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Paper Reference:	TABASC_63_0403_06
Action:	For Information

SECMP0028 ‘Prioritising Service Requests’ Business Requirements

1. Purpose

The purpose of this document is for the Technical Architecture and Business Architecture Sub Committee (TABASC) to assess and agree that the following business requirements are suitable for [SECMP0028 ‘Prioritising Service Requests’](#) Business Requirements. This SEC Modification Proposal is currently undergoing the Refinement Process, and following an action by the Working Group, the business requirements are to be agreed by the TABASC before proceeding to a Preliminary Assessment.

2. Overview of SECMP0028

Issue

Periods of high Service Request volumes going through the DCC Systems will result in Service Request queuing and increased processing times. As a consequence, energy consumers may be adversely impacted. This is because increased processing times for Service Requests driven by energy consumers (prepayment meter tops ups) could cause consumers being off supply for longer periods than necessary.

Outcome of Business Requirements workshop

At the Business Requirements workshop we discussed potential solutions for this modification. One of these was 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 business requirements contain two solution variants, one which will apply Service Request prioritisation at a Data Service Provider (DSP) level, and the other which will provide this prioritisation at a Communication Service Provider (CSP) and DSP level. The Service Request priority would allow targeted Service Requests to be processed faster than other Service Requests which would be queued. For clarity, these queued Service Requests would not be discarded. The targeted Service requests would be agreed during the Refinement period and would be configurable so that Service Requests could be added and removed from this ‘Prioritisation Mechanism’.

This solution will be applied to Smart Metering Equipment Technical Specifications (SMETS)1 and SMETS2 Devices.

3. Business Requirements

Following a requirements workshop, a set of business requirements were created to raise the one key deliverable outcome, and one optional requirement that would provide a more comprehensive Service Request prioritisation, provided industry is happy to accept additional cost, lead time and complexity.

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.

The full details of the business requirements can be found in Appendix A.

4. Next Steps

The business requirements will be submitted for Preliminary Assessment once they are deemed satisfactory.

5. Recommendations

The TABASC is requested to:

- **REVIEW** the details of the issue;
- **REVIEW** the Solution Option discussed in the Business Requirements workshop; and
- **AGREE** the SECMP0028 business requirements produced following the Business requirement workshop.

Harry Jones

SECAS Team

25 February 2021

Attachments:

Appendix A: SECMP0028 Business Requirements v0.6