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MP083 'Change Coordination' Business requirements – version 0.3

About this document

This document contains the business requirements for this Modification Proposal. It provides detailed information on the business requirements for the Proposed Solution agreed by the Proposer, with input from the Data Communications Company (DCC) and Sub-Committees. It also provides the considerations and assumptions for each business requirement with respect to this Modification Proposal.

1. Business requirements

This section contains the functional business requirements. Based on these requirements a full solution will be developed.

Business Requirements	
Ref.	**Requirement**
1	DCC Users will provide the DCC with details of planned changes to their systems
2	DCC Users will provide the DCC with details of unplanned changes to their systems
3	The DCC will create a risk heatmap of DCC User changes
4	The DCC will provide additional support on days determined as ‘high risk’
5	The DCC will store data securely

2. Considerations and assumptions

This section contains the considerations and assumptions for each business requirement. These requirements outline what is needed to build a solution to the issue defined in the problem statement.

2.1 Requirement 1: DCC Users will provide the DCC with details of planned changes to their systems

Each DCC User will provide the DCC with the following information for any planned changes to its User System[1] which is likely to disrupt or pose a Material Risk of disruption to the end-to-end Smart Metering System:

- The planned change type, choosing from:
  - User System change.
  - Firmware deployment (there will be various options to pick, depending on what Device or Devices are being subject to the outage).
  - Business-critical change (key changes that don't fit the other types but may still have a detrimental effect to the performance of the end-to-end Smart Metering System).
- The planned start date and time of the outage.
- The planned end date and time of the outage.
- The complexity, based on the length of the outage:
  - Small change: outage lasting less than three hours.
  - Medium change: outage lasting between three and six hours.
  - Large change: outage lasting more than six hours.
- A description of the change(s) being made.
- A list of the combination(s) of Devices involved or impacted by the change.

This information will be submitted to the DCC as soon as reasonably practical after the User becomes aware of the outage. This will be submitted using a pre-defined template that has been made available by the DCC on SharePoint.

Where possible, a DCC User must provide the DCC this information at least 20 working days in advance of the changes taking place. A DCC User must also update the DCC if there is a change to the information provided as soon as reasonably practical after the User is aware.

2.2 Requirement 2: DCC Users will provide the DCC with details of unplanned changes

Where a DCC User becomes aware of any change that would be reported under Requirement 1 that needs to be deployed within the next 20 working days, the DCC User shall notify the DCC as soon as reasonably practical.

The DCC User is not required to complete the pre-defined spreadsheet in this scenario.

[1] User Systems are as defined in SEC Section A1 'Definitions'

2.3 Requirement 3: The DCC will create a risk heatmap of DCC User changes

The DCC will use the information received under Requirement 1 to create a series of risk heatmaps that rank upcoming days as a risk level (of disruption to the end-to-end Smart Metering System) of both internal and external changes. Three risk heatmaps will be produced:

- **An overall heatmap**, showing the **combined** risk associated with both planned internal changes (those covered by the Forward Schedule of Change) and planned external changes (those notified by DCC Users under Requirement 1).
- **A DCC User heatmap**, showing the risk associated with planned **external** changes.
- **A DCC Internal heatmap**, showing the risk associated with planned DCC **internal** changes.

The DCC will publish a copy of the heatmaps on the Self-Service Interface (SSI). DCC will update the heatmaps periodically as new information is provided.

The heatmap risk statuses will be calculated on an individual change level and these will be used to form an aggregated day level as laid out below.

The DCC will define the methodology used to calculate the risk status in a document that will be referenced within the Smart Energy Code (SEC). Any changes to this document will need to be issued to SEC Parties for consultation before being approved by the SEC Panel (this responsibility may be delegated to a Sub-Committee).

The methodology laid out below will be that which will be used upon the modification's implementation. The DCC will refine the methodology as needed based on learnings from use and through continuous improvement. Any change will be subject to the change control noted above.

2.3.1 Risk status for individual DCC User changes

The risk status for a DCC User change will be determined based on the impact and the probability of the risk in accordance with the matrix below:

- **Impact:** This will be defined as:
  - **Major:** User System changes with outages longer than six hours and business-critical changes of any duration.
  - **Moderate:** User System changes with outages between three and six hours and firmware deployment of any duration.
  - **Minor:** User System changes with outages less than three hours.
- **Probability:** The DCC will assess how likely it is the risk (of disruption to the end-to-end Smart Metering System)will happen (unlikely, likely, highly likely).

DCC User changes – risk status calculation matrix				
Risk = Impact x probability		**Probability**		
		Unlikely	**Likely**	**Highly likely**
Impact	**Major**	Green	Amber	Red
	Moderate	Green	Amber	Amber
	Minor	Green	Green	Green

2.3.2 Risk status for individual DCC internal changes

The DCC will continue to use the industry-agreed change impact assessment methodology for the Forward Schedule of Change and will apply the risk score ranges to come up with the risk status

(Green, Amber or Red) for each change. The risk score ranges are based on an analysis of the impact and probability of each risk.

This risk map will be available to DCC Users through the DCC Systems via the Self-Service Interface (SSI). This allows the DCC Users to consider risk levels of a given day when planning future changes.

2.3.3 Aggregated calendar day risk status

The risk statuses for a calendar day will be determined by the highest risk status from all the applicable changes (i.e. internal, external or both) happening on that day:

Calculation of calendar day risk status			
Status	**No. of Green changes**	**No. of Amber changes**	**No. of Red changes**
White	None	None	None
Green	1 or more	None	None
Amber	0 or more	1 or more	None
Red	0 or more	0 or more	1 or more

2.4 Requirement 4: The DCC will provide additional support on days determined as 'high risk'

On days determined as high risk (risk status on the overall heatmap is Red), the DCC will make provisions for additional support. This will allow for mitigation and management of issues that may arise from DCC User changes.

The additional DCC support will entail proactive Technical Operations Centre (TOC) and Major Incident Management monitoring. As the DCC will be aware of the changes that are planned to be taking place, it will proactively monitor the impact. This will speed up the resolution of incidents or prevent them from being raised in the first place to benefit all Users.

2.5 Requirement 5: The DCC will store data securely

All data submitted under Requirements 1 and 2, except the planned start and end dates and times, will be solely for the DCC's use and will not be available to any other DCC Users.

All data provided by DCC Users will be stored on the DCC's Internal SharePoint site, which is separate from the DCC Total Systems. The DCC SharePoint site hosting the data shall only be accessed by DCC employees that have been given the appropriate permissions to access the site. The access permissions may only be managed by the DCC SharePoint site owner.

Data shall be retained for a maximum of seven years following archive, in line with the DCC Data Retention Policy. At the end of the retention period, the data shall be disposed of safely and securely.

3. Glossary

This table lists all the acronyms used in this document and the full term they are an abbreviation for.

Glossary	
Acronym	**Full term**
DCC	Data Communications Company
SEC	Smart Energy Code
SSI	Self-Service Interface
TOC	Technical Operations Centre