**Version AH 1.1**

# Appendix AH

# Self-Service Interface Design Specification

**Definitions**

In this document, except where the context otherwise requires:

- expressions defined in Section A1 of the Code (Definitions) have the same meaning as is set out in that Section;
- the expressions in the left hand column below shall have the meanings given to them in the right hand column below; and
- any expressions not defined here or in Section A1 of the Code have the meaning given to them either in the DCC User Interface Specification or the Self-Service Interface Code of Connection.

| | |
|---|---|
| **DCC Service User Organisation ID** | means a displayed field which will follow the following format: "<(<User ID>)>< Party >/<User Role Reference> <(< Service User Descriptor >)>". NOTE: User Role Reference is as detailed in the DCC User Interface Specification. |
| **Interface Transaction** | means one of the interactions with the Self Service Interface as detailed in clause 1.10. |
| **Job Type Role** | means one of the functional roles as set out in the table contained in clause 1.9.2 |
| **Order Management System (OMS)** | as defined in the CH Handover Support Materials |
| **Security Assertion Markup Language (SAML)** | an open, published framework for exchanging security information between online business partners |
| **Service User Descriptor** | means an optional free text field of up to 30 characters set by a User when a User ID is registered. Once this field is set it can only be changed via a request to the DCC Service Desk. |

# 1    SELF-SERVICE INTERFACE DESIGN SPECIFICATION

The DCC shall ensure that, where the DCC receives a request to access the Self-Service Interface, it shall direct that request to the appropriate URL for dealing with that request, and

that such URL shall be implemented and maintained such that communications across it can be authenticated.

## 1.1 Authorisation

The DCC shall ensure that each user of the Self-Service Interface shall only be permitted to access an Interface Transaction if it is entitled to do so pursuant to clause 1.9.1 and 1.9.2 given the User ID(s) and Job Type Role(s) that are supplied as attributes of the SAML assertion.

## 1.2 SAML Authentication

The DCC shall provide to Users a SAML-capable Identity Provider Service for the purpose of authentication of User Personnel to the Self-Service Interface (the "DCC Identity Provider Service").

Each User may use an Identity Provider Service that is not the DCC Identity Provider Service for the purpose of authentication of its User Personnel to the Self- Service Interface.

To authenticate each request from a User Personnel that seeks to access the Self-Service Interface, the DCC shall use either:

a) a SAML assertion provided by the DCC Identity Provider Service (as defined in clause 1.3); or

b) a SAML assertion provided by an Identity Provider Service provided by the User (as defined in clause 1.4).

After an Identity Provider Service provides the User Personnel's SAML assertion, the DCC shall store a secure cookie in the User Personnel's browser. Such secure cookie shall be set to expire 8.5 hours after initial authentication by:

a) the DCC, for the DCC Identity Provider Service; or

b) the User, where such User is using an Identity Provider Service that is not the DCC Identity Provider Service.

If this cookie exists during subsequent authentication, the DCC shall bypass SAML authentication. Where using either the DCC Identity Provider Service or any other Identity Provider Service, if a User wishes to change the rights of that User Personnel to access the

Self-Service Interface, the User shall delete the cookie from the User Personnel's browser cookie store.

The User shall ensure that its browser uses HTTP POST to transfer SAML between its Identity Provider Service and the Self-Service Interface.

Each User shall ensure that SAML assertions are applied when requesting access to the Self-Service Interface.

Each User must, when using any Identity Provider Service, present the Job Type Role(s) for which access to Interface Transactions are being requested in the SAML assertion sent to the DCC.

Each User shall ensure that each SAML assertion includes a Digital Signature produced by a DCCKI Digital Signing Key associated with a DCCKI Infrastructure Certificate in accordance with the FIPS 186-4 Digital Signature Standard using SHA-256 hashing algorithm. The User shall ensure that a SHA-256 hashing algorithm is applied to the SAML assertion.

## 1.3    SAML Authentication via the DCC Identity Provider Service

Where a User Personnel attempts to access the Self-Service Interface and a non-expired cookie is not stored in the User Personnel's browser cookie store:

1. The DCC shall send a SAML assertion request to the DCC Identity Provider Service via the User Personnel's browser;
2. When requested, the User shall provide the requested credentials (username, password, and certificate) to the DCC Identity Provider Service;
3. As set out in clause 1.1, the DCC shall grant or deny that person's access to the Self-Service Interface by providing a cookie enabling such access to be stored in the User Personnel's browser cookie store. If access is denied, the DCC shall provide a browser message which requests that the User Personnel resubmits their credentials.

The DCC shall ensure that, where a User is using the DCC Identity Provider Service, access to the Self-Service Interface is only provided once a User Personnel performs a login and generates a new password the first time that it uses that Identity Provider Service.

### 1.4 SAML Authentication via an Identity Provider Service that is not the DCC Identity Provider Service

When using an Identity Provider Service that is not the DCC Identity Provider Service, the User shall comply with this clause 1.4.

#### 1.4.1 Authentication Requirements

A User providing a SAML assertion when seeking to access the Self-Service Interface via an Identity Provider Service that is not the DCC Identity Provider Service, shall ensure that its Identity Provider Service:

- prompts the User Personnel to provide their credentials (username, password, and certificate); and
- validates the User Personnel's credentials and (only where successfully validated) sends a SAML response including a SAML assertion to the Self-Service Interface.

The User shall ensure that SAML assertions, provided to the DCC by its Identity Provider Service, comply with the OASIS Standard – Assertions and Protocols for the OASIS Security Assertion Markup Language (SAML) v2.0.

The User shall ensure that the Identity Provider Service authentication mechanism shall use an appropriate SAML security assertion to demonstrate conformance to UK Government Authentication Framework Level 2.

#### 1.4.2 Enrolment of an Identity Provider Service that is not the DCC Identity Provider Service

Where using an Identify Provider Service that is not the DCC Identify Provider Service, prior to seeking to access the Self-Service Interface for the first time, the User shall obtain at least one DCCKI Infrastructure Certificate in accordance with the DCCKI RAPP, and shall install such DCCKI Certificates on its Identity Provider Service.

The User shall configure their Identity Provider Service as defined in clause 1.4.1 and export and send a copy of the Identity Provider Service metadata to the DCC via secured electronic means, where such metadata shall include the URL of the Identify Provider Service and contact details in respect of the Identity Provider Service. Where the DCC reasonably requires the

metadata to include additional information, the DCC shall inform the User of the information required and the User shall provide the information requested.

### 1.4.3 SAML Profiles, Bindings and Protocols

The User shall ensure that the Identity Provider Service it uses supports the following SAML profile, binding and protocol:

| | |
|---|---|
| **Profile** | Web Browser SSO (single sign-on) |
| **Binding** | HTTP POST (HTTP/1.1) |
| **Protocol** | Authentication Request Protocol |

### 1.4.4 Identity Provider Service SAML Configuration

Where a User notifies the DCC that it wishes to use an Identity Provider Service that is not the DCC Identity Provider Service, the DCC shall upon request provide, to that User via secured electronic means, the following information to be included in each SAML assertion:

- the service provider unique ID to be used by the Identity Provider Service, which is denoted as '[UNIQUE IDENTIFIER SP]' in the SAML attributes list below; and
- the URL formatted identifier of the Self-Service Interface, which is denoted as '[DCC SP URL]' in the SAML attributes list below.

The User shall ensure that their Identity Provider Service:

- shall not sign Authentication Requests (AuthnRequest);
- shall sign SAML Assertions;
- shall not sign Authentication responses;
- shall not encrypt any part of the SAML assertion (other than the Digital Signature);
- shall use persistent and unique nameIDs;
- shall only include NotBefore, NotOnOrAfter or AudienceRestriction in the SAML Condition elements; and
- shall set the SAML assertion nameID to be persistent and unique to the User Personnel.

The User shall ensure that their Identity Provider Service sets the following SAML attributes shown in square brackets, making reference to the information shown after each colon:

- [UNIQUE IDENTIFIER IDP]: a unique ID assigned to the SAML response by the Identity Provider Service.

- [UNIQUE IDENTIFIER SP]: the service provider unique ID for the SAML request, as provided by the DCC.

- [TIMESTAMP]: a timestamp in standard SAML format.

- [DCC SP URL]: the URL formatted identifier for the Self-Service Interface, as provided by the DCC.

- [IDP ISSUER URL]: a URL identifying the Identity Provider Service issuing the SAML assertion.

- [SAML ASSERTION UNIQUE IDENTIFIER]: a unique identifier assigned to the SAML assertion by the Identity Provider Service.

- [MESSAGE SIGNATURE]: a Digital Signature generated by the signing of the SAML assertion message using the DCCKI Digital Signing Key associated with a DCCKI Infrastructure Certificate.

- [USERNAME]: a unique username assigned to the User Personnel by the Identity Provider Service.

- [SESSION EXPIRY]: a valid SAML date/time object describing the expiry time of the session associated with the user.

- [ASSERTION START]: a valid SAML date/time object describing the start time of the validity of the SAML assertion.

- [ASSERTION EXPIRY]: a valid SAML date/time object describing the expiry time of the validity of the SAML assertion.

- [SAML AUTHENTICATION CONTEXT]: a valid SAML Authentication Context Class describing the authentication that the user has completed with the Identity Provider Service.

- [Role name]: Job Type Role(s) as described in section 1.9. Multiple roles should be specified by separating role names using commas (,).

- [OrgID]: a list of User ID(s) in relation to which the User has been granted permission to access information held on the Self-Service Interface by the other User(s) to whom that information pertains. Such permission having been granted in accordance with clause 1.9.3 and not having been rescinded in accordance with clause 1.9.4. Multiple User IDs should be specified by separating values with commas (,).

**1.5     Interactive Web Interface**

The DCC may timeout any connection to the Self-Service Interface after a period of inactivity of 15 minutes.

**1.6     File Download Interface**

The DCC shall ensure that the Self-Service Interface provides User Personnel who are downloading files with a prompt to save files.

**1.7     Interaction with Order Management Systems (OMS)**

The DCC shall provide a link from the Self-Service Interface that enables Users to navigate to the OMS. Access to the OMS and capabilities of the OMS are defined in the Communications Hub Handover Support Materials.

**1.8     Error Handling**

The DCC shall present, when an error is detected when a User attempts to either access the Self Service Interface or access any Interface Transaction, meaningful error messages containing codes as per HTTP/1.1 standard.

**1.9     Roles**

**1.9.1   DCC defined access**

The DCC shall provide to User Personnel of each User access to each Interface Transaction that the User is eligible to access as set out in Section H8.16 or, where not specified in Section H8.16, as set out in this clause 1.9. Such access shall either be full or conditional, where:

- 'Full' means that the User can access data and use all functions associated with the specific Interface Transaction; and
- 'Conditional' means that a User's entitlement to access data and use all functions associated with the specific Interface Transaction is based on the access rules for conditional access set out below.

The DCC shall provide full access for the following Interface Transactions for any User:

- UC_Login_001 - Log In as set out in clause 1.10.2
- UC_Inventory_001 - Smart Metering Inventory as set out in Section H8.16(a)

- UC_MeterRead_001 – Meter Read Transactions as set out in Section H8.16(c)

- UC_CSPCoverage_001 - SM WAN network coverage as set out in Section H8.16(f)

- UC_CSPOMS_001 - Access to the Order Management System as set out in Section H8.16(e)

- UC_KnowledgeManagement_001 - Knowledge Management in accordance with Section H8.16(g)

- UC_Schedule_001 - Forward schedule of change in accordance with Section H8.16(g)

- UC_ServiceDashboard_001 - DCC Service Status in accordance with Section H8.16(g)

- UC_ServiceAlerts_001 - DCC Service Alerts in accordance with Section H8.16(g)

- UC_FAQ_001  - FAQs in accordance with Section H8.16(g)

- UC_Manuals_001 - DCC User Manuals in accordance with Section H8.16(g)

- UC_ServiceCatalogue_001 - Service Catalogue Publication and Call Off

- UC_RaiseSMI_001 - Raise Incidents in accordance with the Incident Management Policy

- UC_Search_001- Search as set out in clause 1.10.22

- UC_Profile_001 - User profile information as set out in clause 1.10.21

The DCC shall provide conditional access on the following basis in relation to the following Interface Transactions and shall not provide access other than on the basis set out below:

- UC_ServiceAudit_001 - Service audit trails for which access shall be granted as set out in Section H8.16(b).

- UC_HubStatus_001 - Communications Hub availability and diagnostics, for which access shall be granted to the Responsible Supplier, the Network Party or Registered Supplier Agent for any Smart Metering System of which the Communications Hub Function in question forms a part.

- UC_Reports_001 – Access to the following reports, available to any User and pertaining to that User:
  - o Installation Status Smart Meter Report
  - o Smart Metering Devices Status and Firmware Report
  - o Smart Metering Devices Status and Model Report
  - o Communications Hub with No Attached Devices Report

     o    Scheduled Service Requests Report

     o    Quarantined Requests Report

     o    Monthly Transaction Report

     o    Smart Metering Device Transaction Report

     o    Firmware Activations Service Request Report

     o    Load Balance Report

    The DCC shall ensure that documentation relating to the format and content of such reports shall be provided to Users via secured electronic means, as and when produced or updated.

- UC_ViewSMI_001 , UC_UpdateSMI_001 - View and Update Service Management Incidents for which access shall be granted as set out in Section H9.

- UC_OrgManager_001 – User Account management for User Personnel of Users using the DCC Identity Provider Service, for which access shall be granted to Administration Users.

- UC_ProblemManagement_001 - Problem Management for which access shall be granted in accordance with Section H9.

Where a User is entitled to conditional access to more than one Interface Transaction, the DCC shall apply permissions such that any User Personnel can access any of those Interface Transactions that the User is eligible to access, subject to such User Personnel being entitled to such access on the basis of the Job Type Role(s) as further set out in 1.9.2.

### 1.9.2    Administration User defined access

In addition to the full and conditional access restrictions applied by the DCC in 1.9.1, Administration Users, appointed in accordance with the process set out in the DCCKI RAPP, may further define access restrictions for User Personnel to individual Interface Transactions by assigning one or more Job Type Roles to User Personnel in relation to one or more User IDs. Where a User is using the DCC Identity Provider Service, the DCC shall enable an Administration User to do this through the use of the Interface Transaction UC_OrgManager_001, as set out in clause 1.10.20.

The DCC shall ensure that access to Interface Transactions is only provided to the Job Type Role(s) presented to the DCC by the User in the SAML assertion accompanying the request

for access to the Interface Transaction, on the basis of the Interface Transactions that the Job Type Role is entitled to access as set out in the table below.

The table below shows which Interface Transactions that User Personnel with a given Job Type Role are only permitted to access (User Personnel with a given Job Type Role may only access those Interface Transactions where there is a 'Y' in the corresponding box).

Where the SAML assertion presented to the DCC when seeking to access the Interface Transaction(s) contains multiple Job Type Roles, the DCC shall grant access to that User Personnel to all of the Interface Transactions that it is entitled to access in all of those Job Type Roles.

| Categories of Interface Transaction | Job Type Role | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | All Access | Organisational Administrator | Security User | Lead Agent | Call Centre User | MI User | Service Management User | Smart Meter Operations User | Asset Management Ordering | SEC Contract Manager | Logistics |
| Log In<br>UC_Login_001 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| Smart metering inventory<br>UC_Inventory_001 , UC_Inventory_002 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| Service audit trails<br>UC_ServiceAudit_001 , UC_ServiceAudit_002 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | N |
| Meter Read Transactions<br>UC_Inventory_001 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | N |
| SM WAN network coverage<br>UC_CSPCoverage_001 UC_CSPCoverage_002 | Y | Y | N | Y | Y | Y | Y | Y | Y | N | Y |
| Communications Hub availability and diagnostics<br>UC_HubStatus_001  UC_HubStatus_002 | Y | Y | N | Y | Y | N | Y | Y | N | N | Y |
| Forecasting and ordering of Communications Hubs and auxiliary equipment<br>UC_CSPOMS_001 | Y | Y | N | N | N | Y | N | N | Y | N | Y |
| Reporting<br>UC_Reports_001 | Y | Y | N | Y | N | Y | N | N | N | Y | Y |
| Raise service management incidents<br>UC_RaiseSMI_001 UC_RaiseSMI_002 UC_RaiseSMI_003<br>UC_RaiseSMI_004 | Y | Y | Y | N | N | N | Y | N | N | N | Y |
| Update service management incidents<br>UC_UpdateSMI_001 | Y | Y | Y | N | N | N | Y | N | N | N | Y |

| Categories of Interface Transaction | Job Type Role | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | All Access | Organisational Administrator | Security User | Lead Agent | Call Centre User | MI User | Service Management User | Smart Meter Operations User | Asset Management Ordering | SEC Contract Manager | Logistics |
| View service management incidents<br>UC_ViewSMI_001  UC_ViewSMI_002 | Y | Y | Y | Y | N | N | Y | Y | N | Y | Y |
| Knowledge management<br>UC_KnowledgeManagement_001 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| Forward schedule of change<br>UC_Schedule_001 , UC_Schedule_002 , UC_Schedule_003 | Y | Y | N | Y | Y | N | Y | Y | N | N | N |
| DCC service status<br>UC_ServiceDashboard_001 | Y | Y | Y | Y | Y | N | Y | Y | N | N | N |
| DCC service alerts<br>UC_ServiceAlerts_001, UC_ServiceAlerts_002 | Y | Y | N | Y | Y | N | Y | Y | N | N | N |
| FAQs<br>UC_FAQ_001 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| DCC user manuals<br>UC_Manuals_001 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| Service catalogue publication and call off<br>UC_ServiceCatalogue_001 , UC_ServiceCatalogue_002 , UC_ServiceCatalogue_003 | Y | Y | N | Y | N | N | N | N | Y | N | Y |
| User account management<br>UC_OrgManager_001 , UC_OrgManager_002 , UC_OrgManager_003 | N | Y | N | N | N | N | N | N | N | N | N |
| User profile information<br>UC_Profile_001 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| Search<br>UC_Search_001 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| Problem management<br>UC_ProblemManagement_001 , UC_ProblemManagement_002 | Y | Y | Y | Y | N | N | Y | Y | N | Y | Y |

### 1.9.3   Users granting access to other Users

Information available through the Self-Service Interface that relates to one or more User IDs of a User may be shared with another User where that other User is also willing to share information relating to one or more of its User IDs with the first User.

Where two Users wish to grant access to each other's information accessible through the Self-Service Interface, each of those Users shall submit, via secured electronic means, a notification to the DCC which includes:

- that the notification relates to granting to another User access to its data which is available via the Self-Service Interface;
- the list of User IDs of both of the relevant Users, for which mutual access for the two Users is being granted; and
- details of the DCCKI SRO responsible for the relevant User IDs that is authorising such access on behalf of the User submitting the notification, which shall comprise:
  - o the name of the authorising DCCKI SRO;
  - o telephone and email contact details for the DCCKI SRO; and
  - o signature of the DCCKI SRO.

Upon receipt of such notifications, the DCC shall confirm if each request is authentic, by:

- verification of the DCCKI SRO; and
- by confirming that the User IDs provided by each User granting access are User IDs that have been assigned to each such User by the Panel in accordance with H1.6.

Where both of the notifications are confirmed to be authentic, the DCC shall:

- configure the Self-Service Interface to enable any Administration User acting on behalf of either of the two Users to grant access to its User Personnel to information available via the Self-Service Interface relating to any of such User IDs; and
- confirm in writing, to each DCCKI SRO submitting a notification that such access has been granted.

Where either or both of the notifications are not confirmed to be authentic, the DCC shall confirm in writing, to each of the DCCKI SRO submitting a notification, that such access has been rejected and giving the reasons for rejection.

### 1.9.4 Users rescinding access permission to other Users

Where a User wishes to rescind permission to allow another User to access its information available through the Self-Service Interface for a defined set of User IDs, having previously granted such access, the User wishing to remove access shall submit, in writing via secured electronic means, a notification to the DCC which includes:

- that the User wishes to rescind access to its information on the Self-Service Interface by another User;

- the list of User IDs pertaining to the User submitting the notification, for which it wishes to rescind access to another User (each a "Rescinding User ID");

- the list of User IDs pertaining to the other User for which access is to be rescinded (each a "Rescinded User ID"); and

- details of a DCCKI SRO that is authorising such rescinding of access on behalf of the User submitting the notification, which shall comprise:

    o the name of the authorising DCCKI SRO;
    o telephone and email contact details for the DCCKI SRO; and
    o signature of the DCCKI SRO.

Upon receipt of such a notification, the DCC shall confirm if the request is authentic, by:

- verification of the DCCKI SRO; and

- by confirming that the User IDs provided by the User notifying that access should be rescinded, are User IDs that have been assigned to that User by the Panel in accordance with H1.6.

Where the notification is confirmed to be authentic, the DCC shall:

- configure the Self Service Interface to remove access to information relating to Rescinding User IDs by any User Personnel of the second User who were permitted to access such information only by virtue of themselves being permitted to access information relating to a Rescinded User ID;

- configure the Self Service Interface to remove access to information relating to Rescinded User IDs by any User Personnel of the first User who were permitted to access such information only by virtue of themselves being permitted to access information relating to a Rescinding User ID; and

- confirm in writing, to the DCCKI SROs of both affected Users that such access has been rescinded.

Where the notification is not confirmed to be authentic, the DCC shall confirm in writing, to the DCCKI SRO, that the notification of permission to be rescinded has been rejected.

**1.10    Interface Transactions**

**1.10.1 Freshness of Data Sources**

The DCC shall update data available to Users via the Self-Service Interface to reflect the most recent information held by the DCC as soon as reasonably practicable, but in any event within 24 hours of receipt or generation of that data by the DCC.

**1.10.2 Log In**

| Interface transaction name | UC_Login_001 |
|---|---|
| **Definition** | Enables User Personnel to login and access Self-Service Interface functionality |
| **Preconditions** | The User must exist within either the DCC Identity Provider Service, or a User Identity Provider Service |
| **Inputs** | Username, password and the certificate which  is automatically presented by the User's browser<br><br>additionally, upon first login:<br>• First name<br>• Last name<br>• Email address<br>• Contact telephone number |
| **Outputs** | Login confirmation |

### 1.10.3 Smart Metering Inventory

| Interface transaction name | UC_Inventory_001 (Main Flow) |
|---|---|
| **Definition** | Enables User Personnel to query details of the Smart Metering Inventory |
| **Preconditions** | Roles apply (see clause 1.9) |
| **Inputs** | One or more of the following:<br><br>- MPxN<br>- Device ID<br>- full postcode and property filter (inclusive of property name / number)<br>- UPRN<br>- include Devices that have an SMI Status that is not 'commissioned' (checkbox) |
| **Outputs** | If matches are found, a table of results is displayed, showing the following fields for each matching Device:<br><br>- Device ID<br>- Device Type<br>- For installed Smart Meters, the related MPxN<br>- For all Devices that are not Type 2 Devices, SMI Status<br>- first line of address<br>- UPRN<br>- full postcode |

| Interface transaction name | UC_Inventory_002 (Ext. 1 – Specific Device Details View) |
|---|---|
| **Definition** | Enables User Personnel to query details of the Smart Metering Inventory |
| **Preconditions** | The User has used the Smart Metering Inventory search to find a specific Device, and followed the Device ID link, to request the details view for the selected Device (and associated Devices). |
| **Access Control** | The button that allows the user to jump across to UC_ServiceAudit_002 for this Device |
| **Inputs** | One of the following:<br>- For installed Smart Meters, the related MPxN<br>- Device ID<br>- full postcode and property filter<br>- UPRN<br>- include Devices that have an SMI Status that is not 'commissioned' (checkbox) |
| **Outputs** | If matches are found, a table of results is displayed, showing the following fields for each matching Device and associated Devices, where applicable to the Device Type:<br>- Device ID<br>- Manufacturer<br>- Device Model<br>- Device Type<br>- For Electricity Smart Meters, the applicable ESME Variant<br>- SMETS Version<br>- For Communications Hubs, the WAN Technology Type<br>- Firmware Version<br>- For Communications Hubs, the CSP region in which the Device is or has been installed<br>- MPxN<br>- For all Devices that are not Type 2 Devices, SMI Status (including Status history)<br>- first line of address<br>- UPRN<br>- full postcode<br><br>Associated Devices and Devices with which that Device is Associated<br><br>- Device ID<br>- SMI Status<br>- Description of Device |

## 1.10.4 Service Audit Trails

| Interface transaction name | UC_ServiceAudit_001 (Main Flow) |
|---|---|
| **Definition** | Enables User Personnel to query the service audit trail data held within the DCC Data Systems to show a record of all service activity |
| **Preconditions** | Roles apply (see clause 1.9) |
| **Access Control** | Only the records pertaining to that User will be shown in search and individual message view, where the records pertaining to a User are those for:<br>• the User IDs for that User; and<br>• any User IDs for which that User has been granted permission to access the information in accordance with clause 1.9.3 and such permission has not been rescinded in accordance with clause 1.9.4. |
| **Inputs** | One of the following:<br>- MPxN<br>- Device GUID<br>- UPRN<br>Service Reference Variant<br>From date<br>To date |
| **Outputs** | If matches are found, a table of results is displayed, showing the following Service audit trail details for each matching Device:<br><br>**Field Name:**<br>DCC Service User Organisation ID<br>Device ID<br>GBCS Transaction Sequence Number, where required by GBCS<br>MPxN<br>Service Request Received Date/Time<br>Service Response Sent Date/Time<br>Service Reference<br>Simplified transaction status, which shall be one of the following:<br>• Success<br>• Failure<br>• In Progress<br><br>**Full Details**:<br>Field Name |

| | |
|---|---|
| | Request ID |
| | Response ID |
| | DCC Service User Organisation ID |
| | Device ID |
| | CSP Region |
| | Mode of operation, which shall be one of the following: |
| |     &bull;   On Demand |
| |     &bull;   Future Date |
| |     &bull;   DSP Scheduled |
| |     &bull;   DCC Only |
| |     &bull;   Device Alert |
| |     &bull;   DCC Alert |
| |     &bull;   Meter Scheduled |
| | Preceding Request ID (where applicable) |
| | MPxN |
| | Service Reference |
| | Service Reference Variant |
| | Command Variant |
| | Response Code |
| | Current Status |
| | Anomaly Detection Flag |
| | Status Change History |

| Interface transaction name | UC_ServiceAudit_002 (Ext. 1 – Direct Linked Search) |
|---|---|
| Definition | This is UC_ServiceAudit_001 (Main Flow) pre populated as the result of following a link on a previous page. |
| Preconditions | User Personnel followed a Device link on another Self-Service Interface page which has directed them to the Service audit trails search page with a value indicating that a search for a specific Device ID should be carried out immediately |
| Inputs | Service audit trail (selected from output of UC_ServiceAudit_001) |
| Outputs | Service audit trail details for the Device: <br><br> **Field Name:** <br>    DCC Service User Organisation ID <br>    Device ID <br>    Sequence Number <br>    MPxN |

| | |
|---|---|
| | Service Request Received Date/Time |
| | Service Response Sent Date/Time |
| | Service Reference |
| | Simplified Transaction Status |
| | |
| | **Full Details:** |
| | Field Name |
| | Request ID |
| | Response ID |
| | DCC Service User Organisation ID |
| | Device ID |
| | CSP Region |
| | Mode of Operation |
| | Preceding Request ID (where applicable) |
| | MPxN |
| | Service Reference |
| | Service Reference Variant |
| | Command Variant |
| | Response Code |
| | Current Status |
| | Anomaly Detection Flag |
| | Status Change History |

## 1.10.5  Meter Read Transactions

| Interface transaction name | UC_MeterRead_001 (Main Flow) |
|---|---|
| **Definition** | Enables User Personnel to query the service audit trail data held within the DCC Data Systems to show records of meter read transaction activity for all Users. This differs from the main service audit trail use case [UC_ServiceAudit_001 (Main Flow)] in that all service audit trail entries for meter read transaction activity through this use case are available to all Users. |
| **Preconditions** | Roles apply (see clause 1.9) |
| **Access Control** | In the case of service audit records relating to 'Read Profile Data' and 'Retrieve Daily Consumption Log' Service Requests, any User may access the service audit records in accordance with H8.16(c). |
| **Inputs** | One of the following:<br>- Device GUID<br>- UPRN<br>- MPxN<br>Service Reference Variant<br>- Checkboxes allowing the selection of any of the following Service Reference Variants ; 4.8.1, 4.8.2, 4.8.3 or 4.17<br>From date<br>To date |
| **Outputs** | If matches are found, a table of results is displayed, showing the following Service audit trail details for each matching Device:<br>**Field Name:**<br>DCC Service User Organisation ID Device ID<br>GBCS Transaction Sequence Number, where required by GBCS<br>MPxN<br>Service Request Received Date/Time<br>Service Response Sent Date/Time<br>Service Reference Variant<br>Service Reference<br>Simplified transaction status, which shall be one of the following:<br>• Success<br>• Failure<br>• In Progress |

**Full Details**:

Field Name

      Request ID

      Response ID

      DCC Service User Organisation ID

      Device ID

      CSP Region, which shall be one of the following:

- North
- Central
- South
- Unknown

      Mode of operation, which shall be one of the following:

- On Demand
- Future Date
- DSP Scheduled
- DCC Only
- Device Alert
- DCC Alert
- Meter Scheduled

      Preceding Request ID (where applicable)

      MPxN

      Service Reference Variant

      Command Variant

      Response Code

      Current Status

      Anomaly Detection Flag

      Status Change History

### 1.10.6 SM WAN Network Coverage

| Interface transaction name | UC_CSPCoverage_001 (Main Flow) |
|---|---|
| **Definition** | Enables User Personnel to check SM WAN coverage data at a postcode level across GB in each of the three Regions |
| **Preconditions** | Roles apply (see clause 1.9) |
| **Inputs** | One of the following:<br><br>- full postcode<br>- full postcode and property name/number<br>- a postcode outcode (all but the last three characters of a full postcode) |
| **Outputs** | CSP (the CSP responsible for this location/area)<br><br>Postcode<br><br>Property name/number (where appropriate)<br><br>WAN coverage availability (Yes or No)<br><br>Anticipated coverage date (if coverage availability was No), or "No Coverage Intended"<br><br>Likelihood of connectivity to the SM WAN at the location<br><br>Communications Hub WAN Variant to be used<br><br>Auxiliary equipment required<br><br>Additional information, which shall (where applicable) contain details of:<br><br>• whether the location is included within an area that is the subject of a Service Exemption Category 2 and if so, where applicable, the date from which the location will cease to be included; and<br>• issues giving rise to poor connectivity at the location and any information regarding likely resolution to such connectivity issues.<br><br>A button to initiate the download of a comma separated variable file using the above list of outputs. |

| Interface transaction name | UC_CSPCoverage_002 (Ext. 1 – Direct Linked Search) |
|---|---|
| **Definition** | Enables User Personnel to view details of WAN coverage where returned as a result of a search other than that defined in UC_CSPCoverage_001 (Main Flow). |
| **Preconditions** | User Personnel followed a Device link on another Self-Service Interface page which has directed them to the WAN Coverage search page with an argument indicating that a search for a specific postcode or premises should be carried out immediately |
| **Inputs** | None |
| **Outputs** | CSP (the CSP responsible for this location/area) <br><br> Postcode <br><br> Property name/number (where appropriate) <br><br> Coverage availability (Yes or No) <br><br> Anticipated coverage date (if coverage availability was No), or "No Coverage Intended" <br><br> Likelihood of connectivity (Low/Medium/High) <br><br> Communications Hub WAN Variant to be used <br><br> Auxiliary equipment required <br><br> Additional information |

## 1.10.7 Communications Hub Availability and Diagnostics

| Interface transaction name | UC_HubStatus_001 (Main Flow) |
|---|---|
| **Definition** | Enables User Personnel to attempt to diagnose and resolve incidents using the DCC's remote diagnostic tools |
| **Preconditions** | Roles apply (see clause 1.9) |
| **Access Control** | The initial Communications Hub availability and diagnostics search form has full access to all User Roles <br><br> The button "Communicate With Device" is only accessible to the Responsible Supplier, The Network Party or Registered Supplier Agent, for a Smart Metering System of which a Communications Hub Function forms a part. <br><br> In order to be able to carry out a full diagnostics request, the User must be the Responsible Supplier, The Network Party or Registered Supply Agent for a Smart Metering system of which a Communications Hub Function forms a part. <br><br> Roles apply (see clause 1.9) |

| Inputs | Communications Hub Function Device ID |
|---|---|
| Outputs | Anonymised table of Service Requests giving rise to up to the last 5 Commands transacted through the Communications Hub, showing time and success status in relation to the Command being issued to the Device. A table showing data provided by the CSP responsible for this Communications Hub (data resident on the Communications Hub displays "Requires device communication"), and providing the following fields: Aerial Installed Aerial Type Birth Event Network Status Deactivation Date/Time (if network status is deactivated) SMWAN Connectivity Status HAN Status Last Connection Last Tamper Last Outage Last Restore |

| Interface transaction name | UC_HubStatus_002 (Ext. 1 – Direct Linked Search) |
|---|---|
| Definition | Enables User Personnel to view details of selected Communications Hub availability information where returned as a result of a search other than that defined in UC_HubStatus_001 (Main Flow). |
| Preconditions | User Personnel followed a Device link on another Self-Service Interface page which has directed them to the Communications Hub availability and diagnostics search page with an argument indicating that a search for a specific Communications Hub should be carried out immediately |
| Inputs | None (Device ID selected on UC_HubStatus_001) |
| Outputs | Anonymised table of Service Requests giving rise to up to the last five Commands transacted through the Communications Hub, showing time and success status in relation to the Command being issued to the Device. A table showing data provided by the CSP responsible for this Communications Hub (data resident on the Communications Hub displays "Requires Device Communication") |

### 1.10.8 Forecasting and ordering of Communications Hubs and auxiliary equipment

| Interface transaction name | UC_CSPOMS_001 (Main Flow) |
|---|---|
| Definition | Redirects User Personnel to the OMS (which enables User Personnel to submit forecasts of future orders and actual orders for Communications Hubs and Communications Hub Auxiliary Equipment requirement) |
| Preconditions | Roles apply (see clause 1.9) |
| Access Control | Any User has access |
| Inputs | Region selection (buttons) |
| Outputs | None (CSP web based OMS page opens in a new window) |

### 1.10.9 Reporting

| Interface transaction name | UC_Reports_001 |
|---|---|
| Definition | Enables User Personnel to run a set of standard pre-defined and parameterised reports against DCC data as listed in clause 1.9.1. Such reports are specified in the SSI reporting specification as published on the DCC Website. |
| Preconditions | Roles apply (see clause 1.9) |
| Access Control | Reports will only display data pertaining to the User. Roles apply (see clause 1.9) |
| Inputs | Report-specific input parameters |
| Outputs | Report output data |

## 1.10.10 Raise Incident

| Interface transaction name | UC_RaiseSMI_001 (Main Flow) |
| --- | --- |
| **Definition** | Enables User Personnel to raise service management Incidents within the DCC service management systems |
| **Preconditions** | Roles apply (see clause 1.9) |
| **Access Control** | User Personnel can only raise Incidents in accordance with H9 |
| **Inputs** | Incident category-specific parameters<br>User Personnel contact details:<br>- first name, last name, telephone number (mandatory fields)<br>- email address (optional) |
| **Outputs** | Incident reference |

| Interface transaction name | UC_RaiseSMI_002 (Ext. 1 – Direct Linked Pre Selection) |
| --- | --- |
| **Definition** | This is a special case of UC_RaiseSMI_001 (Main Flow), where User Personnel navigated from another screen, and the category of the Incident and some input fields are pre-populated |
| **Preconditions** | User Personnel followed a link on another page, indicating that they would like to raise an Incident related to the content that they are viewing, including the Communications Hub status and Communications Hub Availability and Diagnostics page to raise an incident for that Communications Hub, or a knowledge article to provide feedback on that article. |
| **Inputs** | Incident category-specific parameters |
| **Outputs** | Incident reference |

| Interface transaction name | UC_RaiseSMI_003 (Ext. 2 – Premises Related Incident) |
| --- | --- |
| **Definition** | This is a special case of UC_RaiseSMI_001 (Main Flow), where User Personnel chose to raise a premises related Incident, which has a more complex and specific workflow than other Incident categories |
| **Preconditions** | User Personnel chose "Premises Related Incident" in the second step of UC-RaiseSMI_001 |
| **Access Control** | Roles apply (see clause 1.9) |
| **Inputs** | DeviceID or MPxN |

| | |
|---|---|
| | User ID (where a User has been granted access to the Self-Service Interface on behalf of another User, in accordance with clause 1.9.3)<br><br>Incident-specific information (optional)<br><br>Incident summary<br><br>Your reference<br><br>Incident notes (optional)<br><br>User Personnel contact details:<br><br>-　　　　first name, last name, telephone number (mandatory fields)<br><br>-　　　　email address (optional) |
| **Outputs** | Incident reference |

| | |
|---|---|
| **Interface transaction name** | UC_RaiseSMI_004 (Ext. 3 – Direct Linked Pre Selection For Premises Related Incident) |
| **Definition** | This is a special case of UC_RaiseSMI_003, where User Personnel navigated from the Communications Hub availability and diagnostics screen, and the category of the incident and input/verification of the Communications Hub have been pre-verified and pre-populated |
| **Preconditions** | User Personnel followed a link from the Communications Hub Availability and Diagnostics page, indicating that they would like to raise a premise related Incident against the Communications Hub that they are viewing. |
| **Inputs** | Incident-specific information (optional)<br><br>Incident summary<br><br>Business impact<br><br>Incident notes (optional)<br><br>User Personnel contact details:<br><br>-　　　　first name, last name, telephone number (mandatory fields)<br><br>-　　　　email address (optional) |
| **Outputs** | Incident reference |

## 1.10.11　　Update Service Management Incident

| | |
|---|---|
| **Interface transaction name** | UC_UpdateSMI_001 (Main Flow) |
| **Definition** | Enables User Personnel to make updates to an existing Incident |
| **Preconditions** | •　　　　Roles apply (see clause 1.9)<br>•　　　　User Personnel must be appropriately privileged to update the Incident in question (according to section H9). |

| | |
|---|---|
| | •        User Personnel will have navigated from UC_ViewSMI_002 |
| **Access Control** | Roles apply (see clause 1.9) |
| **Inputs** | Incident reference<br><br>Type of update<br><br>Update text |
| **Outputs** | Update confirmation |

## 1.10.12      View Service Management Incident

| Interface transaction name | UC_ViewSMI_001 (Main Flow) |
|---|---|
| **Definition** | Enables User Personnel to view details of previously raised Incidents within the DCC Service Management System |
| **Preconditions** | Roles apply (see clause 1.9) |
| **Access Control** | The Incidents shown will be limited in accordance with H9<br><br>Roles apply (see clause 1.9) |
| **Inputs** | Incident (selected from prepopulated list of incidents) |
| **Outputs** | None (UC_ViewSMI_002 presents incident details) |

| Interface transaction name | UC_ViewSMI_002 (Ext. 1 – View Specific Incident) |
|---|---|
| **Definition** | This is a sub screen of the main UC_ViewSMI_001 (Main Flow) showing more detailed information relating to selected service management Incident information |
| **Preconditions** | User Personnel followed a link from another Interface Transaction indicating that they would like to see the details of a specific service management incident, and is appropriately privileged to view details of the incident (in accordance with H9) |
| **Access Control** | The Incidents shown will be limited in accordance with H9.<br>Where the User did not raise the Incident, the Interface Transaction withholds from the User certain personal information about the raising individual, contact details and incident update description<br>Roles apply (see clause 1.9) |
| **Inputs** | None (incident prepopulated from UC_ViewSMI_001) |
| **Outputs** | Summary text<br>Incident notes |

| | |
|---|---|
| | Raising individual - first and last name (only visible to the User that raised the Incident) |
| | Raising organisation (User) |
| | Device (where appropriate) |
| | Communications Hub model and version (where appropriate) |
| | MPxNs associated with Smart Meter(s) related to incident - comma-separated list |
| | CSP Diagnostic output (where appropriate) |
| | Postcode (where appropriate) |
| | Your reference |
| | Current status |
| | Target resolution date/time |
| | Requester contact details - first and last name, telephone number and email (not visible to interested persons) |
| | Additional contact details - first and last name, telephone number and email (not visible to interested persons) |
| | Incident priority |

## 1.10.13      Knowledge Management

| Interface transaction name | UC_KnowledgeManagement_001 (Main Flow) |
|---|---|
| **Definition** | Enables User Personnel to view relevant help and support information (provided by DCC and its Service Providers), for early triage of User issues and queries, including access to the anonymous resolution details of service management problems and Incidents |
| **Preconditions** | Roles apply (see clause 1.9) |
| **Inputs** | List of all stored Articles, from which the User Personnel will select an article |
| **Outputs** | Article details<br>-      Title<br>-      Creation Date/Time<br>-      Creator<br>-      Last Modifier<br>-      Tags<br>-      Article text<br>-      Attachments (optional) |

### 1.10.14        Forward Schedule of Change

| Interface transaction name | UC_Schedule_001 (Main Flow) |
|---|---|
| **Definition** | Enables User Personnel to view details of any planned maintenance, changes scheduled or change freezes affecting any of the following elements of the DCC Total System:<br><br>• Communications Hub firmware<br><br>• Parse & Correlate Software<br><br>• SMKI software<br><br>• SEC releases<br><br>• other major DCC releases<br><br>• meter firmware events |
| **Preconditions** | Roles apply (see clause 1.9) |
| **Access Control** | Meter firmware events will only be visible to Users for Devices for which they are the Responsible Supplier.<br>Roles apply (see clause 1.9) |
| **Inputs** | None |
| **Outputs** | Planned start date/time<br>Planned end date/time<br>Event type<br>System component (or release/change type)<br>Impact severity<br>Geographic impact<br>Notes<br>Full details  - button linking to UC_Schedule_003 |

| Interface transaction name | UC_Schedule_002 (Ext. 1 – Calendar View) |
|---|---|
| Definition | Enables User Personnel to view details of planned events within the DCC Systems or relating to the SM WAN in a calendar format |
| Preconditions | Roles apply (see clause 1.9) |
| Access Control | Meter firmware events will only be visible to Users for Devices for which they are the Responsible Supplier. |
| Inputs | None |
| Outputs | Calendar day cells containing items representing event types relevant to that day |

| Interface transaction name | UC_Schedule_003 (Ext. 2 – View Specific Event) |
|---|---|
| Definition | Allows User Personnel, having chosen to view a specific event from UC_Schedule_001 or UC_Schedule_002, to view the full details held about the event in question |
| Preconditions | User Personnel followed a link from UC_Schedule_001 or UC_Schedule_002, choosing to view the full details held about a specific event |
| Access Control | Meter firmware events will only be visible to Users for Devices for which they are the Responsible Supplier.<br><br>Roles apply (see clause 1.9) |
| Inputs | Event (selected on UC_Schedule_001 or UC_Schedule_002) |
| Outputs | Event details:<br>-     event reference<br>-     planned start date/time<br>-     planned end date/time<br>-     event notes<br><br>For maintenance and change freeze events:<br>-     event type<br>-     DCC System component or Region<br>-     impact severity<br>-     geographic impact<br><br>For release, meter firmware and change events:<br>-     release/change type<br>-     manufacturer's reference |

| | |
|---|---|
| | - manufacturer's notes |
| | - Device type and Device Model |
| | - firmware version |

## 1.10.15 DCC Service Status

| Interface transaction name | UC_ServiceDashboard_001 (Main Flow) |
|---|---|
| Definition | Enables User Personnel to view a one page dashboard of DCC component availability for the DCC Service |
| Preconditions | Roles apply (see clause 1.9) |
| Inputs | None |
| Outputs | List of system components comprising:<br>- DCC System component name<br>- high level status of component<br>- count of the number of underlying service alerts for the component<br>Link to service alerts relating to Major Incidents |

## 1.10.16 DCC Service Alerts

| Interface transaction name | UC_ServiceAlerts_001 |
|---|---|
| Definition | Enables User Personnel to view any service affecting news / alerts and other useful text (in terms of quality of service delivery and service management) to the User |
| Preconditions | Roles apply (see clause 1.9) |
| Inputs | None |
| Outputs | List of currently active Alerts:<br>- Service Alert ID (link to UC_ServiceAlerts_002)<br>- System component/s - listed in UC_Servicedashboard_001<br>- geographic impact<br>- alert creation<br>- expected resolution<br>- alert closure<br>- latest update |

| Interface transaction name | UC_ServiceAlerts_002 (Ext. 1 – View Specific Alert) |
|---|---|
| **Definition** | This Interface Transaction allows User Personnel, having chosen to view a specific DCC Service Alert from UC_ServiceAlerts_001, to view the full details held about the alert in question. |
| **Preconditions** | User Personnel followed a link from UC_ServiceAlerts_001, choosing to view the full details held about a specific alert. |
| **Inputs** | Alert ID (specified in UC_ServiceAlerts_001) |
| **Outputs** | List of currently active Alerts:<br>- Service Alert ID (link to UC_ServiceAlerts_002)<br>- DCC System Component/s - listed in UC_Servicedashboard_001<br>- geographic impact<br>- alert creation<br>- expected resolution<br>- alert closure<br>- latest update<br><br>Reverse chronological list of updates for the alert, each comprising:<br>- date/time of update<br>- person/entity providing update<br>- update text |

### 1.10.17 FAQs

| Interface transaction name | UC_FAQ_001 (Main Flow) |
|---|---|
| **Definition** | Enables User Personnel to access helpful DCC Service Frequently Asked Questions |
| **Preconditions** | Roles apply (see clause 1.9) |
| **Inputs** | Text filter string (optional)<br>Tag selection from list of all tags (optional) |
| **Outputs** | FAQ question and answer<br>Attached documents (optional) |

### 1.10.18 DCC User Manuals

| Interface transaction name | UC_Manuals_001 (Main Flow) |
|---|---|
| **Definition** | Enables User Personnel to access a set of DCC user manuals which help Users understand how the DCC Service operates |

| | |
|---|---|
| **Preconditions** | Roles apply (see clause 1.9) |
| **Inputs** | Article reference<br>Article usefulness rating selector |
| **Outputs** | Article page:<br>- title of the article<br>- creation date/time<br>- creator<br>- last modification<br>- last modifier<br>- tags<br>- textual description of the user manual, other document, or content |

## 1.10.19    Service Catalogue Publication/Call Off

| | |
|---|---|
| **Interface transaction name** | UC_ServiceCatalogue_001 (Main Flow) |
| **Definition** | Enables User Personnel to raise service management service requests with the DCC and track and update the status of such Requests within the DCC service management systems |
| **Preconditions** | Roles apply (see clause 1.9) |
| **Access Control** | User Personnel will only be able to see requests raised by the User with which they are associated |
| **Inputs** | By accessing this page User Personnel will see the information listed in outputs section.<br>Raise new request option (button) – redirects User Personnel to UC_ServiceCatalogue_003 |
| **Outputs** | The Self-Service Interface will display all open service catalogue  requests raised by their organisation with the following fields:<br><br>Service request ID (hyperlink to UC_ServiceCatalogue_002) - Work order reference<br>Request type<br>Raised date/time<br>Current delivery status |

| Interface transaction name | UC_ServiceCatalogue_002 (Ext. 1 – View Specific Request) |
|---|---|
| **Definition** | This Interface Transaction allows User Personnel, having chosen to view a specific service catalogue request from UC_ServiceCatalogue_001, to view the full details held about the request in question. |
| **Preconditions** | User Personnel followed a link from UC_ServiceCatalogue_001, choosing to view the full details held about a specific request. |
| **Access Control** | User Personnel will only be able to see requests raised by the User with which they are associated |
| **Inputs** | From selection in UC_Service_Catalogue_001 |
| **Outputs** | Service Request ID (hyperlink to UC_ServiceCatalogue_002) - Work order reference<br>Your reference<br>Request type<br>Raised date/time<br>Current delivery status<br>Raising user<br>Raising Organisation - User ID<br>Requester contact details - first and last name, telephone number and email.<br>Additional contact details - first and last name, telephone number and email |

| Interface transaction name | UC_ServiceCatalogue_003 (Ext. 2 – Browse Catalogue / Raise Request) |
|---|---|
| **Definition** | Allows User Personnel to browse the service catalogue and raise a new service catalogue request |
| **Preconditions** | User Personnel followed a link from UC_ServiceCatalogue_001, choosing to browse the service catalogue and/or raise a new service catalogue request. |
| **Access Control** | User Personnel will only be able to raise requests on behalf of the User with which they are associated |
| **Inputs** | Business service category (selection list) <br> Business service category services (selection list) <br> Service request types (selection list) <br> Raise request button <br> First name - mandatory string <br> Last name - mandatory string <br> Telephone number - mandatory string <br> Email address - a valid email address <br> "Update contact details" button |
| **Outputs** | Final confirmation screen, showing the categories, inputs and contact details that have been provided, with a "Raise Request" button |

## 1.10.20        User Account Management

| Interface transaction name | UC_OrgManager_001 (Main Flow) |
|---|---|
| **Definition** | Enable Users electing to use the DCC Identity Provider Service to assign access to Interface Transactions to their User Personnel based on Job Type Roles and manage the SSI accounts and associated settings (e.g. password resets) for all subsequently created User Personnel accounts created by an Administration User. |
| **Preconditions** | • Roles apply (see clause 1.9)<br><br>• User Personnel must be an Administration User for their organisation(s), where the process for becoming an Administration User is set out in the DCCKI Registration Authority Policies and Procedures (DCCKI RAPP).<br><br>• The Administration User has pressed the "Manage My Users" button on their profile page (UC_Profile_001) |
| **Access Control** | User Personnel access is specific to the User |
| **Inputs** | User search page -  This shows a sortable, pageable table of User Personnel accounts, with the following details in each row:<br>- username (hyperlink to UC_OrgManager_002)<br>- display name<br>- Account Status (Active/Deleted/Locked)<br>- last login date<br>"Create New User" button - Pressing this button redirects the user to UC_OrgManager_003 |
| **Outputs** | Displayed on SSI |

| Interface transaction name | UC_OrgManager_002 (Ext. 1 – Manage User) |
|---|---|
| **Definition** | Enable Administration Users to unlock, delete or manage the details of another account created within their corporation. |
| **Preconditions** | • Roles apply (see clause 1.9)<br><br>• An Administration User has selected an individual's account to amend or reset in UC_OrgManager_001 |
| **Access Control** | Only available to Administration Users of their organisation(s) |
| **Inputs** | Username - not editable<br><br>Account status – not editable<br>First name<br>Last name<br>Organisations - a list of User ID(s) in relation to which the User Personnel may access the Self-Service Interface, which shall comprise:<br>• one or more of the User IDs of the User ; and<br>• User IDs of any second User that has granted permission for the first User to access its information held on the Self-Service Interface in relation to one or more User IDs in accordance with clause 1.9.3.<br>Roles - a list of Job Type Roles which may be assigned to this person (as defined in clause 1.9.2).<br><br>Update User button - allows changes made to these fields to be saved. If any fields are found to be invalid, the form is re-displayed with validation errors messages and suggestions for resolution provided.<br><br>Delete User button - allows the account to be deleted. A confirmation dialog is displayed, which must be accepted before deleting the account.<br><br>Reset – a checkbox allowing the account to be unlocked, in which case a new single use password is generated for the account being amended |
| **Outputs** | User Personnel account changes assigned, stored or deleted. |

| Interface transaction name | UC_OrgManager_003 (Ext. 1 – Create User) |
|---|---|
| **Definition** | Enable an Administration User to create a new person's account within their organisation. |
| **Preconditions** | •     Roles apply (see clause 1.9)<br><br>•     The Administration User has pressed the "Create New User" button in UC_OrgManager_001 |
| **Access Control** | Only available to Administration Users of their organisation(s) |
| **Inputs** | Username - Desired username (globally unique within the DCC Identity Provider Service).  If the username is not unique, the DCC will reject the username and request submission of a new username.<br>First name<br>Last name<br>Organisations - a list of User ID(s) in relation to which the User Personnel may access the Self-Service Interface, which shall comprise:<br>•     the User ID of the User ; and<br>•     User IDs of any second User that has granted permission for the first User to access its information held on the Self-Service Interface in relation to one or more User IDs in accordance with clause 1.9.3.<br>Roles - a list of Job Type Roles which may be assigned to this person (as defined in clause 1.9.2. |
| **Outputs** | New User Personnel account created. |

### 1.10.21 User Profile Information

| Interface transaction name | UC_Profile_001 |
|---|---|
| **Definition** | Enables User Personnel to view information about the account details with which they are accessing the Self-Service Interface, and details of the Interface Transactions that they are currently entitled to access. |
| **Preconditions** | Roles apply (see clause 1.9) |
| **Inputs** | By accessing this page User Personnel are shown the items listed in the outputs section. |
| **Outputs** | Unique user identification - changes depending on the nature and type of the Identity Provider Service<br><br>Organisations - A list of User IDs that the User is assigned to<br><br>Roles - A list of roles (as defined in clause 1.9.2) assigned to the person.<br><br>Use cases - A list of Interface Transactions, with a "Yes" or "No" indication of whether the person has access as a result of their Job Type Role(s) (see clause 1.9.2)<br><br>Bookmarks - A list of links to content that the person has bookmarked. |

### 1.10.22 Search

| Interface transaction name | UC_Search_001 |
|---|---|
| **Definition** | Enables User Personnel to search for content provided by the Self-Service Interface by use of tagged keywords, or textual content of page titles and descriptions |
| **Preconditions** | Roles apply (see clause 1.9) |
| **Inputs** | A text box for entering search terms, a control allowing the User Personnel to select whether to match the terms using OR logic (any search term) or AND logic (all search terms), and a search button |
| **Outputs** | Search results.<br><br>Each search result consists of:<br>The title of the located item of content (which is also a link to that piece of content).<br>A short summary description of the content.<br>Reasons that the content was found (i.e. matches found in title, description, tags or attached filenames). |

| | If no results are found matching the search criteria, a message is displayed to this effect. |
|---|---|

## 1.10.23      Problem Management

| Interface transaction name | UC_ProblemManagement_001 (Main Flow) |
|---|---|
| **Definition** | Enables User Personnel to view details of open Problems related to incidents in accordance with H9 |
| **Preconditions** | Roles apply (see clause 1.9) |
| **Access Control** | The Problems shown will be limited in accordance with H9.<br>Roles apply (see clause 1.9) |
| **Inputs** | User Personnel are presented with a page which shows a list of the Problems visible to them in accordance with H9 |
| **Outputs** | For each Problem the following items are displayed:<br><br>Problem Reference<br>Current Problem Status<br>Problem Summary |

| Interface transaction name | UC_ProblemManagement_002 (Ext. 1 – View Specific Problem) |
|---|---|
| **Definition** | This is a sub screen of the main UC_ProblemManagement_001 (Main Flow) Interface Transaction showing more detailed information relating to a selected Problem. |
| **Preconditions** | User Personnel followed a link indicating that they would like to see the details of a specific Problem, and is appropriately privileged to view details of the Problem. |
| **Access Control** | The Problems shown will be limited in accordance with H9<br>Roles apply (see clause 1.9) |
| **Inputs** | User Personnel follows link from UC_ProblemManagement_001 |
| **Outputs** | User Personnel shown a page listing the details of the Problem:<br><br>Field Name<br>Problem Reference<br>Current Problem Status<br>Problem Summary<br>Problem Notes |

| | Problem priority |
| | Date Raised |