

**To:** Ashley Malster[Ashley.Malster@ofgem.gov.uk]  
**From:** Jacqueline Balian  
**Sent:** 2012-08-21T15:06:11Z  
**Importance:** High  
**Subject:** FW: NI RHI IT Vision document - RHI Operations Review  
**Received:** 2012-08-21T15:06:00Z

Hi Ashley, is this really one for us now? In Lindsay's absence I think we would struggle to provide meaningful inputs in two hours!  
Jacqueline

**Jacqueline Balian**

Head of RHI Operations  
New Scheme Development  
9 Millbank  
London  
SW1P 3GE  
Tel: 0207 901 7211  
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**From:** Niketa Patel  
**Sent:** 21 August 2012 15:16  
**To:** Jacqueline Balian  
**Cc:** Andy Luckhurst; Diane Cummins; Sophie Jubb  
**Subject:** NI RHI IT Vision document - RHI Operations Review  
**Importance:** High

Hi Jacqueline,  
Hope you're well.

As you may be aware, an IT Vision document has been created for the introduction of the NI RHI scheme, which DETI have asked Ofgem to administer on their behalf. This document:

- defines the scope of the NI RHI project
- details the high level requirements of the supporting system (the RHI system).

The document can be found at:

[http://sharepoint/Ops/IT/IT\\_Lib/Apps/MS\\_Server/NI%20RHI/Requirements/01%20Vision%20Document/In%20Review/NI%20RHI%20Vision%20Document.docx](http://sharepoint/Ops/IT/IT_Lib/Apps/MS_Server/NI%20RHI/Requirements/01%20Vision%20Document/In%20Review/NI%20RHI%20Vision%20Document.docx)

This had gone to the following for Business review yesterday:

- Sophie Jubb (IT Liaison, New Schemes Development),
- Paul Heigl (Policy Development Manager),
- Michelle Murdoch (Policy Development Manager),
- Lindsay Goater (RHI Operations), and
- Morag Drummond (RHI Operations)

However the RHI Operations Team reviewees have not been able to review this document due to time pressures of other tasks. Given the tight deadlines for delivery, this document needs to be reviewed by someone in the RHI Operations Team by **COP today**, or by **10am tomorrow (Wednesday 22<sup>nd</sup>)** at the very latest.

Please would you suggest who would be best placed to review this document from an operational perspective and provide me with any feedback via email within the specified deadlines?

Diane: please would you bring this email to Jacqueline's attention.

Your assistance is greatly appreciated.

Kind regards,  
Niketa

**Niketa Patel**

Business Analyst  
Information Management and Technology  
9 Millbank  
London  
SW1P 3GE  
Tel: 0207 901 7499  
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**To:** Niketa Patel[Niketa.Patel@ofgem.gov.uk]  
**Cc:** Andy Luckhurst[Andy.Luckhurst@ofgem.gov.uk]; Diane Cummins[Diane.Cummins@ofgem.gov.uk]; Sophie Jubb[Sophie.Jubb@ofgem.gov.uk]; Luis Castro[Luis.Castro@ofgem.gov.uk]; Lindsay Goater[Lindsay.Goater@ofgem.gov.uk]  
**From:** Jacqueline Balian  
**Sent:** 2012-08-21T16:17:47Z  
**Importance:** Normal  
**Subject:** RE: NI RHI IT Vision document - RHI Operations Review  
**Received:** 2012-08-21T16:17:00Z

Hi Niketa,

Could you please speak to Sophie Jubb or Paul Heigel as we are liaising with them on IT matters and they are best placed to respond to your inquiry.

Many thanks

Jacqueline

**Jacqueline Balian**

Head of RHI Operations  
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Niketa

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