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<b>Paper Reference:</b>	<b>SECP_74_1511_20</b>
<b>Action:</b>	<b>For Decision</b>

## DP092 Problem Statement

### 1. Purpose

Draft Proposal [DP092 'New Planned Maintenance Methodology'](#) was raised by the DCC and has undergone the Development Stage. The Change Sub-Committee believes this Draft Proposal is ready to be converted to a Modification Proposal. This paper sets out our proposed approach for progressing this modification for the Panel's approval. We are recommending that this modification be progressed to the Refinement Process, and that the Panel agree the package of work to be undertaken.

This paper provides a high-level summary of the key points. A copy of the problem statement submitted by the Proposer can be found in Appendix A.

### 2. Summary of the issue

In April 2019 the Data Communications Company (DCC) began a trial of a new approach regarding the delivery of Planned Maintenance. The new approach sought to categorise planned changes as either low or high impact, based upon a risk-based methodology. It also amended the timings with which Planned Maintenance was scheduled and implemented.

Whilst the SEC is silent on the methodology for scoping Planned Maintenance, it does set out when the Maintenance should occur and the timescales around publishing Maintenance schedules (Sections H8.3 and H8.4). In order to trial the new approach, the SEC Panel granted the DCC a derogation against these provisions for six months (later extending for a further three months until February 2020). The Panel requested that the DCC report on progress to the Operations Group.

In July 2019, the DCC reported the trial had been a success and, following a final report to the Operations Group, intended to raise a Modification Proposal to formalise the new approach.

This Draft Proposal seeks to implement the findings of the Planned Maintenance trial.

### 3. Proposed progression

The Change Sub-Committee has agreed that this Draft Proposal is ready to be converted to a Modification Proposal and should be progressed to the Refinement Process.

We believe it prudent that any Modification Proposal raised enters the Refinement Process. Due to the discussions at the Operations Group and the Panel, we do not expect a great deal of debate over

the DCC methodology used in delivering Planned Maintenance. However, it seems sensible to air the changes at a Working Group meeting to ensure a review from a different cross section of the industry, and to ensure such changes are communicated to Parties as widely as possible. Equally, an assessment will be required from the DCC to confirm the impact on its organisation and any implementation and enduring costs. We will also need to prepare the SEC documentation changes to deliver the updated methodology. Therefore, the Refinement Process will be required.

### Work package and timetable

Following support from the Operations Group we believe there is potential to progress this Modification Proposal so that it can be implemented in the February 2020 SEC Release.

In order to achieve this the following expedited timetable would need to be applied:

Activity	Date
Draft amendments to legal text and DCC Release Management Policy	15 Nov 19
DCC returns its assessment	15 Nov 19
Refinement Consultation (11 Working Days (WDs))	18 Nov – 2 Dec 19
Discuss at December 2019 Working Group meeting	4 Dec 19
TABASC reviews DCC RMP changes	12 Dec 19
Modification Report presented to Panel	13 Dec 19

This timetable relies on receiving the DCC's assessment by 15 November and ensuring that the relevant changes to the SEC and the DCC Release Management Policy (RMP) have been drafted so they may be included in the Refinement Consultation.

Discussions to date suggest this is a feasible timeline. However, we will update the Panel at the November Panel meeting on progress against these tasks. Should a delay occur in the completion of the DCC's activities or the drafting of supporting documentation, the DCC will need to request a further extension to the derogation already in place. The exact dates for any extension can be presented to the Panel at the December meeting once it becomes clear when the critical tasks will be completed.

In such a circumstance we would suggest the following timetable:

Activity	Date
Discuss at December 2019 Working Group meeting	4 Dec 19
Refinement Consultation (17WDs)	6 Dec 19 – 3 Jan 20
TABASC reviews DCC RMP changes	12 Dec 19
Modification Report presented to Panel	17 Jan 20

We are recommending the first timetable is approved by the Panel but will provide a verbal update at the November meeting if the second timetable would be more appropriate.

#### **Areas of assessment**

We do not believe there are any further questions that need to be considered in addition to the standard assessment areas.

## **4. Recommendations**

The Panel is requested to:

- **AGREE** that DP092 is ready to be converted to a Modification Proposal;
- **AGREE** that MP092 should be progressed to the Refinement Process; and
- **AGREE** the package of work and the timetable for MP092.

**Adam Lattimore**

**SECAS Team**

**8 November 2019**

#### **Attachments:**

- **Appendix A:** DP092 problem statement

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# DP092 ‘New Planned Maintenance methodology’

## Problem statement – version 1.0

### About this document

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This document provides a summary of this Draft Proposal, including the issue or problem identified, the impacts this is having, and the context of this issue within the Smart Energy Code (SEC).

### Proposer

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This Draft Proposal has been raised by Chris Thompson from the Data Communications Company (DCC).

## What is the issue or problem identified?

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### Updating Planned Maintenance methodology – DCC trial of a new approach

In February 2019 the DCC noted to the SEC Panel that the method for delivering Planned Maintenance releases was sub-optimum. As such it wished to move to a risk-based approach to help deliver Planned Maintenance releases more efficiently.

Part of the new approach required amendments to existing rules of when the DCC were to produce a schedule of Planned Maintenance changes and at what times of day such changes should be implemented. The DCC therefore requested the Panel grant a derogation to these rules whilst a six-month trial on the new methodology was carried out.

The Panel agreed to a derogation until November 2019 on the condition that the DCC first present an updated Forward Schedule of Change (FSC) to the Operations Group and that clarity was provided over some of the terminology used. Following discussions at the Operations Group, a trial of the new Planned Maintenance approach began on 1 April 2019.

The Operations Group was to receive monthly reporting on the performance of the trial, with a full review of the trial after three months (July 2019).

### Conclusions of the DCC trial

At the October 2019 Panel meeting, the DCC noted the trial was coming to an end and had proved a success, a view supported by feedback at the July Operations Group meeting. The DCC requested an extension to the derogation to allow the full results of the trial to be presented to the Operations Group in October/November and a resulting Modification Proposal to introduce the new approach to be raised. The Panel granted a further three-month extension to allow this.

### How does this issue relate to the SEC?

SEC Section H8.3 sets out that the DCC may only undertake Planned Maintenance between 20.00 hours and 08.00 hours, and that the duration of Planned Maintenance should not exceed six hours in any given month. Furthermore, Section H8.4 states the DCC must provide a schedule of Planned Maintenance at least 20 Working Days prior to the start of each month that the Planned Maintenance is due to occur.

The new DCC methodology proposes the introduction of one High Impact and up to six Low Impact Planned Maintenance windows per month. Whilst the Planned Maintenance will continue to take place between 20:00 and 08:00 hours (as per Section H8.3) each Planned Maintenance window will have a maximum duration of six hours.

The DCC will continue to publish the schedule of Planned Maintenance (as per Section H8.4) and issue an email notification to all Parties 20 Working Days ahead of the month in which Planned Maintenance will occur. This notification will set out when the scheduled windows are for high and low impact changes and provide high level information on what Parties should expect in each window.

If additional Low Impact Planned Maintenance windows are required beyond this notice, a revised notice will be issued to Parties.

It is intended that high impact changes will have a minimum lead time of 20 Working Days and low impact changes a minimum lead time of 10 Working Days.

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The new methodology places emphasis on how Planned Maintenance impacts Parties when it is taking place and how it affects Parties once deployed. The rules used by the DCC to select appropriate changes as high and low impact need to be captured in SEC governance.

## What is the impact this is having?

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The current Planned Maintenance methodology does not differentiate the specific services, nor the business impact of changes, which has several impacts:

- Low impact changes are considered in the same way as complex or high-risk changes. For example, downtime on the Self-Service Interface (SSI) is treated in the same manner as Core Communication Services. The business impact and risks associated with these examples are very different.
- Notice periods are the same regardless of overall business impact. This results in unnecessary delays on low impact, low risk changes.
- The existing lead times also result in significantly extended deployment times on changes. Any alterations to scheduled changes result in significant delays.
- With the specific constraint on downtime and with no differentiation on the impact of change on Users, the result is that very large numbers of changes, both high and low in impact, are implemented in a single change window. This increases complexity and risk, whilst simultaneously constraining the DCC's ability to deliver key changes in a timely manner.
- With a focus on downtime, the result can be that high risk or complex changes where no disruption to the Services is anticipated are not classed as Planned Maintenance and therefore do not get included in the forward schedule of change.

Many of the changes included in the Maintenance windows are designed to resolve business and operational issues that impact the overall quality of DCC Services, as well as there being many changes specifically requested by the industry as enablers to their business.

## What are the views of the industry?

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### Views of the DCC

The DCC believes the trial has been a success and that the new approach should be taken forward by amending the current SEC provisions.

### Views of SEC Parties

No comments were received from SEC Parties on this issue.

### Views of Panel Sub-Committees

The Operations Group met on 5 November to discuss the final output of the trial. However, views expressed to date are positive that the trial has been a success. More detailed feedback will be available after the November meeting.

### Views of the Change Sub-Committee

The Change Sub Committee understood there to be support for this change from Operations Group members, and noted the intent to implement the change in February 2020 if possible. Members had no further comments on the issue.