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Paper Reference:	**TABASC_27_1502_13**
Action:	**For Decision**

Updated TABASC Effectiveness Review Survey Communication Plan

1. Purpose

SEC Sections F1.4 (e), (f) and (g) set out the requirements for the Technical Architecture and Business Architecture Sub-Committee (TABASC), where directed by the Panel, to review the effectiveness of the End-to-End Technical Architecture, Business Architecture and the HAN requirements.

The effectiveness review is initially being informed by the survey that was developed in mid-2017 to obtain DCC User's views on their experience of live operations. The survey was initially planned to be issued in November 2017.

This paper provides an updated TABASC Effectiveness Review Survey communications plan, timetable and briefing pack for review and comment. These updates have been made following the TABASC decision to delay the timing of the Effectiveness Review Survey and the establishment of the Operations Group, where feedback was sought on the survey in January 2018[1].

2. Timing of issuing the Survey

Previously the TABASC have agreed to delay the survey until there was sufficient volumes of installed meters. Therefore, a decision was made in late 2017 to push the commencement of the survey back to the end of March 2018. The volumes of installed SMETS2 meters is still relatively low and not close to the 10,000-minimum ideal installed volumes to prompt survey responses. It is likely now that the install volume of 10,000 meters will not be reach until later this year. However, to make interested parties aware of the survey and to prompt indications of the types of issues parties are encountering preventing large scale installs, it is proposed that the survey is now issued at the end of April 2018. This proposal will allow sufficient time to notify all the interested parties in advance of its issues.

The survey can then be re-issued later in the year, once install volumes have increased, with it proposed to re-issue the survey again at the end of September and November 2018.

[1] Only one comment was received on the Effectiveness Review Survey from the Operations Group Members. A proposed additional question is covered in TABASC paper, TABASC_27_1502_12 - Operations Group Feedback on the TABASC Effectiveness Review Survey

3. Updated Communications Plan and Timetable

In support of the changes to the timing of the Effectiveness Review Survey, the communications plan, timetable and briefing pack has been updated and provided in Appendix A.

4. Recommendations

The TABASC is requested to:

- **NOTE** the contents of this paper; and
- **AGREE** to initially issue the Effectiveness Review Survey at the end of April 2018;
- **AGREE** the revised communications plan provided in Appendix A.

David Barber

SECAS

8th February 2018

Appendix A – Amended Effectiveness Review Communications Plan

Communication Plan - Stakeholder Analysis

Stakeholder	Key Contact	Area of interest	Purpose of communication
SEC Panel	SEC Panel	SEC Responsibilities	Awareness. SEC Section F1.4 (e), (f) and (g) also requires the TABASC to report to the Panel on the effectiveness of the technical and business architectures and HAN Requirements.
Ofgem	Jacqui Russell ~~Gwen Cruise~~Michael Walls	Regulation	Awareness. SEC SectionF1.4 (g) also requires the TABASC to report to Ofgem on the effectiveness of HAN Requirements.
BEIS	Teresa Camay	Policy & Transitional Governance	Awareness, support and co-ordination with other initiatives, including BEIS Communications Team / Press Office and shared 'Lines to Take', if needed.
SMDG	Alan Over	Transitional Governance	Awareness, support and co-ordination with other initiatives.
SMOG	Ian McKenzie	Transitional Governance	Awareness, support and co-ordination with other initiatives including SMIRF.
TBDG	Duncan Stone	GBCS Governance	Awareness, support and links to IRPs and CRPs.
Smart Energy GB	TBC	Communications with Press, if needed	Awareness, support and co-ordination with other initiatives, including any Press contact and shared 'Lines to Take' and to enable consumer issues to be linked to issues observed by industry.
SSC	SSC Chair	Security issues	Awareness that security issues may be reported.
SMKI PMA	SMKI PMA Chair	Cryptography issues	Awareness that issues relating to SMKI, DCCKI and / or IKI may be reported.
DCC	Carmen Strickland	Responsibility for DCC Total System	Awareness, support and the need for liaison and follow-up on any issues raised.
SEC Parties	SECAS Newsletter	Potential to become DCC Users or supporting DCC Users	Awareness and to recognise the importance of clear and accurate responses and planning for completion of questionnaires.

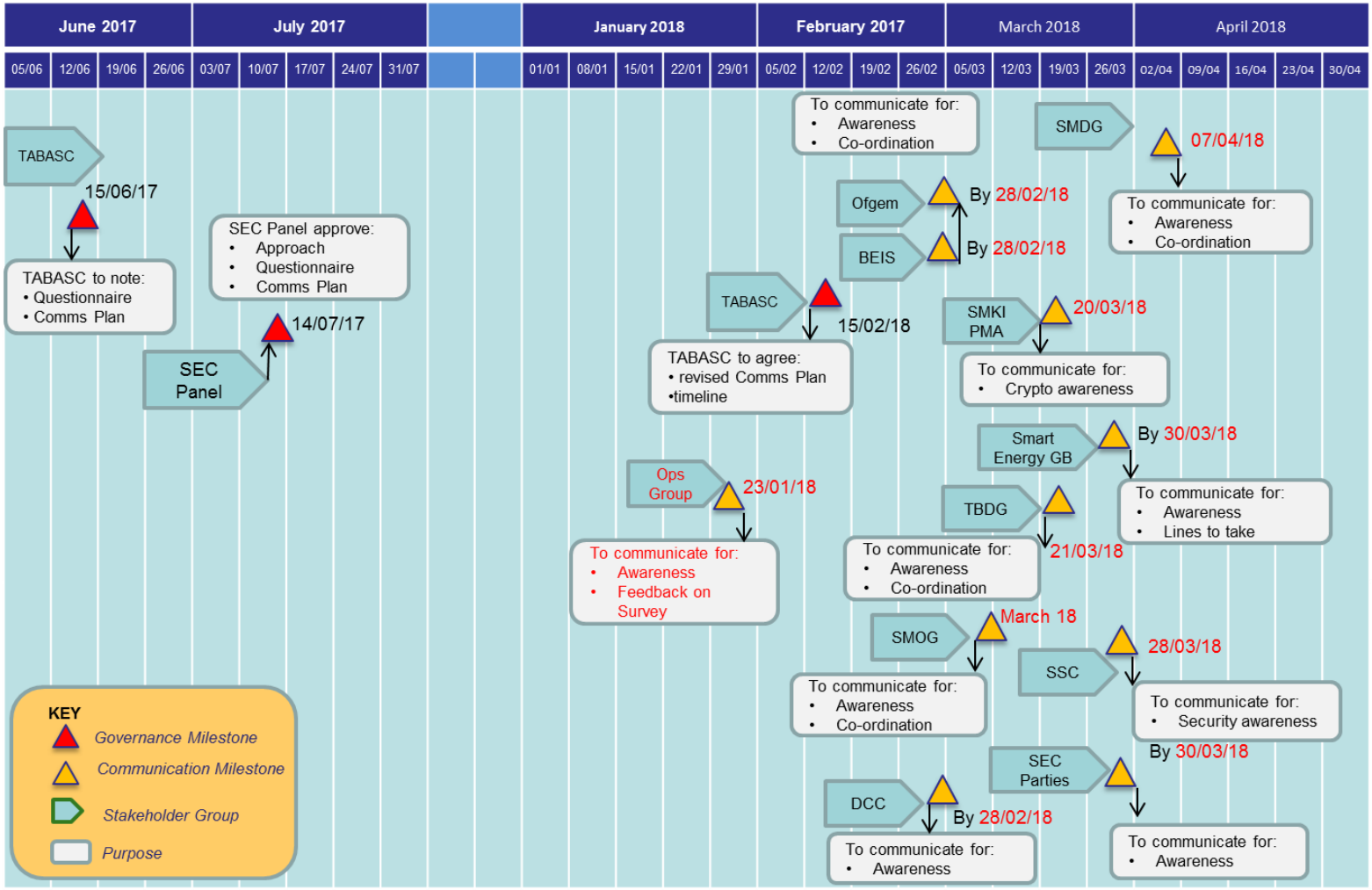
Communication Plan

1. Pre-prepared presentation briefing with background and context, proposed timings for surveys, 'Lines to Take' in the event of any publicity, and a draft questionnaire. The pack to make it clear that the outcome is for the SEC Panel and not for automatic sharing;

2. The TABASC Chair and/or SECAS to attend scheduled meetings with stakeholder groups (except SEC Parties) between ~~July~~ late February and ~~November~~ April 201~~7~~8 to talk through the presentation briefing and ensure awareness; and

3. Place a notice on the SEC Website ~~in~~ at the end of ~~October~~ March 201~~7~~8 to explain the background, context and proposed timing of the surveys.

Communication Timetable



Briefing Pack

TABASC Reviews of:

- The Effectiveness of the End-to-End Technical Architecture;
- The Effectiveness of the Business Architecture;
- The Effectiveness of the HAN Requirements.

1

Background: The SEC Section F1.4 puts obligations on TABASC to undertake three reviews on behalf of the SEC Panel. SEC F1.4:

"The Technical Architecture and Business Architecture Sub-Committee shall undertake the following duties on behalf of the Panel: .....

(e) to review (where directed to do so by the Panel) the effectiveness of the End-to-End Technical Architecture (including so as to evaluate whether the Technical Code Specifications continue to meet the SEC Objectives), and report to the Panel on the outcome of such review (such report to include any recommendations for action that the Technical Architecture and Business Architecture Sub-Committee considers appropriate)."

(f) to review (where directed to do so by the Panel) the effectiveness of the Business Architecture (including their assessment against the SEC Objectives), in consultation with Parties and Competent Authorities (but without engaging directly with Energy Consumers), and report to the Panel on the outcome of such review (such report to include any recommendations for action that the Technical Architecture and Business Architecture Sub-Committee considers appropriate);

(g) to review (where directed to do so by the Panel) the effectiveness of the HAN Requirements (including their assessment against the SEC Objectives), in consultation with Parties and Competent Authorities (but without engaging directly with Energy Consumers), and report to the Authority and the Panel on the outcome of such review;"

The SEC Panel meeting on 12 August 2016 approved the Panel directions for TABASC to undertake the three reviews described in F1.4 (e), (f) and (g).

2

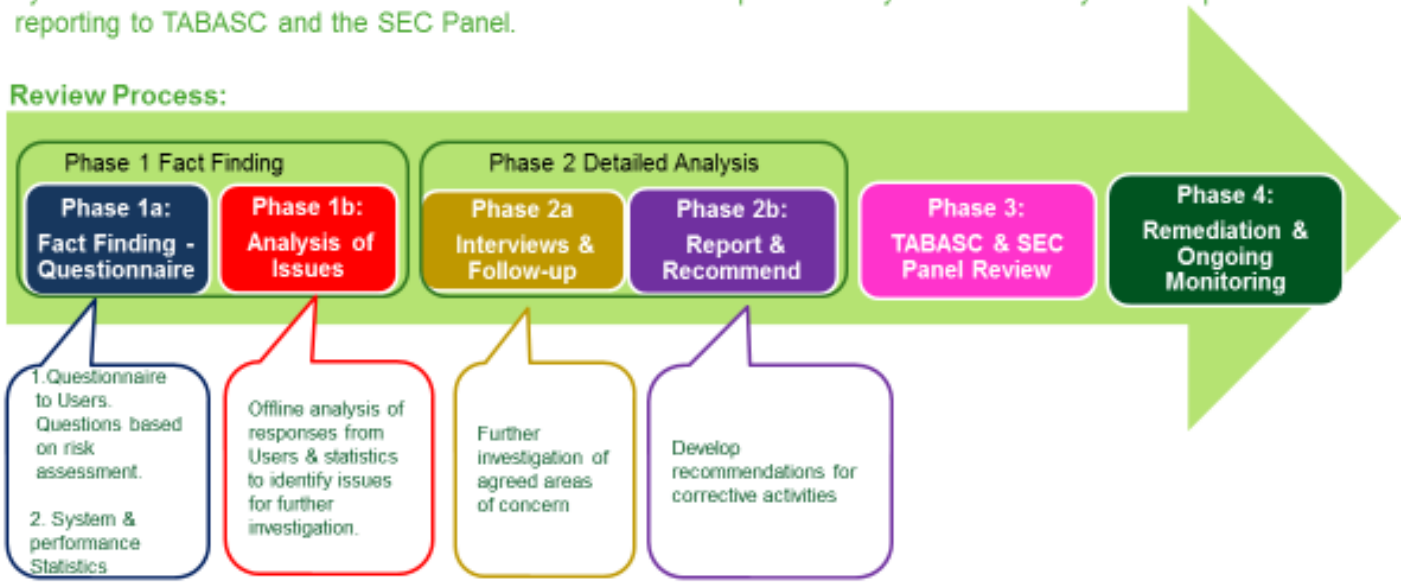
TABASC identified strategic risks to be addressed in the reviews

Review Area	ID	Strategic Risk
Technical Architecture	1	DCC technical solution doesn't work effectively and adversely impacts DCC User rollout
	2	High number of (SMETS2) smart meters require fault resolution following installation
	3	High number of Comms Hubs require fault resolution following installation
	4	Smart Meter device specification problems, inconsistencies and time to market delays cause initial problems
	5	Technical problems prevent Network Operators meeting industry SLAs on receipt of alerts on loss of supply
	6	DCC system performance, availability and reliability affects installation processes and rollout rates
	7	DCC service management function not capable of supporting volume and severity of reported incidents affecting rollout
	8	Technical scalability problems affect installation and rollout rates
	9	Technical interoperability problems require meters to be replaced
	10	DCC change and release processes do not support prompt and agile improvements to functionality to address problems
	11	BCRD processes are inadequate to maintain business operations at scale
Business Architecture	12	DCC User business and operational processes cause problems (e.g. time or resource related) affect installation rates
	13	'Clunky' processes / workarounds cause large numbers of consumer transactions to be conducted 'offline'
	14	Inadequate interoperability prevents a smooth change of supplier process for consumers
	15	Processes affect the consumer experience (e.g. requiring consumer contact for readings, billings, change of circumstances) leading to consumer resistance which affects rollout profiles
	16	Supplier rollout strategies do not adequately support vulnerable and fuel poor consumers during rollout
HAN Requirements	17	HAN performance (e.g. in the absence of non-functional requirements) affects business operations
	18	Difficulties experienced with implementing firmware upgrades remotely affects business operations
	19	Difficulties experienced with the HAN integrating with CADs and other in-home consumer equipment
	20	The performance of 2.4GHz HAN does not meet the 70% assumed deployment capability
	21	868 and Alt HAN delays affect rollout timescales

A Phased Approach to the reviews

The process uses a factfinding phase, which can be iterative, and uses a questionnaire to focus on the areas identified in the risk assessment to identify any areas requiring further investigation. TABASC propose the use of a Survey Monkey questionnaire as an economic, efficient and readily available tool that can be issued by SECAS on behalf of TABASC and can also have the responses analysed in-house by SECAS prior to reporting to TABASC and the SEC Panel.

Review Process:



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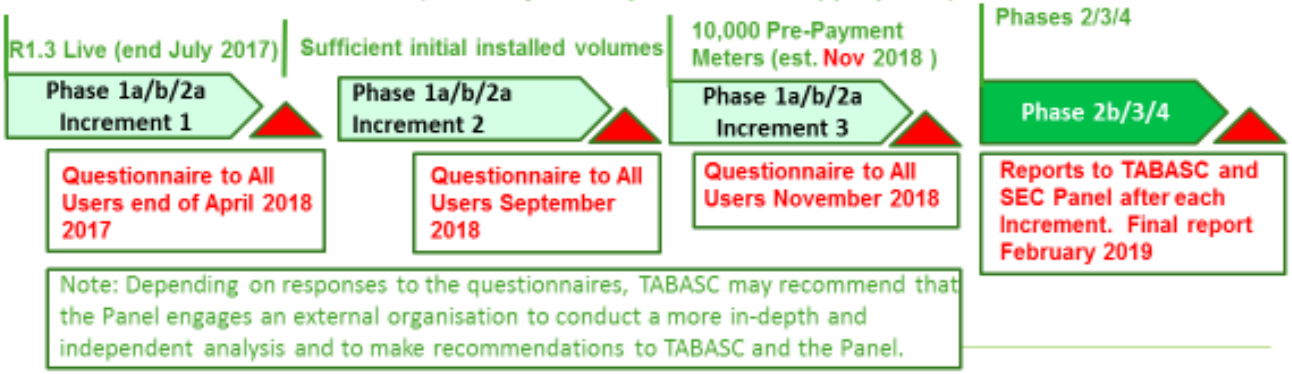
An Iterative Questionnaire

The questionnaire is intended to be proportionate and not too onerous for Users to complete. The questionnaire can be re-issued iteratively (amended as appropriate in the light of experience) at various points in the deployment lifecycle to identify any emerging problems associated with the technical and / or business architecture and / or HAN requirements.

TABASC will consider factors such as the volume of installed devices (including Pre-Payment Meters) when proposing the exact timing for the issue of a questionnaire. Reports and recommendations will be provided to TABASC and the Panel following each incremental questionnaire with a final report planned for January 2019.

TABASC believes there is value in conducting early surveys to identify emerging problems. However, TABASC estimates that effective live operations can only be measured when Large Suppliers are operating around 10,000 Pre-Payment Meters

Potential Incremental Timetable (to be adjusted by TABASC as appropriate)



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