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<b>Paper Reference:</b>	<b>SECCB_32_2407_04</b>
<b>Action:</b>	<b>For Decision</b>

## SECMP0053 request for Impact Assessment

### 1. Purpose

[SECMP0053 'Amend Target Response Times for Service Requests Critical to Installation and Commissioning Processes'](#) is now ready to be issued for a DCC Impact Assessment. This paper requests the Change Board's approval to request an Impact Assessment.

### 2. Summary of the Proposal

The issue the Modification Proposal looks to address is around the reporting of Target Response Times, to amend the SEC to be more in line with what is happening in reality with the response times for certain Service Requests. This will require moving time-critical Service Requests for on-site testing that currently have a response time of 24 hours to 30 seconds, and moving Service Requests that currently take longer than the stated 30 seconds to an increased time to set more accurate reporting targets.

The proposed solution is to amend the SEC to reflect the new Target Response Times more appropriate for the designated Service Requests. Service Requests 6.14.1, 6.14.2 and 7.9 will be moved from 24 hours to 30 seconds and Service Request 4.8.1 will be moved from 30 seconds to 5600 seconds.

### 3. Progress of the Modification

The members of the Working Group meeting in May 2019 agreed to explore an Alternative Solution that would result in Service Request XXX being given a specific Target Response Time rather than the standard 24 hours.

In the Refinement Consultation the respondents unanimously favoured the Proposed Solution, using the standard 24-hour target response time. The Proposer agreed with this position and the DCC confirmed there would be no change in price or lead time in either scenario. The Proposed Solution is therefore the solution that will be requested to proceed to Impact Assessment.

### 4. Impact Assessment request

The Impact Assessment will cost £14,295 and is expected to be completed in 30 Working Days.

The Refinement Consultation for this modification closed on 8 July 2019 and no major issues were noted in the responses. We and the Proposer believe the Impact Assessment is now ready to be requested.

## 5. Recommendations

The Change Board are requested to:

- **AGREE** that a DCC Impact Assessment should be requested for SECMP0053.

Harry Jones

SECAS Team

17 July 2019