MRA Entry Process Re-Qualification Return and Guidelines

GEM-ENE-ASS-10481

April 2021
v5.0

MRA Assurance Team

MRA Service Company

Administered by
Gemserv

Contents

1. Introduction

1.1. Purpose

This document provides Metering Point Administration Service (MPAS) Providers (see Glossary details in section 2) that are seeking to make a Material Change(s) to the systems and processes that support their provision of Meter Point Administration Services with a simple questionnaire for the provision of outline information about the change(s) to MRASCo, together with associated guidance notes.

Even if the Distribution Business has outsourced the provision of its MPAS to a third party, it remains the responsibility of the Distribution Business to ensure that its MRA obligations are met, including the completion of this return.

1.2. Scope

These notes are for the guidance of all MPAS Providers that have been Approved through the MRA Entry Assessment Process.

This document should be read in conjunction with the document 10479 Re-Qualification Process, which can be found here: https://www.mrasco.com/mra-products/mra-agreed-procedures.
Further information and instructions on how to complete the Re-Qualification Return (RR) are detailed within this document. If you require any further assistance in completing this return or have questions relating to Re-Qualification, please contact the MRASCo helpdesk Support.MRA@Gemserv.com or email the MRA Assurance team assurance@gemserv.com.

2. Glossary of Terms

The term “MPAS Provider” is used within this document to mean a Distribution Business in the provision of its MPAS.

For definitions of other terms used in this document, refer either to the Master Registration Agreement, MAP05 (The MRA Procedure for MRA Market Entry & Re-Qualification) or the glossary in the document: MRA Entry Assessment – Information for Applicants; https://www.mrasco.com/becoming-a-party-to-the-mra/.

3. Completing the Re-Qualification Return (RR)

The MPAS Provider should complete this questionnaire as fully as possible so that appropriate and proportionate assurance can be devised. When completing this questionnaire please replace the guidance notes in the “Your Response” and “Evidence provided…” columns with the appropriate responses of the MPAS Provider.

The questions ask what the MPAS Provider will be doing. If already completed, or in the process of completing a relevant activity, please answer accordingly. Where the MPAS Provider deems a question is inapplicable please state this and why.

The “Your response” column asks the MPAS Provider to describe its processes and controls. If there is a formal document(s) that covers this requirement, please state this, and list the document(s) in the “Evidence…” column. Otherwise please provide a description within the questionnaire and/or attach an informal document.

RE-QUALIFICATION RETURN (RR) With Guidance Notes

COMPANY NAME:	
Name:	
Title/Position:	
Address:	
Email:	
Tel:	
Reason for submission:	
Date of submission:	

Please e-mail this return with a covering note to: assurance@gemserv.com

#	Item to be Assessed	Your response	Evidence available to support response
	Nature of Change and Impact Assessment		
1.	What is the nature of the change(s) that you wish to introduce into your operational systems?	Please describe the change in business terms and how it affects the processes you use in order to comply with the requirements of the MRA and to inter-operate with other Market Participants. Alternatively, refer to the industry-agreed retail design change where MEC has declared that it is a Material Change.	Change description or reference to an industry-agreed Retail Design change.
2.	How do you intend to identify the items (procedures, instructions, applications etc.) that are impacted by the change(s)?	Please describe the analysis that will be carried out and the impact assessment records that will be available.	Change Management impact assessment process and impact assessment records.
	Change and Configuration Management		
3.	What management processes do you intend to use to ensure that all necessary changes have been included?	Please describe the management processes that demonstrate that design of the change(s) will be effectively controlled.	Change Management processes. Project plan. Review records.
4.	Is it your intention to update your Configuration Management Return (CMR) to reflect the change?	Note that the maintenance of the CMR is not a mandatory requirement post Approval. However, if the CMR is maintained by your organisation, then please provide an updated version when available.	Updated CMR.

	System/ User Acceptance Testing		
5.	What management processes do you intend to use to ensure that the change(s) has been effectively tested?	Please describe the test management processes that demonstrate that the change(s) will be effectively tested.	Test strategy. Test plan. Test review records.
6.	If changes include alterations to operational procedures and user activities, please confirm what involvement will Business Users have in the testing/acceptance of the change?	Please provide a copy of the User Acceptance processes.	Business Review and Approval Records. Test Strategy. Test Results and Review Records.
7.	Is any testing planned with other Market Participants with respect to this change(s)?	If the answer to this question is 'Yes', please describe the tests.	Test strategy. Test plan. Test review records.
8.	If the answer to 7 above is 'No', how will you ensure that the change(s) will allow you to inter-operate correctly with other Market Participants?	Please describe the management controls that will give you the confidence that the change(s) will allow you to inter-operate correctly with other Market Participants.	Management controls or internal test strategy. Test plan. Test review records.
	Non-Functional Testing		
9.	If high volume interaction is anticipated, what Non-Functional Testing activities will be introduced to ensure system capabilities?	Please describe any High volume and load balancing testing that your organisation intends to complete.	Test Strategy. Test Plans and Results. Test Completion Approvals.

	Data Migration		
10.	If the programme involves data migration of business records, how will you ensure that data quality & integrity are maintained or improved?	Please describe the controls that are in place to monitor data integrity and quality at each stage of the Migration Process.	Migration Strategy. Trial Data Migration plans. Data quality and integrity assessments. Data evaluation exercises & statistical evidence.
	Implementation		
11.	How will you ensure that the cut-over to the changed processes does not cause disruption to the Market?	Please describe the controls that are in place to minimise disruption to services at the point of bringing the changed processes into operation in the live Market.	Cut-over strategy and Plan.
12.	Will you be carrying out dress rehearsals prior to cut-over?	Please describe any plans for dress rehearsals.	Cut-over strategy and Plan. Dress rehearsal detailed plan.
13.	If the answer to 12 above is 'No', how will you ensure that all tasks in your Implementation Plan can be completed in the appropriate timeframe?	Please describe any planning exercises in this area.	Detail all controls.
14.	How will you ensure that complications that arise during cut-over will not produce a detrimental effect on live operation?	Please describe any plans for recovery and/or roll-back.	Cut-over Plan. Project business continuity plan.
15.	Has your organisation planned to inform all interested Parties of this change?	Please describe any contact your organisation intends to have with other Market Participants, informing them of the implementation of your programme.	Cut-over plan. Assessment of Parties that may be affected by the changes. Letter containing operational contacts, dates.
16.	Do you intend to carry out post Go-live production proving?	Please describe any Post Go Live proving strategy, processes & plans.	Post Go-live monitoring and test plans.

17.	If the answer to 16 above is 'No', how will you ensure that all tasks in your Implementation Plan have been operationally verified as successful?	Please describe your production acceptance criteria and any planned production acceptance tests.	Production acceptance criteria. Test Plans. Test Scripts.
	Business Training		
18.	How will you ensure that all Business Users are fully conversant with the new operational processes and procedures associated with this change?	Please describe your approach to user training.	Training strategy & plans. Training Guides. Training Records.
	Post Implementation		
19.	How will you ensure that changes continue to be effective?	Please describe any ongoing operational monitoring activities planned by your organisation.	Operational monitoring plans & reports.

RE-QUALIFICATION DECLARATION

This declaration by an appropriate company executive expresses an opinion, on behalf of your organisation, that the change has been effectively managed and tested. A main board director would be appropriate. If a less senior executive is felt more appropriate, this should be discussed and agreed with the MRASCo Account Manager.

Applicant Organisation:

DECLARATION BY COMPANY EXECUTIVE

With the exception of those items explicitly detailed below we confirm that:

- **we have verified the necessity for the Material Change,**
- **the design of this change, and its introduction into our systems, has been and will continue to be effectively managed,**
- **the systems and processes that have been modified or otherwise impacted as a result of this change will, at the time of implementation, continue to fully meet the applicable MRA Obligations, work together correctly and accurately, have been completely and successfully tested and will not degrade our ability to inter-operate with any other Market Participant.**

***Please detail any exceptions here*:**

Approved by:

| --- | --- | --- | --- |
| **Print Name** | **Signature** | **Position** | **Date** |

4. Change History

VERSION	STATUS	DATED	REASON FOR CHANGE
1.0	Authorised	30 Sep 99	
1.0	Authorised	20 Mar 01	Insertion of Copyright clause
2.0	Authorised	3 Dec 01	Baseline and Utilities Act 2001
2.1	Authorised	28 Aug 02	Review for Distributors and other new Parties. Bring terminology in line with MRA.
2.2	Authorised	20 Aug 2003	Updated for revised declaration
2.3	Authorised	15 Mar 2005	Checked for BETTA & uplift of standards
2.3	Authorised	10 Sep 2005	QA Review.
3.0	Authorised	16 Aug 2007	Update for new MAP05
4.0	DRAFT	02 Feb 2017	General review and updates to reflect governance changes
5.0	Authorised	21 April 2021	Review and updates. Tidy up of wording, updated links and new contents table.

5. Quality Assurance

NAME	ORGANISATION	ROLE
Elizabeth Montgomerie	Gemserv	Author
Dajana Edwards	Gemserv	Reviewer
Shane Denny	Gemserv	Approver

6. Related Documents

- MRA Products
  https://www.mrasco.com/mra-products
- MRA Entry Assessment Products
  https://www.mrasco.com/becoming-a-party-to-the-mra/
- MRASCo Web Site
  http://www.mrasco.com

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