Master Services Agreement XBID Solution

Exhibit 13 – STT110 Issue Management Process

Supplement 1 to Version 7.0

Initial of EPEX Belgium	Initial of EPEX Spot	Initial of Nord Pool	Initial of OMIE	Initial of GME	Initial of DBAG

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1 Introduction

This document describes the issue management process used during the provision of Hosting and Maintenance Services of the XBID Solution and describes the tool used for this purpose. The project phase governed by the XBID-DSA Development and Release 1.2 shall still follow the regulations set forth in version 7.0 of this **Exhibit 13** (STT 110 *Issue Management Process*).

1.1 Purpose

This document provides:

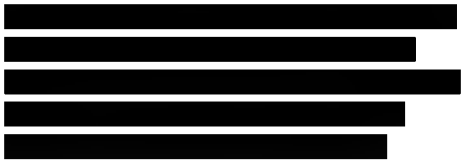
- The scope of the issue management process;
- An overview of the process and a detailed description of the process steps;
- A description of the dependencies/interfaces to other processes e.g. Change Management Process;
- The roles and responsibilities in the issue management process; and
- The tools used for processing, tracking and reporting.

1.2 Intended Audience

The intended audience is the following:

- RCB;
- Joint Steering Committee;
- DBAG; and
- PXs.

1.3 Referenced Documents



2 Issue Management Process

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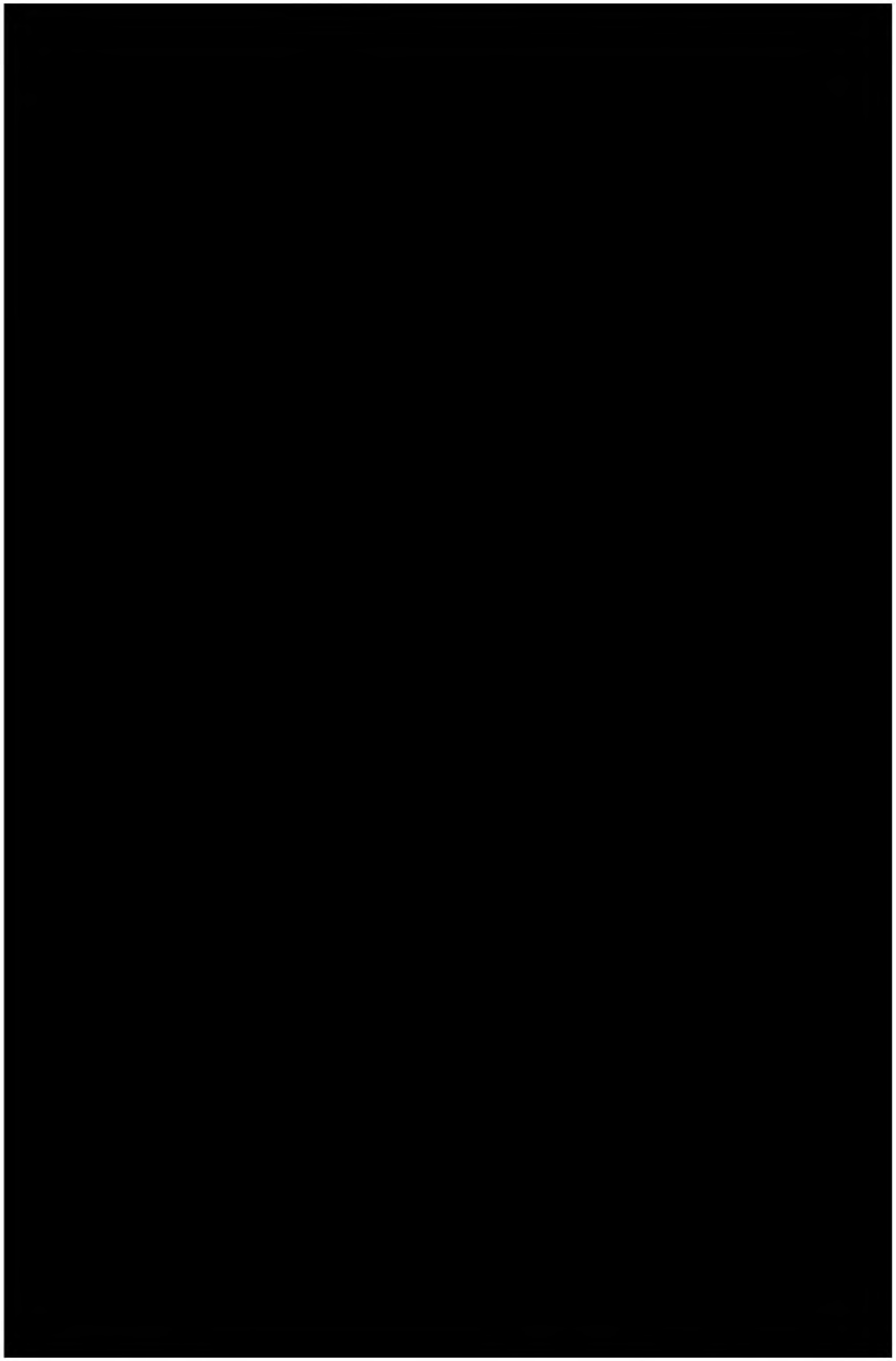

Initial of EPEX Belgium	Initial of EPEX Spot	Initial of Nord Pool	Initial of OMIE	Initial of GME	Initial of DBAG

2.1 Issue Submission

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2.2 Issue Analysis

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Initial of EPEX Belgium	Initial of EPEX Spot	Initial of Nord Pool	Initial of OMIE	Initial of GME	Initial of DBAG

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2.3 Issue Assignment

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2.4 Issue Resolution

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2.5 Testing of Issue Solution and Issue Closure

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2.6 Escalation of issues

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3 Roles and responsibilities in Issue Management Process

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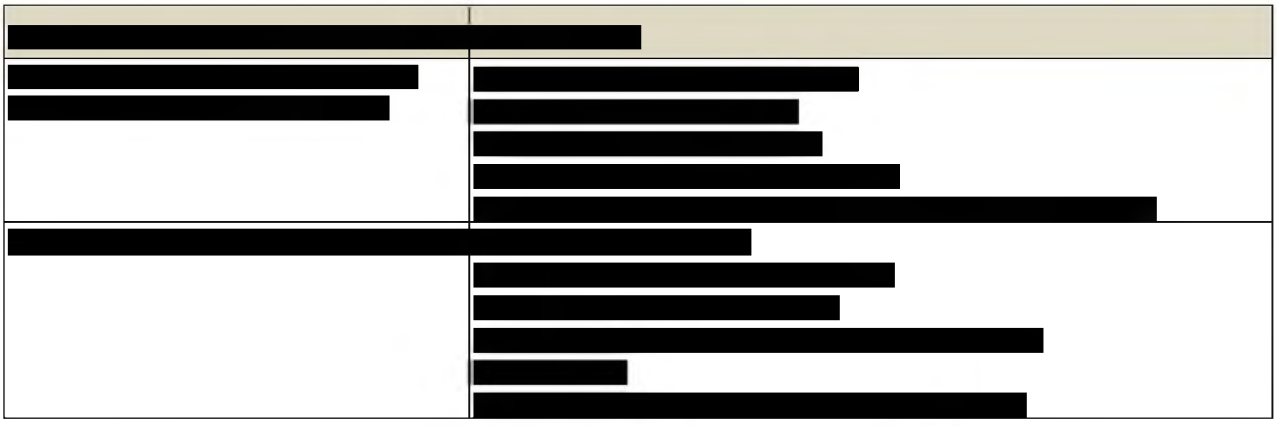

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4 JIRA – Issue Management Tool

4.1 Access to JIRA

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4.2 Management of External User Account

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