

To: Lindsay Goater[Lindsay.Goater@ofgem.gov.uk]
Cc: Sophie Jubb[Sophie.Jubb@ofgem.gov.uk]
From: Niketa Patel
Sent: 2012-09-03T15:39:13Z
Importance: Normal
Subject: RE: NI RHI Use Case Discovery document - Business Review
Received: 2012-09-03T15:39:15Z

Hi Lindsay,

Thanks for your comments.

I had a query regarding the multi-staged process for review – please would you clarify how the system is currently used with respect to assigning / owning reviews, so this can be reflected in the document?

Thanks,

Niketa

Niketa Patel

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From: Lindsay Goater

Sent: 03 September 2012 09:23

To: Niketa Patel; Sophie Jubb; Paul Heigl; Michelle Murdoch; Morag Drummond

Cc: Andy Luckhurst; Rita Chohan; Jacqueline Balian; Oliver More

Subject: RE: NI RHI Use Case Discovery document - Business Review

A few comments – I have no time for record sheet, if someone (Paul?) can pls complete it - thx

General point: Pls can I see where we do reference “non-functional requirements” – I would like to change some at some point (eg active hyperlinks)

2. The aim of this project is to:

- extend the existing RHI system for GB to also support the NI RHI scheme,
- meet the scalability, security and reporting requirements,
- help prevent non compliance / fraud, and
- provide a high level of service that will encourage take up of the NI RHI scheme.

Wrt reporting being part of the key aims, any “manual solution” must surely therefore support this.

3.1.2 Biomethane currently Registration, not accred, but set to change for GB to accred later

Register does NOT store all data – far from it – this is one of the key problems for us. Data is also in **3 other places** 1) CRM, 2) SP, 3) Wintel servers (N drive)

CRM – even if it does have **workflow**, this is **not used**. Basic email and case assignment is all that is used. Having actual workflow would be great... Does CRM have an actual workflow that could support the process? How does it work? Can it be queried and reported on?

DMS – is this a Wintel drive? This ignores the need to use SP

4.2.1

- the accreditation number for NI RHI applications will be prefixed with “NIRHI” and GB applications will continue to be prefixed with “GB”

GB **continue** to be prefixed? They **aren't** prefixed?

- an external user will not be able to change their application from a GB application to an NI application or vice versa; if this situation occurs, the external user will need to complete a new accreditation application for the relevant country.

How are these defunct applications, once submitted, to be deleted?

4.2.2

- As this is a multi-staged process, the internal NI RHI or GB RHI Scheme Administrator (who is identified as the “owner” of the application) can choose to assign the review to another person.

No, the reviewer is **NOT** the owner – that is not how we use the system. Any comments on the process and how operations use the IT system should reflect what is **actually** done pls.

5 – I am not commenting on payments

6.2.2 Stage 2 was delayed until Feb

Will it be on Ofgem website or DETI?

6.2.3 & poss other reports (6.2.4) – will need to **consider all changes**, eg diff tariffs

Received from OFGEM on 11.05.2017

Lindsay
Annotated by RHI Inquiry

Lindsay Goater

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Have you read the following documents which will assist you in submitting a properly made and high quality RHI application: The Renewable Heat Incentive Application Process – An Overview and Key Guidance: [Applicant Guidance Note 3](#); Ofgem E-Serve's Guide to the RHI Application Form: [Applicant Guidance Note 2](#). Further supporting information can be found on Ofgem's [How to Apply for Accreditation](#) webpage.

From: Niketa Patel

Sent: 29 August 2012 17:52

To: Sophie Jubb; Paul Heigl; Michelle Murdoch; Lindsay Goater; Morag Drummond

Cc: Andy Luckhurst; Rita Chohan

Subject: NI RHI Use Case Discovery document - Business Review

Hi all,

Please find below the link to the NI RHI Use Case Discovery document, ready for Business review. This document details the use cases which will need to be updated to accommodate the inclusion of the NI RHI in the existing RHI system, and can be found at the following link:

http://sharepoint/Ops/IT/IT_Lib/Apps/MS_Server/NI%20RHI/Requirements/02%20Use%20Case%20Discovery/In%20Review/NI%20RHI%20Discovery%20document.docx

The Review Record Sheet can be found at the following link:

http://sharepoint/Ops/IT/IT_Lib/Apps/MS_Server/NI%20RHI/Requirements/02%20Use%20Case%20Discovery/RRS/Ofgem-Review%20Record%20Sheet_Discovery%20Business.docx

I'm happy to provide a walkthrough of the document beforehand, if required.

Please would you review this document and enter your review comments in the Review Record Sheet by **COP Friday 31st August**, so I can address your comments before submitting for final Business review and sign-off on **Monday 3rd September**.

Kind regards,

Niketa

Niketa Patel

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