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## **SECMP0058 ‘Changes to the governance of the Self-Service Interface’**

### **Working Group Meeting 3**

**30 November 2018, 13:00 – 16:00, Gemserv’s Offices**

### **Meeting summary**

#### **Modification Report**

The Working Group advised that the Modification Report did not contain enough background information about the rationale leading up to the modification proposal being formally tabled. The provision of such information would have given consultation respondents a clearer understanding of the current interim SSI ‘sprints’ approach and the issue that Appendix AH is preventing speedy changes to the SSI due to its detail. The Working Group agreed with the consultation responses that more detail was needed around the raising of SSI changes, the governance around urgency, timescales, and cost control.

#### **Baseline Requirements Document (BRD)**

The DCC clarified that the SSI Business Requirements Document is a document administered by the DCC but that any changes to the BRD would require approval from SEC Panel or a delegated Sub-Committee.

#### **Impacts**

##### **General**

One Working Group member advised that their organisation was not currently an SSI user and so it was hard to say how any SSI changes would affect them. However, the Working Group member did advise that for example, report formats could affect users and would therefore influence change. As a result, it was agreed that any proposed SSI changes and consultations would need to make clear exactly where Users may be impacted.

#### **Planned Maintenance**

The DCC advised that currently they use around 6 hours of unplanned maintenance per month and that the allowance of 6 hours per week granted by the SEC Panel was to allow for flexibility whilst the DCC try to address the backlog of SSI changes. However, subject to the approval of this modification, in the enduring process SSI change Releases could comprise more SSI changes than what is currently being implemented via the ‘sprints’. DCC will have to consider whether the current provisions in the SEC will allow for enough SSI and DCC Systems planned maintenance in order to

implement each Release of SSI changes. It was agreed that under this modification the DCC would have to define how they would address any use of planned or unplanned maintenance, under the enduring process in compliance with the provisions in SEC Sections H8.3 and H8.4.

## Costs

The DCC advised that the intention of this modification was to be an enabler for change to the SSI. The DCC went on to clarify that the ongoing costs to maintain the SSI and administer the new governance process would be included in their forecast for each sprint, the decision for which to approve being made by the SEC Panel (or any delegated Sub-Committee). As such, there were no ongoing costs associated with the modification itself. The Working Group agreed with this assessment.

The Working Group advised that they needed a breakdown from DCC of the individual items per sprint in the enduring process to be able to assess the value of proposed changes and make a justifiable business case. However, the Working Group agreed that the onus shouldn't solely be on the DCC to provide detail and that SSI changes should be proposer owned with proposers expected to provide a benefits case to each proposed change, alongside the DCC view of costs and benefits.

## Other Points

- The Working Group agreed that the governance process should be referenced as a document in the SEC but should not be outlined in full within the SEC itself.
- The Working Group were asked to consider the responses to question 9 'Should clauses 1.2 to 1.6 in SEC Appendix AH be moved to the SSI Baseline Requirements Document (Attachment D)?', the majority of which were neutral. After consideration of the responses, DCC still preferred clauses 1.2 to 1.6 of Attachment C of the consultation to be moved to the SSI Baseline Requirements Document.

## Modification Progression

The Working Group agreed that more refinement is required before presenting the Draft Modification Report to the Panel. The Working Group will decide if a second Working Group Consultation is necessary at the next Working Group meeting.

## List of actions

- DCC will develop standardised forms that Users will be able to use to formally raise SSI changes for DCC assessment. These will require Users to advise on the why change is needed, who it will benefit, why it is urgent and the required timescales.
- DCC will set out a process outlining how Urgent SSI changes will be assessed and if approved how they will be fast tracked.
- DCC and SECAS will meet to flesh out the end to end SSI change governance process. This will include more detail around how users will raise changes, how urgent changes are handled, and the timescales between each step in the process.

- A Working Group meeting will be held in week commencing 14th January depending on availability.