

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

Annex A

Business requirements – version 0.1

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 Smart Metering Equipment Technical Specification (SMETS)1 firmware within five working days in scenarios where they determine they cannot achieve this.
2	In cases where DCC wishes to suspend the SLA for a particular update, DCC shall notify the Operations Group (OPSG) and affected Smart Energy Code (SEC) Parties ahead of this proposed change.
3	Monthly reporting from the DCC shall indicate an exclusion for such firmware updates from the Performance Measurement Report (PMR).

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 SMETS1 firmware within five working days in scenarios where they determine they cannot achieve this.

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: In cases where DCC wishes to suspend the SLA for a particular update, DCC shall notify the OPSG and affected SEC Parties ahead of this proposed change.

In this rare scenario and DCC requests to suspend the SLA for a particular update, the DCC will need to inform the Operations Group and any affected SEC Parties. This requirement ensures that there is proper communication and transparency between the DCC and its variety of stakeholders.

2.4 Requirement 3: Monthly reporting from the DCC shall indicate an exclusion for such an exclusion for such firmware updates from the PMR.

The monthly reports generated by DCC should clearly indicate that these specific firmware updates are excluded from the Performance Measurement Report.

It also helps in accurate reporting of the system's performance, despite the exclusion of certain firmware updates from the SLA. Overall, this requirement supports effective management and monitoring of the system.

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