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MP137 ‘Sharing information on Defects and Issues’.

Business requirements – version 0.6

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 Data Communications Company (DCC) to develop and maintain a searchable database for storage of information relating to issues, defects and fixes including Device Model Combination (DMC) and firmware versions
2	Device Manufacturers will provide an initial file (type to be specified by the DCC) of known issues, defects and fixes
3	Defects and issues on DMC including CH which are voluntarily declared by manufacturers will be recorded on the database on an ongoing basis.
4	Defects and issues for DMC including CH and firmware versions which are raised by SEC Parties to the DCC will be recorded on the database.
5	Known fixes for DMCs provided by any Party and confirmed by the Manufacturer will be recorded on the database
6	The DCC to populate the information on the platform based on DMC.
7	The DCC and SEC Parties to have access to the database
8	A glossary of terms to be used should be developed and published

2. Considerations and assumptions

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

2.1 General

Currently, fixes to issues and defects for Devices, DMCs and CHs are not displayed to the wider industry. This requirement aims to share issues or defects and fixes which were raised and identified by the DCC and/or parties for DMC and CHs. This will include those which have safety, security, or billing concern, although it is noted that there are other more critical methods to reporting security and safety issues which should be followed. **This solution is in no way intended to replace those.** This solution will be applied to the database which will host issues and defects on Devices or Device Model Combinations and any fixes for them. This will include firmware versions.

2.2 Requirement 1: The Data Communications Company (DCC) to develop and maintain a searchable database for storage of information relating to issues, defects and fixes including Device Model Combination (DMC) and firmware versions

The DCC will develop and maintain a database. This database will contain any information related to issue, defects and known fixes to these. The DCC will provide a resource for SEC Parties to query the database in order to help resolve industry interoperability problems. The system shall ensure

commercial confidentiality is maintained. The system shall ensure not to unduly influence Suppliers to select one Device over another (for example if it is known that a particular CH works better with one Device over another there should not be any influencing towards the working Device).

2.3 Requirement 2: Device Manufacturers will provide an initial file (type to be specified by the DCC) of known issues, defects and fixes

The DCC to provide details of what file type/format, which items of information, how it should be delivered and by what date. Device Manufacturers will then provide this information (on a voluntary basis) to the DCC in order for it to populate the database. (Requirement 8 should be developed before this is requested)

2.4 Requirement 3: Defects and issues on DMC including CH which are voluntarily declared by manufacturers will be recorded on the database on an ongoing basis.

Using the process Manufacturers currently use to identify and report issues and defects the DCC contact point should be made aware of any newly identified issues/defects and fixes as soon as possible. A method for DCC to agree with a manufacturer that an item should be included is required.

2.5 Requirement 4: Defects and issues for DMC including CH and firmware versions which are raised by SEC Parties to the DCC will be recorded on the database.

Information on issues and defects raised to the DCC by SEC Parties will be recorded on the database by the DCC (source of information to be recorded, Status of information to be recorded)

2.6 Requirement 5: Known fixes for DMCs provided by any Party and confirmed by the Manufacturer will be recorded on the database

Information raised on fixes raised to the DCC by SEC Parties will be recorded on the database by the DCC (source of information to be recorded, Status of information to be recorded). These will be confirmed with the manufacturer. A process will need to be developed to agree this.

2.7 Requirement 6: The DCC to populate the information on the platform based on DMC.

Each part of the combination is important and therefore the firmware versions should be populated but should be independently searchable.

2.8 Requirement 7: The DCC and SEC Parties to have access to the database.

The DCC, Suppliers and manufacturers will be able to search by the DMC to retrieve the details of the issue and where available the fix. There should be the ability to add Network Parties to the list of those able to access the information. ONLY issues where a known fix is available should be searchable by anyone other than the DCC.

2.9 Requirement 8: A glossary of terms to be used should be developed and published.

This should be developed before the manufacturers are requested to provide the information so that the information used to populate the database initially is consistent and searchable.

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
DMC	Device Model Combination