**Xoserve**

20th October 2023

**Re: 2024 Business Plan (BP) Consultation on Draft Plan**

Thank you for the opportunity to provide feedback on the proposed BP for 2024. We would firstly like to commend Xoserve for applying elements of modification proposals 0841 & 0841A (Introduction of cost efficiency and transparency requirements for the CDSP Budget) to this year’s business plan process even though neither of the modification proposals have been approved yet. This shows that you are actively listening to your customers and applying their feedback to BAU processes. The drop-in sessions, webinars and round table chats have been a welcomed addition to the BP process, and we have found them very useful and informative.

Whilst we apricate the extra level of detail provided in this year’s draft business plan, we feel that the document is very lengthy and not all the information is required. For example, sections of the service description table are not required in the document and just bulk out the document. The document is very wordy and repeats itself from the Principles & Approach.

We are pleased to see the continued investment in cyber security, UK Link and decarb and we have nothing specific we wish to comment on in this area.

James and Jayne have done an excellent job with this year’s BP while also working on 0841 and 0841A.

Yours sincerely,

By email

**Helen Chandler**

**Market Services Manager (Xoserve Contract)**