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Action:	For Discussion

SECMP0024 ‘Enduring approach to Communications Hub firmware management’ Business Requirements and solution design specification

1. Purpose

[SECMP0024 ‘Enduring Approach to Communication Hub Firmware Management’](#) is currently undergoing the Refinement Process. Following feedback from the Proposer, the Working Group and the Data Communications Company (DCC), we have established the business requirements and solution design specifications for the proposed solution in preparation for a DCC Preliminary Assessment. We seek any comments and feedback from the TABASC on these before we request this Preliminary Assessment.

This paper provides a high-level summary of the key points. The business requirements and solution design specification can be found in Appendix A.

2. Summary of the Proposal

What is the issue?

The Proposer (E.ON Energy) considers, due to the lack of process for managing firmware updates to Communications Hubs that there is currently a significant risk that a Communications Hub firmware update with defects or interoperability issues could be deployed and activated to significant numbers of Communications Hubs. This could create a range of issues arising from a DCC deployed Communications Hub firmware update occurring concurrently with:

- A programmed configuration change to a Supplier’s smart metering Device e.g. a Change of Supplier (CoS) event, price change, or tariff change;
- A Supplier’s scheduled firmware deployment to a smart metering Device;
- Historical consumption data being uploaded to Supplier systems on behalf of the consumer; or
- A consumer attempting to interface with the Smart Metering System (e.g. a delay in a prepayment top-up), leading to a poor customer experience.

What is the proposed solution?

To mitigate these issues, the Proposer seeks to develop and implement an agreed enduring process for the deployment and activation of Communications Hub firmware updates. This would see Suppliers being informed by the DCC when Communications Hub firmware updates are available and allow them to specify the date and time, within a period defined by the DCC, when these are deployed. The requirements and specifications for this process are outlined in Appendix A, which includes two solution variants that will be assessed by the DCC:

1. Use of Service Requests on the DCC User Interface Specification (DUIS) Interface; and
2. Use of a DCC operated Web Portal.

The suggested solution (1) has been drafted taking [SECMP0007 'Firmware updates to IHDs and PPMIDs'](#) into account and establishes the framework for firmware upgrades to Devices in a dual Supplier scenario; solution (2) could be expanded to support SECMP0007.

The Proposer does not suggest that the responsibility for Communications Hub firmware management be transferred to Suppliers. This modification is intended only to enhance the firmware deployment and activation process by allowing Suppliers to manage the time any updates are deployed by the DCC in order to mitigate the Proposer's identified risks. This would be to the benefit of the DCC, Suppliers, and ultimately consumers.

3. Recommendations

The TABASC are requested to:

- **CONSIDER** the business requirements and solution design specification and provide any comments or feedback on these.

Joe Hehir

SECAS Team

11 April 2019

Attachments:

- **Appendix A:** SECMP0024 business requirements and solution design specification