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Action:	For Information

MP122B Impact Assessment

1. Purpose

The Data Communications Company (DCC) has completed its Impact Assessment of [MP122B 'Operational Metrics – Part 2'](#). The purpose of this paper is to seek the Technical Architecture and Business Architecture Sub-Committee's (TABASC) input on the solution design and the case for change.

This paper provides a summary of the DCC Impact Assessment, full details of which can be found in Appendices A and B.

2. Summary of MP122B

This section summarises the key points of this Modification Proposal. More information is available in the Modification Report in Appendix C.

2.1 What is the issue?

The DCC provides a monthly Performance Measurement Report (PMR) to the Smart Energy Code (SEC) Operations Group (OPSG). The OPSG identified problems in the transparency of the reporting and the relevance of the measures included in the report, and so requested and oversaw the Operational Metrics Review (OMR). This was intended to identify potential improvements to the PMR which would reflect DCC User requirements and priorities.

2.2 What is the Proposed Solution?

The Proposed Solution was intended to deliver the recommendations of the OMR. To ensure the reporting elements that did not require changes to the DCC System and Service Provider contracts could be delivered sooner, the original modification was split into two and these progressed under [MP122A 'Operational Metrics'](#).

The Proposed Solution for MP122B has significantly reduced in scope during the Refinement Process and now consists of enhanced reporting on Alerts and Incident Categories 3, 4 and 5. The proposals to shorten the PMR service level agreement (SLA) and to enhance reporting on firmware have both been removed from this modification.

Alerts reporting

Instead of measuring the Target Response Time for the combination of all Alerts, the average success rate and Round Trip Time for each individual Alert type will be measured. The points at which the Alerts are measured from and to will also be expanded as follows:

- From when the Alert is generated by the Device;
- When the Alert reached the Communications Hub;
- When the Alert entered the CSP/SMETS1 Service Provider (S1SP) systems;
- When the Alert left the CSP/SMETS1 systems to the DSP;
- When the DSP sends the alert to the Service User; and
- When the DSP receives a handshake from the Service User system confirming receipt.

This solution will also identify any Alerts that fail at any point in this process.

The flow diagram shows the two additional steps that will be added to the time reported (dark green boxes) on top of the existing steps reported on (light green boxes):



3. Impact Assessment

The DCC has provided a total cost of £1,171,967 to deliver this modification, and a lead time of seven months from the approval date.

3.1 Incident Categories 3, 4 and 5

The reporting for Incident Categories 3, 4 and 5 will be enhanced to meet Code Performance Measure (CPM) 5A: the number of Category 3, 4 and 5 incidents recorded on the Incident Management Log and assigned to a resolver within the Target Initial Response Time.

The modification also required the DCC to meet the reporting requirements for CPM 5: the number of Category 3, 4 and 5 incidents resolved within the Target Resolution Time. The DCC has found that its own internal Remedy Systems already hold the required data and the Working Group agreed this met the original business requirement. The data for CPM 5 is now already being reported to the OPSG and so MP122B is only trying to facilitate CPM 5A.

There is no Impact Assessment for this requirement. The DCC has confirmed in writing that once it has obtained agreement from the relevant stakeholders, CPM 5A will be delivered as part of the monthly reporting to the OPSG with no charge required to achieve this.

3.2 Alerts reporting

As the DCC carried out several change requests for different aspects of the solution, we have provided a breakdown of the costs in the table below, and more detail on each section found in Appendices A and B.

Alert Reporting Area	Change request code	Cost		
		Design, build & PIT	SIT, UIT & TTO	Total
DSP	4392 (Appendix A)	£88,123	£73,123	£161,246
CSP S&C	4444	-	-	-
CSP N & DS&A	4445 (Appendix B)	£723,653	£287,068	£1,010,721
S1SP	N/A	N/A	N/A	N/A
Total				£1,171,967

The Preliminary Assessment costs for the Communications Service Provider (CSP) South & Central have been removed, as the Data Service Provider (DSP) change will allow the existing timestamp data to be extracted for this CSP. The SMETS (Smart Metering Equipment Technical Specification) 1 Service Provider (S1SP) change is not applicable, as SMETS1 reporting has been removed from the scope of the solution.

4. Questions for the TABASC

We seek the TABASC's view on the following questions to feed into the Modification Report:

- Does the DCC Impact Assessment deliver the Proposed Solution?
- Is this modification ready for a second Refinement Consultation?
- Do the benefits of enhanced Alerts reporting outweigh the costs?

5. Next steps

The Smart Energy Code Administrator and Secretariat (SECAS) will work with the Proposer and the SECAS lawyer to draft the necessary amendments to the legal text. Following this, SECAS will issue a second Refinement Consultation so that SEC Parties can provide their feedback on the modification.

6. Recommendations

The TABASC is asked to:

- **CONFIRM** that the Impact Assessment delivers the Proposed Solution.
- **PROVIDE** views on whether the benefits of enhanced Alerts reporting outweigh the cost to deliver.

Mike Fenn

SECAS Team

28 July 2022

Attachments:

- **Appendix A:** MP122B Impact Assessment – CR4392
- **Appendix B:** MP122B Impact Assessment – CR4445
- **Appendix C:** MP122B Modification Report