SEC
Smart Energy Code

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MP242

'Change to Operational Metrics to Measure on Success'

Modification Report

Version 1.0

13 February 2024

Corporate member of Plain English Campaign
Committed to clearer communication
592

About this document

This document is a Modification Report. It sets out the background, issue, solution, impacts, costs, implementation approach and progression timetable for this modification, along with any relevant discussions, views and conclusions.

Contents

1. Summary 3
2. Issue 3
3. Solution 7
4. Impacts 9
5. Costs 10
6. Implementation approach 11
7. Assessment of the proposal 11
8. Case for change 13

Appendix 1: Progression timetable 14

Appendix 2: Glossary 15

This document also has four annexes:

- **Annex A** contains the business requirements for the solution.
- **Annex B** contains the redlined changes to the Smart Energy Code (SEC) required to deliver the Proposed Solution.
- **Annex C** contains the full Data Communications Company (DCC) Impact Assessment response.
- **Annex D** contains the full responses received to the Refinement Consultation

Contact

If you have any questions on this modification, please contact:

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1. Summary

This proposal has been raised by Rochelle Harrison from British Gas.

SEC Modification MP122A 'Operational Metrics' (implemented on 25 February 2021) introduced Target Response Times (TRTs) to the Operational Performance Regime (OPR).

However, the DCC is not currently able to measure TRTs, and instead can only measure Round Trip Times (RTTs). Without TRT data, only the RTTs can be reported against the targets captured in SEC Section H 'DCC Services', reducing the value of these reports generated as part of the OPR.

The Operations Group (OPSG) and Performance Measures Review Group (PMRG) have stated that it would be more beneficial if the DCC could measure the 'success' of a Service Request (SR), Service Reference Variant (SRV), or Alert. Where the 'failure' is not due to the DCC ecosystem, i.e., sending updates to a Device an energy Supplier is not responsible for (E4s etc.), then exceptions will be allowed. All exceptions will be reviewed and agreed between OPSG and the DCC before being included in any reporting.

The Proposed Solution is to report on the Success / Failure of an agreed set of SRVs across seven Business Processes and compare them to the DCC's Success / Failure criteria. This will enable the DCC and Parties to better understand SRV performance from a consumer's perspective.

SRs, SRVs and Alerts from both Smart Metering Equipment Technical Specifications (SMETS) 1 and SMETS 2+ Devices will be within scope of this proposal.

This is a Self-Governance modification that impacts Supplier Parties and the DCC. It will cost £262,079 to implement based on the DCC Impact Assessment, alongside a yearly cost of £156,000 for Application Support.

This modification will be implemented as an Ad hoc SEC Release, with an expected date of 12 November 2024.

2. Issue

What are the current arrangements?

MP122A 'Operational Metrics'

SEC Modification MP122A 'Operational Metrics' (Implemented on 25 February 2021) introduced TRTs to the OPR.

Within the Proposed Solution for MP122A, it was agreed that the criteria for measuring the success/failure of an entire business process would be determined by the number of responses and those that returned a failed response. This would be assessed by the OPSG upon the presentation of the Performance Measurement Report (PMR) based on commentary provided by the DCC on each failure.

In the MP122A Impact Assessment, the DCC proposed reporting against the SRVs with additional granularity by reporting against the following categories:

- No Response received (successful response code)

- No Response received (unsuccessful response code)
- Responses Received (successful response code i.e. "I/0")
- Response Received (unsuccessful response code i.e. response code other than "I/0")

What are Target Response Times?

TRTs are the target performance measures defined in SEC Appendix E 'DCC User Interface Services Schedule'. The TRTs are defined differently for SMETS1 Devices and SMETS2+ Devices:

- **SMETS1 Devices** – starting from the DCC User Gateway and ending on provision of the Service Response to the User, but only counting the processing time between the DCC User Interface to the DCC SMETS1 Processing Systems (inclusive); and/or the DCC SMETS1 Processing Systems to the DCC User Interface (inclusive).
- **SMETS2+ Devices** – starting from the DCC User Gateway and ending on provision of the Service Response to the User, but only counting the processing time between the DCC User Interface to the Communications Hub (inclusive); and/or the Communications Hub to the DCC User Interface (inclusive).

TRTs differ from RTTs, which measure the time taken from a request being accepted by the Data Service Provider (DSP) and then subsequently sent back to the place of origin from which it was requested..

Other in flight TRT / RTT based SEC Modifications

The Smart Energy Code Administrator and Secretariat (SECAS) currently has two additional modifications that have been raised to resolve TRT and RTT-relevant issues:

- MP187 'Incorporation of Target Round Trip Times and Target Success Rates into the SEC' proposes to introduce targets for RTTs due to the DCC currently being unable to accurately measure TRTs, as well as introduce success rates into the SEC. This modification is currently on hold.
- MP217 'Obtaining Timestamps to allow Target Response Time Measurements' proposed to introduce timestamps across the DCC Systems to allow the DCC to accurately report on TRTs. This modification was withdrawn on 30 October 2023 due to a lack of support for the proposal.

The Operational Performance Regime

The OPR financially incentivises the DCC's performance in three main areas: system performance, customer engagement and contract management, and is reviewed each Regulatory Year. The OPR guidance sets out how the measures are calculated and is updated and refined from time to time, following consultation by Ofgem[1].

[1] https://www.ofgem.gov.uk/publications/decision-revised-opr-guidance-march-2023

The Performance Measurement Report

The SEC sets out the operational Service Levels which the DCC is required to meet. The PMR details the Service Levels achieved, in respect of the Code Performance Measures set out in Sections H13.1 and L8.6 of the SEC and such Service Provider Performance Measures specified in the Reported List of Service Provider Performance Measures document. Service Levels are reported monthly. The report is provided to the Panel, SEC Parties, the Authority and (on request) the Secretary of State.

OPSG and PMRG discussions

The monthly SEC PMR is reviewed by the OPSG. For several years, the OPSG has voiced concerns that the content of the PMR does not align with its experience of the services. Due to the time constraints within the OPSG, a sub-group to the OPSG, the PMRG was formed, to carry out an in-depth review of the existing measures in the PMR, to allow for more time to be spent on this topic than would be possible at regular OPSG meetings.

Guided by the DCC, the PMRG undertook a line-by-line review of all the Code Performance and Service Provider Measures. This raised questions from members as to what / how elements were measured so that an informed position on the continued need for the report could be agreed.

Throughout PMRG discussions, members expressed a need to measure the success of business processes as a priority as well as the time it takes for a certain SRV to traverse the DCC systems. The PMRG requested the DCC provide a 'strawman' proposal for measuring success and suggested this is based on the Business Processes as defined by SEC Section H13.1A. PMRG members expressed frustration at the time it was taking for a formal proposal from DCC. The PMRG concluded its review in March 2023. No formal recommendations to OPSG were made, pending the request for DCC to provide a 'strawman' proposal for measuring success.

What is the issue?

The DCC cannot currently measure TRTs, therefore SEC Parties have agreed that it would be more beneficial that the DCC reports on the success of SRs/SRVs/Alerts, using an agreed definition of success across the five business processes reported on as part of the OPR:

- Install and Commission[2]
    - 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

[2] 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.

- 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)
- Update Device Firmware
    - 11.1 Update Firmware
    - 11.3 Activate Firmware (Individual SR for each GUID for firmware activation)
- 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

What is the impact this is having?

With the DCC unable to measure TRTs, and instead measuring RTTs which are then reported on against the targets captured in SEC Section H 'DCC Services', the value of the reports generated as part of the OPR are of a reduced value. The current reporting obscures the ability to identify where issues may occur and how to remedy them.

Impact on consumers

With current reporting not showing a clear representation of DCC performance, SEC Parties face difficulties in identifying areas of reduced performance and developing enhancements that will benefit the consumer. Also, delays in issues being spotted could cause consumer detriment for longer, especially for smaller consumer groups, such as those in prepayment mode.

3. Solution

Proposed Solution

The Proposed Solution is to report on the Success / Failure of an agreed set of SRVs across seven Business Processes. This was initially six Business Processes, however the Proposer and the DCC requested that the Pre-Payment Business Process is separated into two specifically for this modification:

- 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)

To determine the Success / Failure of an SRV, the DCC has produced the following matrix, which has been agreed by the Working Group and OPSG:

Scenario	DUIS Response Code	GBCS Execution Status	DCC Outcome	Journey 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 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

('ACK' means acknowledgment)

Reports will be made available via SharePoint on the third Monday of each month, as well as being provided to the OPSG for review.

The Proposer has stated that it is their preference that the MP242 reports replace current reporting as stipulated in SEC Section H13.1A. It has been agreed that there will be a transition period where the current reports and MP242 reports will be generated side by side, to allow SEC Parties to identify a preferred methodology and remove any duplication. This period will be defined during the detailed planning phase.

The performance indicators and the associated metrics required for this change will be applied to the 'DCC Performance Indicators' document. This is a DCC owned document, and therefore any changes and maintenance are not subject to the SEC modification process. The DCC would prepare and consult any proposed changes to this document, and the SEC Panel would approve any finalised changes.

Further detail on the Proposed Solution can be found in Annex C in the DCC Impact Assessment.

The redlined changes to deliver the Proposed Solution can be found in Annex B

4. Impacts

This section summarises the impacts that would arise from the implementation of this modification.

SEC Parties

SEC Party Categories impacted			
✓	Large Suppliers	✓	Small Suppliers
	Electricity Network Operators		Gas Network Operators
	Other SEC Parties	✓	DCC

Supplier Parties will be impacted by this modification as they will benefit from the new reports which intend on capturing the consumer experience better than current reporting. This will allow Supplier Parties to pinpoint areas of concern and potentially deliver improvements.

Suppliers will also be required to participate within the detailed planning phase of the Proposed Solution, as input will be needed to help the DCC form visuals for the reporting.

The DCC will also be impacted as it will be responsible for generating and making available the new reports. This will also require the DCC to monitor the agreed set of SRVs against the agreed Success / Failure criteria.

DCC System

This modification will not impact the DCC System, however it will impact other areas of the DCC, such as the Data Science and Analytics (DS&A) team and reporting from the DSP.

The full impacts on DCC Systems can be found in the DCC Impact Assessment response in Annex C.

SEC and subsidiary documents

The following parts of the SEC will be impacted:

- Section A ‘Definitions and Interpretation’
- Section H ‘DCC Services’

The changes to the SEC required to deliver the proposed solution can be found in Annex B.

Please note that the modification will also impact the DCC Performance Indicators Document, which is a Code Required Document. Changes to this document can also be found within Annex B.

Consumers

The intent of this modification is to better capture the consumer experience and through that, pinpoint areas of concern by determining the success or failure of an agreed set of consumer-centric SRVs. As a result, consumers may benefit from improved performance identified from MP242.

Other industry Codes

This modification does not impact other industry Codes.

Greenhouse gas emissions

This modification does not impact greenhouse gas emissions.

5. Costs

DCC costs

The DCC implementation costs to implement this modification are £262,079 The breakdown of these costs are as follows:

Breakdown of DCC implementation costs	
Activity	**Cost**
Metric Development	£90,000
Report Production	£110,000
Additional Future Dated SAT Data	£62,079
Total	£262,079

The DCC have also highlighted the need for ongoing application support for this reporting suite, so therefore a cost of £156,000 per annum will be required to maintain this solution.

More information can be found in the DCC Impact Assessment response in Annex C.

SECAS costs

The estimated SECAS implementation cost to implement this as a stand-alone modification is one day of effort, amounting to approximately £600. This cost will be reassessed when combining this modification in a scheduled SEC Release. The activities needed to be undertaken for this are:

- Updating the SEC and releasing the new version to the industry.

SEC Party costs

There are no known SEC Party costs as a result of this modification. There is potential for SEC Parties to incur costs within the detailed planning phase of the Proposed Solution, as Suppliers will be required to contribute to the development of the reports within the Proposed Solution.

6. Implementation approach

Recommended implementation approach

SECAS is recommending an implementation date of:

- **Ad-hoc Release** seven months after decision, expected to be 12 November 2024.

The Proposer has stated that the reporting improvements will help identify areas of concern and subsequently be able to generate improvements for consumers in these areas. Therefore, the modification should be implemented as soon as possible. The DCC Impact Assessment identified that there is a seven-month lead time to deliver the Proposed Solution.

7. Assessment of the proposal

Areas for assessment

Sub-Committee input

SECAS has engaged with the Chairs from the OPSG, the Technical Architecture and Business Architecture Sub-Committee (TABASC), the Security Sub-Committee (SSC) and the Smart Metering Key Infrastructure Policy Management Authority (SMKI PMA) to confirm what input is required from these forums.

Sub-Committee input	
Sub-Committee	**Input sought**
OPSG	What operational impact will prioritising 'success' of SRs/SRVs/Alerts over Target Response Times have? SECAS has engaged with the OPSG throughout the Refinement Process, with the Sub-Committee approving of the business requirements and the DCC Preliminary Assessment key points.
SMKI PMA	SECAS has confirmed there are no SMKI impacts.
SSC	SECAS has confirmed there are no security impacts.
TABASC	SECAS has confirmed there are no technical or business architecture impacts.

Observations on the issue

Business as usual?

During discussions at the Change Sub-Committee (CSC), a member queried the need for this modification, as they assumed that it would be part of the DCC's initial system build to demonstrate

they are achieving their Service Level Agreements (SLAs). The DCC acknowledged this but advised that this was never included in the requirement for the system. It added that this modification is aiming to identify potential problem areas, noting the DCC does not have a method for doing this due to not being able to measure TRTs.

Solution development

Journey tracking

The DCC's Preliminary Assessment advised that the solution contains an element called 'Journey Tracking'. Journey Tracking will look at SRVs sent to a Device and uses the SRVs and Alert responses data to understand if the process was ultimately successful.

Journey Tracking will also look to see if multiple similar SRVs were sent to a Device in close proximity. If one of the SRVs were to succeed and the rest were to fail, the outcome of the journey would be considered a success. There is no additional cost to include this in the solution.

SECAS sought Working Group and OPSG views on this, with both forums agreeing that this should be incorporated into the solution.

Additional Future Dated Service Audit Trail Data

The Preliminary Assessment states that as part of the implementation phase of Journey Tracking, the DS&A team may identify journeys that can't otherwise be tracked with a high likelihood of success. The DCC advised that the addition of the DSP data on Future Dated SRVs would help significantly, and if this is excluded, then the resulting accuracy may be a concern. If there are journeys that are a concern, the DCC will ensure this is discussed with the Working Group during design and development.

SECAS also discussed this with the Working Group and OPSG, with both forums also agreeing this should be included in the solution.

Replacing current reporting or additional?

SECAS informed the Working Group that it was the Proposer's intention for the MP242 reporting to replace current reporting. The Proposer added that it would be beneficial to understand which elements of current reporting Parties would like to keep. The DCC advised that currently the MP242 reporting is in addition to current reports. This will occur for a to-be-agreed period of time until any changes take place. The period of time will be defined during the detailed planning phase of the Proposed Solution.

SECAS advised that it would be beneficial if there were no duplication, as current reporting also categorizes data as 'success' or 'failure'. The DCC confirmed that they do not want to generate reports that share different views/criteria on 'success' and 'failure' as these may cause confusion.

When discussing this with the OPSG, the OPSG Chair stated it would be beneficial to see the proposed new reporting as soon as possible to compare it with existing reports. This will then shape the final design ahead of implementation.

Will timeliness be factored into success/failure?

When presenting the success/failure matrix to the OPSG, the Chair queried whether the time taken for SRVs to reach their destination would be considered. The DCC responded, stating that Response Codes E21(Communications Failure – No Response Received from Device), E30 (Time-out – "Future Dated" Command) and E31(Time-out – "DSP Schedule" /"Future Dated (DSP) Command) will be subject to their relevant timeouts. The DCC also advised that for Future Dated SRVs, where the execution time is unknown, the DCC's Journey Tracking will be able to report Success / Failure.

Impact Assessment Review

SECAS presented the DCC Impact Assessment to the Working Group to gather feedback. The Working Group were asked if the benefits of the modification justified the cost. The benefits were highlighted as an enhanced reporting suite to support consumer focused SRVs, as well as enabling opportunities for improvement to be identified within the consumer journey. All respondents of the Working Group provided a response indicating they believe the benefits justify the cost.

8. Case for change

Business case

This modification will provide reporting that is more focused on the consumer experience than the reporting that is currently in place. The reporting produced will be reviewed by Parties and the OPSG and will help identify where improvements can be made that will directly impact the consumer. Parties will also be able to compare the MP242 reporting with current reporting to understand how to make more insightful, efficient reports.

Views against the General SEC Objectives

Proposer's views

Objective (b)[3]

The Proposer believes that this modification will facilitate SEC Objective (b). It will help provide a clearer indication of the success or failure of consumer centric SRVs, which will help industry understand if the DCC is providing to ensure that they are compliant with their obligations.

Objective (g)[4]

The Proposer believes that MP242 will facilitate SEC Objective (g) by providing clear and relevant reports that will detail specific SRV performance which is relevant to the consumer experience. It will also highlight potential issues that might require addressing.

[3] To enable the DCC to comply at all times with the General Objectives of the DCC (as defined in the DCC Licence), and to efficiently discharge the other obligations imposed upon it by the DCC Licence.
[4] To facilitate the efficient and transparent administration and implementation of this Code.

Industry views

One respondent of the Refinement Consultation (Large Supplier) shared their desire to maintain the existing reporting alongside the proposed set of new reporting metrics. Both sets of reports will be continued for a period of time following implementation which will be defined during the detailed planning phase of the Proposed Solution.

Another respondent (Large Supplier) felt that the development time of three months provided by the DCC during the Preliminary Assessment was too short. Following the receipt of the DCC Full Impact Assessment, implementation time was adjusted to seven months following approval.

Views against the consumer areas

Improved safety and reliability

This modification will be neutral against this area.

Lower bills than would otherwise be the case

This modification will be neutral against this area.

Reduced environmental damage

This modification will be neutral against this area.

Improved quality of service

MP242 will benefit consumers by providing more detailed consumer-centric SRV reporting on the DCC's performance, including the DCC System and Service Providers. This could help the DCC and Parties identify and resolve system issues sooner, preventing any knock-on impacts on consumers.

Benefits for society as a whole

This modification will be neutral against this area.

Appendix 1: Progression timetable

Timetable	
Event/Action	**Date**
Draft Proposal raised	24 May 2023
Business requirements developed with the Proposer	May 2023
Presented to Sub-Committees for initial comment	May – Jun 2023
CSC converts Draft Proposal to Modification Proposal	20 Jun 2023

Timetable	
Event/Action	**Date**
Modification discussed with Working Group	5 Jul 2023
Modification discussed with the OPSG	11 Jul 2023
Preliminary Assessment requested	1 Aug 2023
Preliminary Assessment returned	8 Sep 2023
Modification discussed with Working Group	4 Oct 2023
Modification discussed with OPSG	10 Oct 2023
Legal text developed with the Proposer and DCC	Oct 2023
Refinement Consultation	25 Oct – 15 Nov 2023
Impact Assessment costs approved by Change Board	22 Nov 2023
Impact Assessment requested	22 Nov 2023
Impact Assessment returned	26 Jan 2024
Modification discussed with Working Group	7 Feb 2024
Modification discussed with OPSG	13 Feb 2024
Modification Report approved by CSC	*20 Feb 2024*
Modification discussed with TABASC	*7 Mar 2024*
Modification Report Consultation	*21 Feb - 13 Mar 2024*
Change Board Vote	*27 Mar 2024*

Italics denote planned events that could be subject to change

Appendix 2: Glossary

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

Glossary	
Acronym	**Full term**
CoS	Change of Supplier
CSC	Change Sub-Committee
CSP	Communication Service Provider
ECoS	Enduring Change of Supplier
DCC	Data Communications Company
DS&A	Data Science and Analytics
DSP	Data Service Provider
DUIS	DCC User Interface Specification
GBCS	GB Companion Specification
GSME	Gas Smart Metering Equipment
GPF	Gas Proxy Function
GUID	Global Unique Identifier

Glossary	
Acronym	**Full term**
HAN	Home Area Network
MPxN	Meter Point Administration Number
OPR	Operational Performance Regime
OPSG	Operations Group
PIT	Pre-Integration Testing
PMR	Performance Measurement Report
PMRG	Performance Measures Review Group
RTT	Round Trip Time
S1SP	SMETS1 Service Provider
SAT	Service Audit Trail
SEC	Smart Energy Code
SECAS	The Smart Energy Code Administrator and Secretariat
SIT	System Integration Testing
SLA	Service Level Agreement
SMETS	Smart Metering Equipment Technical Specifications
SMKI PMA	Smart Metering Key Infrastructure Policy Management Authority
SR	Service Request
SRV	Service Reference Variant
SSC	Security Sub-Committee
TABASC	Technical Architecture and Business Architecture Sub-Committee
TRT	Target Response Time
UIT	User Integration Testing

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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.

<table>
<tr><th colspan="3">Business Requirements</th></tr>
<tr><th>Ref.</th><th>Requirement</th><th>Responsible for delivery</th></tr>
<tr><td>1</td><td>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).</td><td>DCC</td></tr>
<tr><td>2</td><td>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[1]
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</td><td>DCC</td></tr>
<tr><td>3</td><td>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></td><td>DCC</td></tr>
</table>

[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**
	<table><tr><td>Future Dated SRV (T)</td><td></td><td></td><td></td><td></td></tr><tr><td>Failed to send request to ECoS Party (T)</td><td>E66</td><td>N/A</td><td>Failure</td><td>Failure</td></tr><tr><td>No response from ECoS Party (T)</td><td>E67</td><td>N/A</td><td>Failure</td><td>Failure</td></tr><tr><td>Response received – GBCS Success</td><td>I0</td><td>Success</td><td>Success</td><td>Success</td></tr><tr><td>Response received – GBCS Failure</td><td>I0</td><td>Failure</td><td>Success</td><td>Failure</td></tr></table>	
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

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

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MP242 'Change to Operational Metrics to Measure on Success''

Annex B

Legal text – version 1.0

About this document

This document contains the redlined changes to the SEC that would be required to deliver this Modification Proposal.

Section A 'Definitions and Interpretation'

These changes have been redlined against Section A version 34.0.

Add definition as follows:

DCC Performance Indicators Document	means a document to be established, reviewed and updated by the Panel, as further described in Section H 'DCC Services' clause 13.5B 'Report on Performance Indicators'.

Amend definition as follows:

Business Process	means a combination of Service Requests against which the DCC is to report, as described in ~~Section H13.1A or H13.1B (Code Performance Measures).~~the DCC Performance Indicators Document.

Section H 'DCC Services'

These changes have been redlined against Section H version 20.0.

Amend Section H13 as follows:

H13. PERFORMANCE STANDARDS AND REPORTING

Code Performance Measures

H13.1 Each of the following performance measures constitute a Code Performance Measure (to which the following Target Service Level and Minimum Service Level will apply, measured over the following Performance Measurement Period):

No.	Code Performance Measure	Performance Measurement Period	Target Service Level	Minimum Service Level
1	Percentage of On-Demand Service Responses delivered within the applicable Target Response Time.	monthly	99%	96%
2	Percentage of Future-Dated Service Responses delivered within the applicable Target Response Time.	monthly	99%	96%
3	Percentage of Alerts delivered within the applicable Target Response Time (including the Alerts which are subject to Sections H3.14(i) and (j). Alerts consolidated	monthly	99%	96%

	in accordance with the Alert Management Mechanism will not be counted.			
3A	For those Alerts which are subject to Section H3.14(i), percentage of Alerts delivered within the applicable Target Response Time.	monthly	As set out in the Power Outage & Restoration Alerts Delivery Management Document	As set out in the Power Outage & Restoration Alerts Delivery Management Document
4	Percentage of Incidents which the DCC is responsible for resolving and which fall within Incident Category 1 or 2 that are resolved in accordance with the Incident Management Policy within the Target Resolution Time.	monthly	100%	85%
5	Percentage of Incidents, measured and reported as a separate Code Performance Measure for each of Incident Categories 3, 4 and 5, which the DCC is responsible for resolving that are resolved in accordance with the Incident Management Policy within the Target Resolution Time.	monthly	90%	80%
5A	Percentage of Incidents which fall within Incident Category 3, 4 or 5 that are recorded on the Incident Management Log and assigned to a resolver within the Target Initial Response Time.	monthly	90%	80%
6	Percentage of time (in minutes) during which each DCC Interface (excluding the one listed in paragraph (f) of the definition of DCC Interface) is available during the Target Availability Period. There shall be a separate Code Performance Measure for each combination of DCC Interface, Region and the two relevant times of day (the first such relevant time of day being Monday-Friday 08.00-20.00 and Saturday 08.00-12.00; the second being every other time). For this purpose, a DCC Interface is only considered to be available where it and the DCC Systems on which it relies are fully available, such that those persons which are intended to be able to use the DCC Interface can use the full functionality which is intended to be available to them.	monthly	99.5%	98%
~~6A~~	~~Percentage of each of the Business Processes described in Section H13.1A which is delivered within the applicable Target Response Time. There shall be a separate Code Performance Measure for each combination of Business Processes and either Region (for SMETS2+) or SMETS1.~~	~~monthly~~	~~99%~~	~~96%~~

~~H13.1A The Business Processes referred to in Code Performance Measure 6A above are a combination of Service Reference Variants as set out in the table below. The percentage of each Business Process which is delivered within the Target Response Time shall be measured and calculated by reference to whether the messages that together comprise that Business Process were sent and received within the required Target Response Time. For this purpose, a Service~~

This document has a Classification of **Clear**

~~Response will not be considered to have been received if the Service Response contains an error Response Code relating to a communications failure or timeout (E20 or E21).~~

~~Business Process~~	~~Service Reference Variant~~	~~Description~~	~~SMETS1 applicable~~
~~Install and Commission~~	~~8.11~~	~~Update HAN Device Log~~	~~Yes~~
	~~6.21~~	~~Request Handover of DCC Controlled Device (Update Supplier Certificates)~~	~~No~~
	~~8.1.1~~	~~Commission Device~~	~~Yes~~
	~~8.7.2~~	~~Join Service (Join GPF with GSME)~~	~~Yes~~
	~~6.20.1~~	~~Set Device Configuration (Import MPxN)~~	~~No~~
	~~1.1.1~~	~~Update Import Tariff (Primary Element)~~	~~Yes~~
	~~6.8~~	~~Update Device Configuration (Billing Calendar)~~	~~Yes~~
	~~8.14.1~~	~~Communications Hub Status Update Install Success~~	~~No~~
~~Change of Supplier (Gain)~~	~~6.23~~	~~Update Security Credentials (CoS)~~	~~Yes~~
	~~1.1.1~~	~~Update Import Tariff (Primary Element)~~	~~Yes~~
	~~6.8~~	~~Update Device Configuration (Billing Calendar)~~	~~Yes~~
~~Change of Tenancy~~	~~3.2~~	~~Restrict Access for Change of Tenancy~~	~~Yes~~
~~Tariff Updates~~	~~1.1.1~~	~~Update Import Tariff (Primary Element)~~	~~Yes~~
~~Pre-Payment~~	~~1.6~~	~~Update Payment Mode (Payment Mode = Prepayment)~~	~~Yes~~
	~~2.1~~	~~Update Prepay Configuration~~	~~Yes~~
	~~2.2~~	~~Top Up Device (Update Balance with positive value)~~	~~Yes~~
~~Security and Key Management~~	~~6.15.2~~	~~Update Security Credential (Device) – Credential Type = Digital Signature~~	~~No~~
	~~6.15.2~~	~~Update Security Credential (Device) – Credential Type = Key Agreement~~	~~No~~
	~~6.17~~	~~Issue Security Credentials – Credential Type = Digital Signature~~	~~No~~
	~~6.17~~	~~Issue Security Credentials – Credential Type = Key Agreement~~	~~No~~
~~Update Device Firmware~~	~~11.1~~	~~Update Firmware~~ ~~Note: In respect of SMETS2+ Devices the DCC must ensure that the associated firmware update has been delivered to all relevant Communications Hub Functions within five days of receipt of the Service Request.~~	~~Yes~~
	~~11.3~~	~~Activate Firmware (Individual SR for each GUID for firmware activation)~~ ~~Note: SMETS1 five-day Target Response Time.~~	~~Yes~~
	~~8.14.3~~	~~Communications Hub Status Update – Fault Return~~	~~No~~

~~Logistics CH Ordering and Returns~~	~~8.14.4~~	~~Communications Hub Status Update – No Fault Return~~	~~No~~
~~Distribution Networks Post I&C Activity~~	~~6.15.1~~	~~Update Security Credentials (Update Network Operator Certificates)~~	~~Yes~~
	~~6.5~~	~~Update Device Configuration (Voltage)~~	~~Yes~~
	~~6.22~~	~~Configure Alert Behaviour (Update ENO Alter Configuration)~~	~~No~~
~~Meter Reads~~	~~4.6.1~~	~~Retrieve Import Daily Read Log~~	~~Yes~~
	~~4.6.2~~	~~Retrieve Export Daily Read Log~~	~~No~~
	~~4.8.1~~	~~Read Active Import Profile Data~~	~~Yes~~
	~~4.8.2~~	~~Read Reactive Import Profile Data~~	~~Yes~~
	~~4.8.3~~	~~Read Export Profile Data~~	~~Yes~~
	~~4.10~~	~~Read Network Data~~	~~Yes~~
	~~4.17~~	~~Retrieve Daily Consumption Log~~	~~No~~

~~Note, where the response for the 'Update Security Credentials (CoS)' Service Request erroneously reports a failure, the presence of subsequent Critical and Non-Critical Service Requests sent by the gaining supplier will be used as an indicator of success.~~

~~H13.1B~~

Service Provider Performance Measures

H13.2 The DCC may modify the Reported List of Service Provider Performance Measures where it has:

(a) undertaken reasonable consultation with the Parties regarding the proposed modification;

(b) given due consideration to, and taken into account, any consultation responses received; and

(c) provided to the Panel, the Parties, the Authority and (on request) the Secretary of State a statement of its reasons for the modification together with copies of any consultation responses received,

and as soon as reasonably practicable following any such modification, the DCC shall provide an up-to-date copy of the Reported List of Service Provider Performance Measures to the Panel, the Parties, the Authority and (on request) the Secretary of State.

H13.3 Prior to agreeing any changes to the DCC Service Provider Contracts that will alter the Service Provider Performance Measures, the DCC shall:

(a) undertake reasonable consultation with the Panel and Parties regarding such changes;

(b) give due consideration to, and take into account, any consultation responses received; and

(c) provide to the Panel, the Parties, the Authority and (on request) the Secretary of State a statement of its reasons for proposing to agree such changes.

Reporting

H13.4 The DCC shall, within 10 Working Days following the end of each Performance Measurement Period, produce a report setting out the Service Levels achieved in respect of each Performance Measure. Such report must identify:

(a) those Performance Measures (if any) for which the Service Level was less than the Target Service Level and/or the Minimum Service Level;

(b) where a Service Level is less than the Target Service Level, the reason for the Service Level achieved;

(c) where a Service Level is less than the Minimum Service Level, the steps the DCC is taking to prevent the re-occurrence or continuation of the reason for the Service Level achieved; and

(d) any anticipated reductions in the DCC's Internal Costs and/or External Costs (as both such expressions are defined in the DCC Licence) arising as a consequence of the DCC Service Providers failing to achieve the Target Service Levels in respect of the Service Provider Performance Measures.

H13.5 A copy of the report produced pursuant to Section H13.4:

(a) shall be provided by DCC, immediately following its production, to the Panel, the Parties, the Authority and (on request) the Secretary of State; and

(b) may be provided by the Panel, at its discretion, to any other person.

Report on Performance Indicators

H13.5A At the same time as the report required under Section H13.4, the DCC shall also report on its performance against the Performance Indicators for the same period.

H13.5B The Panel shall establish and periodically review, in consultation with the Parties and the Authority, a document (to be known as the DCC Performance Indicators Document) which lists the reasonable service metrics which are to constitute the Performance Indicators, and which are therefore to be measured and reported on by the DCC. The DCC Performance Indicators Document shall include the Performance Indicators described in Section H13.5C and shall require these to be included in the report required under Section H13.5A and may request other individual Performance Indicator(s) to be included in the report, including:

(a) graphs of daily performance in respect of delivery of each of the Business Processes;

(b) monthly median figures for performance in respect of delivery of each of the Business Processes;

(c) the total number of each of the Business Processes delivered each month;

(d) for each DCC Interface separately, the average amount of downtime per Incident; and

(e) for each DCC Interface separately, the mean amount of time between Incidents.

H13.5C When looked at on an Alert type basis (as opposed to when aggregated with other Alert types pursuant to row 3 of the table in Section H13.1), the performance of the Alerts which are subject to Section H3.14(j) against the relevant Target Response Time set out in the DCC's Power Outage & Restoration Alerts Delivery Management Document shall be Performance Indicators.

Performance Measurement Methodology

H13.6 The DCC shall:

(a) establish and periodically review the Performance Measurement Methodology in accordance with Good Industry Practice and in consultation with the Panel, the Parties and the Authority;

(b) seek approval from the Panel for any proposed changes that the DCC wishes to make to the Performance Measurement Methodology; and

(c) as soon as reasonably practicable following any modification which the Panel approves, provide an up to date copy of the Performance Measurement Methodology to the Panel, the Parties, the Authority and (on request) the Secretary of State.

DCC Performance Indicators Document

This modification will also result in changes to the DCC Performance Indicators Document. The proposed changes can be found below. This will result in an uplift from the current version to v1.1.

DCC Performance Indicators Document – v1.1~~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 Performance Indicators

For each Business Process referenced ~~in SEC Section H13.1A~~below, the DCC shall measure the combination of SRVs attempted by a Service User for an iteration of that process and report the percentage of those iterations across all Service Users that returned at least one failure Alert or that did not return a response. This metric would be defined as an Indicator.

The DCC shall also use non-communicating Devices identified during each Business Process as a proxy for gauging estate health.

Business Process Performance Indicators set out the percentage of each of the Business Processes described in the table below which is delivered within the applicable Round Trip Time (RTT).

Table 1: Business Processes			
Business Process	**Service Reference Variant**	**Description**	**SMETS1 applicable**
Install and Commission	8.11	Update HAN Device Log	Yes
	6.21	Request Handover of DCC Controlled Device (Update Supplier Certificates)	No
	8.1.1	Commission Device	Yes
	8.7.2	Join Service (Join GPF with GSME)	Yes
	6.20.1	Set Device Configuration (Import MPxN)	No
	1.1.1	Update Import Tariff (Primary Element)	Yes
	6.8	Update Device Configuration (Billing Calendar)	Yes
	8.14.1	Communications Hub Status Update Install Success	No
Change of Supplier (Gain)	6.23	Update Security Credentials (CoS)	Yes
	1.1.1	Update Import Tariff (Primary Element)	Yes
	6.8	Update Device Configuration (Billing Calendar)	Yes
Change of Tenancy	3.2	Restrict Access for Change of Tenancy	Yes
Tariff Updates	1.1.1	Update Import Tariff (Primary Element)	Yes
Pre-Payment	1.6	Update Payment Mode (Payment Mode = Prepayment)	Yes
	2.1	Update Prepay Configuration	Yes
	2.2	Top Up Device (Update Balance with positive value)	Yes
Security and Key Management	6.15.2	Update Security Credential (Device) – Credential Type = Digital Signature	No
	6.15.2	Update Security Credential (Device) – Credential Type = Key Agreement	No
	6.17	Issue Security Credentials – Credential Type = Digital Signature	No
	6.17	Issue Security Credentials – Credential Type = Key Agreement	No
Update Device Firmware	11.1	Update Firmware Note: In respect of SMETS2+ Devices the DCC must ensure that the associated firmware update has been delivered to all relevant Communications Hub Functions within five days of receipt of the Service Request.	Yes

	11.3	Activate Firmware (Individual SR for each GUID for firmware activation) Note: SMETS1 five-day Target Response Time.	Yes
Logistics CH Ordering and Returns	8.14.3	Communications Hub Status Update – Fault Return	No
	8.14.4	Communications Hub Status Update – No Fault Return	No
Distribution Networks Post I&C Activity	6.15.1	Update Security Credentials (Update Network Operator Certificates)	Yes
	6.5	Update Device Configuration (Voltage)	Yes
	6.22	Configure Alert Behaviour (Update ENO Alter Configuration)	No
Meter Reads	4.6.1	Retrieve Import Daily Read Log	Yes
	4.6.2	Retrieve Export Daily Read Log	No
	4.8.1	Read Active Import Profile Data	Yes
	4.8.2	Read Reactive Import Profile Data	Yes
	4.8.3	Read Export Profile Data	Yes
	4.10	Read Network Data	Yes
	4.17	Retrieve Daily Consumption Log	No

Note, where the response for the 'Update Security Credentials (CoS)' Service Request erroneously reports a failure, the presence of subsequent Critical and Non-Critical Service Requests sent by the gaining supplier will be used as an indicator of success.

Specific Business Process Performance Indicators

The following section defines a set of Performance Indicators for each of the identified Business Processes defined in ~~SEC Section H13.1A~~the table above.

These metrics are to be made available to Users ~~in addition to Code Performance Measure 6A in SEC Section H~~.

Table 2: Install and Commission metrics		
ID	**Requirement**	**Definition**
IC1	Provide a greater level of visibility for the time taken for the DCC Total System for the install and commission process. *Note: Install and Commission is a complex process and is orchestrated differently by each*	Measure daily total volume of successful and failed installations broken down by CH/ESME/GSME and Region.
		Measure daily total volume of installs for the period against the predicted number of installs. This will be broken down by SEC Party and anonymised as a failure to meet historic install volumes could be due to issues outside DCC control. The predicted installations will be based on historic DCC recorded installation volumes data and therefore may only be used for informational purposes.

Table 2: Install and Commission metrics		
ID	**Requirement**	**Definition**
	User making measurement of the end-to-end process challenging.	Measure daily total volume of Install and Commission versus Install and Leave[1]. The reporting is to include a category for any Communications Hubs awaiting a decision that are still within the 90-day investigation period for Install and Leave.
IC2	Provide information on the impact of service degradation and outage on the User.	The DCC uses predictive modelling techniques to record and predict behaviour of meter installations in near real-time. The deviation from the norm provides a good indicator of degradation in service and the volume of messages provides a proxy measure of impact on Users. In addition, Incident Category 1 and Incident Category 2 data can be combined to provide a more accurate reflection of the User's experience.

Table 3: Change of Supplier metrics		
ID	**Requirement**	**Definition**
CoS1	Provide a measure of the success of the Change of Supplier Process.	Provide information on the reason for failure e.g. where a CoS database becomes unavailable or other Service Provider issue materialises.
		Measure the overall success of SRV 6.23 on a daily basis aggregated by each Supplier Party.

Table 4: Prepayment metrics		
ID	**Requirement**	**Definition**
PP1	Provide a measure of the success of topping up a device remotely.	Provide information on the volumes of success and failures within the period.
		Provide a table showing the percentage attempts to top-up before success. Provide metric for the first and second attempts and the percentage of failures. Where failure is above 5%, provide further details on the reason for the failure.

[1] Install and Leave shall include both Proactive Install and Leave and Reactive Install and Leave as defined under the Supply Standard License Conditions.

Table 5: Update Device Firmware metrics		
ID	**Requirement**	**Definition**
DF1	Provide information of the success of transferring the device images from CH to the device.	Measure Device image verification success (0x8F72) and verification failure (0x8F1c) responses to provide information on the percentage of images that are successfully transferred from the CH to the Device. Record Devices that did not issue an Alert after the SLA has elapsed to identify failure to transfer from CH to the Device.
DF2	Provide information on successful activation of device firmware image.	Measure the percentage of success and failure responses to the SRV 11.3 'Activate Firmware' request.

Table 6: Alerts metrics		
ID	**Requirement**	**Definition**
A1	Provide a measure of the success of delivering Alerts.	Measure the total number of Alerts that fail to be delivered within the SLA time and a breakdown of the number of failures by Alert code to identify the type of Alert impacting overall performance.

Additional Performance Measurement Report metrics

The following monthly metrics are to be recorded and reported within the PMR:

Monthly Average and Median RTT Including HAN time

- An Indicator of the Monthly Average (Mean) and Median ~~Round Trip Time (~~RTT~~)~~ including time spent within the Home Area Network (HAN).

  The Median is reported because, when compared to the average/mean, this measure is less likely to be skewed by extremely large or small numbers and therefore provides a better idea of the typical response time.

Indicator of the range of RTT~~R~~T values

- An Indicator of the range of RTT values measured within the month to show the longest and slowest response time recorded.

Indicator of SRV volumes

- An Indicator of the total number (volume) of SRV requests listed in SEC Section H13.5B, recorded for the period.

Indicator for Failed SRVs

- An Indicator of the percentage of SRVs that failed to be delivered due to a communications failure or timeout (E20 or E21).

Indicator for planned downtime

- An Indicator for Planned Maintenance to show what actual availability is for Service Users. It is acknowledged that the DCC is permitted under SEC Section H 'DCC Services' to carry out Planned Maintenance.

  Note, Unplanned Maintenance will not be counted under this Indicator.

Business Process Success – Performance Indicators

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

Table 7		
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 8

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 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.

Data Communications Company

SEC Modification Proposal, SECMP0242

Change to Operational Metrics to Measure on Success

Full Impact Assessment (FIA)

Version:	**0.3**
Date:	**26th January, 2024**
Author:	**DCC**
Classification:	**DCC Public**

Contents

1 Executive Summary 4
2 Document History 5
2.1 Revision History 5
2.2 Associated Documents 5
3 Context and Requirements 6
3.1 Problem Statement 6
3.2 Business Context and Requirements 6
3.3 Business Requirements 6
4 Description of Technical Solution 10
4.1 DSP Solution Description 10
4.1.1 DSP Application Component Changes 11
4.2 DCC Teams 11
4.2.1 DCC Service Ownership 11
4.3 DS&A Solution Overview 11
4.3.1 Solution Methodology 14
4.3.2 Atomic Service Request Indicator 15
4.3.3 Business Process Indicators 15
4.3.4 Summary Views 16
4.3.5 Report Delivery Mechanism 19
4.4 DSP Testing 20
4.5 DS & A Testing 20
4.6 Future Scope Changes and Development 20
5 Impact on Systems, Processes and People 21
5.1 Working Methodology 21
5.2 Security Impact 21
5.3 Data Science & Analytics Team and Wider DCC Operations 21
6 Implementation Timescales and Approach 22
6.1 DSP Timescales 22
6.2 DS&A Development and Timescales 22
7 Costs and Charges 24
7.1 Application Support 24
7.2 Contract Amendments 24
Appendix A: Glossary 25
Appendix B: Journey Tracking Considerations 26

Appendix C: Future Options 27

1 Executive Summary

The Change Board are asked to approve the following:

- Total cost to implement SECMP0242, Change to Operational Metrics to Measure on Success, which comprises:
    - £262,079 in Design, Build, Testing, and Implementation
- Expected DCC effort to develop the Business Processesof 350 Working Days to complete, a duration of 110 Working Days. The reports will be available approximately seven (7) months from Approval.

An indicative first year Application Support cost has been estimated at £13,000 per month, or £156,000 per annum.

Problem Statement

Using a previous Modification, the Data Communications Company (DCC) reports on the Round Trip Times of messages sent across the DCC Total System. However, this reporting does not give any indication of whether a business process has completed successfully from the point of view of a customer, nor does it give a view of the detail of the delay associated with a particular point in the process.

The Operations Group (OPSG) and Performance Measures Review Group (PMRG) have requested monthly reports containing the Success or Failure and execution of each of the Business Process Service Request Variants broken down by DCC outcome and Business Process outcome. The overall volume of transactions for the Service Reference Variant (SRV) for that month should also be included.

Benefit Summary

This Modification will measure the ‘success’ of a Service Request (SR), Service Reference Variant (SRV), or Alert as well as the perceived success of selected Business Processes with a view to identify the basis of any failures, and potentially identify areas of investigation to remove problem causes.

By including Business Processes the impact on the customer, and a differentiation between processes impacted by DCC concerns or user error, can be identified and examined.

The inclusion of Future Dated information in the Service Audit Trail (SAT) will facilitate a significant improvement in DCC being able to track business processes where either a DSP Future Dated or Device Future Dated command or SRV is invoked.

DCC views this SEC Modification as a report to provide operational indicators of end consumer outcomes, which will be used by SEC Parties to identify issues in performance and assist in rectifying orchestrations and inventories. The reports will be graphical and tabular in their nature, and provided as single reports to each SEC Party, along with a view of aggregated results.

This is a new way of viewing Business Processes and provides a valuable opportunity to use DCC knowledge and insights to assist SEC Parties in identifying areas to investigate with the ultimate intention of improving performance and the end consumer experience.

2 Document History

2.1 Revision History

Revision Date	Revision	Summary of Changes
23/01/2024	0.2	DCC Internal Review
26/01/2024	0.3	Revised duration

2.2 Associated Documents

This document is associated with the following documents:

Ref	Title and Originator's Reference	Source	Issue Date
1	DP242 Modification Report v0.2	SECAS	13/06/2023
2	MP242 business requirements v0.4	SECAS	13/06/2023
3	SECMP0242 Change to Operational Metrics to Measure on Success, PIA	DCC	8/09/2023

References are shown in this format, [1].

The Proposer for this Modification is Rochelle Harrison from British Gas.

The initial Preliminary Impact Assessment was requested of DCC on 8th August 2023.

3 Context and Requirements

In this section, the context of the Modification, assumptions, and the requirements are stated.

The problem statement and requirements have been provided by SECAS, the Working Group, and the Proposer.

3.1 Problem Statement

Smart Energy Code (SEC) Modification SECMP122A 'Operational Metrics' (implemented on 25 February 2021) introduced Target Response Times (TRTs) to the Operational Performance Regime (OPR).

However, the DCC is not currently able to measure TRTs, and instead can only measure Round Trip Times (RTTs). Without TRT data, only the RTTs can be reported against the targets captured in SEC Section H 'DCC Services', reducing the value of these reports generated as part of the OPR. Within the Proposed Solution for SECMP122A, it was agreed that the criteria for measuring the success or failure of an entire business process would be determined by the number of responses and those that returned a failed response. This would be assessed by the Operations Group (OPSG) upon the presentation of the Performance Measurement Report (PMR) based on commentary provided by the DCC on each failure.

3.2 Business Context and Requirements

The OPSG and PMRG have stated that it would be more beneficial if the DCC could measure the 'success' of a Service Request (SR), Service Reference Variant (SRV), or Alert. Where a corresponding 'failure' is not due to the DCC Total System, then exceptions will be allowed.

SRs, SRVs, and Alerts from both Smart Metering Equipment Technical Specifications (SMETS) 1 and SMETS 2+ Devices will be within scope of this proposal.

This SEC Modification provides an operational report to assist in observation and triaging to improve DCC Total System performance, consequently and improving customer efficiencies and effectiveness. For this Modification, the measures it will produce will be performance indicators only, and as such will form no part of DCC's incentive regime.

The Modification will produce reporting in addition to the existing formal reports produced by DCC. It is possible the OPSG and DCC will agree that certain reports provided under SECMP0122 may become redundant and can be removed with a reduction in DS&A operating costs, but this will be reviewed after an initial run of at least three months.

3.3 Business Requirements

Requirement 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).

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.

Requirement 2: The 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**
- **Top Up Device**
- **Update Device Firmware**
- **Meter Reads**
- **Tariff Updates**

The Proposer has indicated that the following Business Processes and associated SRVs are critical to the end consumer experience.

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
	2.1 Update Prepay Configuration
Top Up Prepayment	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)

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
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

Table 1: Conditions to be Measured (Original)

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 seven Business Processes.

The Business Outcome indicates the outcome as seen by the end Consumer. Further notes on the DS&A solution for these, and the following requirements, are given in Updated Condition and Outcomes Table on page 13 following and subsequent sections.

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 reviewed the PIA 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, SEC Panel, who are likely to delegate to the OPSG, may choose to add further conditional statuses. This will likely be through a guidance document and a DCC Change Request, to not require further amendments to the SEC.

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

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 SEC User 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. This will be displayed as a measurement of retries against each SRV.

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.

4 Description of Technical Solution

Following analysis of the Requirements above, the DSP and DCC teams propose the following solution:

- The addition of Future Dated SRV information by the DSP to help the DCC DS&A team review and report on business processes overall.
- Creation of a dedicated data-model within the DCC production data platform.
- Using the data model to produce a simple summary report detailing the Success / Fail of the Business Process broken down by DCC Outcome and Business Process outcome as a percentage, volume of transactions for the combined Business Process SRVs will also be provided to help give context, and with no exclusions.
- Using the data model to produce a more detailed report containing the Success / Failure and execution of each of the Business Process SRVs broken down by DCC outcome and Business Process outcome. The overall volume of transactions for the SRV for that month will also be included.
- Journey tracking will be used to help explain gaps between the simple raw SRV reporting and E2E consumer and SEC Party experience of the success / failure and execution of the request ID within the business process, and it's associated journey using SRVs. Journey tracking will require much larger data models and processing.
- Reports will be compiled and shared with SEC Parties via SharePoint.

4.1 DSP Solution Description

Changes to the DSP are required to provide the execution date and time within the SAT log for Future Dated requests .

For DSP Future Dated requests, the first SAT log entry written for the request will have the northbound sent date and time populated with the execution date and time (instead of being empty). This will be the SAT record with:

- Mode of Operation = 10 (DSP Future Dated)
- Transaction status = 18 (Stored for Future Delivery)
- Report status id = 3 (DCC Only/Transform Complete)

For Device Future Dated requests, this will be the SAT record with:

- Mode of Operation = 4 (Device Future Dated)
- Transaction status = 1 (Pending Completion)
- Report status id = 1 (On Demand Southbound Pending Completion)

To minimise the change impact, the existing fields will be utilised for the date and time, and there will be no additional field added to SAT records.

Given the scope of the changes and DCC's desire to only use feature switches where necessary, it is proposed that the DSP application changes are not protected by a feature switch.

4.1.1 DSP Application Component Changes

Two small changes are being made to the DSP:

Request Management	When first logging a Future Dated request, populate the 'northbound sent time' field in the SAT entry with the future dated execution time.
Self Service Interface	For the two SAT log entry types where the 'northbound sent time' field contains the future dated execution time, the SSI application needs to ignore/remove this data (from display/downloaded file) so that the "response sent" data continues to reflect northbound sent time.

In addition, the Logging Functional Specification will be updated to define the contents of the 'northbound sent time' field for Future Dated requests.

No changes to the Security model, required infrastructure, performance, or other elements of the DSP are expected. There are no change to DUIS, GBCS, or any other Technical Specification.

4.2 DCC Teams

Both the DCC Data Science and Analytics (DS&A) and Service Ownership teams will be responsible for the reporting design, development, implementation, and Business as Usual (BAU) maintenance of the solution for this Modification.

4.2.1 DCC Service Ownership

DCC's Service Ownership (SO) function was formed in March 2023. It has particular focus on having accountability of performance management of End to End (E2E) Business Processes within the DCC. This means a focus on consumer and customer outcomes, so DCC can deliver optimal service. The SO team own and act as the experts of the E2E processes and controls that enable a seamless DCC managed Smart Meter experience, as well as translating Service and Technology into Operational insight, which enables in depth understanding of the factors that impact performance. The SO team will also drive proactive continuous improvement to deliver optimal end user outcomes, for future and current services.

4.3 DS&A Solution Overview

Utilising the data contained within the SAT and Inventory datasets received from the DSP, a bespoke data pipeline will be developed to produce a data model. The data model will be used to categorise and report on DCC and Business Process success or failure as per Requirement 3 above.

The categorisation of each individual Request in isolation may not give an accurate indication of the real-world end-user experience of performance.

This is where journey tracking comes into play. Journey tracking looks at the requests sent to a device and uses the SRVs and alert responses data to understand if the process was ultimately successful. A simplistic example of this could be SRV 8.11 used in the Install and Commission (I&C) process. It could be the outcome of the 8.11 was E20 or E21 but there

could still be a N24 Alert in close proximity to (but after) the 8.11 showing the join was successful, even if the outcome appeared to be a failure.

Journey tracking will also look to see if multiple similar SRVs were sent to a device in a short space of time. If one of the requests were to succeed and the rest were to fail, the outcome of the Journey would be considered a success.

Measurement of success of a journey and the data points that can be used will vary significantly. Prepayment SRV 2.2 is an example of where DS&A have data around the Unique Transaction Reference Number (UTRN) generation that can be combined with other alerts to not only identify the Journey outcome but also give a much better indication of where the cause of failure could be.

The output of Journey tracking will be broken down by Business Process. If Journey tracking indicates a journey was ultimately successful it will be broken down into categories and added to the baseline success figure defined in Requirement 2 of this document. The inclusion of the DSP Future Dated information will enhance the reporting accuracy wherever a Future Dated Service Request is used by a SEC party.

Notes on the requirements and solutions follow. It should be noted that any changes listed in the sections below have been reviewed and refined during the FIA development.

Requirement 1: This report will attempt to ensure the timescales align with Business Process Indicators.

Requirements 2 & 3 are part of the same dataset as the tabled criteria. For Device dated SRVs, a count of 8F66's will be considered execution success against the business outcome and 8F67 will be execution failure.

Requirement 3: In addition to stated conditions, DCC will add a "delayed success" in which evidence of the Service Request being successful is measured. This condition relates to DCC receiving an Unsolicited Service Response from the device post SRV completion which signals that the request was processed successfully by the device. This conflicts with Requirement 5 which should be removed as a requirement of the reporting.

Anomaly Detection Threshold and Attribute checks are completed on Service Request Variants included in the business processes. SEC Parties receive either an N46, N47 or N48 DCC Alert as a response to quarantine service requests. Therefore, an "Anomaly Detection Quarantine" condition will be included.

It is proposed that the "No response from Device at Future Dated execution time" condition is changed to a DCC Outcome of Success. For this condition to be true, the command must have been set up at the meter and for an unknown reason, the meter at the time of execution did not fully execute the command. This is therefore a Business Outcome failure but not a DCC failure as the command has been delivered.

It is further proposed that an additional scenario is added in which the DCC has successfully received a response to the service request, but the SEC Party systems have failed to acknowledge / rejected receipt of the response. This would be a DCC success but a business failure.

Table 2 shows the proposed revised Scenario and Outcomes table with changes and additions shown in Red.

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
SRV fails Anomaly Detection checks	N/A	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
Delayed Response from Device	I0	N/A	Success	Success**
No response from Device at Future Dated execution time (T)	E30	N/A	Success	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 – User Rejection	NA	NA	Success	Success**
Response received – GBCS Success	I0	Success	Success	Success
Response received – GBCS Failure	I0	Failure	Success	Failure

Table 2: Updated Condition and Outcomes Table

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

Note: ** for any configuration state change this will be seen as Journey success, for any read related responses this will be seen as a Journey failure.

(T) indicates messages related to Timeouts

Requirement 4 – Journey Tracking is defined as a review of the end-to-end execution of the successful outcome of the business process and the associated SRVs. Included in the Journey Tracking are:

- Looking at unsolicited SRVs to understand the outcome of a transaction outside of the response window.
- Looking at subsequent success – so the first request may fail but if there is a success within a reasonable time window the journey is considered a success.
- Where an SRV can be utilised for purposes other than the specific business process DS&A will look to allocate the SRV to the appropriate process. An example of this is 1.1.1 which can be used for I&C, Change of Tariff and CoS.

SECMP0242 is looking at reporting the ultimate outcome of a Business Process. The report will consider timeout to be deemed a failure in the context of understanding the number of attempts required for a Successful outcome.

The end-to-end execution will look at the intent of the specific business process and whether it ultimately succeeded. Failures will be broken down into buckets of likely DCC or non-DCC

responsibility. For instance, an E4 is likely to be non-DCC while an E66 is likely to be DCC's responsibility.

Due to the complexity of defining and building Journey outcome measurements, defining all conditional measurements across the seven business processes was not in the scope of the FIA. DCC has focused on detailing the Change of Supplier (CoS) process as an example of how Service Requests within Journeys will be associated to produce the Journey outcome, and this has been used as a sizing template to assess the expected duration and cost of the development as a whole.

For all other business processes except CoS, during the Detailed Design phase the Working Group and DCC Development team will agree the method by which they wish to handle the timelines for agreement of success statuses.

Requirement 5 – Timeouts categorised as failures

DCC cannot currently measure TRTs accurately and as such, timeliness of Service Requests will not be included within the reporting outputs beyond retries and timeouts. Only the success metrics will be included in the outputs.

There is a scenario in which a meter does not respond back to a command within the allotted Service Request timeout limit. For these requests, DCC does see evidence of a successful command despite the timeout and return of a DUIS error code to the SEC Parties. For any configuration state change, SRVs such as 1.6, 8.11 or 1.1.1 will be considered as a DCC and Business Outcome success. For read requests such as 4.6.1, 4.8.1 and 4.10, these will be considered as a DCC outcome success but a Journey outcome failure because the intended purpose of those commands has not been met.

The benefit of using a delayed success measure is that it provides an indication of when activities as part of the Journeys that are thought initially to have failed have, with delay, succeeded at the meter. This will give an additional view never provided before of meter delay which may be used to assist in identifying and investigating issues. If not included, this detail would be lost in a generic E21 failure bucket.

The proposed solution provides more detailed information than a straightforward compliance with Requirement 5.

Requirement 6 -- Retry Tracking

DCC will factor retry tracking into all Business Process Journeys which will give an indication of first time and subsequent success and how many attempts it took to complete. It will also provide a view of SEC Party orchestrations that include multiple attempts to send, and SRV's which lead to redundantly sending multiple attempts after a success.

This methodology provides transparency to SEC Parties on how retries impact DCC performance. An example of this is a SEC Party sending the same SRV repeatedly to commission a newly installed Device. This would be reporting at the atomic level as the number of attempts and at the Journey level as one install.

For **Requirement 7**, all the relevant service requests, and any re-submissions within the end-to-end process will be included.

4.3.1 Solution Methodology

Following analysis of the requirements above, the DCC solution will focus on:

- Creation of new logic relating to aggregation of Service Requests into Business Processes to give a new view of consumer experience.

- Creation of reporting output of Service Request level and Journey level indicators for each SEC Party, along with an aggregated view of all outputs. This will assist SEC Parties in identifying operational issues and where improvements may be available.

For this scope to be realised the DCC proposes the outputs for each of the seven Business Processes be metric indicators with no exclusions, provided at:

- Atomic Service Request level, as defined in section 4.3.2 following; and

- Business Process Indicator level, as defined in section 4.3.3

Indicators will be calculated based only on success and not related to timeliness metrics. To calculate success metrics, SRV status flags within the SAT will be utilised to determine the terminal status of each attempt.

A report should be made available to all SEC Parties covering their own individual activities as well as an aggregated view.

In the following sections, the Change of Supplier (CoS) Journey is used for illustrative purposes unless otherwise stated.

4.3.2 Atomic Service Request Indicator

Atomic Service Request Indicators relate to metrics on an SRV-by-SRV basis including all unique attempts for that individual SRV. A success percentage based on the scenario table in Table 2 will then be calculated to provide DCC Outcome and Business Outcome indicators of success.

The Change of Supplier process will include Atomic SRV metrics for:

- 6.23 – Update Security Credentials (CoS)

- 1.1.1 – Update Import Tariff (Primary Element)

- 6.8 - Update Device Configuration (Billing Calendar)

4.3.3 Business Process Indicators

The categorisation of each individual Request at an atomic level may not give an accurate indication of the genuine end consumer experience.

Business Process Indicators relate to aggregating multiple service requests into one combined Journey metric. Business Process Indicators will contain the SRVs specified in section 3.2 requirement 2.

Measurement of success of a Journey is based on if the intended purpose of the journey initialisation was realised. For example, in Change of Supplier the intended purpose is to replace meter or GPF in-use supplier certificates, update the tariff and set up a billing calendar. If all these criteria are successful, then that Journey has been successful.

The data points will vary significantly across Business Processes. For example, the prepayment top-up SRV 2.2 is an example of where DCC has UTRN generation information

that can be combined with other alerts to not only identify the Journey outcome but also give an improved indication of potential causation of outcomes.

The following are examples of how Business Process Indicators will be processed during Change of Supplier include:

- If a meter had a 6.23, 1.1.1 and 6.8 and each SRV was successful, this would be considered as one successful Journey.
- If a meter had two 6.23s and only the second one was successful, as well as successful 1.1.1, this would be considered as one successful Journey, as the meter has ultimately undergone a successful Change of Supplier.
- If a meter had a successful 6.23 but an unsuccessful 1.1.1 this would be considered as a failed Change of Supplier as the Journey has not completed with the fallout being the 1.1.1.

If an SRV has not been attempted as part of a business process, then it shall not be counted towards the success of a Journey. An example for Change of Supplier would be if a 6.8 had not been attempted to set up the billing calendar, then a lack of 6.8 will not influence the Journey outcome and only the 6.23 and 1.1.1 would be used to calculate the indicator.

The benefit of joining and aggregating SRVs at a device level into Journeys is that it provides a more reflective indicator of genuine end consumer experience with process fallout created, rather than a simplistic view of total counts of unique service request attempts at the atomic service request level.

An example of indicator processing for the CoS could be:

1. 1,000 unique 6.23 attempted.
2. 980 had been assigned successful under DCC Outcome measures.
3. 950 had been assigned successful under Business Outcome measures.
4. DCC Outcome Indicator calculated at 98%
5. Business Outcome Indicator calculated at 95%

Business Process Indicator reporting requires larger data processing capabilities as well as a larger data model than seen in previous reporting Modifications. This is due to the requirement to process and aggregate multiple Service Requests as well as processing the aggregated Journeys.

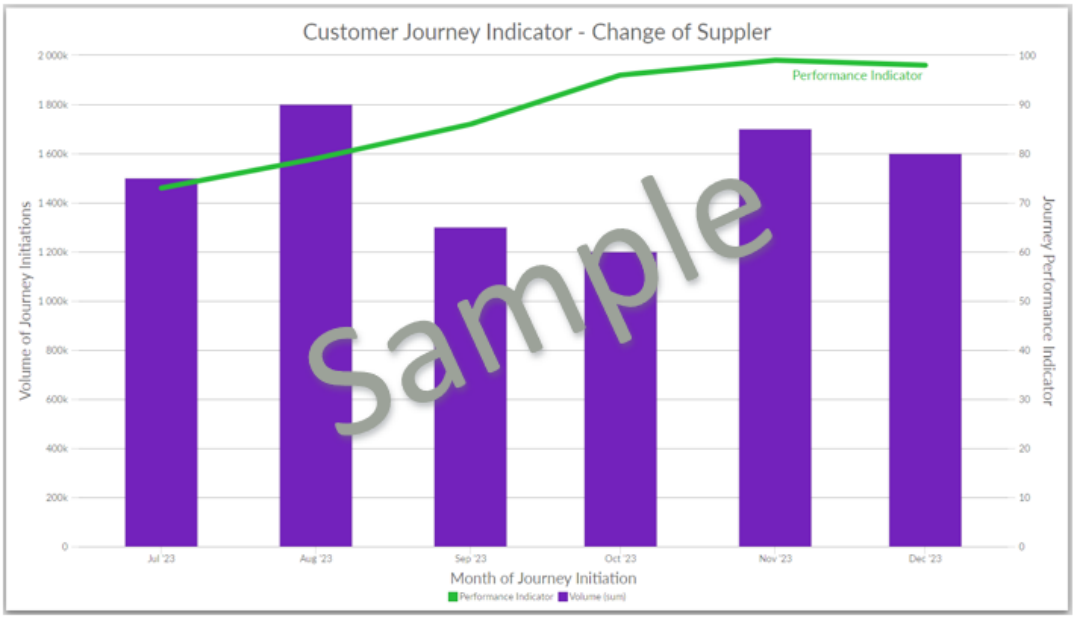
4.3.4 Summary Views

DCC has created some exemplar mock-ups of reporting outputs to show both Business Process and Atomic Service Request indicators. During the development lifecycle specified in Figure 2on page 22 these are subject to change in line with SEC Party feedback.

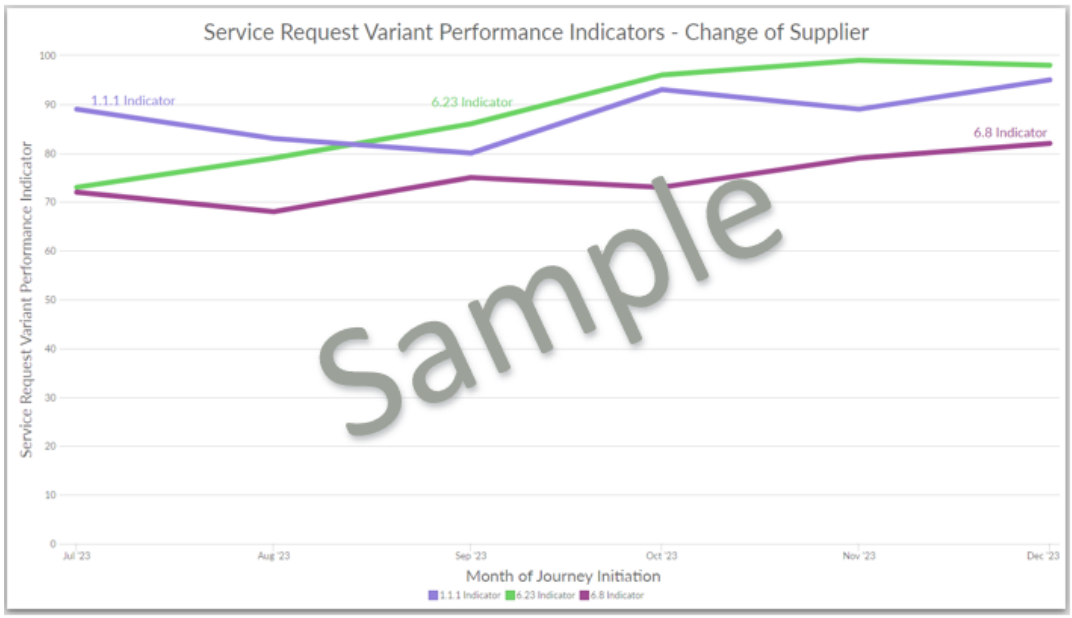
The mock ups below are provided for illustrative purposes only, with the final outputs to be developed alongside SEC Parties to ensure effectiveness.

Summary views will be provided for each SEC Party of Business Process Indicators over the previous six (6) months and a graph showing the same month the previous year with the

Journey indicator success percentage as a line view and volume of initialised Journeys across the bars. An aggregated view of all indicators across all SEC parties will also be provided. Note the first set of reports provided are likely to not show data prior to the solution implementation.



A similar format will be used for the Atomic Service Request indicators with each individual SRV success indicator having its own line view as displayed.



Tabular breakdowns per Business Process and per atomic service request as well as multiple success measures including overall success and first-time success will be shown as below:

SRV	Attempted in Journey	DCC Success	1st Time Success DCC	Business Success	1st Time Success Business	Avg Attempts
6.23	100%	95%	85%	91%	82%	1.1
1.1.1	90%	98%	89%	97%	88%	1.03
6.8	85%	96%	90%	94%	87%	1.2

Sample Sample

Further metrics such as subsequent success and delayed success are also in the reporting to provide a more detailed breakdown.

One of the purposes of this modification is to provide Business Process Indicators. It is proposed that as an optional extra requirement, a breakdown of error fallout could be provided as part of the reporting. The view of Journey fallout would be a flying brick with success metrics along the x-axis, initial bricks showing success, and subsequent bricks of fallout which have caused the impacted Journeys to be assigned as failures. A mock up flying brick view is displayed below.

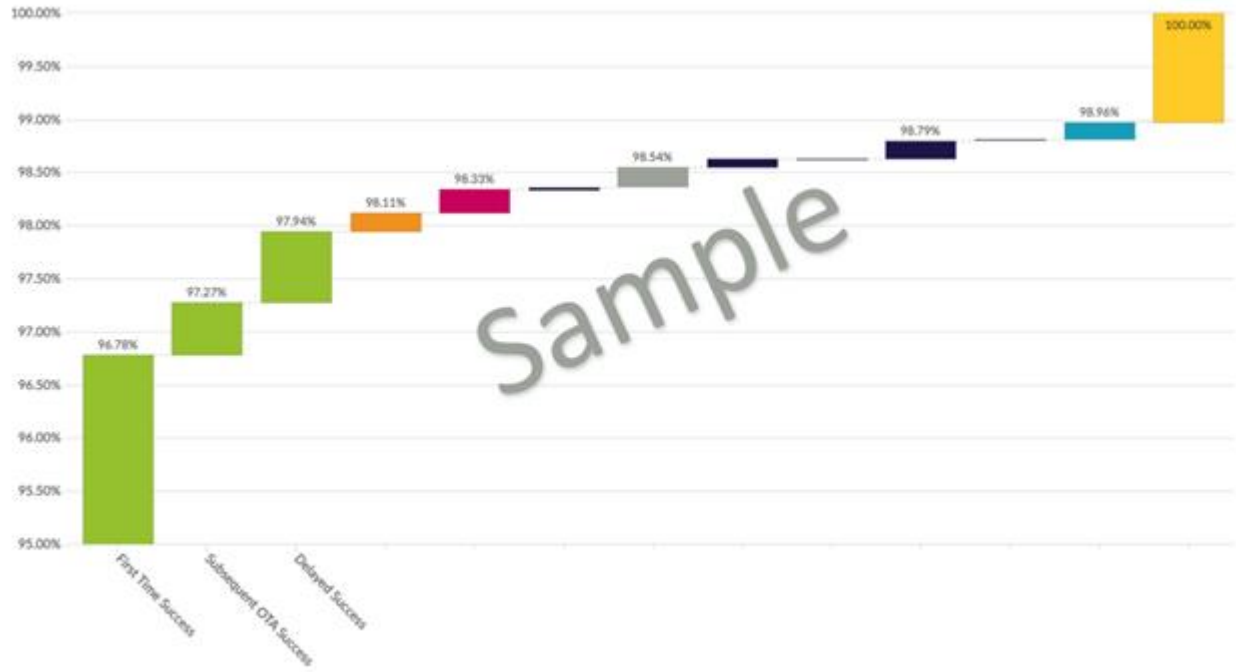


Figure 1: Sample Flying Brick View

For each business process, the buckets of fallout would vary significantly but with some shared categories. For example, a Change of Supplier view could have ECoS certificate fallout whilst Prepay top-up could have duplicate UTRN entries. Both criteria are subject only to their business processes and as such will not appear in others. Examples of shared buckets would be validation failures such as E4 – invalid User and E5 – Invalid device status.

The buckets of fallout for each business process will be defined in the development / SEC Party feedback steps of the development cycle in Figure 2 on page 22.

The flying brick views will be accompanied by a tabular view of the bricks (categories) detailing the associated error. The following shows a sample tabular view.

Category	DUIS Response Code	Journeys Impacted
First Time Success	IO	2400
Success Failed GBCS Execution	IO	100
Delayed Success	n/a	302
Anomaly Detection	N46, N47, N48	480
Device in Incorrect State	E5	23
CH Exclusion	n/a	34
Failed to send to CSP/S1SP	E20	67
No response from Device	E21	1000
No Response at Future Dated time of Execution	E30	89
Failed to send to CSP/S1SP or no device response at scheduled or future dated time of execution	E31	774
Failed to send to ECOS	E66	2
No response from ECOS	E67	2

Table 3: Sample Tabular View for a Business Process

Both the flying brick and tabular fallout breakdown will cover only the most recent month of data to ensure information consumed is relevant and not related to historical issues.

Note that the full list of planning considerations, constraints, and design decisions for the Journey Tracking is included in Appendix B: Journey Tracking Considerations near the end of this document.

4.3.5 Report Delivery Mechanism

The initial plan is that reports for each SEC Party will be added to SharePoint.

Given the recent approval of SECMP0176, Customer Analytics Reporting where each SEC Party will have their own login and Portal to view DS&A reporting, the optimal location for sharing each Parties' reports will be the Portal landing area. This option will be considered due too the detailed planning stage, and if implemented would reduce application support costs.

Based on requirement 6 above, DCC can generate the Business Process Indicators by the 3rd Monday of each month.

4.4 DSP Testing

The development and testing will not follow the Pre-Integration Testing (PIT), System Integration Testing (SIT), and User Integration Testing (UIT) pattern associated with a "standard" SEC Release, and will not require the testing services of the System Integrator or CSPs.

For the DSP changes, As the generation, format, and content rules of the files will be validated in the PIT environment the SIT team will not repeat this testing in the SIT environment. SIT will focus on the integration aspects of the change.

The following total test volumes and test throughputs are the basis of the pricing estimate for the DSP change in this Modification. 27 tests will be carried out over a period of 18 Working Days, with no specific testing required.

No new devices are required for this change as the Maintenance environment uses the existing Maintenance Release devices for SIT-A.

The new behaviour does not introduce any changes to system integrations within the DCC Toal System since the changes to the functionality are entirely within the DSP component. Any testing executed as UIT would be a repeat of a subset of the testing executed under other phases of testing covered by this Modification, therefore, no UIT execution is proposed or recommended.

4.5 DS & A Testing

Note that the development will include selected SEC Party participation working in sprints, and validating the progress of the reports through the development phase as described in sections 5.1 and 6.2 following. This will be run by the DS&A team and will act as an extra form of user validation.

PIT will be provided and carried out by the Service Provider and assured by DCC Testing Assurance. SIT will be carried out in a similar way, but User Acceptance Testing will replace the “standard” UIT be carried out with participation from a subset of SEC Parties as described in section 6.2.

4.6 Future Scope Changes and Development

It should be noted that only the seven business processes stated in Requirement 2:

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

are in scope for this Modification. It will require a DCC Change Request and agreed costs and durations agreed between OPSG and DCC to add further processes, individual SRs, SRVs, or other functionality.

A list of further, potential changes is given in Appendix C: Future Options, at the end of this document. These have not been included as part of the FIA costs and durations.

5 Impact on Systems, Processes and People

As defined the change included in this document is mostly confined to data already within DCC and available to DS&A, with no expected changes impacting SMETS1 or SMETS2 Service Providers.

5.1 Working Methodology

During the requirement gathering and refinement, principally as part of the SECMP0122 process which drove the original SECMP0122 and 176 requirements, DCC and SECAS hosted workshops with the Working Group. These workshops aimed to validate the proposals in the Operational Metrics Review (OMR) in terms of the viability of implementing the recommendations, to refine the requirements further, and to enable fast delivery of new requirements and improvements.

It is proposed that the reporting as specified within this Modification will be delivered by DS&A via an iterative delivery mechanism, whereby a Minimum Viable Product (MVP) will be available in a first Sprint in the Implementation phase as shown in Figure 2. Following consultation with the Working Group, further functionality can be delivered in a fast and frequent continuous delivery mechanism until the final product is complete. This is considered the fastest and most exact method in ensuring the requirements are fulfilled and is described further in Section 6.

5.2 Security Impact

The solution will be designed and implemented to ensure that only data related to the relevant SEC Party is made available and will be security assured during the implementation phase through standard DCC reviews. No impact from such assessments is anticipated. Penetration testing will be required and is included in the costs following.

The solution will be security assured during the implementation phase and will comply with standard DS&A reviews, however no impact from such assessments is anticipated.

5.3 Data Science & Analytics Team and Wider DCC Operations

The full range of activities required to implement these requirements including design, development, testing, and implementation would be performed by DCC utilising in-house contractors and permanent staff. There will be a slight increase in the Full Time Equivalents (FTEs) required to do this and support, maintain, and deliver the reporting monthly. These Application Support efforts are costed in section 7 below.

6 Implementation Timescales and Approach

A key factor in planning and delivering this Modification's implementation and is that the reporting is not part of the Smart Metering System, and that the DSP and reporting changes do not impact any Technical Specifications, such that they can be implemented separate from the now-standard SEC Release dates. In an ideal scenario the DSP changes would be implemented in a Maintenance Release early in the DCC development cycle such that the additional SAT data is available for the DCC teams to code and test against.

Once this Modification is Approved, detailed planning of the implementation will take place, with a view to providing the quickest path to delivery.

6.1 DSP Timescales

From CAN approval to the completion of testing and implementation in a maintenance release, a period of four (4) months is anticipated.

6.2 DS&A Development and Timescales

The scope of SECMP242 is the creation of new Journey tracking logic for use in the Business Process Indicators, as well as building reporting output for those indicators at the Atomic Service Request level.

DCC is committed to working with SEC Parties, some of whom have already expressed an interest with working in partnership throughout the development. SEC Party feedback will be vital in testing logic and output for accuracy and usability.

A high-level development pipeline is proposed:

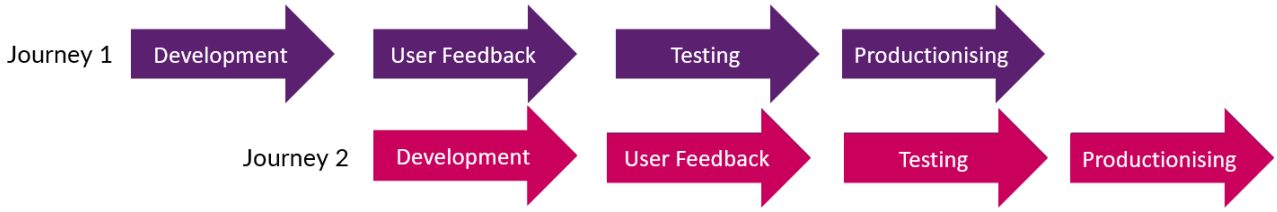


Figure 2: Development Cycle for Operational Metrics Reporting

A pipeline approach has been chosen to allow time for User feedback on the development of Journey logic and reporting output without halting further development work on other processes while waiting. The first Journey attempted will be CoS as agreed with the Business Proposer, but the order for the remaining Journey development will be agreed during the planning stage. As I&C is the most complex, DCC request that this is left to the last to enable DCC to take advantage of the lessons learned from implementing the previous six Journeys, in order to maximise benefit and knowledge.

The development and testing of Business Process tracking logic and reporting does not require testing in the PIT, SIT, or UIT pattern associated with a "conventional" SEC Release, and will not require the testing services of the System Integrator or CSPs.

The timescale to complete the implementation of each Business Process will be on average 50 Working Days (WD), and there are seven Business Processes. This is equivalent to an elapsed 350 WD with a development duration of 110 WD, or approximately five (5) months. User Acceptance testing will be completed by working with volunteering Service Users as indicated in Figure 2. These timescales assume no significant delays are encountered within review phases.

Figure 3 gives an indicative plan of the order of work and expected durations for the whole Modification. The Detailed Planning phase would identify the order of Business Process work, along with expected dates for Service User involvement.

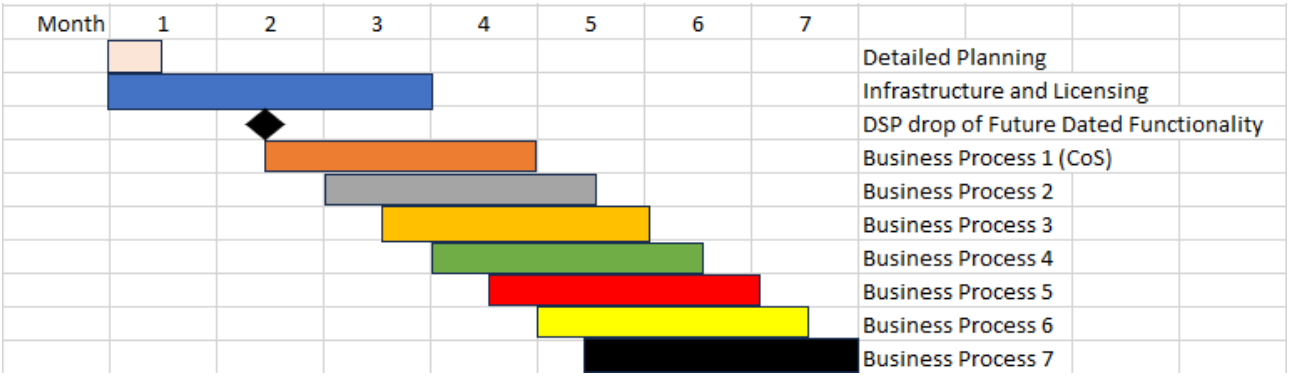


Figure 3: Indicative Plan for Implementing SECMP0242

7 Costs and Charges

This section indicates the total quote for the application development stage for this modification. Note these costs assume a standalone release of just this SEC Modification without any other Modifications or Change Requests.

Design, build, testing and implementation will attract one off cost as identified and will not follow the PIT, SIT, and UIT pattern associated with a "conventional" SEC Release.

£	Design, Build, and Implementation
Metric Development (SO)	£90,000
Report Production (DS &A)	£110,000
Additional Future Dated SAT Data (DSP)	£62,079
Totals	£262,079

7.1 Application Support

Application Support refers to keep the application maintained and running. It is quoted as a monthly cost and incorporates Full Time Employee (FTE) effort, additional infrastructure, and software licensing costs. An indicative first year cost has been estimated at £13,000 per month, or **£156,000 per annum**. Subsequent Application Support costs will be considered as part of Business as Usual, and will be covered as part of the annual DS&A costs.

Futures changes in the reporting or additional data requested by SEC Parties would be directed to the DS&A team, and would be assessed on a case-by-case basis.

7.2 Contract Amendments

The DSP changes require approval through a CAN. The contract updates for this Modification will be detailed within the CAN and will impact the following schedules:

- Schedule 2.1 (DCC Requirements): update to reflect the addition of new DCC Requirements
- Schedule 3 (DCC Responsibilities): update to reflect the addition of new DCC Responsibilities
- Schedule 4.1 (Contractor Solution): Solution Design documents updates
- Schedule 6.1 (Implementation Planning): addition of new Milestones
- Schedule 7.1 (Charges and Payment): revisions to incorporate the charges and payment applicable

There will be no updates to any other schedules not listed above d this Modification, including Schedule 2.2 (Performance Measures and Monitoring).

Appendix A: Glossary

The table below provides definitions of the terms used in this document.

Acronym	Definition
BAU, BaU	Business As Usual
CAN	Contract Amendment Note
COS	Change of Supplier
CSP	Communication Service Provider
DCC	Data Communications Company
DSP	Data Service Provider
DS&A	DCC Data Science and Analytics
DUIS	DCC User Interface Specification
ECOS	Enduring Change of Supplier
ESME	Electricity Smart Metering Equipment
E2E	End to End
FIA	Full Impact Assessment
FTE	Full Time Employees
GBCS	Great Britain Companion Specification
GPF	Gas Proxy Function
GSME	Gas Smart Metering Equipment
I&C	Install(ation) and Configuration
MVP	Minimum Viable Product
OMR	Operational Metrics Review
OPR	Operational Performance Regime
OPSG	Operations Group
PIA	Preliminary Impact Assessment
PIT	Pre-Integration Testing
PMR	Performance Measurement Report
PMRG	Performance Measures Review Group
PPMID	Payment Meter Interface Device
RTT	Round Trip Times
SAT	Service Audit Trail
SEC	Smart Energy Code
SECAS	Smart Energy Code Administrator and Secretariat
SIT	Systems Integration Testing
SO	DCC Service Ownership
SLA	Service Level Agreement
SMETS	Smart Metering Equipment Technical Specification
SR	Service Request
SRV	Service Reference Variant
SSI	Self-Service Interface
S1SP	SMETS1 Service Provider
TRT	Target Response Times
UIT	User Integration Testing
UTRN	Unique Transaction Reference Number

Appendix B: Journey Tracking Considerations

There are several aspects that should be considered while mapping out Journey logic:

- Where an SRV is DCC only – 8.14.1 for instance – only the success (response Code) will be used to calculate success as it does not execute on the meter.
- For install and commission, only installs initiated between 7am – 7pm Monday – Saturday will be included within the reporting metrics.
- For Change of Supplier, DCC intend to determine the purpose of the request. Only Journeys where an end-user is moving from one Energy Supplier to another will be included.
- For service requests that appear in multiple Business Processes, the requests will be assigned to the Business Process they relate to. For example, SRV1.1.1 appears in I&C, COS, and the Tariff Change Journey.
- For device future dated SRVs, a count of 8F66's should be considered execution success against the business outcome and 8F67 will be execution failure.
- DCC will leverage this Modification to reduce the current overhead on reporting and after completing development, will seek guidance from OPSG on measures that are no longer required and can be removed.
- Once these performance indicators are produced, consistently poor performing processes leading to consistent failure within the business processes must be addressed by helping SEC Parties take the necessary action to improve.
- DCC and the SEC Parties will, as part of the Journey mapping, agree what good success measures look like and agree the minimum targets within each individual Journey.
- DCC expect to identify areas of performance that might require investigation in the infrastructure. Infrastructure investigation is out of scope for this Modification, but will need to be taken into account.

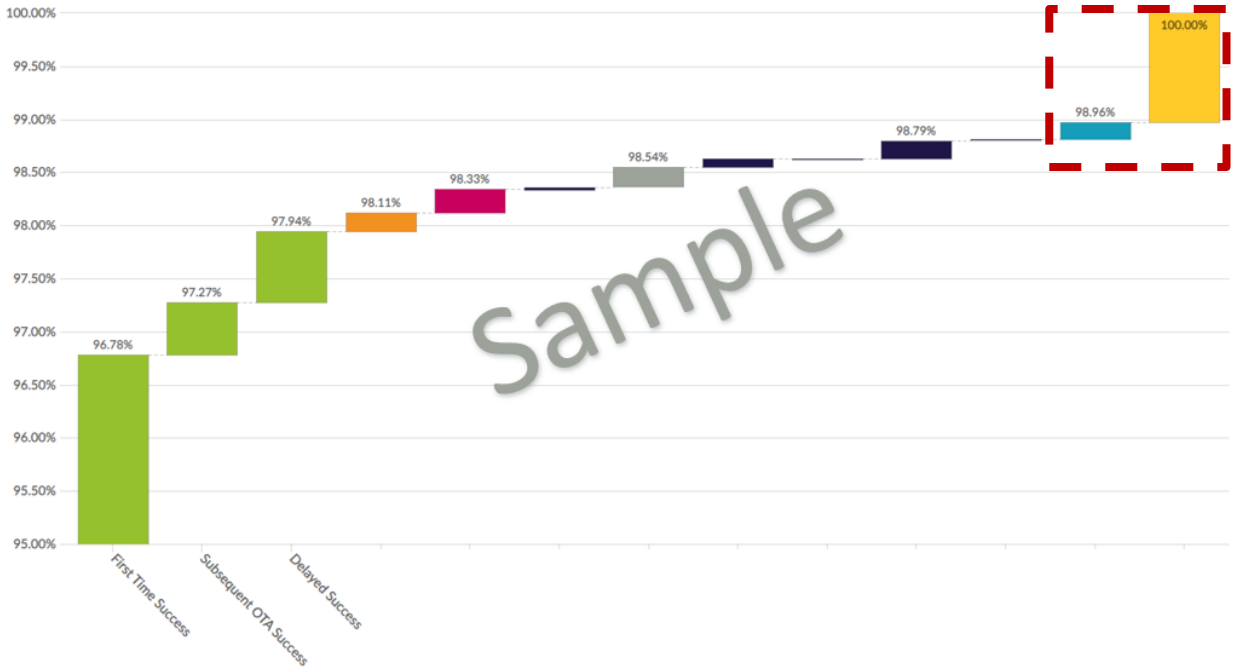
In terms of Journey tracking constraints:

- Journey tracking will be calculated based on the DSP SAT and Inventory datasets, rather than any CSP or adaptor data.
- As part of the implementation phase of Journey Tracking, DCC may identify Journeys that cannot be fully tracked. The inclusion of additional requested DSP data points would significantly improve accuracy, above what is currently available. However, these additions are out of scope for this FIA and Modification as a whole.
- Some key business processes have significant differences in the way SEC Parties deploy into the estate. DCC cannot measure every variance in these processes and in line with development of this Modification, the scope is strictly limited to that specified in the Requirements above.

Appendix C: Future Options

This section includes potential future additions to the Operational Metrics reporting.

1. The red dotted boxed buckets shown in the flying brick diagram below are a granular view of E21s. These are outside the scope of this Modification due to the need for CSP network level data associated with E21s being needed to break down this bucket into actionable owners



for triage and resolution.

2. For use alongside the SECMP242 reporting, DCC could produce additional technical specifications per Business Process to support each output. This could be focused on the optional waterfall and fallout views provided. The intention being to assist SEC Parties in understanding their service request / Journey indicators and identifying where improvements may be made.

3. In these additional technical specifications could be included knowledge articles detailing what makes up fallout buckets and, where available, how to resolve issues using existing handling strategies or best practise documents.

4. A further enhancement to SECMP242 reporting could be the addition of CSP level information in relation to breaking down the E20 and E21 errors. If made available, information from CSPs including last CHF time of communication at the network level would enhance reporting. A new fallout bucket would become available relating to whether a CHF attached to the meter is communicating and as such provide additional insight into the status of meters on the estate. Using these, SEC Parties could look to target problem meters and clean up inventories where devices are no longer “on-the-wall”.

5. Active Schedule/ Meter Read Information; an additional data source for enhancement of Journey tracking in the meter reads Journey. This change would consist of DCC receiving DCC schedule information for all active schedules including:

    - Device Id

- Schedule Type (Service Request Variant)
- Schedule Start/ End Date
- Schedule Frequency (daily, weekly, monthly etc)
- Schedule execution time
- Start and End date offsets.

In addition to this schedule information a further entry in the SAT for start and end date offsets would need to be added for any meter read SRV sent as on-demand or future dated. This information would enhance the meter reads Journey by indicating success based on length of read and being able to tie on-demand attempts to previous schedules for Journey tracking. This is beneficial for determining best chance of success as different types of Users utilise different lengths of read. For example, an Energy Supplier may use one day reads, while a DNO may read a week or a month at once.

This would be an enhancement similar to UTRN identification for prepayment top-up which DCC already receives.

6. Device Certificate Information would be an additional data source for enhancement of the flying brick view of fallout with device certificate information similar to that of supplier certificate information that DCC already possesses.

   Included in this extract would be:

   - Device Id
   - Device Certificate serial numbers
   - Certificate Status (pending/ in-use)
   - Status Change datetimes
   - Certificate type (DS/ KA)

   By receiving in-use and latest device certificate information, DCC can tie device certificate misalignments to failed Journeys and display as a fallout view in the Journey Indicator outputs. DCC can then provide guidance on this bucket as to steps to help resolve issues.

7. CSP Information; the addition of CSP level information in relation to breaking down the E20 and E21 errors. If available, information from CSPs including last CHF time of communication at the network level would enhance reporting.

   A new fallout bucket would become available relating to whether a CHF attached to the meter is communicating and as such provide additional insight into the status of meters on the estate. Using these, SEC Parties could look to target problem meters and clean up inventories where devices are no longer “on-the-wall”.

8. As part of the solution DCC could look to provide a mechanism to introduce additional datasets that can be used to understand lower than expected success rates. This could be SRVs sent during maintenance windows, as well as SRVs sent to ‘non-communicative’ or

non-compliant devices. Some of these datasets might require new supply, others might use data within the existing data warehouse.

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MP242 'Change to Operational Metrics to Measure on Success'

Annex D

Refinement Consultation responses

About this document

This document contains the full collated responses received to the MP242 Refinement Consultation.

Question 1: Do you agree that the solution put forward will effectively resolve the identified issue?

Question 1				
Respondent	**Category**	**Response**	**Rationale**	**SECAS Response**
Utilita	Large Supplier	Yes	We agree that the solution will resolve the issue identified, however, we believe that simply reporting on success or failure does not give a full picture of the performance of the network as a whole and believe that the existing time-based reporting should be retained alongside the success reporting as the two-work hand in hand to give a complete picture of performance. These paired reports can also help identify and pinpoint issues across the network, and as the time-based reports are already being produced, this should not increase costs.	SECAS will discuss the possibility of retaining the two sets of reporting metrics with the Proposer and the DCC.
British Gas	Large Supplier	Yes	-	N/A
Ovo Energy	Large Supplier	Yes	-	N/A
Octopus Energy	Large Supplier	Yes – partially	The proposed solution provides a more distinguishable breakdown between what DCC and Users define as a 'Success' or 'Failure' by Business Process which helps create a view of success that aligns with different perspectives. However, we believe that the solution proposed still does not seem to fully answer the question of TRTs vs RTTs as an appropriate means of reporting on the DCC Service which can be used in the Ofgem	SECAS will discuss the provided feedback with the Proposer and the DCC.

Question 1				
Respondent	**Category**	**Response**	**Rationale**	**SECAS Response**
			Operational Performance Regime and that the DCC and their Service Providers are held accountable for on performance.	

Question 2: Do you agree that the legal text will deliver MP242?

Question 2				
Respondent	**Category**	**Response**	**Rationale**	**SECAS Response**
Utilita	Large Supplier	Yes	No further comments	N/A
British Gas	Large Supplier	Yes	-	N/A
Ovo Energy	Large Supplier	Yes	-	N/A
Octopus Energy	Large Supplier	Yes, Agree	The Legal text appropriately covers the requirements sent out to deliver MP242. However, we note that the legal text still refers to RTT: “Business Process Performance Indicators set out the percentage of each of the Business Processes described in the table below which is delivered within the applicable Round Trip Time (RTT).” yet success in the attached table does not seem to include reference to time anymore, simply response code and there are also no ‘applicable RTT’ defined in the SEC.	SECAS will discuss the provided feedback with the Proposer and the DCC.

Question 3: Do you agree with the proposed implementation approach?

Question 3				
Respondent	**Category**	**Response**	**Rationale**	**SECAS Response**
Utilita	Large Supplier	No	While the proposed approach makes sense, we question whether a three-month lead time would give the DCC enough time to undertake the development and testing work required to implement the reports in co-operation with Suppliers.	SECAS will discuss the potential amendment of the implementation approach with the Proposer and DCC.
British Gas	Large Supplier	Yes	-	N/A
Ovo Energy	Large Supplier	Yes	-	N/A
Octopus Energy	Large Supplier	Yes	The current success metric using round trip times is not appropriate for monitoring DCC success. The proposed solution regarding measuring success of 7 key business processes is a much better way of monitoring the overall success of the DCC.	N/A

Question 4: Will there be any impact on your organisation to implement MP242?

Question 4				
Respondent	**Category**	**Response**	**Rationale**	**SECAS Response**
Utilita	Large Supplier	Yes	As part of this modification, the DCC have requested that Utilita cooperate in the production of these reports. We are happy to participate and provide key expertise	N/A
British Gas	Large Supplier	No	It will just be an additional report we receive. It will be for SEC Ops to manage.	N/A
Ovo Energy	Large Supplier	Yes	Positively. Success reporting will be far more valuable.	N/A
Octopus Energy	Large Supplier	No	As this is a reporting metric for DCC to be measured upon, it will not impact on our organisation to implement this.	N/A

Question 5: Will your organisation incur any costs in implementing MP242?

Question 5				
Respondent	**Category**	**Response**	**Rationale**	**SECAS Response**
Utilita	Large Supplier	Less than £25k	Only costs associated with providing FTE as part of the report development process. It is currently unclear how much FTE commitment would be required.	N/A
British Gas	Large Supplier	No costs	It will just be an additional report we receive. It will be for SEC Ops to manage.	N/A
Ovo Energy	Large Supplier	No costs	None other than the cost of the modification.	N/A
Octopus Energy	Large Supplier	No	As this is a reporting metric for DCC to be measured upon, it will not cost us anything as an individual supplier to implement this beyond the shared costs to industry.	N/A

Question 6: How long from the point of approval would your organisation need to implement MP242?

Question 6				
Respondent	**Category**	**Response**	**Rationale**	**SECAS Response**
Utilita	Large Supplier	N/A	There would be no impacts to our systems as part of this modification.	N/A
British Gas	Large Supplier	No time required	It will just be an additional report we receive. It will be for SEC Ops to manage.	N/A
Ovo Energy	Large Supplier	Immediately	-	N/A
Octopus Energy	Large Supplier	No Time	As this is a reporting metric for DCC to be measured upon, it will not require anything from us as a supplier once approved for implementation.	N/A

Question 7: Do you believe that MP242 would better facilitate the General SEC Objectives?

Question 7				
Respondent	**Category**	**Response**	**Rationale**	**SECAS Response**
Utilita	Large Supplier	Yes	We believe that this modification will better facilitate General SEC Objectives (e) and (g). These reports will allow the identification of areas of operation that are not performing as expected, allowing investigation into the root causes to determine solutions, whilst also allowing innovation to flourish as business processes can now be put under a microscope to determine areas of inefficiency.	N/A
British Gas	Large Supplier	Yes	Definitely General SEC Objectives (b) and (g), and also General SEC Objective (a) over time.	N/A
Ovo Energy	Large Supplier	Yes	A	N/A
Octopus Energy	Large Supplier	Yes	SEC objectives A, B, C, E and G will be better facilitated by the implementation of this proposal by ensuring a good level of service and better ways to measure this. By being able to measure this more accurately it will ensure that the level of service is maintained which supports the provision of smart meter systems and ensures that customers can manage their energy usage.	N/A

Question 8: Do you believe there will be any impacts on or benefits to consumers if MP242 is implemented?

Question 8				
Respondent	**Category**	**Response**	**Rationale**	**SECAS Response**
Utilita	Large Supplier	Yes	If we can identify processes that are failing we can take steps to correct this, which would have a knock-on impact on consumer experience as the success rate of those processes increases. This will be especially felt in the prepay sector as any issues with vend successes can be identified early and resolved.	N/A
British Gas	Large Supplier	Yes	The reporting covers deliverables that are important to consumers and will have the highest consumer impact. The reporting will enable us to see points of favour, enabling the whole industry to investigate and improve, thus improving the consumer experience of smart.	N/A
Ovo Energy	Large Supplier	Yes	-	N/A
Octopus Energy	Large Supplier	Yes	Whilst not a direct impact of the change in reporting mechanism, we would expect that customers will be provided with a more reliable service as any drop-in service will be more closely measured under the new mechanism	N/A

Question 9: Noting the costs and benefits of this modification, do you believe MP242 should be approved?

Question 9				
Respondent	**Category**	**Response**	**Rationale**	**SECAS Response**
Utilita	Large Supplier	Yes	We believe that the ability to accurately report on the success rate of the business processes outlined in the modification report is critical and as such, believe that this modification should be approved.	N/A
British Gas	Large Supplier	Yes	And as soon as possible, ideally before April 2024.	N/A
Ovo Energy	Large Supplier	Yes	-	N/A
Octopus Energy	Large Supplier	Yes	We believe that the modification should be approved, however we feel the costs are high considering the impacted areas are the DCC's Data Science and Analytics with no system changes required to implement this. £200k+ seems excessive given the PA states that 'the largest component of the change is the work associated with designing the full business logic associated with each business process.' which seems to be largely driven by time and effort from DCC resources. We also believe that elements of this reporting already exist. This seems to be a relatively minor change in reporting logic which costs £200k+ and does not bode well for any potential reporting changes in the future.	SECAS will discuss the provided feedback with the Proposer and the DCC.

Question 10: Please provide any further comments you may have.

Question 10			
Respondent	**Category**	**Comments**	**SECAS Response**
Utilita	Large Supplier	No further comments	N/A
British Gas	Large Supplier	-	N/A
Ovo Energy	Large Supplier	-	N/A
Octopus Energy	Large Supplier	-	N/A