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DCC Performance Indicators Document – v2.0

Purpose

This document contains the Data Communications Company (DCC) Performance Indicators produced in accordance with Smart Energy Code (SEC) Section H ‘DCC Services’ H13.5B.

The DCC shall provide metrics on the Performance Indicators within this document in its Performance Measurement Report (PMR).

Definitions

Performance Indicator: means an indicator of service performance from time to time determined by the Panel under SEC Section H13.5B ‘Performance Indicators’, on which the DCC is to report but which does not constitute a Performance Measure.

Business Process Success – Performance Indicators

The DCC shall report on the success / failure of the following SRVs contained within the Business Processes in the table below.

Table 1		
Process	SRV	Description
Install & 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
Pre-Payment Top Up	2.2	Top Up Device (Update Balance with positive value)
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 Business Processes in the table above shall be measured against the following conditions to determine success.

Table 2				
Scenario	DUIS Response Code	GBCS Execution Status	DCC Outcome	Business Outcome
SRV passes DSP validation	I99	N/A	ACK	N/A
Table 3				
Scenario	DUIS Response Code	GBCS Execution Status	DCC Outcome	Business Outcome

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 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

Note: * excludes the E codes E20, E21, E30, E31, E66, E67

(T) indicates messages related to Timeouts

The four conditions will set out the criteria for determining the success or failure of the SRVs included within the Business Processes listed in table 1 above.