

SEC Modification Proposal, MP0166, DCC CR4455

Adverse Weather Planned Maintenance Process Preliminary Impact Assessment (PIA)

Version:	0.3
Date:	16th November, 2021
Author:	DCC
Classification:	DCC Public

Contents

1	Executive Summary	3
2	Document History	4
2.1	Revision History	4
2.2	Associated Documents	4
2.3	Document Information.....	4
3	Context and Requirements.....	5
3.1	Context	5
3.2	Business Requirements for this Modification	6
3.3	Solution Notes	7
4	Description of Impacts and Solution	8
4.1	DSP Impact.....	8
4.2	CGI Instant Energy Impact	8
4.3	CSP North Impact	9
4.4	CSP South and Central.....	9
4.5	Secure	10
4.6	Cap Gemini.....	10
5	Timescales, Costs and Charges	11
5.1	Design, Build, and Testing Cost Impact.....	11
5.2	Application Support.....	11
5.3	Impact on Charges	11
6	Risks, Assumptions, Issues, and Dependencies	13
6.1	Risks.....	13
6.2	Assumptions.....	14
6.3	Issues	15
6.4	Dependencies	15
6.5	Exclusions.....	16
6.6	Requested Clarifications.....	16
	Appendix A: Glossary	17

1 Executive Summary

The Change Board are asked to approve the following:

- Total cost to complete the Full Impact Assessment of £29,769.
- The timescales to complete the Full Impact Assessment of 40 days
- ROM costs for MP0166, up to the end of Pre-Integration Testing (PIT) of £10,000

Note there are significant Application Support (post Go Live) charges and Contract Schedule changes associated with this Modification.

Recommended implementation time is one month after approval.

Problem Statement

Many SEC Parties, predominantly Suppliers and Distribution Network Operators (DNO), have measures in place to support their consumers during adverse weather conditions reported by the Meteorological Office. However, currently there is no defined process that allows the DCC to postpone High Impact Planned Maintenance activities due to adverse weather conditions. The DCC would like the capability to postpone these activities to reduce the risk of impacting consumers, and for those works to be rescheduled at the earliest convenience without them being treated as Unplanned Maintenance. A trial of the planned process was completed in September 2021.

Benefits

The DCC does not have an agreed process with the Service Providers for postponing previously approved Planned Maintenance activities. This creates an unnecessary risk for consumers, who might be affected in the event of an outage during periods of adverse weather.

Any new process would reschedule the postponed activities as close as possible to the original window, which in turn, would reduce the impacts on other DCC processes, such as testing and other Planned Maintenance activities, and on SEC Parties who are expecting changes to be made.

2 Document History

2.1 Revision History

Revision Date	Revision	Summary of Changes
15/10/2021	0.1	Initial version, internal DCC review
22/10/2021	0.15	Updated with CapGemini entry
15/11/2021	0.3	Internal review complete

2.2 Associated Documents

This document is associated with the following documents:

Ref	Title and Originator's Reference	Source	Issue Date
1	MP166 Business Requirements v0.2	SECAS	10/09/2021
2	MP166 Preliminary Assessment Request	SECAS	10/09/2021
3	MP166 Modification Report - v0.4	SECAS	10/09/2021

References are shown in this format, [1].

2.3 Document Information

The Proposer for this Modification is Darren Robbins from the DCC. The original proposal was submitted on 1st June 2021.

The Preliminary Impact Assessment was requested of DCC on 10th September 2021.

The Business Requirements are included from document [1].

3 Context and Requirements

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

The context, and issue statement, and requirements following have been provided by SECAS and the Proposer.

3.1 Context

The DCC undertakes regular Planned Maintenance on their systems to deliver change and other regular maintenance activities to ensure the efficient operation of their services. Currently there is no defined process that allows the DCC to postpone High Impact Planned Maintenance activities due to adverse weather conditions. Although there have been no instances where activities as part of a DCC Planned Maintenance window have resulted in loss of DCC Services during a period of adverse weather, this is seen as a risk to the consumer who will be impacted in the event of a DCC Service outage.

The DCC would like the capability to postpone these activities to reduce the risk of impacting consumers, and for those works to be rescheduled at the earliest convenience without them being treated as Unplanned Maintenance. The DCC has recently conducted a trial for this process under derogation from the SEC Panel. This trial began in January 2021 and completed in September 2021.

Currently, there are two categories of Planned Maintenance defined in the SEC: Low Impact and High Impact.

High Impact Planned Maintenance is as where one or more of the following is disrupted:

- i. end-to-end communications between Users and Communications Hubs in either direction
- ii. Install and Commission (I and C) activities
- iii. previously scheduled Smart Metering Equipment Technical Specification (SMETS) 1 migrations

If there is an adverse weather forecast which coincides with a scheduled High Impact Planned Maintenance Window, the DCC currently has no mechanism for delaying the Planned Maintenance activity and therefore should continue with deployment of services. This creates an unnecessary risk of affecting consumers associated with that maintenance window during periods of adverse weather.

Many SEC Parties, predominantly Suppliers and DNOs, have measures in place to support their consumers during adverse weather conditions reported by the Meteorological Office, so this type of mitigation is common practice. However, the DCC does not have a similar agreed process with the Service Providers for postponing previously approved Planned Maintenance activities. This creates an unnecessary risk for consumers, who might be affected in the event of an outage during periods of adverse weather. For example, if there is an interruption to end-to-end communications, then a consumer may be unable to activate a prepayment top up, leaving them without supply in a period of adverse weather.

For the DCC to develop an efficient postponement process for adverse weather, the activities that would be postponed need to be able to be rescheduled as close as possible to the original window. This is to reduce the impacts on other DCC processes, such as testing and other Planned Maintenance activities, and on SEC Parties who are expecting changes to be made. SEC Section H8.4A states that “*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.”*

This means that if a High Impact Planned Maintenance window was to be postponed, the DCC would not be able to re-plan the works for a further 20 working days or would have to treat the outage as Unplanned Maintenance. Any Unplanned Maintenance activity has a direct impact on the DCC's Operational Performance Regime (OPR) reporting for service availability, which is financially incentivised.

The lack of a process to postpone Planned Maintenance in the event of adverse weather is creating unnecessary risk to DCC Services, consumers, and the SEC Parties whose processes rely on DCC Services. SEC Parties (Suppliers and DNOs) also have their own risks related to adverse weather and a DCC outage (even if previously planned) may increase the level of risk for consumers.

The DCC undertook a trial of a solution that resolves this issue. The DCC worked with the Operations Group (OPSG), inviting views from members to develop a process in consultation with them. The process is invoked only when there are amber or red weather warnings from the Meteorological Office that coincide with the Planned Maintenance window. There are two fallback dates for each window, the first 48 hours later, and the second seven days later. The decision to invoke the process can be taken up to a week in advance, more likely to be 48 hours in advance. In some instances, the decision may be taken minutes prior to a planned maintenance activity being started. The trial began in January 2021 under derogation from the SEC Panel and completed in September 2021.

3.2 Business Requirements for this Modification

This section contains the definitions, considerations and assumptions for each business requirement as provided by the Proposer and SECAS.

1. The DCC is to be able to postpone and reschedule High Impact Planned Maintenance for adverse weather without having them treated as Unplanned Maintenance

The DCC will assess the impacts of any amber or red weather warnings published by the Met Office. The adverse weather process will only affect High Impact Planned Maintenance windows. The DCC will be able to decide whether to proceed or postpone all works within the window. The DCC will not be able to proceed with certain maintenance works and postpone others.

2. The DCC is to provide fallback dates in line with timescales for Planned Maintenance

The timescales which the DCC are required to provide dates for Planned Maintenance are codified within the Smart Energy Code (SEC). High Impact Planned Maintenance windows must be notified to Service Users 20 working days in advance. The DCC must adhere to the same timescales to provide the fallback windows for potential postponed maintenance windows. These are currently being proposed as 48 hours, and seven days after each High Impact Planned Maintenance window. These potential fallback windows will be communicated out with the initial Planned Maintenance notification.

3. The DCC is to proactively communicate any changes to Planned Maintenance as a result of adverse weather with Service Users

The DCC must communicate in writing with Service Users to advise of a postponement, and to confirm the rescheduled maintenance window. Wherever possible this will be made 24 hours in advance of the maintenance window. However, the DCC must maintain the ability to postpone at any time to be able to react to updated weather reports from the Met Office.

4. The DCC is to report on instances of invocation to Operations Group (OPSG)

The DCC must report to the OPSG any instances where the adverse weather process is invoked. This report must contain the justification for the decision, detail of any communication issued and timescales, and any known benefits, impacts or issues to Users or consumers by the decision to move the Planned Maintenance activity.

3.3 Solution Notes

Met Office amber or red weather warnings would trigger the adverse weather process. This will start with a meeting between the DCC and its Service Providers to determine the level of risk and to come to a joint decision as to whether to postpone or proceed with the maintenance, although the DCC would have the final say.

A red weather warning come with a “risk to life” notice and on those occasions there would always be a postponement. This is not dependent on where the warning is applied within Great Britain.

4 Description of Impacts and Solution

4.1 DSP Impact

The DSP response and associated ROM pricing for this Modification is based on the most common circumstances whereby it will be possible to re-arrange a maintenance release without any consequential impacts or scheduling constraints e.g., achievement of a critical project milestone.

DSP will, on being notified by DCC of the delay of a Maintenance Release due to adverse weather, use reasonable endeavours to support a rescheduled release within the published alternative 48 hour or seven day slot (in line with Requirement 2 above).

The full impact of such a delay will depend on the timing of the notification given by DCC of said delay but for the purposes of this PIA is assumed to be twenty four (24) hours' notice (in line with Requirement 3 above).

These activities are expected to include, but may not be limited to:

- Updates to documentation
- Repeating any deployment preparation work already carried out
- Resubmission of all new paperwork and approval of new date at Change Acceptance Boards
- Management and co-ordination of multiple DSP teams involved in the deployment process
- Impact assessing any knock-on effects of the delay e.g. highlighting any changes that may occur between the original and re-scheduled dates
- Extension of workarounds in production required in lieu of fixes / changes in the release
- Additional governance and attendance at further meetings that go with such a decision
- Rearranging resources to work for the amended out of hours timeslots

Whilst DSP will make reasonable endeavours to make its resources available on the alternate maintenance window slots, this will not always be possible due to the availability of the Subject Matter Experts required and the nature of the timing of the DCC deployments e.g. out-of-business hours. Where such an event occurs, DSP will engage with DCC to agree an appropriate plan of action.

No impacts on Security and Infrastructure are anticipated.

4.2 CGI Instant Energy Impact

CGI Instant Energy (CGI IE) is a SMETS1 Service Provider and have noted the following activities are required to support the delayed deployment, but may not be limited to:

- Updates to documentation
- Repeating any deployment preparation work already carried out
- Resubmission of all new paperwork and approval of new date at Change Acceptance Boards
- Management and co-ordination of multiple CGI IE teams involved in the deployment process
- Impact assessing any knock-on effects of the delay e.g. highlighting any changes that may occur between the original and re-scheduled dates
- Extension of workarounds in production required in lieu of fixes / changes in the release
- Additional governance and attendance at further meetings that go with such a decision

Whilst CGI IE will make reasonable endeavours to provide resources for alternate maintenance window slots, this may not always be possible due to the availability of the Subject Matter Expert (SME) required and the nature of the timing of the DCC deployments e.g. out of business hours. Where such an event occurs, CGI IE will engage with DCC to agree an appropriate plan of action.

4.3 CSP North Impact

CSP North identified that there may be impacts on their Service and Operations teams.

- Schedule 1 – Definitions
- Schedule 2.1 - DCC Requirements
- Schedule 2.2 - Performance Measures
- Schedule 6.1 - Implementation Planning
- Schedule 7.1 - Charges and Payment

Schedule 2.2, under appendix 5 Outline Performance Monitoring Approach, Section 2, the DCC Service Management System (DSMS) is expected to be the data source for the calculation of PM10 (Planned Maintenance). Post implementation of this Modification the calculation of PM10 will need to take the category of Planned Maintenance into consideration as the requirements and Performance Measures will differ between the 'low' and 'high' cases. The DSMS as the source of the data for PM10 will need to be modified to collect and provide the category type for each Planned Maintenance request.

4.4 CSP South and Central

CSP South and Central (CSP S and C) has identified immediate costs, and are advocating the formation of a permanent team to support Planned Maintenance changes and potential delays due to adverse weather. The changes would include:

- Define and document an end to end process covering handling of planned maintenance windows which are impacted by adverse weather condition scenarios.
- Provision of additional resources to support high impact maintenance windows on an ongoing basis for scenarios where the original scheduled maintenance window is postponed due to adverse weather conditions. These resources cover the following roles:
 - Project / Programme managers
 - Change managers
 - IT and Network systems platform SMEs
- Subject matter experts covering the following areas, for both the application development (supporting delivery of new functionality or Change Requests) and application operations (supporting ongoing functionality already deployed in the live system) areas:
 - System infrastructure team
 - Back end support platform teams

4.5 Secure

For context, Secure has supported DCC the delay in deployment due to adverse weather during past instances and will continue to make reasonable endeavours to support DCC with this CR as much as possible barring the Exceptional Scenarios (see Secure Assumption 2, below).

If there are any changes on Secure RP and Secure IP5b software components then Secure is willing to support the deployment at the later stage based on the DCC provisioned windows. Secure will have to re-align the resources which indeed requires the notification to the resources booked for the deployment purposes.

If there are any changes planned on Secure SMSO software components then:

- Case-1 (Current state: project is not yet live/implemented): The Secure SMSO instance is shared between DCC and Secure's BAU customers; and Secure has an obligation to inform its BAU customers of the planned maintenance at least 14 days in advance. In such a scenario, Secure may or may not be able to align with (revised) DCC provisioned deployment date. In such cases, Secure shall only be able to confirm to DCC at that point in time aligning with its Customers.
- Case-2 (Future state (date tbc): project is implemented): Secure SMSO instance will only have DCC as a customer. Secure will then be able to support the deployment at the later stage based on the DCC provisioned windows. Secure will have to re-align the resources which requires the notification to the resources booked for the deployment purposes.

For other components (Datacenter Services, SIEM Services, and Communication Services), Secure is in discussions with its subcontractors to get their feedback, and will confirm the opinion in the Full Impact Assessment.

4.6 Cap Gemini

CapGemini do not believe that an Impact Assessment is required for this CR as their contractual Agreement with DCC already caters for this event. Costs would be evaluated on a per-event basis.

5 Timescales, Costs and Charges

Whilst there is no system changes or application uplift required as part of this change or the need to test the proposed new process in any test environment, DSP would recommend that any formal request to utilise the new process in Production is not made until at least one (1) month following formal change approval and a signed CAN to allow Service Providers the opportunity to set expectations with resources and also to not disrupt any immediate upcoming maintenance release plans.

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

The Rough Order of Magnitude cost (ROM) shown below typically describes indicative costs to implement the functional requirements as assumed above. As a result the final price may result in a variation.

5.1 Design, Build, and Testing Cost Impact

	DB PIT ROM	App Support	FIA
CGI	nil	£10-20k per postponement	£6288
CGI IE	nil	£5-10k per postponement	£3431
CSP North	nil	not indicated	£6978
CSP S and C	£10000	£150000 (5 postpones per year)	£12982
Secure	nil	nil if delay less than 2 weeks	nil
CapGemini	nil	£tbd in FIA	nil

The DSP and CGI IE Service Providers have provided a ROM based on one postponement per year. The understanding is that the costs are effectively Application Support costs and a new Purchase Order is required for each incident.

The Service Providers have indicated they can provide a Full Impact Assessment within 40 working days at a total of **£29,769**.

5.2 Application Support

The DSP and CGI IE costs are indicative for one incident per year. Additional incidents would be charged at the same, or similar, amount.

CSP South and Central have included an application support cost of £150,000, per annum, based on five postponements. They have indicated this Modification will require a permanent team specifically assigned to High Impact Maintenance Releases. The CSP S and C service end date is 31/10/28.

5.3 Impact on Charges

This section describes the potential impact on Charges levied by DCC in accordance with the SEC.

CSP North indicated that subject to further review as part of the FIA it is anticipated that the following contract Schedules may require amendment:

- Schedule 1 – Definitions
- Schedule 2.1 - DCC Requirements

- Schedule 2.2 - Performance Measures •
- SM7 – Operational Change Policy
- PM2.2 will need to be updated following the implementation of this change

CSP S and C indicated the following contract schedules are expected to be amended:

- Schedule 2.2 – to reflect changes to the PM10 measures in case there are any additional exceptions to add as a result of maintenance window reschedules due to adverse weather conditions.
- Schedule 6.1 – to include delivery Milestones in relation to this Modification.
- Schedule 7.1 – to reflect any payments under this Change Request and to include payment milestones. Possible alteration of the cap on the capability transaction charges for T1 and T2. Such cap and change in charging to take place only from the point of Operations Acceptance of CR4455 functionality.
- Updates to performance measure PM10 (Notification of Planned Maintenance events within required target) to include additional exceptions in relation to impacts due to replanning of maintenance windows due to adverse weather conditions.

Where a delay to a release results in **Secure** being unable to meet elements of its Service Levels, then for the period of that delay, and to the extent that it is reasonable to ascribe the failure to meet those Service Levels to that delay, Secure will not be held liable for those Service Levels.

For the following components, Secure can confirm at this stage that it will absorb any cost impacts for delays of up to two weeks, and for longer delays Secure reserves the right to seek any cost impacts for the core components (Secure RP, Secure IP5b, Secure SMSO) it cannot reasonably mitigate. For the following components, Secure will provide the commercial impacts in the FIA:

- Datacentre Services
- SIEM Services
- Communication Services

6 Risks, Assumptions, Issues, and Dependencies

In the following sections, Risks, Assumptions, Issues, and Dependencies have been identified, as well as Exclusions from scope, and requested clarifications.

It is possible that further RAID will be established as part of the Working Group reviews and the FIA.

6.1 Risks

Ref.	Description	Accept?
MP166-RT01	Due to the need for specialist skilled resources to support the planned high maintenance windows, there is a risk that these resources may not always be available at short notice in the event that a high maintenance window is postponed due to adverse weather conditions. This may be due to holiday periods, training courses or other high priority issues that these resources may need to support. If CSP S and C is unable to provide the appropriate level of cover during these alternate windows, it may need to be deferred again resulting in further congestion of the planned maintenance windows.	
MP166-RT02	In the event a high maintenance window involving a failover gets rescheduled due to an adverse weather situation, the corresponding fallback window may need to be rescheduled as well resulting in further congestion of the planned maintenance windows.	
MP166-RT04	In the case of the change management resources involved in supporting maintenance windows, the team involved will have to undertake the additional activities related to replanning a postponed high maintenance window due to adverse weather conditions. This means that existing items in their work may need to be de-prioritised to accommodate the replanning activities and may lead to a delay in the delivery of the de-prioritised items.	
MP166-RT05	In the event that a maintenance window that is rescheduled to two days after the initial planned window is deferred again due to adverse weather conditions, it would mean that the next possible window would be one week after the initial planned window. This would then fall on the same date as a low impact window where combining the changes from a high impact window is going to increase delivery risk along with introducing congestion in the schedule.	
MP166-RT06	There may be scenarios where a rescheduled window will coincide with a date where there are CSP S and C internal changes planned on shared infrastructure. CSP S and C may be unable to resolve that potential scheduling conflict and will then be unable to move ahead with the DCC-L rescheduled window, which will have further impact to the change schedule.	
MP166-RS07	Secure's Service Providers are catering some planned maintenance activity which is being impacted across its other Customers/Clients. In such exceptional scenarios, they may not be able to cater the deployment and planned activity at a later stage. Secure shall be able to confirm on this risk at the impact assessment stage.	

MP166-RS08	There can be scenarios where physical visit to the data centre is required or logistics is involved, in such cases, planning the deployment at the later stage may need to be reviewed on case-to-case basis. In such cases, Secure may have to pay its Service Providers for being available on stand-by if changes are deferred.	
------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

6.2 Assumptions

Ref.	Area	Description	Accept?
MP166-AD01	Applies to DSP and CGI IE	As per Business Requirement 2, it is assumed that only two alternate slots (48 hour and seven (7) days) are being considered for this process i.e. any other delays would fall back to a future High Maintenance window.	
MP166-AD02	Applies to DSP and CGI IE	As per Business Requirement 1, it is assumed that DCC would postpone all changes from all providers within the window and therefore no consideration has been given to costs associated with inter-dependencies between Service Provider releases.	
MP166-AD03		It is assumed that the rescheduled release will be not be carried out on a weekend or Bank Holiday.	
MP166-AT04		CSP S and C assume there will be an average of two adverse weather events for the period of Oct-Dec, a further two adverse weather events for the period Jan-Mar and an additional event for other times of the year, making five in total for the year.	
MP166-AT05		Based on recent patterns, it is assumed that there are approximately 21 high maintenance windows that will occur during the year.	
MP166-AT06		It is assumed that CSP S and C personnel will be required to support rescheduled high maintenance windows on day 2 or day 7 after the original planned window in the event that the original planned window is deferred due to adverse weather conditions.	
MP166-AT07		It is assumed that CSP S and C will need to include additional exceptions in the PM10 definition to accommodate the fact that a maintenance window was postponed due to adverse weather conditions. The exclusions will need to be agreed with DCC.	
MP166-AT08		It is assumed that DCC-L will communicate a second set of high impact maintenance windows to SEC and that these will also be visible to CSP S and C. Therefore, there should be a release schedule in place for the next 12 months showing high impact windows and secondary high impact windows should any initial window have to be pulled due to adverse weather.	
MP166-AT09		It is assumed that there will be a documented process with timescales including a checkpoint call, which would be convened by DCC-L involving CSP S and C so that there can be a collective consideration of the risk of deployment versus the risk of not deploying change if the window was pulled due to adverse weather.	
MP166-AT10		It is assumed that all SMETS 1 and SMETS 2 Service Providers share the same high impact window and	

		therefore all service providers have to use the same rescheduled change window due to adverse weather.	
MP166-AA11		CSP North has assumed this Modification does not change the Maintenance Window duration.	
MP166-AA12		CSP North assumes that there are no changes to the deployment strategy and tasks	
MP166-AA13		CSP North assumes no additional reporting is required	
MP166-AS14		Secure assumes that DCC will notify of such cases ASAP to Secure so that Secure can manage its team and service providers pro-actively and plan the resources accordingly. Secure assumes this notification would at least 24 hours in advance (<i>barring the Exceptional Scenarios, below</i>).	
MP166-AS15		Exceptional Scenarios: There can be exceptional scenarios (security changes, etc.) where planned deployment cannot be deferred. Examples include, but are not limited to, security-driven changes to the S1CSP, or to the SMSO under Case 1 (above). These scenarios occur very infrequently, and will be managed on a case-to-case basis. In such a case, Secure assumes DCC will make reasonably endeavours to approve the deployment of the changes by Secure and its subcontractors.	
MP166-AC16		CGI IE SMSO Maintenance Releases are excluded from this process as their releases are already carried out at different timescales and are subject to approval from other users and not just the DCC.	

6.3 Issues

Ref.	Description	Status
MP166-TD3	Due to the nature of maintenance windows and the fact that each maintenance window is unique based on the in scope changes involved for that window, the teams required to support these windows can vary. This means that advance provision has to be made for resources which may possibly be impacted due to a rescheduled change window and may not end up actually used during the actual change window. For example, additional Orchestration system SME support has to be priced in for the possibility of a change window being postponed when a specific change window may not have any Orchestration system impacts at all. As a result the charges for this Modification might not constitute value for money for DCC-L.	

6.4 Dependencies

Ref.	Description	Recommended action
MP166-TD1	As per assumption MP166-AT04, there is a dependency on DCC-L agreeing in writing that the inclusion of exceptions can be in place for PM10 related to Adverse Weather issues that are beyond the control of CSP S and C.	CSP S and C's PA response and associated costs are based on the inclusion of MP166-AT04. If not agreed, the costs and scope would need to be revised.

6.5 Exclusions

MP166-ED1	Any costs associated with carrying out application changes or re-builds required as a result of the delay (e.g. due to dependencies with other releases that may occur between the original and new dates) are excluded from this assessment as they would need to be assessed on a case-by-case basis.
MP166-ED2	Any costs associated with wider programme deliverables / milestone payments not being met are excluded from this assessment.
MP166-EG3	CGI IE SMSO Maintenance Releases are excluded from this process as their releases are already carried out at different timescales and are subject to approval from other users and not just the DCC.

6.6 Requested Clarifications

Reference	Clarification requested	Impact
MP166-CC1	(DSP and CGI IE) The proposed mechanism and process that will be used by all parties for those releases that are delayed	
MP166-CC2	(DSP and CGI IE) The charging mechanism for any such event e.g. a standard charge per event with an option of detailing any exceptional costs where non-standard circumstances exist	
MP166-CC3	(DSP and CGI IE) The mechanism and process for the recovery of third party costs, incurred as part of a re-scheduling of the release, which cannot be sized ahead of the adverse weather impact itself.	
MP166-CC4	(DSP and CGI IE) Whether or not the 48 hour or seven (7) day alternate release dates could fall on a weekend or public holiday.	
MP166-CT5	Agreement in writing as per assumption MP166-AT1 that the inclusion of exceptions can be in place for PM10 related to Adverse Weather issues that are beyond the control of CSP S and C.	CSP S and C PIA response and associated costs are based on the inclusion of MP166-AT4. If not agreed, the costs and scope would need to be revised.

Appendix A: Glossary

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

Acronym	Definition
CGI IE	CGI Instant Energy
CSP	Communication Service Provider
CSP S and C	CSP South and Central
DCC	Data Communications Company
DCO	Dual Control Organisation (Capgemini)
DON	Distribution Network Operators
DSMS	DCC Service Management System
DSP	Data Service Provider
FIA	Full Impact Assessment
OPR	Operational Performance Regime
OPSG	Operations Group
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
SME	Subject Matter Expert
SMETS	Smart Metering Equipment Technical Specification
SP	Service Provider
SR	Service Request
SRV	Service Request Variant
UIT	User Integration Testing