Data Communications Company

Planned Maintenance Proposal

15th March 2019

Recommendation: That the SEC Panel approve a six month trial of the proposed changes to Planned Maintenance, commencing 1 April 2019.

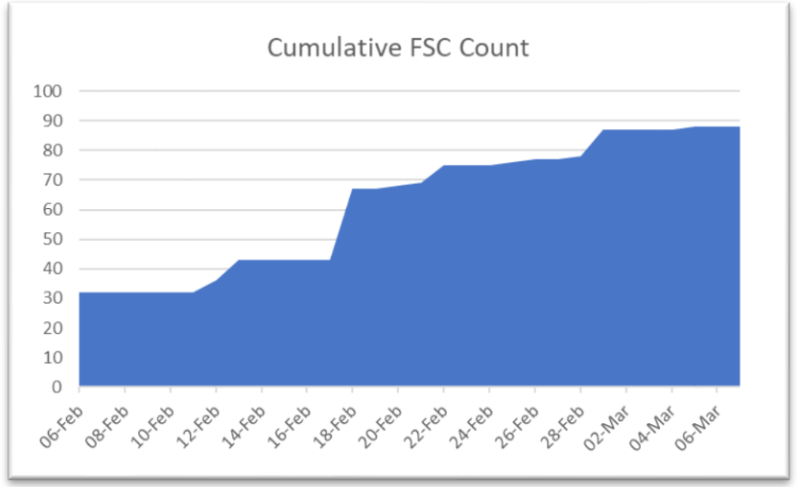
Changes to Planned Maintenance – updated Proposal

Functional / Non-Functional

- It was identified that the use of terms "Functional" & "Non-Functional" needed to be changed.
  - New description of "**Customer Impact – Customer affecting or non-customer affecting**"
  - Revised wording attached to this presentation

Forward Schedule of Change

- In preparation for the implementation of this revised approach, DCC have been actively driving improvements to the content of the FSC.



Performance Measures and forward approach

- Specific measures and a monthly update schedule have been agree with SEC Operations Group.

Communication with SEC Parties

- A notification from the DCC Service Centre will be sent to all SEC Parties in week commencing 11 March 2019
- The changes will also be communicated at the DCC Customer Operations Forum on 14 March 2019.

Customer Impact – Revised wording

Customer Impact – Customer affecting or non-customer affecting

The intention of this assessment is to determine whether there is any impact to customers. Specific examples are provided below, but the overarching principal is to ensure that the Change process focusses on Changes that will have a direct impact on customers. Changes that are customer impacting will always be assessed as "HIGH" and therefore will carry a 20 day minimum lead time.

Customer affecting is defined as ***"A Change that influences or alters a business process, or requires specific user training"***

Examples of "Customer affecting":

- A Change to SSI User interface requiring User education in order to use correctly
- A Change to a back-end process that requires customers to Change their systems

Examples of "Non-customer affecting":

- A Change to technical interfaces from back end systems that is invisible to the end user
- A Change to a customer system that provides a different user experience but does not require training or process Changes to utilise (eg an improved screen layout in OMS)

Performance measures and reporting

- **DCC will report on the progress of the trial a monthly basis, and a review of the trial regime will occur after three months.**
- **The following performance measures were agreed with SEC Operations Group.**
  - Forward schedule – Count of changes
  - Changes causing Incidents – Details
  - Changes presented less than their associated lead times
  - Changes re-scheduled within lead time (ie rescheduled less than 20 or 10WD)
  - Total downtime broken by HIGH and LOW impact changes