

Action 32/10

The DCC to explore how changes in scheduled planned maintenance can be communicated to members more effectively.



We are looking at how we can improve both in terms of quality of information provided and timeliness of updates.

Currently Release notes are issued based on High and Low Impact maintenance windows and these are issued as soon as the maintenance slots are agreed. Based on the feedback from SEC Ops Group, we have launched a CSI initiative to address.

Areas of focus:

1. To get all DCC Service Providers to focus more on potential business impact, rather than the technical impacts all planned releases.
2. Review timescales for updates

Feedback

This is an opportunity to help to shape the approach, please email any suggestions/improvement ideas to darren.robbins@smartdcc.co.uk