, should have some paper trail in writing of an attempt to contact and “escalating” the contact type. Telephone, then email and post.
- EJ: Agreed. We've expanded the contact details on the C1 form.
- AC: Recommending that all info might be mandatory? Wholesaler pledge would be to use all the contact methods.
- EJ: we did consider trapping attempts made to contact but it hard to track on LVI and near impossible on HVI meaning it wouldn't be recorded accurately. Should we codify that you should try to contact customer three times?
- JF: supports codifying in Part E of ops terms. Has started a good practice guide, can share. (ACTION)
- MT: Would it be sensible that postal address is pre-populated?
- DM: Yes
- JF: Will “Effective From Date” and “Effective End Date” be built-in? Unless companies have real-time integration will need this feature.
- MT: Yes, already being discussed, but would have validation rules to make sure the date cannot be a nonsense date.

#### 💧 Outcome

- OAG supports flexible deferrals, BUT with monitoring for automatic vs optional
- Mandating at least one method of contact info collection with indicated preferred contact method. But also encourage completion of all contact methods. Forms should all include postal address
- Codify in Ops Terms how customer contact details should be collected by retailer and how many contact attempts should be made by the Wholesaler. But do not restrict the form beyond bullet 2.
- OAG supporting use of “Effective From Date” and “Effective End Date” for deferrals

## 2. Reporting

#### 💧 Jeopardy reporting

- EJ: propose the first reports to start with are jeopardy reports in terms of SLA. Some trading parties want this to be built into hub so they can lose their own systems. EJ suggested for trading parties to provide examples of jeopardy reports to the bilateral team to assist.
  - QG: Has jeopardy reports that they could share (ACTION)
- JF: we use an inaction report to show cases that haven't had activity for many days

- FL: In terms of the reporting system, they like the idea of inactivity - it would be a good idea to be able to see if we've not had a response or offered a response and it escalates.
- SF: SLA coming due or overdue. Inactivity is good or long-running service requests
- EJ: what is the format of these reports? On screen? Emailed to line managers? All staff?
  - SF: Whole team should see these. Expect report should be refreshed on daily basis and the one from the day before achieved
  - JF: There is a subscription functionality on anything that's B1 alert that goes into jeopardy this means if you are subscribed you receive an email alert that states there is a B1 alert go look further.
- PQ: live is critical. The high-level live reporting could have a dashboard which would immediately bring up a pie chart of the SLA click directly into those and that would then feed you back to the actual fundamental of the actual case this should also be exportable to Excel so it's usable in many ways.
- CD: will be OPS reporting as defined in the code. Will include what wholesalers reports on now, plus more. Future proof to add new standards in future. All hand-offs will be tracked, even within organisation. Can provide business intelligence and customer journey mapping. Propose reporting also on:
  - Wholesaler rejected and Retailer cancelled job and what happens after to the service request
  - Requests completed within and outside time when site visit not required
  - Late deferrals. Deferrals that are started very near the end of an SLA period
  - Multiple deferrals and loops through the process
- DeM: If reporting is at user level, can identify training or knowledge gap.
  - MT: LVI possible, but HVI will depend on whether organisation sends across the user with the transaction. Can't necessarily assure that agent details tracked against transaction.

#### Outcome

OAG supports RAG/jeopardy reporting as key area to start reporting work

### 3. AOB

#### Meeting date

- QG: propose new date for meeting?
  - EJ proposes Tuesday at 11am. Will send out Doodle Poll
  - OAG agrees

### 4. Actions

1. JF to provide his organisation's code of practice around customer contact for site visits
2. QG to provide outline of his organisation's jeopardy reporting