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| **CR1**  ***Change Request – To be completed by Business and validated by the Requirements Manager responsible for the system(s).***  ***Once fully complete, send to Account and Portfolio Manager , details found at http://internal.active.hmrci/page/contact-your-account-leadmanager*** | | | | |
| **Type of Impact Required:** (delete as appropriate) | Full | | | |
| **Reference Number:**  (input as appropriate) | **CR Version #:** | 1.0 | **Study Code:** | 04CU |
| **Project Code:** | CON CR307 | **Enhancement Ref:** |  |
| **Business Ref:** |  | **Problem Ref:** | PR004255 |
| **Forward View Ref:** |  | **Other Ref:** | CT CR104 |
| **Project Name:** | Customs Transformation Contingency Programme, Binding Tariff Project | | | |
| **Enhancement/CR Title:** | Binding Tariff Contingency Solution | | | |
| **Enhancement priority:**  (Delete as appropriate) Enhancements only | Legislative / Essential / High Business Value | | | |
| **Prioritisation category** | Key Enablers  Other High Priority | | | |
| **Work Category:** | Project | | | |
| **CR raised by:** | Sadie Catterall and Kevin Price on behalf of Emma Cooper Project Manager | | | |
| **Date impact required by:** | ASAP – D1ND solution | | | |
| **Date CR template completed:** | 08/08/2018 | | | |
| **System(s) impacted by the CR:** |  | | | |
| **Known ongoing CR’s/Projects which may have a dependency on this request:** | None | | | |
| **Approved source of Funding** (Programme or SAP PS Code) | Customs Transformation Contingency Programme | | | |
| **Cost Centre** | 312144 | | | |
| **Related Information:** |  | | | |

**Business Contact Details:**

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| **Business originator’s name:** | Emma Cooper |
| **Line of Business** | Customs Transformation – Contingency Programme |
| **Business originator’s telephone number:** | 03000 530337 |
| **Business originator’s email address:** | emma.cooper@hmrc.gsi.gov.uk |

**Live Service Application Manager Contact Details:**

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| **Live Service Application Manager responsible for request:** | Tony Markwell |
| **Live Service Application Manager’s telephone number:** |  |
| **Live Service Application Manager’s email address:** |  |
| **Funding source confirmed by:** |  |
| **CR approved for issue by:** |  |
| **This change was discussed with:** |  |
| **Date upon which the discussion took place:** |  |

**CR Details:**

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| **Background Information:**  *(describe the context of the change request)* | Due to a late confirmation of the solution approach within the BSP Binding Tariff Project, there is reduced confidence that the project will deliver the proposed BTI solution for Day 1 Brexit.  As a result, the Customs Transformation Contingency Binding Tariff Project have been exploring an alternative interim solution that is deemed deliverable for D1 and would provide a feasible temporary workaround to enable BTI rulings to continue to be processed for a short duration, if BSP fail to deliver. This involves the delivery of a number of minimum requirements discussed and agreed with the BTI Product Owners (Contacts - Valerie Smith, Beth Earwicker CS&TD). |
| **Requirement Change:**  *(describe what is required of the change request)* | There are a number of minimum requirements that if delivered, would enable BTI rulings to continue to be processed in the interim period should the BSP project fail to deliver for D1.  The following elements need to be looked at to meet the requirements for a BTI Contingency Solution:   * eBTI – Internet and Intranet * existing BERTI case management functions, (including trade application for a Binding Tariff Decision, View, amend, and expire BT Decision, Compliance application for a liability ruling) * email Inbox * CAF capacity   The attached ‘BTI Minimum Requirements’ paper below represents agreement of Contingency MVP with the business (CR finessed from this).    The attached ‘MVP Draft Solution Proposal’ below provides helpful architectural context of the ‘As Is’ solution (slide 6), but was produced for a broader understanding of MVP and does not as a whole deck reflect precisely this CR. |
| **Requirement Count**  (these should be highlighted clearly) | ***MUST HAVE***   1. The ability to make amendments to the BERTI/eBTI front end, guidance, printed outputs (application and decision templates) etc to remove all reference to the EU on Day 1. Recent experience shows the existing services are difficult to amend so early reassurance on delivery confidence is requested, please. (It is understood that the expert tech resources for these services are Tony Markwell and Peter May.)   *[ responsibility - C&IT DG ]*   1. The ability for the IT system (eBTI, BERTI and any supporting system components) to cope with an estimated 3x increase in the number of applications (baseline 3,000 p.a.) for a BT Decision   *[ responsibility - C&IT DG ]*   1. The ability for the email enquiry channel to cope with an estimated 3x increase in the number of submissions (baseline 100,000 p.a.) to the existing mailbox ‘classification.enquiries@hmrc.gsi.gov.uk' by increasing mailbox capacity if necessary (traders send in digital specifications, photographs, etc)   *[ responsibility unclear – CTO or C&IT DG advice requested ]*   1. The ability for the CAF filestore supporting the BTI processes (whether eBTI/BERTI system or email) to cope with an estimated 3x increase in the number of submissions (see baseline estimates in 2 and 3 above).   *[ responsibility unclear – CTO or C&IT DG advice requested ]*  ***SHOULD HAVE***   1. An enhanced search facility against the existing database of BTI rulings, if improvements are achievable within D1ND timescale. The existing search is known to be defective but has never been rectified due to the availability of the EU’s superior search. Successful migration/emulation of the EU search is in doubt. (see item #6).   ***[ SPECIAL CONSIDERATION ]***   1. The ability to retrieve from the Commission-hosted EBTI3 system the prior UK BTI rulings and supporting information including photographic images, storing this in the UK and with search access available to BTI users before D1ND.   The data should be stored as per the BSP SDD’s recommended solution and searchable via suitable query tools.  **This requirement is regarded by the business as essential for both the preferred BSP solution and a Contingency solution** so it is suggested it needs to be agreed and progressed as the first deliverable within the full BSP BTI solution. Successful delivery within BSP reduces the likelihood of a Contingency mitigation being required; the Contingency would inevitably be exactly the same work.:  In absence of definitive CTO advice it is not clear which DG is best placed to deliver this, for example:   * to fetch the data from the EU – Messaging? * to create the new database and provide the query services - DEG? * an alternative organised in one place – Digital?   Given present uncertainties and the close relationship with all other BTI functions (all managed by C&IT), can C&IT DG please consider this requirement and seek to establish a level of assurance regarding successful delivery elsewhere. (For information the latest BSP SDD is due at the CTO BSP Solution Design Forum 15th August.) If such assurance cannot be established then please impact for a C&IT delivery. |
| **Drivers for Change Request:**  *(describe the justification for the change request)* | Due to the low delivery confidence within the BSP Binding Tariff Project, Customs Transformation Contingency are increasing the urgency of developing and delivering a contingency solution which would enable BTI rulings to continue to be processed on Day 1, in the absence of a full strategic solution. |
| **Risks / Consequences of change not being approved:**  *(describe what risks or scenarios would result if this change request were not approved)* | Without this change, there would be no contingency solution available should the BSP BTI Project fail to deliver for D1. If HMRC cannot issue BTI decisions, this will impact upon the reputation of the UK with international trade partners and HMRC would be in be in breach of WCO agreements.  If unable to obtain a BTI decision, traders would be impacted by a lack of commercial certainty on their import/export commodity codes. |
| **Proposed Live Implementation Date (LID):** | 29 March 2019 |
| **Specific details of LID:** | EU-EXIT D1 is 29th March 2019 – All Binding Tariff Contingency requirements must be delivered to enable continued processing of BTI applications on Day 1, should the BSP fail to deliver a solution. |
| **Additional Information:** | None |

**Security Impact:**

*Are there any changes (as below) to the current system profile? (Delete as appropriate)*

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| **Underlying Architecture:** | No | **Numbers of users:** | 40 update users  Up to 500 read-only users |
| **Types of user:** | No | **Different data entities:** | No |
| **Additional interfaces:** | No | **Additional locations:** | No |
| **Additional removable media:** | No | **Any other relevant change** *(if yes please describe below)***:** | No |
| **Departure from standard software/hardware:** | No | **Has Security Accreditation Been Given?:** | N/A |
| **Does this System currently have an RMAD in place?** | N/A |  |  |
| **Is Data Guardian approval required and has this been granted:**  *(if yes please attach details)* | | N/A | |
| **Agreed risk level:**  (Mandatory field) | | N/A | |
| **Description of other relevant change:**  *(if applicable)* | N/A | | |

Footnote:

1. On receipt of a Change Request the C&IT will log and allocate a Ref no. The demand originator will be informed of this number once C&IT has accepted the Change Request.

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| **CR2**  ***Formal Response – Impacts to be sent to C&IT Demand and Resource Management.***  **We request a response to the CR2 within 10 working days for which the resources are secured; this will be the ‘Approval Window’. If we have no response within the Approval Window resources may be re-allocated to other approved work.** | | | | | |
| **C&IT Ref #:** |  | **Date CR received:**  *(dd/mm/yyyy)* | | |  |
| **Planned LID date of in-flight project (if applicable):**  *(indicate if this has changed as a result of this CR)* |  | | | | |
| **Proposed Start Date of CR:** |  | | | | |
| **Proposed End Date of CR:** |  | | | | |
| **Is the CR deemed to be Nil Impact (no C&IT involvement):**  *(if yes, please provide details below of how and with whom this decision was made)* |  | | | | |
| **Nil Impact Details / Reviewer:** |  | | | | |
| **Essential C&IT impactors**  *(add additional rows or use continuation sheets if required)* | **Name** | | | **Work Area** | |
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| **Additional C&IT impactors a**  *(for information only)* | **Name** | | | **Work Area** | |
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| **Technical Solution:**  *(Recommendation of how to proceed. What systems will be impacted and a description of the work to be carried out in sufficient detail to be clearly understood. Avoid acronyms and ambiguity)* |  | | | | |
| **Solution Options Analysis:** |  | | | | |
| **Will the Change Request result in redundant code?**  *(if yes, provide details)* |  | | | | |
| **C&IT Solution Design comments:** *(if applicable)* |  | | | | |
| **Will there be any System downtime?**  *(if yes, specify duration)* | If there is a planned release this will take place outside of normal office hours. If business testing is required as part of the release process either out of hours (24x7) access to a building with the necessary IT services to complete the testing will be required or remote access via a suitable device (e.g. Surface Pro) must be available. | | | | |
| Infrastructure affected?: *(provide associated costs if available)* |  | | | | |
| Estimated total impact: | **Total Working days** | | **Total cost** | | |
|  | | The estimated cost to deliver this change is £xxx , the actuals will be charged to your project or cost centre through the CDIO Recharge process' | | |
| Work Products to be updated as a result of this CR:  *(list by team)* |  | | | | |
| Is Third Party *(e.g. Capgemini, Fujitsu)* impact envisaged:  *if applicable* | 1. Desktop release Yes/No 2. Server Yes/No 3. Printed Output Yes/No 4. Other Yes/No | | | | |
| **Additional information:** *(including C&IT capability / capacity to deliver)* |  | | | | |

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| **CR3**  ***Formal Approval to be completed by Business/C&IT*** | | | | | | | |
| **Business Approval – *To be completed by the Business*** | | | | | | | |
| **Comments:** | |  | | | | | |
| **Agree with Proposed Technical Solution?:** | |  | | | | | |
| **Authority to Proceed:** | |  | | | | **Date Agreed:**  *(dd/mm/yyyy)* |  |
| **Requirements / Live Service Application Management Approval** | | | | | | | |
| **C&IT Ref #:**  *(See 1. below)* |  | | **C&IT version Number:** | |  | **Confirmation Funding Available:** | Yes/No |
| **Cost Centre Code**  **or**  **Enhancement Funding Centre:** |  | | | | | | |
| **Comment:** |  | | | | | | |
| **Decision:** | | | | **Decision made by:** | | | **Date decision made:** |
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| **Additional information regarding the decision:**  *(if applicable)* | | | |  | | | |
| **Proposed Live Implementation Date**  *(to be agreed with C&IT Front Desk)* | | | |  | | | |

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| **CR4**  ***Formal Sign Off – To be completed by CR Originator*** | | | |
| **Date service live:** |  | | |
| **Comments:** |  | | |
| **C&IT Sign Off:** |  | **Date:** |  |
| **Business Sign Off:** |  | **Date:** |  |