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MP230 ‘Review the SLA for delivery and completion for SMETS1 firmware’

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
1	The DCC must not be penalised for not delivering very large Smart Metering Equipment Technical Specification (SMETS)1 firmware within five working days in scenarios where they determine they cannot achieve this without causing System performance degradation.
2	Suppliers must initiate contact with the DCC through the DCC Service Desk when intending to send firmware images larger than 750kB when batched in increments greater than 500 images.

2. Considerations and assumptions

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

2.1 General

This solution will be applied to SMETS1 Devices only. SMETS 1 firmware updates must be processed by both the SMETS1 Service Provider (S1SP) and the Dual Control Organisation (DCO). Some firmware images for specific SMETS1 Devices are significantly larger than others, and these images may need to be broken down to send in multiple images. As currently sized, the DCC system cannot process the required updates to the entire Device portfolio. The SEC currently states that the Service Level Agreement (SLA) for processing of firmware upgrades is five days, which cannot be achieved on a large scale with these larger firmware images.

This issue has been discussed at the OPSG. The OPSG asked the DCC to investigate the costs of additional infrastructure to resolve the issue. The DCC has since confirmed that amending the DCC Total Systems to support such a situation would not be cost effective due to the expected rarity of this issue arising compared with the anticipated costs.

2.2 Requirement 1: The DCC must not be penalised for not delivering very large SMETS1 firmware within five working days in scenarios where they determine they cannot achieve this without causing System performance degradation.

The DCC Operation Performance Regime (OPR) incentivises the DCC to drive better performance. If DCC do not meet the SLA for SMETS1 firmware image delivery, Ofgem may choose to reduce the baseline margin that would be available to the DCC. The DCC cannot meet this SLA in a rare circumstance without considerable investment in infrastructure that would not be required at any other time.

2.3 Requirement 2: Suppliers must initiate contact with the DCC through the DCC Service Desk when intending to send firmware images larger than 750kB when batched in increments greater than 12,000 images.

Suppliers must initiate contact with the DCC through the DCC Service Desk when intending to send firmware images larger than 750kB and when batched in increments greater than 500 images. The communication should include details about the image size and the number of images. The agreed upon schedule should be communicated clearly, outlining specific timelines for each batch.

3. 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
DCO	Dual Control Organisation
OPR	Operation Performance Regime
OPSG	Operations Group
PMR	Performance Measurement Report
S1SP	SMETS1 Service Provider
SEC	Smart Energy Code
SLA	Service Level Agreement
SMETS1	Smart Metering Equipment Technical Specification