

Appendix AI

Self-Service Interface Code of Connection

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Definitions

In this document, except where the context otherwise requires:

- expressions defined in Section A1 of the Code (Definitions) have the same meaning as is set out in that Section;
- the expressions in the left hand column below shall have the meanings given to them in the right hand column below; and
- any expressions not defined here or in section A1 of the Code have the meaning given to them in the Self-Service Interface Access Control Specification, the SSI Baseline Requirements Document or the DCC User Interface Specification.

Network Address Translation	means a mechanism by which Users map one Self-Service Interface IP address space to another by modifying network address information in Internet Protocol (IP) datagram packet headers while they are in transit across a traffic routing device.
Policy Enforcement Point (PEP)	a logical entity that enforces policies for admission control and policy decisions in response to a request for access. It is the logical boundary between the DCC Systems and connecting systems, namely User Systems, RDP Systems or any other systems used to access the Self-Service Interface. The PEP ensures that: the policies in the applicable Code of Connection relevant to the applicable Party or RDP are being enforced; there is appropriate separation of the DCC Systems from the connecting systems of the applicable Party or RDP; and all the connections to the User Systems, RDP Systems, systems used to access the Self-Service Interface, or DCC Systems are compliant with the same applicable Code of Connection.

Supported Web Browser	a web browser version that the DCC supports for use with the Self-Service Interface as listed, and as updated from time to time, in the DCC Browser Policy and published on the DCC Website.
TLS	means transport layer security in accordance with the relevant SMKI PMA and SSC Guidance (Standards, Procedures and Guidelines) published on the SEC website.
Uniform Resource Locator (URL)	a reference to a resource that specifies the location of the resource on a computer network and a mechanism for retrieving it.
W3C WCAG AA	means the World Wide Web Consortium's (W3C) Web Content Accessibility Guidelines (WCAG) for making content accessible. AA is one of three conformance levels.

1. SELF-SERVICE INTERFACE CODE OF CONNECTION

- 1.1 These provisions apply to the DCC and any User seeking to access information via the Self-Service Interface as described in Section H8.16 of the Code.

General Obligations

- 1.2 The DCC and each User shall inform each other of the contact details of one or more persons working for their respective organisations for the purposes of communications associated with the use of the Self-Service Interface (in the case of the User, where the contact details for such persons are not already held by the DCC). The following information shall be provided in relation to each such person (and subsequently kept up to date by the Party and/or the DCC):
- (a) contact name;
 - (b) contact email;
 - (c) contact telephone number;
 - (d) contact address; and
 - (e) any other contact details as may be reasonably required by the DCC or the User from time to time.

Restrictions on Physical Connections

- 1.3 Each User shall only access the Self-Service Interface in either of the following two ways:
- (a) over a DCC Gateway Connection, in which the User acknowledges that use of a DCC Gateway Connection for the purposes of accessing the Self-Service Interface will utilise some of the available bandwidth of that connection and may consequently reduce the rate at which information may be exchanged when accessing other Services over that connection; or

- (b) only in cases where the User does not have a DCC Gateway Connection or is unable to access a specific SSI environment via its DCC Gateway Connection, via the Internet, in which case the User shall at all times comply with the DCC Internet Access Policy.

1.4 Not used.

DCC Internet Access Policy

- 1.4A The DCC shall maintain and publish a policy which sets out the procedure to be followed before an organisation is able to utilise the Internet to access the Self Service Interface, including technical details and rules that the User must comply with at all times (the **DCC Internet Access Policy**). Any changes to the DCC Internet Access Policy shall be prepared and consulted upon by the DCC with SEC Parties and approved by the Panel.

Connection Mechanisms

- 1.5 Not used.
- 1.6 The DCC shall make the Self-Service Interface available on a set of Internet Protocol version 4 addresses.
- 1.7 Not used.
- 1.8 Not used.
- 1.9 Not used.
- 1.10 Not used.
- 1.11 Not used.
- 1.12 The DCC shall provide reasonable notice to Users of changes to the list of Supported Web Browsers.

Communications Authentication

- 1.13 Not used.
- 1.14 The User shall secure the connection between its User Personnel browser and the Self Service Interface or the DCC Identity Provider Service, using TLS server-side authentication.

Technical Infrastructure

- 1.15 The DCC shall provide the User, via secured electronic means, with details of a Uniform Resource Locator (URL) to access the Self Service Interface.
- 1.16 The DCC shall give reasonable advance notification to each User of any changes to the Self-Service Interface URL.
- 1.17 Not used.
- 1.18 Not used.
- 1.19 Not used.

- 1.20 Not used.
- 1.21 Not used.
- 1.22 Not used.
- 1.23 Not used.
- 1.24 Not used.

Interface Usage

- 1.25 Each User shall not use any systems to apply automated tools in order to interact or operate with the Self-Service Interface.
- 1.26 Each User shall configure each User Personnel's browser to enable the storage of cookies by the DCC in the browser's cookie store.
- 1.27 Not used.
- 1.28 Each User agrees to the recording and storage by the DCC of requests processed by the Self-Service Interface for the purposes of auditing, diagnostics and capacity planning.
- 1.29 The DCC shall ensure that the Self-Service Interface complies with the W3C Web Content Accessibility Guidelines at an 'AA' conformance level ("W3C WCAG AA").
- 1.30 The DCC shall log information associated with all requests processed by the Self-Service Interface. Logged information includes data such as the User Personnel's organisation, the User Personnel's username, the URL requested and any inputs provided.
- 1.31 The DCC shall, upon request, make available to a User, reports summarising the information in clause 1.30 in relation to that User's User Personnel.
- 1.32 Prior to first use of the Self-Service Interface or where there are any material changes to the following information, each User shall estimate and notify to the DCC:
 - (a) maximum total active User Personnel accounts;
 - (b) maximum number of User Personnel concurrently accessing the Self-Service Interface;
 - (c) average activity (requests/hour/account) for a typical Working Day; and
 - (d) maximum peak activity in relation to each User Personnel account (the maximum number of requests and the corresponding hour) for a typical Working Day.