

MP242 ‘Change to Operational Metrics to Measure on Success’

Annex A

Business requirements – version 1.0

About this document

This document contains the business requirements that support the solution(s) for this Modification Proposal. It sets out the requirements along with any assumptions and considerations. The Data Communications Company (DCC) will use this information to provide an assessment of the requirements that help shape the complete solution.

1. Business requirements

This section contains the functional business requirements. Based on these requirements a full solution will be developed.

Business Requirements																																								
Ref.	Requirement				Responsible for delivery																																			
1	This modification will capture the consumer experience and pinpoint areas of concern through determining the success or failure of an agreed set of Service Reference Variants (SRVs).				DCC																																			
2	The Data Communications Company (DCC) is to measure the success and execution of an agreed set of Business Processes and SRVs. The agreed set of Business Processes are: • Install and Commission¹ • Change of Supplier (Gain) • Pre-Payment (note: SRV 2.2 will be reported on as its own individual Business Process) • Update Device Firmware • Meter Reads • Tariff Updates				DCC																																			
3	The DCC will measure against the following conditions to determine success: <table><tr><th>Scenario</th><th>DUIS Response Code</th><th>GBCS Execution Status</th><th>DCC Outcome</th><th>Business Outcome</th></tr><tr><td>SRV passes DSP validation</td><td>I99</td><td>N/A</td><td>ACK</td><td>N/A</td></tr><tr><td>SRV fails DSP validation</td><td>E1 – E100*</td><td>N/A</td><td>Success</td><td>Failure</td></tr><tr><td>Failed to send request to CSP/S1SP</td><td>E20</td><td>N/A</td><td>Failure</td><td>Failure</td></tr><tr><td>No response from device</td><td>E21</td><td>N/A</td><td>Failure</td><td>Failure</td></tr><tr><td>No response from device at Future Dated execution time (T)</td><td>E30</td><td>N/A</td><td>Failure</td><td>Failure</td></tr><tr><td>Failed to send request to CSP/S1SP or No response from device for Scheduled or</td><td>E31</td><td>N/A</td><td>Failure</td><td>Failure</td></tr></table>				Scenario	DUIS Response Code	GBCS Execution Status	DCC Outcome	Business Outcome	SRV passes DSP validation	I99	N/A	ACK	N/A	SRV fails DSP validation	E1 – E100*	N/A	Success	Failure	Failed to send request to CSP/S1SP	E20	N/A	Failure	Failure	No response from device	E21	N/A	Failure	Failure	No response from device at Future Dated execution time (T)	E30	N/A	Failure	Failure	Failed to send request to CSP/S1SP or No response from device for Scheduled or	E31	N/A	Failure	Failure	DCC
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¹ Note, although some of the SRVs listed under Install and Commission are applicable to SMETS1, the rollout of SMETS1 Devices has ended and therefore the overall Install and Commission business process is not applicable to SMETS1.

Business Requirements						
Ref.	Requirement					Responsible for delivery
	Future Dated SRV (T)					
	Failed to send request to ECoS Party (T)	E66	N/A	Failure	Failure	
	No response from ECoS Party (T)	E67	N/A	Failure	Failure	
	Response received – GBCS Success	I0	Success	Success	Success	
	Response received – GBCS Failure	I0	Failure	Success	Failure	
4	The conditional success / failure will be agreed by the Working Group before the commencement of the DCC Full Impact Assessment and any additional conditional status will be agreed by the Panel (delegated to the SEC Operations Group).					Working Group
5	If a timeout occurs before an SRV is received by the User, it will automatically be categorised as a failure.					DCC
6	When measuring the success and failure of the agreed Business Processes, the DCC is to provide reporting that includes retries and also a separate report without for transparency.					DCC
7	The data included in the report will be classified as a Business Process Indicator.					DCC

2. Considerations and assumptions

This section contains the considerations and assumptions for each business requirement.

2.1 General

This solution will be applied to Smart Metering Equipment Technical Specifications (SMETS)1 and SMETS2 Devices.

2.2 This modification will capture the consumer experience and pinpoint areas of concern through determining the success or failure of an agreed set of Service Reference Variants (SRVs).

The Proposer has stated that the current reporting captured under the PMR does not reflect the consumer experience. The intent of this modification is to provide additional reporting from a consumer-centric perspective, to help identify areas where performance may be improved. During the Preliminary Assessment, the DCC will investigate the proposed delivery time of the reports with a view to aligning them with the Business Process Indicator reports.

2.3 Requirement 2: The Data Communications Company (DCC) is to measure the success and execution of an agreed set of Business Processes and SRVs. The agreed set of Business Processes are:

- **Install and Commission**
- **Change of Supplier (Gain)**
- **Pre-Payment**
- **Update Device Firmware**
- **Meter Reads**
- **Tariff Updates**

The six Business Processes and the SRVs that are to be reported on are as follows:

- **Install and Commission**
 - 8.11 Update HAN Device Log
 - 6.21 Request Handover of DCC Controlled Device (Update Supplier Certificates)
 - 8.1.1 Commission Device
 - 8.7.2 Join Service (Join GPF with GSME)
 - 6.20.1 Set Device Configuration' (Import MPxN)
 - 1.1.1 Update Import Tariff (Primary Element)
 - 6.8 Update Device Configuration (Billing Calendar)
 - 8.14.1 Communications Hub Status Update Install Success
- **Change of Supplier (Gain)**
 - 6.23 Update Security Credentials (CoS)

- 1.1.1 Update Import Tariff (Primary Element)
- 6.8 Update Device Configuration (Billing Calendar)
- Pre-Payment
 - 1.6 Update Payment Mode (Payment Mode = Prepayment)
 - 2.1 Update Prepay Configuration
 - 2.2 Top Up Device (Update Balance with positive value) (note: this SRV will be reported on as its own individual Business Process)
- Update Device Firmware
 - 11.1 Update Firmware
 - 11.2 Read Firmware Version
 - 11.3 Activate Firmware (Individual SR for each GUID for firmware activation)
 - 11.4 Update PPMID Firmware
- Meter Reads
 - 4.6.1 Retrieve Import Daily Read Log
 - 4.6.2 Retrieve Export Daily Read Log
 - 4.8.1 Read Active Import Profile Data
 - 4.8.2 Read Reactive Import Profile Data
 - 4.8.3 Read Export Profile Data
 - 4.10 Read Network Data
 - 4.17 Retrieve Daily Consumption Log
- Tariff Updates
 - 1.1.1 Update Import Tariff (Primary Element)
 - 1.2.1 Update Price (Primary Element)

The Proposer has indicated that these six Business Processes are critical to the end consumer experience. During refinement of the business requirements, it was agreed at the Operations Group (OPSG) that SRV 2.2 'Top Up Device' will be a separate Business Process to the two other Pre-Payment SRVs. This is due to the increased consumer impact of SRV 2.2.

2.4 Requirement 3: The DCC will measure against the following conditions to determine success:

Scenario	DUIS Response Code	GBCS Execution Status	DCC Outcome	Business Outcome
SRV passes DSP validation	I99	N/A	ACK	N/A
SRV fails DSP validation	E1 – E100*	N/A	Success	Failure
Failed to send request to CSP/S1SP	E20	N/A	Failure	Failure
No response from Device	E21	N/A	Failure	Failure
No response from Device at Future Dated execution time (T)	E30	N/A	Failure	Failure

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Failed to send request to CSP/S1SP or No response from Device for Scheduled or Future Dated SRV (T)	E31	N/A	Failure	Failure
Failed to send request to ECoS Party (T)	E66	N/A	Failure	Failure
No response from ECoS Party (T)	E67	N/A	Failure	Failure
Response received – GBCS Success	I0	Success	Success	Success
Response received – GBCS Failure	I0	Failure	Success	Failure

* excluding E codes following

(T) indicates related to Timeouts

The four conditions will set out the criteria for determining the success or failure of the SRVs included within the six Business Processes. Please note that these conditions may be amended / additional ones added when discussed with the Working Group.

2.5 Requirement 4: The conditional success / failure will be agreed by the Working Group before the commencement of the DCC Full Impact Assessment and any additional conditional status will be agreed by the Panel (delegated to the SEC Operations Group).

The Working Group will review the DCC's completed Preliminary Assessment to determine the criteria for the success or failure of an SRV delivered to the User. If the modification is approved and implemented into the SEC, the Panel (who are likely to delegate to the OPSG may choose to add further conditional statuses. This will likely be through a guidance document to not require further amendments to the SEC.

2.6 Requirement 5: If a timeout occurs before an SRV is received by the User, it will automatically be categorised as a failure.

Due to the DCC's current inability to accurately measure Target Response Times, if a timeout occurs before an Service Request (SR) / SRV / Alert is received by the User, it will be deemed a failure. This will also be discussed with the Working Group.

2.7 Requirement 6: When measuring the success and failure of the agreed Business Processes, the DCC is to provide reporting that includes retries and also without for transparency.

During discussion with the OPSG, it was agreed that the DCC will provide reporting that will factor in DCC Users' retries and also report without them. This will provide transparency to SEC Parties on how retries impact DCC performance. An example of this is a Supplier Party sending the same SRV repeatedly to commission a newly installed Device. DCC will identify the level of impact of this requirement within the Preliminary Assessment. This will be displayed as a measurement of retries against each SRV. The Proposer will then decide if this is to remain before requesting the Full Impact Assessment.

2.8 Requirement 7: The data included in the report will be classified as a Business Process Indicator.

During the Refinement Process, the DCC has stated that categorising the data as measures will likely have high associated costs. As such, the data will remain as indicators.

3. Solution development

This section contains a must-have, should-have, could-have, won't-have (MoSCoW) analysis for the different requirement components to be considered as part of the solution.

MoSCoW Analysis			
Requirement Ref.	Description	Responsible for delivery	MoSCoW
2.1	Reporting against the six Business Processes stated in requirement 2.	DCC	M
2.2	Reporting against all ten Business Processes captured in SEC Section H13.1A.	DCC	C
6	The DCC is to provide reporting that includes DCC Users retrying to send SRVs, and also reporting that excludes retries.	DCC	S

Key

- M = Must have
- S = Should have
- C = Could have
- W = Won't have

4. Glossary

This table lists all the acronyms used in this document and the full term they are an abbreviation for.

Glossary	
Acronym	Full term
DCC	Data Communications Company
OPSG	Operations Group
SEC	Smart Energy Code
SMETS	Smart Metering Equipment Technical Specifications
SR	Service Request
SRV	Service Reference Variant