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SECMP0028 ‘Prioritising Service Requests’

Business requirements – version 0.6

About this document

This document contains the business requirements that support the solution(s) for this Modification Proposal. It sets out the requirements along with any assumptions and considerations. The 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	To introduce a 'Prioritisation Mechanism' into the DCC Systems which would allow targeted Service Requests to be processed than other Service requests in the DCC Systems.
2	To deliver Service Request prioritisation to the CSP networks.

This document contains requirements for multiple solution options, and an assessment for each option is to be provided. The table below summarises the requirements that make up each solution option:

Solution Options		
Option	Req. 1	Req. 2
Option 1	✓	
Option 2	✓	✓

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 (SMETS)1 and SMETS2 Devices.

2.2 Requirement 1: To introduce a 'Prioritisation Mechanism' into the DCC Systems which would allow targeted Service Requests to be processed than other Service requests in the DCC Systems.

The Proposed Solution would establish a 'Prioritisation Mechanism' into the DCC Systems that can categorise Service Requests into 'Priority' and 'General' depending on the urgency their overall importance to being processed quickly. The targeted DCC Systems would be the Data Service Provider (DSP). A 'Priority' Service Request would be fast-tracked in any queues so that they are resolved ahead of any other 'General' Service Requests which will still continue be processed, but at a slower rate than would have otherwise been the case. Early requirements workshop discussions have acknowledged that this queue will have a limited capacity.

The 'Prioritisation Mechanism' would have a list of Service Requests that would be deemed as 'Priority' to separate them from 'General' Service Requests. This list needs to be configurable so that Service Requests can be added and removed with relative ease. This list will be defined and agreed during the Modification Proposal's Refinement period, and will take account of the consumer representative and Panel Sub-Committee views.

An optional part of this requirement would be whether this 'Prioritisation Mechanism' should be given its own dedicated resources or infrastructure to allow it to continue to operate if the 'General' lane(s) became overloaded.

2.3 Requirement 2: To deliver Service Request prioritisation to the CSP networks.

The Proposed Solution would include Service Request prioritisation at a Communication Service Provider (CSP) level. The outcome would be so that it provides further filtration of priority Service Requests, where alongside the DSP level prioritisation it will ensure the 'Prioritisation Mechanism' has the most time critical Service Requests processed fastest and delivered to the corresponding Home Area Networks (HANs). By providing the Service Request prioritisation at both CSP and DSP levels, it will ensure that the technical architecture is as fully capable as it is possible for the DCC Systems to be in prioritising and fast-tracking time critical Service Requests.

3. Solution options

This section outlines the solution options for this Modification Proposal. It provides detailed information on the two variants of the proposed solution for the business requirements contained in Section 1 of this document.

3.1 Option 1

The Proposed Solution for Option 1 consists only of Requirement 1, which would provide Service Request prioritisation at a DSP level. This option would likely be simpler and more cost effective to implement, due to only impacting the DSP part of the DCC Systems.

3.2 Option 2

The Proposed Solution for Option 2 consists of Requirements 1 and 2, which would provide Service Request prioritisation at both a CSP and DSP level. This option will cost more than the alternative Option 1, but would provide a superior Service Request prioritisation by being able to filter across two levels within the DCC Systems.

4. Glossary

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

Glossary	
Acronym	Full term
CSP	Communication Service Provider
DCC	Data Communications Company
DSP	Data Service Provider
HAN	Home Area Network
SMETS	Smart Metering Equipment Technical Specifications