**IGT039 – Single Service Provision**

**SoS Review – Sub Group Briefing Paper**

**Background**

Under Single Service Provision (“SSP”) the Agency (Xoserve) will be the hub for the majority of IGT to Shipper (and vice-versa) communications. One of the areas that would be included in SSP is Standards of Service (“SoS”) which is the process used to manage asset and data queries. It has been commented at meetings #19 and #20 of the IGT039 development groups that SoS arrangements will need to be reviewed to determine how the SoS process will operate under SSP and a suggestion put forwards that this is to be looked at by a sub group.

**Issue**

IGTs currently have their own bespoke systems for managing SoS queries with differing levels of automation where as shippers currently utilise the Conquest system for queries on GDN networks which is administered by Xoserve. Under the IGT039 development group meetings it has been suggested that SoS queries on IGT networks will be submitted via the Conquest system with any desktop queries being managed by Xoserve directly. Any queries that cannot be resolved as a desktop exercise would be investigated by the IGT. This has not been reviewed in enough detail to determine how the process would work in practice and this will need to be determined ahead of SSP to allow parties to amend any systems and processes they currently have. In order to implement any changes to support the SoS regime under SSP, governance changes will also be required.

**Scope**

The sub group is asked to review the current IGT SoS against the GDN regime with the aim of:

* Determining the process for managing SoS queries under SSP;
* Determining what queries would be managed by the Agency and which would be managed by the IGT;
* Identifying any query codes which need to be added or removed;
* Recommending the method of implementing the proposed changes i.e. amend current SoS ancillary document, point to the UNC or any other viable approach.
* Recommending the implementation approach (change proposal, amendment to guidance document etc), noting that this will likely to be determined by the above bullet.
* Any other matters deemed to be relevant to SoS by the sub group.
* The group is asked to deliver a report setting out the findings on the above bullets to the IGT039 work group.

**Timescale**

* Subject to progress, the work group is asked to review the above at the Shipper Work Group meeting on 19th May and deliver the report to the IGT039 work group on 29th May.