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MP155 ‘Communications Hub Re-Flash’

Business requirements – version 0.4

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 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	Smart Energy Code (SEC) Parties shall notify DCC when they want to re-flash Communications Hubs
2	DCC shall notify SEC Parties whether their request for re-flashing has been accepted or rejected
3	DCC shall confirm to SEC Parties authorisation of Communications Hub re-flash
4	SEC Parties shall send authorised Communications Hubs to DCC
5	DCC shall accept/reject delivery of Communications Hubs sent to DCC
6	DCC shall re-flash accepted Communications Hubs
7	DCC shall notify SEC Parties of successful Communications Hub re-flashing and re-delivery
8	SEC Parties shall notify DCC of any amendments to re-delivery
9	DCC shall re-deliver re-flashed Communications Hubs to SEC Parties
10	DCC shall update the Data Service Provider (DSP) inventory systems to map the new firmware version to the Communications Hub Global Unique Identification (GUID)

2. Considerations and assumptions

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

2.1 General

This solution will only be applicable to Communications Hubs that have remained within the SEC Parties stores and remain in their original packaging. Guidance on re-flashing Devices has previously been developed and approved by the Security Sub-Committee (SSC) in conjunction with industry and any 'flashing' of Communications Hubs must comply with this guidance.

2.2 Requirement 1: SEC Parties shall notify DCC when they want to re-flash Communications Hubs

The Proposed Solution will require the DCC to design a mechanism for SEC Parties to notify the DCC of the Communications Hubs they want to be re-flashed to the latest available firmware version. This notification should have relevant fields to account for how many Communications Hubs will be listed for re-flash and to specify:

- the GUID
- the firmware version
- the make and model of any such Communications Hubs
- the Delivery Location required for re-delivery.
- The Delivery Date and Delivery Window required for re-delivery.

The SEC Party shall ensure that all Communications Hubs are "Pending" in the SMI.

2.3 Requirement 2: DCC shall notify SEC Parties whether their request for re-flashing has been accepted or rejected

The Proposed Solution will require the DCC to design a mechanism for the DCC to notify the SEC Party of whether the Communications Hub re-flash request has been accepted or rejected.

- Accepted shall mean that the request will be fulfilled with no amendments to the information provided i.e. location and date
- Rejected shall mean that the request requires amendment prior to acceptance. E.g. the location or date needs amending.

Where a request has been rejected, the DCC shall set out the reasons why the request has been rejected. The SEC Party shall then send an amended notification in accordance with Business Requirement 1. The rejection reasons will include, but are not limited to:

- Communications Hub not in a 'pending' State
- Communications Hub assigned to different Service User
- Wrong Communications Service Provider (CSP) or Facility location

- Missing Data
- Delivery Address Issues (I/e not a listed location)
- Incorrect Packaging / Clear Damage

2.4 Requirement 3: DCC shall confirm to SEC Parties authorisation of Communications Hub re-flash

The DCC shall develop a mechanism to confirm authorisation of a Communications Hub re-flash. Upon acceptance of SEC Party notification, the DCC shall confirm authorisation to the submitting SEC Party providing the following information:

- A unique booking reference
- Confirmed location for delivery
- Confirmed date and timeslot for delivery
- Delivery reference number
- Any changes to the DCC contact details for the purpose of this re-flash

Along with authorisation the DCC shall send a printable label for each delivery.

2.5 Requirement 4: SEC Parties shall send authorised Communications Hubs to DCC

SEC Parties will be required to ensure that all Communications Hub sent to the DCC are in the same packaging to that in which a Communications Hub was originally packaged, not exceeding the maximum number of Communications Hubs per carton and cartons per pallet as set out in SEC Appendix H 'Communications Hub Support Materials'.

SEC Parties shall be required to produce a document along with the Communications Hubs that contains a minimum of the following information:

- Booking reference as supplied by the DCC in authorisation
- Sent date and delivery time
- Party signifier
- List of all GUIDs being sent
- (where one or more pallets are to be sent) the pallet identifiers for each pallet

SEC Parties shall also attach the printable label provided by the DCC along with the authorisation on each pallet and each carton (where a carton is not part of a pallet).

Where SEC Parties cannot meet the agreed delivery time, they shall notify the DCC of their expected time of arrival. The DCC shall then confirm to the Party that the DCC is either able, or unable, to accept the late delivery. Where the DCC is unable to accept the delivery, the DCC shall notify the Party of the full range of available delivery dates and times.

Liability of the Communications Hubs shall transfer to the DCC on commencement of unloading (where unloading by the DCC) or on completion of unloading (where unloaded by the SEC Party).

2.6 Requirement 5: DCC shall accept/reject delivery of Communications Hubs sent to DCC

The Proposed Solution requires the DCC to review the delivery of Communications Hubs. The DCC shall be able to carry out the following:

- Assessment of pallets against those recorded under the re-flash request
- Checks between the GUIDs received against those listed under the re-flash request
- Check that the number of Communications Hubs returned matches the number of GUIDs listed in the re-flash request

Where the DCC rejects the delivery in whole or part, the Party shall submit a new request and rearrange delivery following the procedure set out above.

The DCC shall be required to develop a mechanism to notify Parties of an accepted or rejected delivery in whole or in part.

2.7 Requirement 6: DCC shall re-flash accepted Communications Hubs

The Proposed Solution requires the DCC to develop a mechanism to re-flash accepted Communications Hubs to the latest version of firmware available for the Communications Hub.

The DCC shall also develop a process for Communications Hubs that cannot be re-flashed. This process shall require the DCC to complete Fault Analysis on the Communications Hubs and provide a Fault Analysis Report to the SEC Party. Where Communications Hubs are damaged in such a way that a Fault Analysis Report is not possible, a manual report shall be provided.

SEC Parties will be credited for any Communications Hubs that are accepted at delivery but are not able to be reflashed. It will not be possible for the DCC to provide replacement Communications Hubs. It is expected that this scenario will happen at such low volume that it will not affect the ability to redeliver in the same carton or pallet.

2.8 Requirement 7: DCC shall notify SEC Parties of successful Communications Hub re-flashing and re-delivery

The Proposed Solution requires the DCC to develop a mechanism to notify the SEC Party of the successful re-flashing of sent Communications Hubs and the proposed re-delivery of those assets. The DCC should be required to re-deliver within a defined SLA (to be agreed as part of Refinement).

The notification shall include:

- The number of successful re-flashed Communications Hubs and the corresponding GUIDs
- The number of unsuccessful Communications Hubs (if any) and the corresponding GUIDs
- The Delivery Date and associated Delivery Window that is within Working Hours
- The Delivery Location as per the one specified in the re-flash notification.

2.9 Requirement 8: SEC Parties shall notify DCC of any amendments to re-delivery

The Proposed Solution requires SEC Parties to notify the DCC of any amendments required to the proposed Delivery Date, Delivery Window, and/or Delivery Location as notified in the re-delivery notification. This will need to be notified within a defined SLA (to be agreed as part of Refinement).

2.10 Requirement 9: DCC shall return re-flashed Communications Hubs to SEC Parties

The Proposed Solution requires DCC to develop a process to return Communications Hubs to the same SEC Party that requested the re-flash. The DCC will confirm the following delivery details with the SEC Party:

- The Delivery Date and associated Delivery Window that is within Working Hours
- The Delivery Location as per the one specified in the re-flash notification.

The DCC will provide new Advanced Shipment Notifications (ASNs) for all deliveries through SharePoint.

Liability of the Communications Hubs shall transfer to the SEC Party on commencement of unloading (where unloading by the SEC Party) or on completion of unloading (where unloaded by the DCC).

2.11 Requirement 10: DCC shall update the DSP inventory systems to map the new firmware version to the Communications Hub GUID

Prior to redelivery of the Communications Hubs the DCC will update the DSP to reflect that the Communications Hubs have been updated onto a new firmware version.

3. Solution options

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

3.1 Delivery sizes

It is expected that any returns of Communications Hubs will be in their original packaging. However, SEC Parties have queried whether deliveries must be made as a full pallet, or whether smaller quantities could be returned, such as at a carton level. Options and capability for different delivery sizes should be considered within the DCC Preliminary Assessment.

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
ASN	Advanced Shipment Notification
CSP	Communications Service Provider
DCC	Data Communications Company
DSP	Data Service Provider
GUID	Global Unique Identification
SEC	Smart Energy Code
SLA	Service Level Agreement
SMI	Smart Meter Inventory
SSC	Security Sub-Committee