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Action:	For Discussion

SECMP0067 ‘Service Request Traffic Management’ Business Requirements Analysis

1. Purpose

The purpose of this paper is to discuss the SECMP0067 ‘Service Request Traffic Management’ Business Requirements with the TABASC before submitting them to the DCC for a Preliminary Assessment. This way, comments can be taken back to the Working Group to ensure the requirements will fit in with the existing business architecture.

2. Context and Proposed Solution

The DCC System has a finite capacity. Even with communication with Service Users to meet forecasted demand and making the most efficient use of the System’s current capacity, it may be unable to cover accidental or unanticipated large bursts of Service Requests. Users who do not contribute to the problem are penalised identically to those who do.

The proposed solution is to define a maximum system capacity, operating threshold and appropriate Service User allocations. When the DCC System reaches this operating threshold, traffic management of the Service Requests will become active. Service Users who are exceeding their allocation will then have their requests throttled down to either their stated allocation or the operating threshold (whichever is greater). This should prevent Service Users crowding out others who are using the System by adhering to the allocations.

3. TABASC Questions

Please find as an appendix to this paper the most current version of the SECMP0067 Business Requirements. As part of the assessment of the requirements, we invite the TABASC Members to highlight any areas of discussion in the paper. We have some areas already listed for input from the TABASC below:

- Are there any recommended Priority Service Requests on the Priority Service Request List you would feel necessary to add or remove as appropriate?
- Although the original timescale was on a monthly basis for updating Service User allocations, what would TABASC’s “timely update” be for delivering this update and for reporting?

- Clarity was sought over the process that would be undertaken to alert Service Users that their Service Requests are in the process of being throttled. The DCC suggested they use the HTTP reporting method, to which some Working Group members agreed. Members suggested a more specific response/alert could be created, rather than the standard 503 response, to deliver this information. The DCC noted the cost to create a new HTTP notification would be negligible, and these would be returned near-instantaneously, while a new DCC Alert would incur more cost and would likely be less timely.

What is TABASC's preferred approach for alerting Service Users?

Any other input over the Requirements and the modification in general is welcome and the comments will be passed on to the Working Group and included in the modification report.

4. Recommendations

The TABASC is requested to:

- **CONSIDER** the SECMP0067 Business Requirements put forward; and
- **DISCUSS** any feedback to be provided to the relevant Working Groups as recommendations to include in the Business Requirements.

Harry Jones

SECAS Team

14 February 2019