# EMR Delivery Body (DB) New Portal User Group

Proposed Role & Purpose Moving Forward

July 2024

#7046568

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# Original scope of the EMR DB New Portal User Group

| | Requirement Validation | Familiarisation sessions | Promote the testing of functionality |
|---|---|---|---|
| **What we said** | • Taking the opportunity to corroborate portal feature requirements. | • A commitment to reviewing developed functionality using an interactive demonstration. | • An opportunity to navigate and familiarise yourselves with the New Portal system in preparation for the full operational release. |
| **What we did** | • We have collaborated on over 50 different features of the New Portal. | • So far, we have held 17 User Group Sessions covering playback of feature requirements and demonstrations. | • The Customer Familiarisation Window (CFW) ran over 5 weeks across 5 test cycles to gain assurance prior to operational go-live. |

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# Our proposal is to continue working with the user group in partnership

Your feedback was used in setting requirements and developing the New Portal for Day 1.

Opportunity to participate in the Customer Familiarisation Window which allowed further feedback and suggestions for improvement.

We would now like to continue the partnership and work with you to shape the enhancements for Day 2 and beyond.

Your valuable feedback and insights will play a crucial role in shaping the future of our services and ensuring that we meet your needs effectively.



Playback sessions will summarise proposed Enhancements and what we intend to deliver in the next available development phase.

Your feedback will be incorporated where possible in setting requirements and prioritisation of proposed enhancements*.
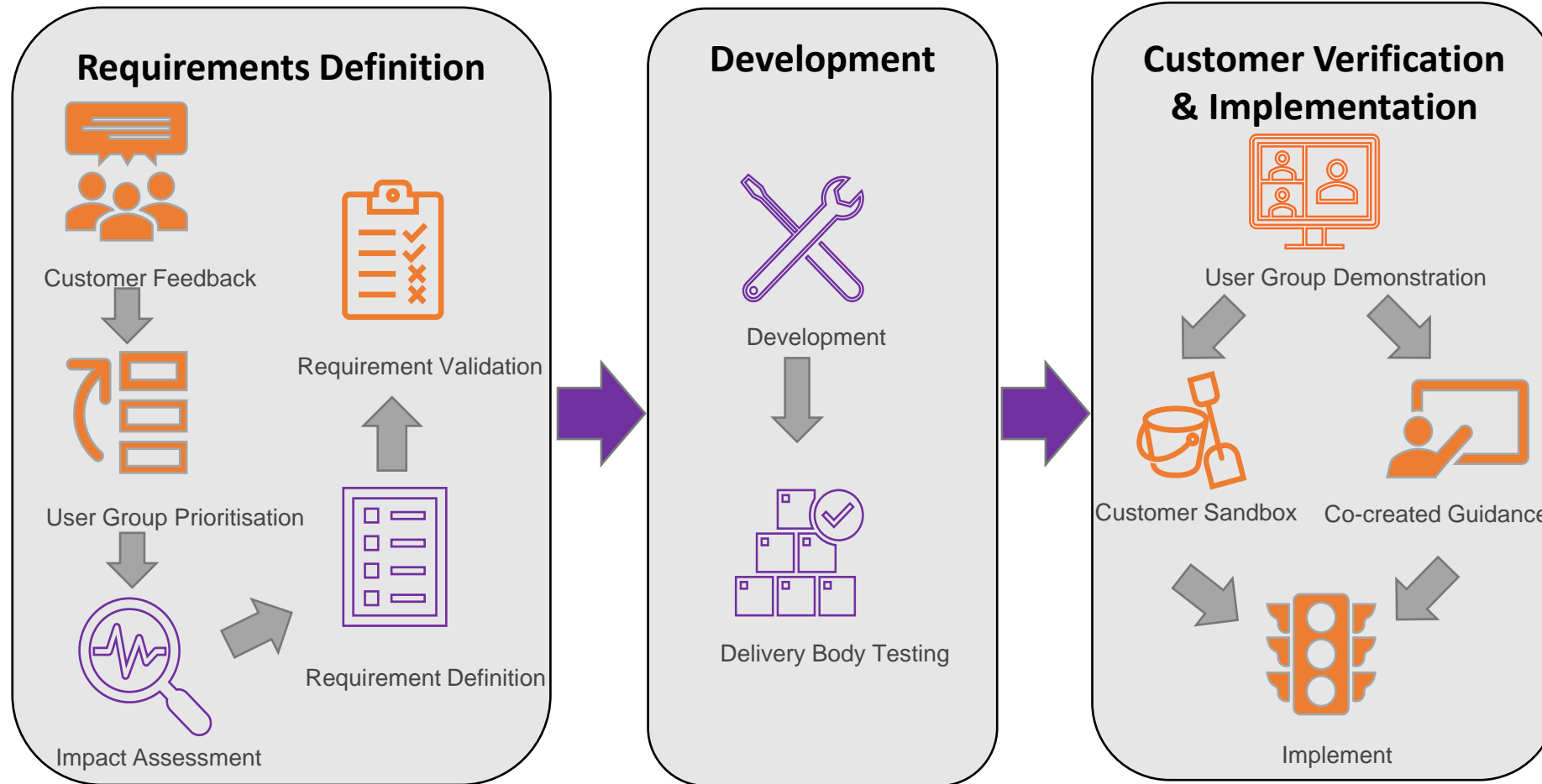
System demonstrations post-development will present system functionality.

*Exploring opportunities to enable sandbox environment (where appropriate)*

Help deliver and facilitate a transparent and collaborative partnership to improve customers' experience with New Portal.

*Consideration of wider improvements and implementation of regulatory CM rule changes.

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# Expected approach to EMR DB Portal continuous improvement

## Requirements Definition

Customer Feedback

User Group Prioritisation

Impact Assessment

Requirement Definition

Requirement Validation

## Development

Development

Delivery Body Testing

## Customer Verification & Implementation

User Group Demonstration

Customer Sandbox

Co-created Guidance

Implement

**Customer Feedback -** We will categorise feedback already received and from customer query analysis post go-live, as well as **regular checkpoints** to take direct feedback from customers at key business process steps in the operational plan.

**User Group Prioritisation** – review of enhancements and features with the User Group to help determine a priority of delivery.

**Requirement Validation** - validate the requirements with user group to ensure we are on the right path.

**User Group Demonstration** – share early visibility and demonstrations of new functionality.

**Customer Sandbox** – where appropriate, provide opportunity to test new functionality and provide feedback.

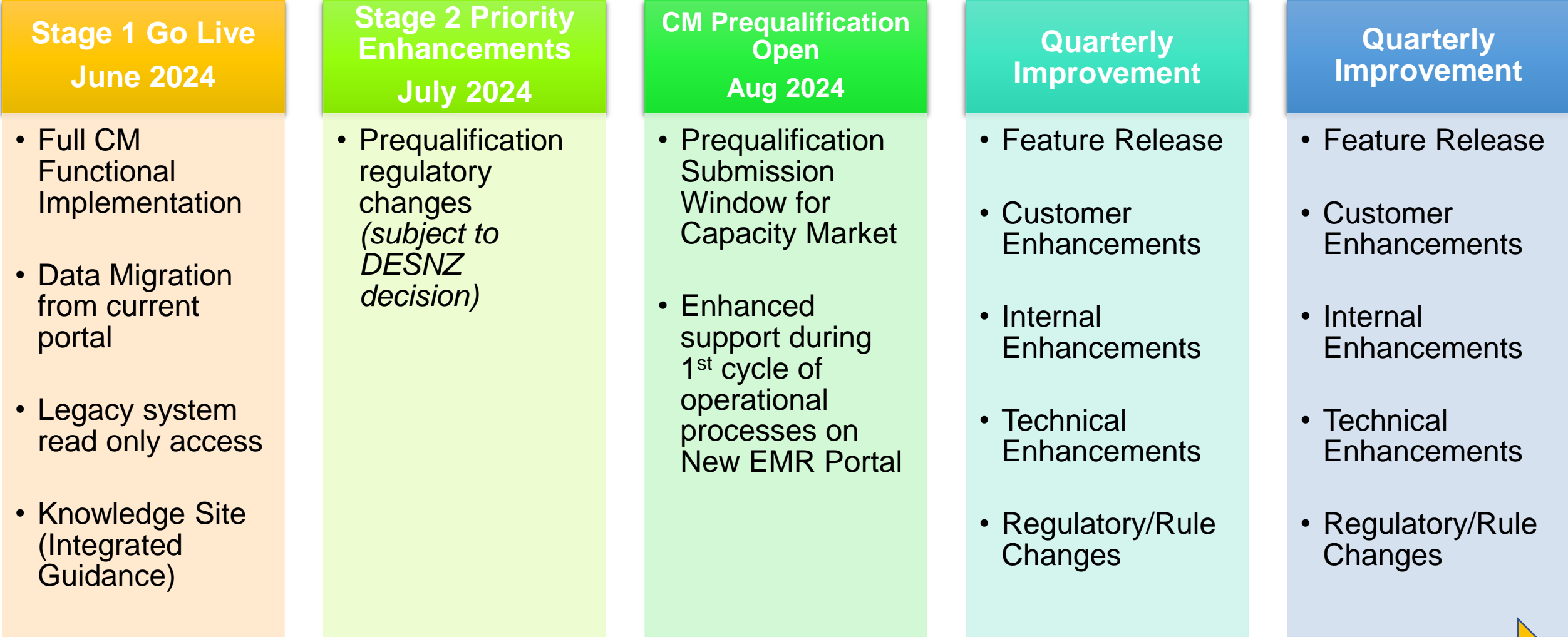**Co-created Guidance** – provide the chance to provide insight and feedback on customer guidance.

**Implement** – use delivered enhancements in Portal

*Orange icon represents an activity we will working together on with yourselves.*

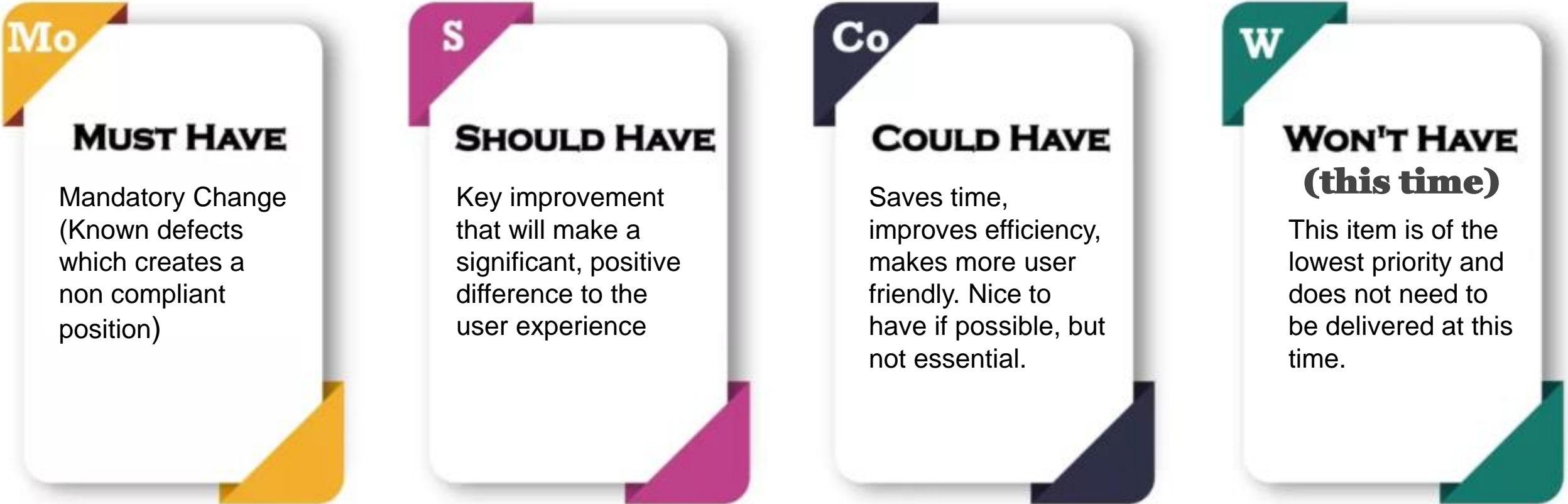*Purple icon represents a DB activity.*

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# Indicative Timeline

Continuous improvements are expected to be released every quarter

## Stage 1 Go Live
### June 2024

- Full CM Functional Implementation
- Data Migration from current portal
- Legacy system read only access
- Knowledge Site (Integrated Guidance)

## Stage 2 Priority Enhancements
### July 2024

- Prequalification regulatory changes *(subject to DESNZ decision)*

## CM Prequalification Open
### Aug 2024

- Prequalification Submission Window for Capacity Market
- Enhanced support during 1st cycle of operational processes on New EMR Portal

## Quarterly Improvement

- Feature Release
- Customer Enhancements
- Internal Enhancements
- Technical Enhancements
- Regulatory/Rule Changes

## Quarterly Improvement

- Feature Release
- Customer Enhancements
- Internal Enhancements
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- Regulatory/Rule Changes

**Regular Customer Feedback Check Points**

# Enhancement Prioritisation

**A prioritisation technique to reach a common understanding on the importance of delivery for each enhancement.**

**Mo**

## MUST HAVE

Mandatory Change (Known defects which creates a non compliant position)

**S**

## SHOULD HAVE

Key improvement that will make a significant, positive difference to the user experience

**Co**

## COULD HAVE

Saves time, improves efficiency, makes more user friendly. Nice to have if possible, but not essential.

**W**

## WON'T HAVE (this time)

This item is of the lowest priority and does not need to be delivered at this time.

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# Arrange Items On My EMR / Management Activities In Alphabetical Order

# Category – Agreement Management

## Enhancement Description

**As a** Capacity Provider user

**I want** to see the items on the My EMR / Management Activities screen arranged in alphabetical order.

## Benefit

**So that i**t makes it easier to find an item and the organisation of screens is consistent.

**As-Is**: Currently not in alphabetical order.

## Considerations

**Frequency Of Use**

Medium – for the completion of management activities

**Impacted CMU Type(s)**

All

**First Operational Use**

Immediate Use

**Accompanying (As-Is) Screen Shots**

Link Here to Appendix

ESO

# Arrange Filter Drop-Down Lists Alphabetically In Outstanding Activities

## Category – PQ/AM – Outstanding Activities

## Enhancement Description

**As a** Capacity Provider user

**I want** to have the drop-down lists on the Outstanding Activities screen arranged in alphabetical order. [For filter company, filter submission status & filter requirement]

## Benefit

**So that** it is easier to find an item and the organisation of screens consistent.

**As-Is**: Currently not in alphabetical order.

## Considerations

**Frequency Of Use**

Medium – for the completion of outstanding activities

**Impacted CMU Type(s)**

All

**First Operational Use**

Immediate Use

**Accompanying (As-Is) Screen Shots**

Link Here to Appendix

ESO

# Keep User On Filtered Page When Completing "Submit For Review"

## Category - PQ/AM – Outstanding Activities

## Enhancement Description

**As a** Capacity Provider user

**I want** to remain on the filtered screen when I "Submit For Review".

## Benefit

**So that** I avoid losing the filtered information I was working on and have to repeat the process of applying the same filters to get back to the same filtered information.

**As-Is**: Currently, the system takes the user back to <u>all</u> Outstanding Activities rather than back to the filtered selection the user was working on

## Considerations

**Frequency Of Use**

Medium – for the completion of outstanding activities

**Impacted CMU Type(s)**

All

**First Operational Use**

Immediate Use

**Accompanying (As-Is) Screen Shots**

N/A

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# Duplicate CMU ID Error Message

# Category - PQ - CMU

## Enhancement Description

**As a** Capacity Provider user

**I want** that when I enter a CMU ID for a new CMU which is already taken, an error message should appear immediately to inform them that it is a duplicate.

## Benefit

**So that** I can select a different CMU ID immediately instead of filling all CMU information all over again. It would save me time and make the process less prone to human error.

**As-Is**: Currently the error message only appears when the user clicks "Next" to move onto the next page.

## Considerations

**Frequency Of Use**

Medium – when registering new CMUs

**Impacted CMU Type(s)**

All

**First Operational Use**

Immediate Use

**Accompanying (As-Is) Screen Shots**

Link Here to Appendix

ESO

# Reorder filter boxes on CMU and Components

## Category - PQ - CMU

**EMR DB View:**

Must Have
Should Have
**Could Have**
Won't Have

**User Group Position:**

Must Have
Should Have
**Could Have**
Won't Have

## Enhancement Description

**As a** Capacity Provider user

**I want** to see reordered filter boxes on the CMU & Components screen that reflect the order of the columns on the page.

## Benefit

**So that** it makes the screen more user friendly.

**As-Is**: Filter Boxes on CMU and components are not in correct order of the columns.

## Considerations

**Frequency Of Use**

High – when filtering on any screens

**Impacted CMU Type(s)**

All

**First Operational Use**

Immediate Use

**Accompanying (As-Is) Screen Shots**

Link Here to Appendix

ESO

# Connection Capacity Calculation Method Visibility

# Category - PQ Component

## Enhancement Description

**As a** Capacity Provider User,

**I want t**he option "Historic/Average Output" for the method to calculate connection capacity should only be visible to specific CMU types and should be removed for all irrelevant CMU types.

It should only be visible to Existing Generating and Pre-Refurb Generating components

## Benefit

**So that t**his would avoid users selecting a capacity calculation method which is not applicable to the CMU type they are completing the application for

**As-Is**: currently visible for all* CMU types

*Method used to calculate the Connection Capacity is not applicable for Unproven and Proven DSR CMUs

## Considerations

**Frequency Of Use**

High – during PQ application submission window

**Impacted CMU Type(s)**

New Build / Refurbishing Generating / Interconnector

**First Operational Use**

Immediate Use

**Accompanying (As-Is) Screen Shots**

Link Here to Appendix

ESO

# Include Application / Dispute ID On Disputes Letter File Name

## Category - PQ - Disputes

## Enhancement Description

**As a** Capacity Provider user

**I want** to include the application / dispute ID in the file name of the Disputes letter

## Benefit

**So that** this would specify the application the disputes letter belongs to in the file name, to avoid confusion.
Eg
**As-Is**: Currently, the file name only states the CMU type, e.g 'Unproven DSR'. Unlike the Prequalification Results Letter, e.g 'A-T-4-2027-TEST001-00001'

## Considerations

**Frequency Of Use**

Medium – during Disputes Window

**Impacted CMU Type(s)**

All

**First Operational Use**

Immediate Use

**Accompanying (As-Is) Screen Shots**

N/A

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# Provide Text Box For Each Rejection Reason

## Category - PQ - Disputes

**EMR DB View:**

**Must Have**
**Should Have**
**Could Have**
**Won't Have**

**User Group Position:**

**Must Have**
**Should Have**
**Could Have**
**Won't Have**

## Enhancement Description

**As a** Capacity Provider user

**I want** to include a text box to address each rejection reason received individually

## Benefit

**So that** it allows me to add comments against each individual rejection reason, making it simpler and easier to understand

**As-Is**: Currently, there is only one text box of each type to address all rejection reasons at Disputes.

## Considerations

**Frequency Of Use**

High – during Disputes Window

**Impacted CMU Type(s)**

All

**First Operational Use**

Disputes Submission Window

**Accompanying (As-Is) Screen Shots**

Link Here to Appendix

ESO

# Automatically Show All Records On Application Results Page

# Category - PQ – Results

**EMR DB View:**

Must Have
Should Have
**Could Have**
Won't Have

**User Group Position:**

Must Have
Should Have
**Could Have**
Won't Have

## Enhancement Description

**As a** Capacity Provider user

**I want** to see all records for all auctions when I open the PQ Application Results page.

## Benefit

**So that** I avoid being taken away from the screen I am working on.

**As-Is**: Currently, the user has to filter first to see results.

## Considerations

**Frequency Of Use**
Medium – to view results after PQ/Disputes

**Impacted CMU Type(s)**
All

**First Operational Use**
Immediate Use (for those with Application Results)

**Accompanying (As-Is) Screen Shots**
Link Here to Appendix

ESO

# Provide List Of Agreements To Select From For Security Interests

## Category - PQ – Security Interest

**EMR DB View:**

**Must Have**
**Should Have**
**Could Have**
**Won't Have**

**User Group Position:**

**Must Have**
**Should Have**
**Could Have**
**Won't Have**

## Enhancement Description

**As a** Capacity Provider user

**I want** to see a list of eligible agreements to select from to apply security interests.

## Benefit

**So that** I can upload security interests for applications in one transaction.

**As-Is**: Currently, the user has to upload the security interest individually for each agreement.

## Considerations

**Frequency Of Use**
Low – minimum use of Security Interests

**Impacted CMU Type(s)**
All

**First Operational Use**
Immediate Use

**Accompanying (As-Is) Screen Shots**
N/A

ESO

# Remove "Upload Document" Button Until Document Category Is Selected

## Category -

## Enhancement Description

**As a** Capacity Provider user

**I want** the "Upload Document" button to be visible **after** the document category is selected.

## Benefit

**So that** I do not cause an error by clicking on 'Upload Document' before I have selected a category

**As-Is**: Currently, the "Upload Document" button to be visible **before** the document category is selected.

## Considerations

**Frequency Of Use**
Medium – functionality often used

**Impacted CMU Type(s)**
All

**First Operational Use**
Immediate Use

**Accompanying (As-Is) Screen Shots**
Link Here to Appendix

ESO

# Separate "Save And Quit" Button In Application

# Category - PQ Application

**EMR DB View:**

Must Have
Should Have
<mark>Could Have</mark>
Won't Have

**User Group Position:**

Must Have
Should Have
<mark>Could Have</mark>
Won't Have

## Enhancement Description

**As a** Capacity Provider User,

**I want** the option to save and return to the current application I was working on if I have had to navigate away to the Company Screen to make changes.

## Benefit

**So that** this would give a user the option to save separately rather than quitting, which will allow a user to Save then use the "Return To Application" button instead of having to go to the main screens.

**As-Is**: When you make an application, you have the option to go to the Company screen, to review your information there. If you make any changes, you must save them by using the Save and Close button, which returns you to the Main Company selection screen, not the Application screen. If you make changes and use the 'Return to application button', you are returned to the Application without saving any changes.

## Considerations

**Frequency Of Use**

High – during PQ application submission window

**Impacted CMU Type(s)**

All

**First Operational Use**

Prequalification Application Submission Window

**Accompanying (As-Is) Screen Shots**

Link Here to Appendix

ESO

# Auto-Calculate Capacity On Application

# Category - PQ Application

## Enhancement Description

**As a** Capacity Provider User,

**I want** the system to calculate capacity automatically for CMU application when user clicks on "Create Application", rather than the user having to click "Calculate".

## Benefit

**So that** this would allow capacity to be automatically calculated when creating an application for a CMU, rather than the user having to click "Calculate" to view the figures

**As-Is**: Currently user has to click "Calculate" to view the Capacity figures.

## Considerations

**Frequency Of Use**

High – during PQ application submission window

**Impacted CMU Type(s)**

All

**First Operational Use**

Prequalification Application Submission Window

**Accompanying (As-Is) Screen Shots**

Link Here to Appendix

ESO

# Reword LCE Declaration

# Category - PQ Application

## Enhancement Description

**As a** Capacity Provider User,

**I want** to reword "LCE Application Made But Not Determined" declaration.

## Benefit

**So that** This would make the declaration clearer and less confusing for users completing an application

**As-Is**: - please see appendix

## Considerations

**Frequency Of Use**

High – during PQ application submission window

**Impacted CMU Type(s)**

All

**First Operational Use**

Prequalification Application Submission Window

**Accompanying (As-Is) Screen Shots**

Link Here to Appendix

ESO

# Allow Downloading Of Applications

## Category - PQ Application

**EMR DB View:**
Must Have
Should Have
**Could Have**
Won't Have

**User Group Position:**
Must Have
**Should Have (High)**
Could Have
Won't Have

| | |
|---|---|
| **Enhancement Description** | **As a** Capacity Provider User, <br><br> **I want** to have the function to download applications. |
| **Benefit** | **So that t**his would allow the user to view all the questions and answers submitted in the application via a downloaded copy and viewed offline. <br><br> **As-Is**: There is no functionality to download applications |

## Considerations

**Frequency Of Use**

Medium – during PQ application submission window

**Impacted CMU Type(s)**

All

**First Operational Use**

Prequalification Application Submission Window

**Accompanying (As-Is) Screen Shots**

N/A

ESO

# Application Declarations Validation

# Category - PQ Application

**EMR DB View:**

Must Have
Should Have
Could Have
Won't Have

**User Group Position:**

Must Have
Should Have
Could Have
Won't Have

## Enhancement Description

**As a** Capacity Provider User,

**I want** to be not allowed to submit applications if I have not ticked: Declaration that application is correct; Declaration of solvency; & one of the Low Carbon statuses.

## Benefit

**So that t**his would avoid users submitting applications which are incomplete, where the above declarations have been missed

**As-Is**: Currently the system allows users to submit applications when they have not completed these fields

## Considerations

**Frequency Of Use**

High – during PQ application submission window

**Impacted CMU Type(s)**

All

**First Operational Use**

Prequalification Application Submission Window

**Accompanying (As-Is) Screen Shots**

Link Here to Appendix

ESO

# Allow Save And Continue With Applications

# Category - PQ Application

## Enhancement Description

**As a** Capacity Provider User,

**I want** stay on the same page when I click "Save" and then to continue with the application.

## Benefit

**So that t**his would give a user the option to save and continue with the application they are completing, rather than automatically being taken back to the main page

**As-Is**: User is redirected back to the Applications grid page (which is the previous screen).

## Considerations

**Frequency Of Use**

High – during PQ application submission window

**Impacted CMU Type(s)**

All

**First Operational Use**

Prequalification Application Submission Window

**Accompanying (As-Is) Screen Shots**

N/A

ESO

# Remove Declarations After Confirmation Of Legal Owner
## Category - PQ Application

EMR DB View:

Must Have
**Should Have**
Could Have
Won't Have

User Group Position:

Must Have
**Should Have**
Could Have
Won't Have

## Enhancement Description

**As a** Capacity Provider User,

**I want** that when I have confirmed in the application that I am the Legal Owner, the system should remove the following declarations: Applicant Declaration, Aggregator Declaration & Legal Owner Declaration

## Benefit

**So that** This would avoid users seeing unnecessary declarations and causing confusion, reducing the amount of text in the application

**As-Is**: The system does not remove the declarations

## Considerations

**Frequency Of Use**

Medium – during PQ application submission window

**Impacted CMU Type(s)**

All

**First Operational Use**

Prequalification Application Submission Window

**Accompanying (As-Is) Screen Shots**

N/A

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# Your feedback matters



Join at
slido.com
#2510 083

We have created a short Sli.do survey with **optional** questions to capture any initial New Portal feedback.

Your valuable feedback and insights will play a crucial role in shaping the future of our services and ensuring that we meet your needs effectively.

Thank you for your continued input and time.

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# Next Steps

✓ Arrange a shorter follow up session to conclude an agreed position of priority for remaining enhancements.

Move forward with Impact Assessments on 1$^{st}$ set of Enhancements.

Arrange playback of Impact Assessment for 1$^{st}$ set of Enhancements. Including requirement validation from continuous improvement feature

Thank you for your time

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# Remove "Upload Document" Button Until Document Category Is Selected
**Back to Enhancement Description**

# Provide Text Box For Each Rejection Reason

**Dispute Reasons** ∧

Please confirm your reasons for raising a Dispute against this Application.

**Dispute Type**

Auction Prequal Decision

**Rejected Reasons(s)**

F14-7 Declaration that Application is correct not selected
F2-1 Company Address provided in the Application does not match with the Address as shown on Companies House
F4-125 Location specified by the Postcode does not match the OS Grid Reference
F1-5 Invalid Applicant Status selected
F7-7 Name of Applicant or Capacity Provider on Fossil Fuel Emissions Declaration (Exhibit ZA) missing

Conditional Prequalified Reason(s)

| No Options Available | ▾ |

Note Code(s)

| No Options Available | ▾ |

Other Reasons

[                    ]

**Dispute Details** ∧

Please provide a concise statement identifying the relevant parts of the item under dispute.

[ Please accept this dispute ]

Please provide a concise statement of facts upon which the affected person relies.

[ Please accept this dispute ]

Please provide a summary of the grounds for disputing the item selected above.

[ Please accept this dispute ]

Please provide a succinct presentation of the arguments supporting each of the grounds for dispute.

[ Please accept this dispute ]

**Dispute Reasons**

Please confirm your reasons for raising a Dispute against this Application.

**Dispute Type**

Auction Prequal Decision

**Rejected Reasons(s)**

F14-7 Declaration that Application is correct not selected

F2-1 Company Address provided in the Application does not match with the Address as shown on Companies House

F4-125 Location specified by the Postcode does not match the OS Grid Reference

F1-5 Invalid Applicant Status selected

F7-7 Name of Applicant or Capacity Provider on Fossil Fuel Emissions Declaration (Exhibit ZA) missing

**As-Is**: Currently, there is only one text box of each type to address all rejection reasons at Disputes.

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# Duplicate CMU ID Error Message
**Back to Enhancement Description**

# Reorder filter boxes on CMU and Components
**Back to Enhancement Description**

# Allow Multiple BMU IDs To Be Input
**Back to Enhancement Description**

# Separate "Save And Quit" Button In Application
**Back to Enhancement Description**

# Arrange Filter Drop-Down Lists Alphabetically In Outstanding Activities

[Back to Enhancement Description](#)

# Arrange Items On My EMR / Management Activities In Alphabetical Order

[Back to Enhancement Description](#)



| | | |
|---|---|---|
| Company Management | CMUs & Components | Dispute | Guidance |

**My EMR / Management Activities**

| | | |
|---|---|---|
| Manage Security Interests | CMU Transfer | Change Of Address |
| Funding Declaration Update | Emissions Related Material Change | Price Maker Status Update |
| CFD Transfer Notice | Factual Inaccuracy | DSR Test for Proven DSR CMU |
| Volume Reallocation | Component Primary Fuel Type Update | Bulk Upload |

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# Connection Capacity Calculation Method Visibility
**Back to Enhancement Description**

# Auto-Calculate Capacity On Application

**[Back to Enhancement Description](#)**

# Reword LCE Declaration

**As-Is**:

### LCE - Application made but not Determined

By ticking this box I declare that at the time of making the Application an application for the CMU to which the Application relates has been made (but has not yet been determined) for a Low Carbon Exclusion in respect of the CMU, and a Withdrawal Confirmation has been submitted (as required by Rule 3.4.7).

☐ I confirm

New wording as follows:

By ticking this box I declare that:

At the time of making this Capacity Market (CM) Application, an application for the CMU to which the CM Application relates has been made for a Low Carbon Exclusion (LCE). I further declare that at this time a determination has not been made in respect of the LCE Application, and that a Withdrawal Confirmation has been submitted (as required by Rule 3.4.7).

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# Application Declarations Validation
**Back to Enhancement Description**

My EMR / My Applications & Opt-out Notification Page / Create Application

| TEST20 | Status | Application ID | Applicant Company |
|---|---|---|---|
| Existing Generating | Created | ▬▬▬▬ | ▬▬▬▬ |

[ Quit ]  [ Save ]  [ **Submit Application** ]

| Application Details - Review | Application Questions | **Declarations** | Emissions |

## Standard Declarations                                                    ∨

**Declaration of Solvency**
Each Applicant must declare in the Application that it is not Insolvent at the time of making the Application. By ticking this box the Applicant is making this declaration.

☐ I confirm

**LCE - Application made but not Determined**
By ticking this box I declare that at the time of making the Application an application for the CMU to which the Application relates has been made (but has not yet been determined) for a Low Carbon Exclusion in respect of the CMU, and a Withdrawal Confirmation has been submitted (as required by Rule 3.4.7).

☐ I confirm

**LCE - Current Benefit but not Relevant Year**
By ticking this box I declare that at the time of making the Application the CMU to which the Application relates is currently benefitting from a Low Carbon Exclusion(as required by Rule 3.4.7).

☐ I confirm

**LCE - No Current Benefit and not Relevant Year**
By ticking this box I declare that at the time of making the Application the CMU to which the Application relates is neither accredited under, nor the subject of an application for accreditation under, a