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MP092 'New Planned Maintenance methodology'

Legal text – version 0.1

About this document

This document contains the redlined changes to the SEC that would be required to deliver this Modification Proposal.

Section A 'Definitions and Interpretation'

These changes have been redlined against Section A version 9.0.

Amend Section A as follows:

High Impact Planned Maintenance	means Planned Maintenance where one or more of the following is disrupted; (a) end-to-end communications between Users and Communications Hubs; (b) install & commission activities; or (c) previously scheduled SMETS1 migrations.
Low Impact Planned Maintenance	means Planned Maintenance that will not disrupt any of the activities set out in High Impact Planned Maintenance and will not require changes to be made by Users except in cases where Service Improvements are being made to the SSI.

Section H 'DCC Services'

These changes have been redlined against Section H version 9.0.

Amend Section H8 as follows:

H8. SERVICE MANAGEMENT, SELF-SERVICE INTERFACE AND SERVICE DESK

General

H8.1 The DCC shall provide the Services in a manner that is consistent with:

(a) the Service Management Standards; or

(b) any other methodology for service management identified by the DCC as being more cost efficient than the Service Management Standards, and which has been approved by the Panel for such purpose.

Maintenance of the DCC Systems

H8.2 The DCC shall (insofar as is reasonably practicable) undertake Maintenance of the DCC Systems in such a way as to avoid any disruption to the provision of the Services (or any part of them).

H8.3 Without prejudice to the generality of Section H8.2, the DCC shall (unless the Panel agrees otherwise and subject to any contrary provisions in the SEC Subsidiary Documents applying in relation to the SMETS1 SM WAN and/or the Systems of the SMETS1 Service Providers):

(a) categorise Planned Maintenance changes into Low Impact Planned Maintenance or High Impact Planned Maintenance;

~~(a)~~(b) undertake Planned Maintenance of the DCC Systems only between 20.00 hours and 08.00 hours;

(c) limit Planned Maintenance of the Self-Service Interface to no more than four hours in any month;

~~(b)~~(d) limit High Impact Planned Maintenance of the DCC Systems generally to two windows which have a maximum total duration of six hours per month; and

~~(c)~~(e) limit Low Impact Planned Maintenance of the DCC Systems generally (including of the Self-Service Interface) to six windows per month of no more than six hours- each~~in any month~~.

H8.4 At least 20 Working Days prior to the start of each month, the DCC shall make available to Parties, to Registration Data Providers and to the Technical Architecture and Business Architecture Sub-Committee a schedule of the Planned Maintenance for that month (subject to any contrary provisions in the SEC Subsidiary Documents applying in relation to the SMETS1 SM WAN and/or the Systems of the SMETS1 Service Providers). Such schedule shall set out (as a minimum) the following:

(a) the proposed Maintenance activity (in reasonable detail);

(b) the parts of the Services that will be disrupted (or in respect of which there is a Material Risk of disruption) during each such Maintenance activity;

(c) the time and duration of each such Maintenance activity; and

(d) any associated risk that may subsequently affect the return of normal Services.

H8.4A Where an additional Planned Maintenance is required beyond that set out pursuant to Section H8.4, the DCC shall revise and reissue the schedule of Planned Maintenance:

(a) at least 10 Working Days in advance of any additional Low Impact Planned Maintenance; and

(b) at least 20 Working Days in advance of any additional High impact Planned Maintenance.

H8.5 The Panel may (whether or not at the request of a Party and subject to any contrary provisions in the SEC Subsidiary Documents applying in relation to the SMETS1 SM WAN and/or the Systems of the SMETS1 Service Providers) request that the DCC reschedules any Planned Maintenance set out in a monthly schedule provided pursuant to Section H8.4. In making any such request, the Panel shall provide the reasons for such request to the DCC in support of the request. The DCC will take all reasonable steps to accommodate any such request.

H8.6 As soon as reasonably practicable after the DCC becomes aware of any Unplanned Maintenance, the DCC shall notify the Technical Architecture and Business Architecture Sub-Committee, Parties and (insofar as they are likely to be affected by such Unplanned Maintenance) Registration Data Providers of such Unplanned Maintenance (and shall provide information equivalent to that provided in respect of Planned Maintenance pursuant to Section H8.4).

H8.7 During the period of any Planned Maintenance or Unplanned Maintenance, the DCC shall provide Parties and (insofar as they are likely to be affected by such maintenance) Registration Data Providers with details of its duration and the expected disruption to Services to the extent they differ from the information previously provided.