

TABASC Effectiveness Review Questionnaire Briefing Pack

– Oct 2023



TABASC Effectiveness Review Questionnaire – The Who, What, When, How and Why?



- **Who?**

- The questionnaire is issued to SEC Parties, operational DCC Users or those undergoing the User Entry Process.

- **What?**

- This questionnaire is issued to support the TABASC in reviewing the effectiveness of the Technical Architecture, Business Architecture and the HAN requirements as required by the Panel.
- Results will be anonymised and shared with the SEC Panel and Sub-Committees.

- **When?**

- It will be issued w/c 24 October 2023 with responses due by **5pm 27 November 2023**.

- **How?**

- It will be an online questionnaire.
- One response is requested per organisation covering technical and operational aspects.
- It will also be available for printing for use internally before providing a single response.

- **Why?**

- The findings will help identify areas of the Technical and Business architecture which need further consideration by the Technical and Business Architecture Sub-Committee (TABASC)

Background: SEC Section F1.4 obliges TABASC to undertake three reviews



SEC Section F1.4 sets out the requirements that:

The Technical Architecture and Business Architecture Sub-Committee shall undertake the following duties on behalf of the Panel:

(e) to review (where directed to do so by the Panel) the effectiveness of the End-to-End Technical Architecture (including so as to evaluate whether the Technical Code Specifications continue to meet the SEC Objectives), and report to the Panel on the outcome of such review (such report to include any recommendations for action that the Technical Architecture and Business Architecture Sub-Committee considers appropriate);

(f) to review (where directed to do so by the Panel) the effectiveness of the Business Architecture (including their assessment against the SEC Objectives), in consultation with Parties and Competent Authorities (but without engaging directly with Energy Consumers), and report to the Panel on the outcome of such review (such report to include any recommendations for action that the Technical Architecture and Business Architecture Sub-Committee considers appropriate);

(g) to review (where directed to do so by the Panel) the effectiveness of the HAN Requirements (including their assessment against the SEC Objectives), in consultation with Parties and Competent Authorities (but without engaging directly with Energy Consumers), and report to the Authority and the Panel on the outcome of such review;

The SEC Panel meeting on 12 August 2016 approved the Panel directions for TABASC to undertake the three reviews described in F1.4 (e), (f) and (g).

The review focuses on the following areas

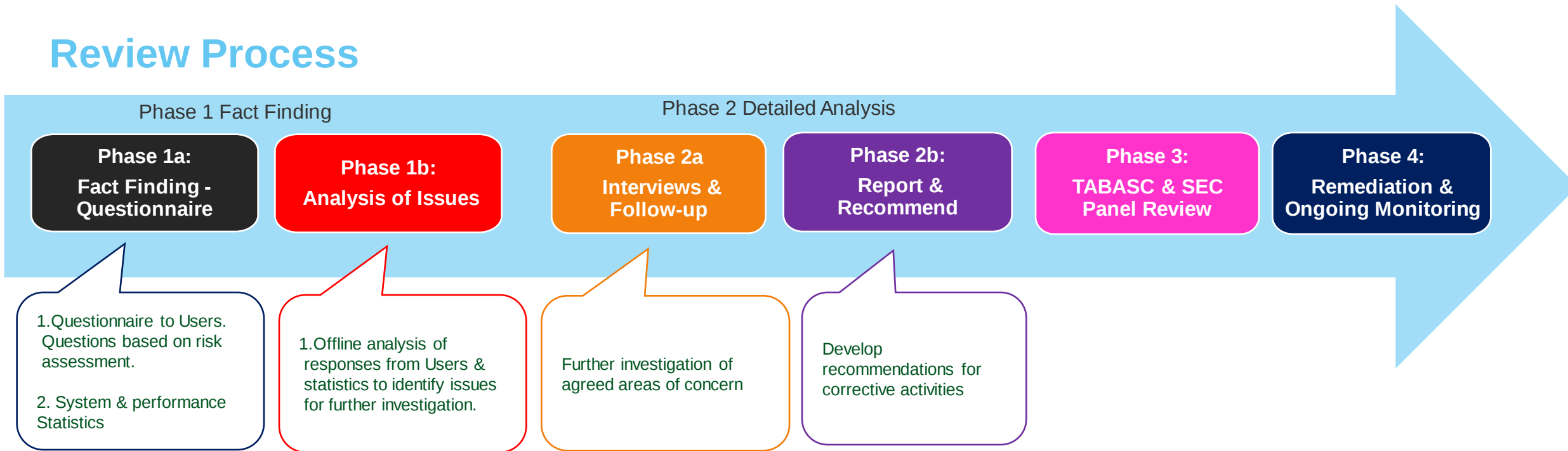


Review Area	Example Challenges
DCC Connectivity & Functionality	• Connectivity problems • Poor system response
HAN & Device Performance	• HAN coverage issues • Device behaviour issues
Firmware Issues	• Firmware update problems • Device firmware issues
System Performance	• Installation challenges • Commissioning challenges
Business Process Issues	• Key business processes failing • Processes impacting consumer experience
PKI	• IKI, SMKI or DCCKI issues
Other Issues	• Any other comments

A Phased Approach to the review

- The process uses an online questionnaire to focus on the areas identified in the risk assessment and identify any areas requiring further investigation.
- The responses are analysed in-house by SECAS prior to reporting to TABASC and the SEC Panel.

Review Process



Note: Depending on responses to the questionnaires, the TABASC may recommend that the Panel formally request the OPSG Data Quality Issue Sub-Group to conduct a more in-depth analysis of the issue.

Example Question



Section 5: Firmware Upgrades

Do you have experience of Firmware Upgrades via the DCC? If so, please answer the questions in this section.

What percentage of firmware updates are completed successfully?				
<40%%	40-60%	60-80%	80-90%	>90%
☐	☐	☐	☐	☐

In the questions below an impact score of 1 = Low, 2 = Medium and 3 = High. Leave blank if the issue did not affect your organisation.

Did firmware upgrade problems arise from:	Impact
Firmware Upgrades to the ESME	
Firmware Upgrades to the GSME	
Firmware Upgrades to the Communications Hub in the North Region	
Firmware Upgrades to the Communications Hub in the Central and South Regions	
The process used by the vendor to provide ESME or GSME Firmware to the Supplier	
The process used by the Supplier to provide ESME or GSME Firmware to the DCC	
The listing of the Firmware version in the Certified Product List (CPL)	
The distribution of the Firmware upgrade by the DCC (e.g. within expected timescales)	
Activation of the Firmware upgrade (e.g. did it happen as expected)	
The quality and effectiveness of Firmware in live operation (e.g. errors encountered)	
Any other causes	

Please describe the nature and extent of the problem(s).

Have you identified any areas relating to firmware management for improvement? If so, please specify below and indicate how it is being progressed.

Please contact SECAS@gemserv.com with any questions.

