SEC
Smart Energy Code

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Smart Energy Code

MP117
'Bulk CH returns'

Modification Report

Version 0.4

17 August 2020

Corporate member of Plain English Campaign
Committed to clearer communication
592

About this document

This document is a Modification Report. It currently sets out the background, issue, solution, impacts, costs, implementation approach and progression timetable for this modification, along with any relevant discussions, views and conclusions. This document will be updated as this modification progresses.

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This document also has two annexes:

- **Annex A** contains the business requirements for the solution.
- **Annex B** contains the full Data Communications Company (DCC) Preliminary Assessment response.

Contact

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1. Summary

This proposal has been raised by Sasha Townsend from the Data Communications Company (DCC).

Smart Energy Code (SEC) Section F5 'Communication Hub Forecasts & Orders' allows any SEC Party to place orders for Communications Hubs (CHs) from the DCC. Specified SEC Parties can notify the DCC under SEC Section F8.7 in the event of needing to return the CH. This is done by submitting either DCC User Interface Specification (DUIS) Service Requests 8.14.3 or 8.14.4.

Currently, these Service Requests allow DCC Users to input one Global Unique Identifier (GUID) per request. This means that DCC Users must send an individual Service Request to notify the DCC of each CH return. This takes a significant amount of time and effort when multiple CHs require return. DCC Users have stated that this is not a sustainable approach in dealing with returns and have requested the ability to upload and trigger all the necessary Service Requests relating to a bulk CH return.

The Proposed Solution is to therefore increase the number of GUIDs on Service Requests 8.14.3 and 8.14.4 used for issuing CH returns. This should allow for the return of multiple CH units in a single Service Request.

This modification will cost approximately £550,000 with a six-month lead time. It will impact Large Suppliers, Small Suppliers and the DCC. Implementation is targeted for the November 2021 SEC Release, if approved as a self-governance modification.

2. Issue

What are the current arrangements?

SEC Section F5 'Communication Hub Forecasts & Orders' allows any SEC Party to place orders for CHs. Any Supplier Party can notify the DCC under SEC Section F8.7 if they need to return a CH. A Party wishing to return a CH is entitled to do so at any time.

Parties currently return Communications Hubs to the DCC for several reasons, including:

- A CH fault/defect is identified either prior or post installation;
- CHs are destroyed or damaged in transit/storage; or
- The DCC requests that Parties return CHs to the DCC because of a Product Recall/Technology Refresh.

SEC Appendix I 'Communications Hub Installation and Maintenance Support Materials' (CHIMSM) currently sets out the procedures for notifying the DCC of a CH return. It requires DCC Users to submit one of two Service Requests (SR) depending on the reason for return:

- SR 8.14.3 'Communications Hub Status Update – Fault Return'; or
- SR 8.14.4 'Communications Hub Status Update – No Fault Return'.

On submission of a SR 8.14.3 or a SR 8.14.4, a Returns Remedy Record is automatically generated, which starts a CH returns process (approx. 90 days) from the DCC User back to the DCC.

What is the issue?

Currently, these SRs allow DCC Users to input one GUID per request. This means that DCC Users must send an individual Service Request to notify the DCC of each CH return.

DCC Users are reporting that to trigger an individual Service Request can take a significant amount of time and effort per CH. They have stated that this is not a sustainable approach in dealing with returns. Therefore, DCC Users have requested the ability to upload and trigger all the necessary Service Requests relating to a bulk CH return.

What is the impact this is having?

If this issue is not addressed, it will continue to cause inefficiencies by duplicating time and effort for DCC Users attempting to return multiple CHs.

3. Solution

Proposed Solution

The Proposed solution is to increase the number of GUIDs on the following Service Requests used for issuing CH returns:

- SR8.14.3 'Communications Hub Status Update – Fault Return'; and
- SR8.14.4 'Communications Hub Status Update – No Fault Return'.

This should allow for the return of multiple CH units in a single Service Request. The DCC have confirmed that there will be a cap of 999 Device IDs available per Service Request. A DCC User will be able to track the progress of their individual CH units from a bulk return through the Self Service Interface (SSI).

The Business Requirements for the Proposed Solution can be found in Annex A.

4. Impacts

This section summarises the impacts that would arise from the implementation of this modification.

SEC Parties

SEC Party Categories impacted			
✓	Large Suppliers	✓	Small Suppliers
	Electricity Network Operators		Gas Network Operators

SEC Party Categories impacted			
	Other SEC Parties	✓	DCC

DCC System

The DCC Systems will be impacted by this Modification Proposal. Changes will be required to the Service Request definitions in the DUIS Schema and both Request Management and Data Management components are impacted at a Data Service Provider (DSP) level. The DSP is the only part of the DCC Systems impacted by this proposal.

The full impacts on DCC Systems and DCC's proposed testing approach can be found in the DCC Preliminary Assessment response in Annex B.

SEC and subsidiary documents

The following parts of the SEC will be impacted:

- Appendix AD 'DCC User Interface Specification'

The changes to the SEC required to deliver the proposed solution will be available once an Impact Assessment has been delivered which indicates which part of the DUIS Schema needs amending.

Technical specification versions

The DCC have confirmed that DUIS will be the only technical specification affected by the Modification Proposal.

Consumers

There are no impacts to consumers currently identified.

Other industry Codes

No other industry Codes are impacted.

Greenhouse gas emissions

There are no impacts to greenhouse gas emissions.

5. Costs

DCC costs

The estimated DCC implementation costs to implement this modification is £550,000 up to Pre-Integration Testing (PIT). The breakdown of these costs are as follows:

Breakdown of DCC implementation costs	
Activity	**Cost**
Design, Build and PIT	£550,000

More information can be found in the DCC Preliminary Assessment response in Annex B.

SECAS costs

The estimated Smart Energy Code Administrator and Secretariat (SECAS) implementation costs to implement this modification is two days of effort, amounting to approximately £1,200. The activities needed to be undertaken for this are:

- Updating the SEC and releasing the new version to the industry.

SEC Party costs

SEC Parties will be consulted on this as part of the Refinement Consultation.

6. Implementation approach

Recommended implementation approach

SECAS is recommending an implementation date of:

- **4 November 2021** (November 2021 SEC Release) if a decision to approve is received on or before 4 May 2021; or
- **3 November 2022** (November 2022 SEC Release) if a decision to approve is received after 4 May 2021 but on or before 3 May 2022.

The Preliminary Assessment specifies that the lead time required for PIT completion is estimated to be six months at maximum. This approach may be revised if the Impact Assessment returns a different amount of lead time the DCC requires. The Preliminary Assessment further recommended that it should be included in a major SEC Release, due to affecting the DUIS schema. SEC Parties will be asked for the lead time they require following approval of the Modification Proposal in the Refinement Consultation.

7. Assessment of the proposal

Observations on the issue

When this Draft Proposal was taken for initial comment to the Change Sub-Committee (CSC), members did not have any comments on the proposal. Members agreed it would benefit from seeking additional input from the Panel Sub-Committees and SEC Parties before being considered for conversion to a Modification Proposal.

A Large Supplier enquired into two types of Service Request they have to trigger as part of their business returns process, SR 8.14.1 and SR 8.14.2, which are both CH Status Update (8.14.1 for Install Success and 8.14.2 for Install no Smart Metering Wide Area Network (SM WAN)). SECAS took note of these and asked the Proposer if there was scope to include these Service Requests in the Draft Proposal. The Proposer confirmed that they had no plan to include the mentioned Service Requests due to not explicitly being part of the returns process for a CH. They did express however if there was a benefit to grouping those specific Service Requests together, that this should be followed up as a separate Draft Proposal.

The Draft Proposal was taken to the Panel Sub-Committees. The Technical Architecture and Business Architecture Sub-Committee (TABASC) were supportive, with one member stating that there is definitely an issue that needs addressing. It wanted to know whether other areas of the SEC would have to be changed as well as any technical specification impacts. SECAS have confirmed no other areas of the SEC would need to be changed. It also enquired if it is down to the individual User and their business processes for how Service Requests are submitted. One TABASC member indicated there was a considerable amount of documentation required alongside Service Requests and wondered how this would be dealt with. The DCC confirmed that there is no paperwork that they are aware of that is required with the return of CHs. SECAS confirmed that the TABASC would be kept updated with any developments in the Draft Proposal and would be involved in the proposal's Refinement Process if converted to a Modification Proposal.

The CSC concluded that the issue was fully understood, and that this proposal should proceed as a full Modification Proposal.

Solution development

Proposer Discussions

The Proposer explained that they wanted to provide DCC Users with the ability to return CHs in bulk orders, but only using a single Service Request. SECAS and the Proposer agreed that the simplest solution would be to change the Service Requests that are used for processing the CH returns from DCC Users so that they can accept multiple Device IDs to achieve this. The Proposer stated that this method should not result in any changes to a DCC Users' systems. The Proposer believes that if approved, the Modification Proposal should be ready for implementation in the November 2021 SEC Release, subject to the information returned in an Impact Assessment.

Support for Change

The Working Group agreed the Modification Proposal should be taken to Refinement Consultation. They had no further comments at the meeting on 5 August 2020.

Appendix 1: Progression timetable

Following the Working Group meeting on 5 August 2020, a Refinement Consultation will take place between 17 August and 7 September 2020. Depending on the responses received, SECAS will move to request an approval of Impact Assessment costs from the Change Board and submit an Impact Assessment request to the DCC. After the Impact Assessment is returned, the legal text will be drafted in line with the DUIS related changes it raises and be available for comment before being taken to Panel, issued for Modification Report Consultation and then to the Change Board for decision.

Timetable	
Event/Action	**Date**
Draft Proposal raised	18 Feb 2020
Presented to CSC initial comment	25 Feb 2020
Presented to CSC for final comment and recommendations	31 Mar 2020
Panel converts Draft Proposal to Modification Proposal	17 Apr 2020
Business requirements developed with DCC	20 Apr – 8 May 2020
Business requirements discussed with TABASC	4 Jun 2020
Preliminary Assessment requested	8 Jun 2020
Preliminary Assessment returned	3 Jul 2020
Modification discussed with Working Group	5 Aug 2020
Refinement Consultation	17 Aug – 7 Sep 2020
Impact Assessment costs approved by Change Board	23 Sep 2020
Impact Assessment requested	24 Sep 2020
Impact Assessment returned (estimated)	5 Nov 2020
Modification Report approved by Panel	11 Dec 2020
Modification Report Consultation	14 Dec 2020 – 6 Jan 2021
Change Board Vote	27 Jan 2021

Appendix 2: Glossary

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

Glossary	
Acronym	**Full term**
CH	Communications Hub
CHIMSM	Communications Hub Installation and Maintenance Support Materials

Glossary	
Acronym	**Full term**
CSC	Change Sub-Committee
DCC	Data Communications Company
DSP	Data Service Provider
DUIS	DCC User Interface Specification
GUID	Global Unique Identifier
PIT	Pre-integration Testing
SEC	Smart Energy Code
SECAS	Smart Energy Code Administrator and Secretariat
SM WAN	Smart Metering Wide Area Network
SR	Service Request
SSI	Self Service Interface
TABASC	Technical Architecture and Business Architecture Sub-Committee

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MP117 'Bulk CH returns'

Annex A

Business requirements – version 0.2

About this document

This document contains the business requirements that support the solution for this Modification Proposal. It sets out the requirements along with any assumptions and considerations. The Data Communications Company (DCC) will use this information to provide an assessment of the requirements that help shape the complete solution.

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	The DCC will provide DCC Users the means to provide multiple Device IDs in SR8.14.3 so that multiple Communications Hubs (CH) can be returned to DCC with one SRV rather than the current process of sending one SRV for one CHs **fault** return.
2	The DCC will provide DCC Users the means to provide multiple Device IDs in SR8.14.4 so that multiple CHs can be returned to DCC with one SRV rather than the current process of sending one SRV for one CHs **no fault** return.

2. Considerations and assumptions

This section contains the considerations and assumptions for each business requirement.

2.1 General

This solution will be applied to Smart Metering Equipment Technical Specifications 2 (SMETS2) Devices. The DCC will be expected to provide the most cost-effective means of delivering a solution that adheres to the below requirements.

2.2 Requirement 1: The DCC will provide DCC Users the means to provide multiple Device IDs in SR8.14.3 so that multiple Communications Hubs (CH) can be returned to DCC with one SRV rather than the current process of sending one SRV for one CHs fault return.

This requirement obligates the DCC to provide a solution which can increase the number of GUIDs for individual sets of the following Service Request:

- SR 8.14.3 'Communications Hub Status Update – Fault Return'

Currently this Service Requests only allow DCC Users to input one GUID per request. This requirement will increase the number of GUIDs per request so that multiple Communications Hubs can be notified to the DCC for a return. These groups of GUIDs per Service Request should then be fit for purpose to deal with the bulk return of Communications Hubs. Any process that allows for the User to submit these multiple GUIDs must require less time and effort than the existing process of issuing individual GUIDs per Service Request.

2.3 Requirement 2: The DCC will provide DCC Users the means to provide multiple Device IDs in SR8.14.4 so that multiple CHs can be returned to DCC with one SRV rather than the current process of sending one SRV for one CHs no fault return.

This requirement obligates the DCC to provide a solution which can increase the number of GUIDs for individual sets of the following Service Request:

- SR 8.14.4 'Communications Hub Status Update – No Fault Return'

Currently this Service Request only allow DCC Users to input one GUID per request. This requirement will increase the number of GUIDs per request so that multiple Communications Hubs can be notified to the DCC for a return. These groups of GUIDs per Service Request should then be fit for purpose to deal with the bulk return of Communications Hubs. Any process that allows for the User to submit these multiple GUIDs must require less time and effort than the existing process of issuing individual GUIDs per Service Request.

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**
CH	Communications Hub
DCC	Data Communications Company
GUID	Global Unique Identifier
SMETS	Smart Metering Equipment Technical Specifications

Data Communications Company

SEC Modification Proposal, SECMP0117, DCC CR1368

Bulk Communications Hub (CH) Returns

Preliminary Impact Assessment (PIA)

Version:	**0.2**
Date:	**16th July 2020**
Author:	**DCC**
Classification:	**DCC PUBLIC**

Data Communications Company

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1 Document History

1.1 Revision History

Revision Date	Revision	Summary of Changes
15/07/2020	0.1	Initial version, for DCC internal review
16/07/2020	0.2	Released following DCC internal review

1.2 Associated Documents

This document is associated with the following documents:

Ref	Title and Originator's Reference	Source	Version
1	MP117-Modification-Report	SECAS	0.3

References are shown in this format, [1].

1.3 Document Information

The Proposer for this Modification is Sasha Townsend of Data Communications Company (DCC). The original proposal was submitted in February 2020.

The Preliminary Impact Assessment was requested of DCC on 8 June 2020.

2 Context and Requirements

In this section, the context of the Modification, assumptions, and the requirements are stated.

The SEC Definitions, issue statement, and requirements have been provided by SECAS and the Proposer.

2.1 Current Arrangements

SEC Section F5 'Communication Hub Forecasts & Orders' allows any SEC Party to place orders for Communication Hubs (CH). Any Supplier Party can notify the DCC under SEC Section F8.7 if they need to return a CH. A Party wishing to return a CH is entitled to do so at any time.

Parties currently return Communications Hubs to the DCC for several reasons, including:

- A CH fault/defect is identified either prior or post-installation;
- CHs are destroyed or damaged in transit/storage; or
- The DCC requests that Parties return CHs to the DCC because of a Product Recall/Technology Refresh.

SEC Appendix I 'Communications Hub Installation and Maintenance Support Materials' (CHIMSM) currently sets out the procedures for notifying the DCC of a CH return. It requires DCC Users to submit one of two Service Requests (SR) depending on the reason for return:

- SR 8.14.3 'Communications Hub Status Update – Fault Return'; or
- SR 8.14.4 'Communications Hub Status Update – No Fault Return'.

On submission of a SR 8.14.3 or a SR 8.14.4, a Returns Remedy Record is automatically generated, which starts a CH returns process (approx. 90 days) from the DCC User back to the DCC.

2.2 What is the issue?

Currently, a SR 8.14.3 or a SR 8.14.4 allow DCC Users to input one CH Globally Unique Identifier (GUID) per request. This means that DCC Users must send an individual Service Request to notify the DCC of each CH return.

DCC Users are reporting that to trigger an individual Service Request can take a significant amount of time and effort per CH. They have stated that this is not a sustainable approach in dealing with returns. Therefore, DCC Users have requested the ability to upload and trigger all the necessary Service Requests relating to a bulk CH return.

2.3 Impact of the issue

Sending one CH at a time using SR 8.14.3 or a SR 8.14.4 causes inefficiencies, duplicating time and effort for DCC Users attempting to return multiple CHs.

3 Description of Solution

The objective of this SEC modification is to provide DCC Users with the ability to return Comms Hubs in bulk using a single Service Request. The business requirements are as follows.

Requirement 1:

The DCC will provide DCC Users the means to provide multiple Device IDs in SR8.14.3, so that multiple Communications Hubs (CH) can be returned to DCC with one SRV rather than the current process of sending one SRV for one CHs fault return.

Requirement 2:

The DCC will provide DCC Users the means to provide multiple Device IDs in SR8.14.4 so that multiple CHs can be returned to DCC with one SRV rather than the current process of sending one SRV for one CHs no fault return.

3.1 SEC Changes

The DCC and Service Providers have reviewed the requirements, solution and expect the changes required in SEC Appendix AD - DCC User Interface Specification. Section 3.8.115 and section 3.8.116 of SEC Appendix AD shall get updated to include the updated definition of SR 8.14.3 and SR 8.14.4 respectively.

The actual change to the SRV data definition with the updated DUIS schema of Request and Response data items will be provided during the Full Impact Assessment (FIA).

3.2 DSP Solution Overview

The DCC Data System will modify the definition of SRV8.14.3 and SRV8.14.4 such that it can accept a list of CH Returns records. This list of CH Returns records will be introduced as an optional attribute in the DUIS Schema. This will ensure that the existing mechanism to notify individual CH Return records can remain operational with no changes to the Service Users' systems.

The maximum number of Device IDs supported within a single Service Request will be limited to 999.

After a SRV8.14.3 or SRV8.14.4 has been received by DCC Data System, the validation checks for a single CH Return that are currently in force for these SRVs will be carried out for each CH included in the list of CH Returns records.

The response provided to the Service Users will contain any validation error for the list of CH Returns records.

DCC Data System will create individual Service Audit Trail (SAT) log entries for each CH Returns record with the specific error code that indicates the status of validation checks within DCC Data Systems. For each successfully validated CH Returns record, the Comms Hub Logistics Status in the Smart Meter Inventory (SMI) will be set to "Returned".

DCC Data Systems will also create individual Service Returns Records within DSMS (Remedy) for each Comms Hub (CH Returns record) in the list. This approach ensures that no changes are required to DSMS and all the changes are handled within DCC Data Systems. This will make sure that there are no changes required within DSMS for the subsequent notifications that are required to be sent to the appropriate CSPs.

The Service Users will be able to track the progress of the returns for individual Comms Hubs using the existing SSI interface. There will not be a mechanism that provides a consolidated status of CH Returns records that were part of a Service Request submitted to the DCC Data Systems.

3.3 CSP Solution Overview

As the Bulk CH Return using the list of CH Return records in SR 8.14.3 and 8.14.4 will create individual Service Returns Records within DSMS system, CSP systems will not be impacted by this change.

3.4 Other Solution Impacts

Apart from DSP, no other DCC Components are impacted by this change.

4 Impact on DCC Systems, Processes and People

This section describes the impact of SECMP0117 on DCC Services and Interfaces that impact Users and/or Parties.

4.1 System Components

SRV 8.14.3 and 8.14.4 definition in the DUIS Schema, Request Management and Data Management components are impacted at DSP.

4.2 Security Impact

The implementation will be security assured during the implementation phase. This includes reviewing designs, test artefacts and providing consultancy to the implementation and test teams.

A more detailed security impact will be carried out as part of the Full Impact Assessment.

At this stage, a penetration test and updates to protective monitoring are not thought to be required.

4.3 Technical Specifications

There will be changes in DUIS and corresponding changes in DUGIDS for the changes in DUIS. No other changes in any Technical Specification are expected.

4.4 Integration Impact

An appropriate level of Systems Integration and User Integration Testing (SIT and UIT) will be carried out prior to progressing the release of this change to the Production environment, but this is not included in the PIA.

4.5 Infrastructure Impact

There will be no change to the infrastructure design as a result of this change.

The Modification does not impact the DSP's resilience or Disaster Recovery implementation.

4.6 Application Support

No changes to Application Support are expected.

4.7 Service Impact

No material impact is expected for the Operations team and no changes to SLAs are expected. The impact will be validated further as part of the FIA.

4.8 Safety Impact

No impact is expected, but a full Safety Impact Assessment will be carried out as part of the production of the FIA.

4.9 Contract Schedules

No changes to contracts are expected, but this will be re-evaluated for the FIA.

5 Implementation Timescales and Approach

As this change affects DUIS Schema, it will need to be implemented as part of a scheduled release. Notwithstanding in which release this change is implemented, based on the current response from the Service Provider, the elapsed time for implementation from project initiation through to PIT completion will be 3 - 6 months.

The release lifecycle duration will be confirmed as part of the FIA. As currently planned, the standard ongoing major release model will provide drops to the production environment in November 2021.

5.1 Implementation Approach

Implementation of this change is assumed to follow a hybrid of agile and waterfall methodology. The release lifecycle duration will be confirmed as part of the FIA.

5.2 Testing and Acceptance

It is assumed that the change will be implemented and tested as part of a major release and will include release based regression testing in SIT and UIT.

6 Costs and Charges

The table below details the cost of delivering the changes and Services required to implement this Modification Proposal.

The scope of supply under this PIA includes design, development (build), system testing, and performance testing within the PIT environments.

The Rough Order of Magnitude cost (ROM) shown below describes indicative costs to implement the functional requirements as assumed above. The price is not an offer open to acceptance. It should be noted that the change has not been subject to the same level of analysis that would be performed as part of a Full Impact Assessment and as such there may be elements missing from the solution or the solution may be subject to a material change during discussions with the DCC. As a result, the final offer price may result in a variation.

6.1 Design, Build and Testing Cost Impact

The table below details the cost of delivering the changes and Services required to implement this Modification. For a PIA, only the Design, Build and PIT indicative costs are supplied.

£	Design, Build and PIT
Bulk CH Return	550,000

Based on the existing requirements, the total fixed price cost for a Full Impact Assessment by the Service Provider is £16353.32 and would be expected to be completed in 30 days.

7 Risk, Assumptions, Issues, and Dependencies

In the following sections, Risks, Assumptions, Issues, and Dependencies have been identified. Two clarifications are also requested.

Further RAID may be established as part of the Working Group reviews and the FIA.

7.1 Risks

None at this time.

7.2 Assumptions

Ref.	Area	Description	Accept
MP117-AD01	Design	To provide the validation error of bulk CH Return records, an XML structure (similar to Response construction of SR 11.1- Update firmware) with a list of Device IDs and validation error response code shall be used.	

7.3 Issues

None at this time.

7.4 Dependencies

None at this time.

7.5 Clarification

None at this time.

Appendix A: Glossary

The table below provides definitions of the terms used in this document.

.Acronym	Definition
CH	Communications Hub
CR	DCC Change Request
DCC	Data Communications Company
DSMS	DCC Service Management System
DSP	Data Service Provider
DUGIDS	DCC User Gateway Interface Design Specification
DUIS	DCC User Interface Specification
FIA	Full Impact Assessment
GUID	Globally Unique Identifier
PIA	Preliminary Impact Assessment
PIT	Pre-Integration Testing
ROM	Rough Order of Magnitude (cost)
SEC	Smart Energy Code
SECAS	Smart Energy Code Administrator and Secretariat
SIT	Systems Integration Testing
SMI	Smart Metering Inventory
SP	Service Provider
SR	Service Request
SRV	Service Request Variant
SSI	Self Service Interface
UIT	User Integration Testing