

## **DCC SEC Modification Release Notes**

### **Subject:**

These Release notes apply to the SEC System Modification June 2020 Release, which is one of the two system Releases that DCC are obligated to deliver each year.

### **Key dates:**

The key dates for this Release are:

- User Integration Testing available from Monday 27th April 2020.
- Go Live with the new changes Wednesday 6th May 2020.

### **Scope**

The Release consist of two changes:

- SECMP0062 Part 1 Traffic Management and Alert Storm Protection.
- SECMP0053 Amend Target Response Times for Service Requests.

### **Change Description - SECMP0062**

Alert Storms occur when Devices repeatedly send Alerts to DCC Systems and Service Users. Although these Devices have gone through rigorous test assurance processes, it is inevitable that not every possible combination and scenario will have been accounted for. This means that many Devices pose a risk of entering a state whereby they repeatedly and rapidly generate the same Device Alert, adding unnecessary traffic. Currently there is little protection against Alert Storms, meaning that multiple Alerts are being counted and entering the gateway, rather than being filtered out, even after recognising they are originating from the same single Device. The change being delivered in this SEC modification will provide Alert Storm protection through a DCC designed mechanism which will count the number of Alerts originating from a specific, individual Device within a defined time window. If the Device sends the same Alert above a pre-determined threshold value, the mechanism will consolidate excess Alerts from the Device and only forward one copy of that Alert in a designated period agreed by the DCC on to the intended Users. Consolidated Alerts will be counted for Anomaly Detection purposes and Service Users will be notified ahead of time for the exact actions being taken.

## Primary outputs

SECMP0062 has two primary deliverables:

- Alert storm protection functionality.
- A new dashboard available on SSI which provides data of duplicate alerts discarded to users. The Dashboard details alerts for devices being managed and the volume of alerts for each service user. The below is a screen shot of the Dashboard;

[Service Availability](#) [Tickets](#) [Diagnostics](#) [Reporting](#) [Knowledge](#) [Admin](#)

### ◀ Traffic Management - Alerts

[SWITCH MODE](#) [ADD BOOKMARK](#)

This page allows you to see details of alerts that have been subject to traffic management events.

DCC Service User/s

Start Date/Time

End Date/Time

SEARCH

DSP001 / IS (SUS10-EIS)

09/09/2019 05:08:04

11/09/2019 11:08:04

Device	DCC Service User	Device/DCC Alert Codes	Previous Accepted Alert Time	Last Accepted Alert Time	Alerts Discarded	Traffic Management Event	
70-F8-E7-10-00-10-02-30	DSP001 / IS (SUS10-EIS)	8F3F	09/09/2019 10:57	09/09/2019 11:31	72	3094398545306845188	*** Details
70-F8-E7-10-00-10-02-30	DSP001 / IS (SUS10-EIS)	8F35	09/09/2019 14:48	09/09/2019 14:55	4	3094515216591880196	*** Details
70-F8-E7-10-00-10-04-9B	DSP001 / IS (SUS10-EIS)	8F35	10/09/2019 10:58	10/09/2019 11:23	54	3095124210180161541	*** Details

DOWNLOAD AS CSV

## **Change Description – SECMP0053**

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 are not appropriate. For instance, Service Requests which may be required at the point of installation and commissioning to control heating and or water are currently set to 'within 24 hours' as a Target Response Time, meaning installers may have to leave their sites without knowing if the critical functionality is configured correctly. This change will amend the Target Response Times set out in SEC and introduce a new Target Response Time of 4 hours to provide a medium speed Target Response Time for Service Requests.

### **Primary outputs**

SECMP0053 has the below two primary deliverables

- Delivery of Target Response Time for Service Requests 6.14.1, 6.14.2 and 7.9 from 24 hours to 30 seconds, the SRs impacted are:
  - Service Request 6.14.1 – Auxiliary Load Control
  - Service Request 6.14.2 – Auxiliary Load Control
  - Service Request 7.9 – Add Auxiliary Load to Boost Button
- Delivery of Target Response Time for Service Request 4.8.1 from 30 seconds to 5600 seconds the SR impacted is:
  - Service Request 4.8.1 – Read Active Import Data

### **Governance**

This Release is subject to the SEC obligated Release Governance and delivery of the two changes will only be made if full approval has been secured and failure to secure approval may lead to a Go Live date change or cancellation of the Release.

**End.**