

Change Proposal – F40/01 (Page 1 of 2)	CP No: 994 Version: 1.0
Title <i>(mandatory by originator)</i> Improvements To the Structure and Maintenance of the BMRS Help Screens	
Description of Change <i>(mandatory by originator)</i> A number of issues have been raised concerning the current BMRS Help Screens. The usefulness of these help screens is impaired by the fact that they are very difficult to use and the content is not necessarily always up to date. The issues can be split into two distinct categories: ease of use and content. The current help text consists simply of one long scrolling page with links, which is very difficult to navigate. It is easy to become confused quite quickly with the screen and it is impossible to cross-reference different sections. The text is also not in a printer friendly format. The definitions provided by the Help Screens are sometimes not clear and in certain cases out of date and factually incorrect. Given that the screens remain largely unchanged since NETA Go-Live this is unsurprising. There are often occasions between CVA Programme Releases when it is appropriate to change the text on the Help Screens (and also the text which appears on the Home page) to reflect a change in the Trading Arrangements. Currently there is no process in place to allow textual changes without using formal Change Management. This can cause delays in updating vital information. It is proposed that the structure of the BMRS Help text be changed to make the screens more usable for Participants. A full review and correction of the content will be undertaken and a process developed to allow textual changes to be made between CVA Programme Releases. This CP covers the changes to the current arrangements which are required in order to enable the proposed new process to be used in the future.	
Proposed Solution(s) <i>(mandatory by originator)</i> <u>Changes to BMRS Help Screens</u> It is proposed that the existing single screen be split into 4 separate sections, as outlined below; each of which will be opened in a separate window. Each of these windows should also have an option to display in a printer-friendly format. Because this will require a change to the BMRS software, this change in structure has to be authorised by means of this CP. The four proposed new sections are as follows: How to use the BMRS Explains the mechanics of how to access the site and search for information in the form of Frequently Asked Questions.	

Overview of the main pages

This section gives a 'road map' of the site. It describes each of the main report pages, explains what the main types of data are which can be found on each page, and gives a high-level overview of where this data is derived from.

Market Principles

Much of the data which is displayed on the BMRS cannot be fully appreciated without a basic understanding of NETA and the Balancing Mechanism (BM) operated by National Grid which is a fundamental part of NETA. This section provides a brief summary of the principles under which the BM operates, with links where appropriate to the primary documentation.

Glossary

This section gives definitions of the many technical terms which are used on this site. The majority of these are formally defined in other documents, and links to these documents are also given.

Content Review

In conjunction with LogicaCMG and NGC a full review of the content of the Help Screens is already under way to check for correct definitions and to align with the Balancing and Settlement Code (the Code) and the Grid Code. It is proposed that the screens (in particular the Market Principles and the Glossary) should contain hypertext links to the relevant sections of the Code and the Grid Code for further information if required.

It should be stressed that the work required to review and update the content, as opposed to the structure, of the Help pages is already being undertaken as a Trading Issue and will not impose any cost on this CP.

Revised Process

Develop a new process analogous to the process currently used for OSM changes, which allows changes to be made to the text of the Help Screens without having to go through the normal Change Management process. This is based on the principle that the text which appears on the Help Screens (and also on the Home page) of the BMRS should be regarded as part of the system data, and it should therefore be permissible for this to be changed at short notice by agreement between ELEXON and the Central Services Provider.

It should be stressed that this CP is only seeking formal approval for the contents of the Help Screens and Home page to be treated in this way. Extension of the existing process for OSM changes to cover this data has no additional cost implications.

Justification for Change *(mandatory by originator)*

The current Help Text is becoming increasingly unfit for purpose. A structural change to enhance usability in tandem with a review and update of the content will provide a useful information repository for new Market Entrants, BSC Parties and Non BSC Parties. Adoption of a streamlined process for changing the contents of the Help Text in future will enable a better service to be delivered and help to keep costs down in the future.

Other Configurable Items Potentially Affected by Proposed Solution(s) <i>(optional by BSCCo)</i>
Impact on Core Industry Documents <i>(optional by originator)</i>
Related Changes and/or Projects <i>(mandatory by BSCCo)</i> None
Originator's Details: BCA Name : Organisation : ELEXON Email Address : Date : 29/07/03