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Paper Reference:	TABASC_84_0112_10
Action:	For Decision

MP217 business requirements

1. Purpose

[MP217 'Obtaining Timestamps to allow Target Response Time Measurements'](#) is currently undergoing the Refinement Process. The purpose of this paper is to seek the Technical Architecture and Business Architecture Sub-Committee's (TABASC) input on the Proposed Solution before requesting a Preliminary Assessment from the Data Communications Company (DCC).

This paper provides the high-level business requirements and the more detailed considerations within each of these requirements can be found in Appendix B.

2. MP217 summary

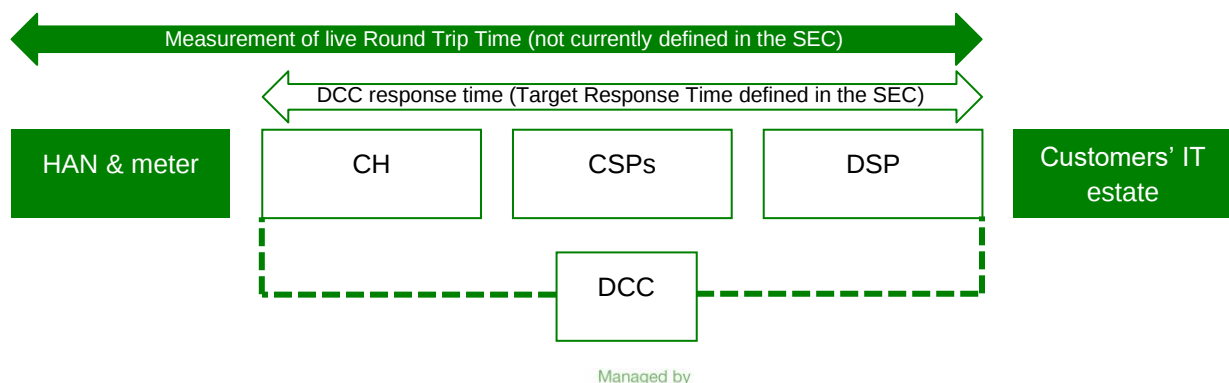
2.1 Issue

The implementation of [MP122A 'Operational Metrics'](#) led to a revised suite of reports and dashboards that are measuring the Round Trip Time (RTT) of a request or transaction, and not the Target Response Time (TRT). This is due to the MP122A legal text referring to RTTs as TRTs.

TRTs set the expected performance for messages transiting the DCC networks and systems. They only measure performance within the DCC environment (DCC User Gateway to Communications Hub and reverse).

The DCC does not currently have the capability to measure TRTs at an individual Service Reference Variant (SRV) level and in real-time, as required by the MP122A legal text in Sections H13.1 and H13.1A. At present, the MP TRT reporting requirements are met using test messages.

This diagram sets out the difference between RTTs and TRTs:



CH – Communications Hub, CSP – Communications Service Provider, DSP – Data Service Provider, IT – Information Technology, HAN – Home Area Network

As a result, issues with transparency of reporting and relevance of the measures contained within the DCC Performance Measurement Report (PMR) have arisen. In its monthly review of the PMR, the Operations Group (OPSG) has found it increasingly difficult to report to the Panel on the issues within the report.

Due to the issues encountered by the OPSG, the Operational Metrics Review (OMR) was undertaken to better understand the PMR measures, consider amendments and recommendations of new performance indicators. This resulted in three Change Requests (CRs) being raised:

- CR4253 'Measuring SRV Responses and Alerts'
- CR4258 'System Availability'
- CR4259 'Meeting Target Performance Levels'

2.2 Proposed Solution

It is the intent of this modification to implement a solution that will allow the DCC to accurately measure TRTs. The Proposed Solution will:

1. Implement technology changes that will allow the reporting of TRT, removing the Device processing times and HAN times
2. Measure and indicate system availability
3. Enhance the DCC Total System to meet the Target Response Times

Three Change Requests were previously raised as part of the OPR Working Group, and these will form the basis for the changes required for MP217. The previous CR numbers are used for reference at this stage. Service Providers will be able to use their responses for the three CRs as the basis for the new CRs.

3. Business requirements

The below table shows the business requirements agreed with the DCC:

Business Requirements	
Ref.	Requirement
1	The Data Service Provider (DSP) will measure the time taken for SRVs to reach the CSP and / or S1SP, measuring from receipt of the SRV from the User, the time taken in the DSP system to the time the SRV is passed to the CSP or S1SP.
2	The DSP will measure the time taken for SRV responses and Alerts to reach the User, measuring from receipt of the SRV response / Alert from the CSP or S1SP through to the time the SRV response / Alert leaves the DSP system and is passed to the User and the DSP receives the handshake from that User.
3	The CSP and / or S1SP will measure the time taken for SRVs to reach the Communications Hub / HAN border, measuring from receipt of the SRV from the DSP, the time taken in the CSP / S1SP system to the time the SRV reaches the CH / HAN border (or S1SP equivalent).

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Business Requirements	
Ref.	Requirement
4	The CSP and / or S1SP will measure the time taken for SRV responses and Alerts to reach the DSP, measuring from receipt of the SRV response / Alert at the Communications Hub / HAN border (or S1SP equivalent), to the time it reaches the DSP.
5	The DSP / CSP / S1SP Reporting to Data Communications Company (DCC) should identify individual SRVs and Alerts, date, time and Global Unique Identifier (GUID) in a file format to be agreed with DCC.
6	Reporting will contain the performance of each SRV-type in the production system, dimensioned by region, meter type (ESME / GSME), and specification (SMETS1 / SMETS2) where applicable.
7	The DCC will receive all initial reports from DCC Service Providers within 2 Working Days of month end, with a final report agreed with the DCC within 5 Working Days of the end of the month.
8	Regarding reporting, each DCC Service Provider shall exclude the time for any SRVs quarantined by the Anomaly Detection Attributes (ADA) or Anomaly Detection Threshold (ADT) processes.
9	The target levels for each Target Response Time (TRT) will be at 96% as a minimum, with an optimal level of 99% against contracted performance.
10	The DCC is to align its DCC Service Provider contracts to these new performance standards that have been obtained through requirements 1, 2, 3 and 4 of this document.
11	The DCC's service performance is to be compliant against these new performance standards.

Further detail and rationale can be found in Appendix B.

4. Recommendations

The TABASC is requested to:

- **NOTE** the contents of this paper;
- **CONSIDER** the issue and Proposed Solution; and
- **AGREE** the business requirements will deliver the Proposed Solution.

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24 November 2022

Attachments:

Appendix A: DP217 Modification Report v0.2

Appendix B: MP217 business requirements