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SECMP0053 Modification Report Consultation

1. Purpose

This is the Modification Report Consultation for [SECMP0053 'Amend Target Response Times for Service Requests Critical to Installation and Commissioning Processes'](#). We invite you to respond to this consultation in order to help inform the Change Board in its vote on this modification.

The Modification Report is included in this consultation pack, along with a response form containing the questions we seek your views on.

This consultation will close at **17:00 on Monday 4 November 2019**. The Change Board may not be able to consider late responses.

2. Summary of the proposal

What is the issue?

Target Response Times are the target duration for the round-trip journeys for Service Requests and are set to either 30 seconds or 24 hours, depending on how time-critical they are. Through development of installation and commissioning processes it has been identified that some of the Target Response Times set out in SEC Appendix E 'DCC User Interface Services Schedule' are not appropriate.

What is the Proposed Solution?

The Proposed Solution is to amend the Target Response Times set out in Appendix E to ensure that they are fit for purpose. The solution will affect Service Requests 6.14.1, 6.14.2 and 7.9, whose Target Response Times will change from 24 hours to 30 seconds. In addition, the Target Response Time for Service Request 4.8.1 will be set to 5,600 from 30 seconds. This will help to mitigate the impacts of these changes on the DCC Systems and be a more accurate reflection of how long Service Request 4.8.1 takes in reality.

Will I be impacted?

SECMP0053 is expected to impact the following SEC Parties:

- Supplier Parties
- Network Parties
- The DCC

Full details of how this modification may impact you can be found in the Modification Report.

3. Contact

If you have any questions on this modification, please contact **Harry Jones** on 020 7081 3345 or email sec.change@gemserv.com.