

Survey to obtain feedback about specific aspects of live operations

Context and Purpose - *the Who?, What?, Why?, When? and Where?*

Who?

The Technical Architecture and Business Architecture Sub-Committee (TABASC) is engaging with SEC Parties and DCC Users, with a focus on operational DCC Users or those undergoing the User Entry Process.

Why?

On direction from the SEC Panel and in accordance with [SEC Section F1.4](#) the TABASC is required to review the effectiveness of the Technical Architecture, Business Architecture and the HAN requirements.

The questionnaire findings will help inform whether further investigation is required.

What?

This confidential questionnaire has been issued to SEC Parties.

The findings will be shared with the SEC Panel and its Sub-committees only to inform whether further work is required in relation to the effectiveness of the of the Technical Architecture, Business Architecture, HAN requirements and any operational issues affecting the User experience with the End-to-End processes including those managed and provided by the DCC.

One questionnaire response is requested per organisation. Each organisation response should include feedback from the technical and operational aspects of each organisation.

When?

The questionnaire is open for responses for 1 month from it being issued.

It is the intention to repeat the questionnaire at 4 to 6 month intervals.

Where?

This questionnaire has been made available here via SurveyMonkey. It can also be printed for use internally before providing a single response online.

Confidentiality

It is recognised that any information you provide may have commercial sensitivity and will be treated in confidence for analysis and any resulting recommendations reported to the Panel.

The survey is being undertaken by SECAS on behalf of the TABASC. All information will be treated in confidence.

However, if a DCC User identifies an emerging problem, it might be necessary for the TABASC to obtain further details for clarification. For this reason, the Questionnaire asks for the name of your Organisation and Contact details (for any necessary follow-up).

- * 1. Please provide the name of your organisation and contact details (for any necessary follow-up)

Name

Company

Email Address

Phone Number

- * 2. Number of Commissioned Devices*. Please select from the options below

**The SEC defines 'Commissioned' as meaning, in respect of a Device [includes Communication Hubs], that:*

(a) the Device has been commissioned in accordance with the Smart Metering Inventory Enrolment and Withdrawal Procedures; and

(b) the Device has not subsequently been Decommissioned, Withdrawn or Suspended,

☐ 0 Commissioned Devices

☐ 501 - 5000 Commissioned Devices

☐ 1-50 Commissioned Devices

☐ >5000 Commissioned Devices

☐ 51 - 500 Commissioned Devices

Section 1 - DCC Systems, services and processes*

*Includes those associated with the Communications Hub.

* 3. How satisfied are you with the systems, services and processes (including those associated with the Communications Hub) provided by the DCC for your business operations?

1 - Very Dissatisfied	2	3	4	5	6	7	8	9	10 - Very Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 4. Have business operations been adversely affected by the performance of the DCC Systems, services or processes?

- ☐ Yes (Go to Question 5)
- ☐ No (Go to Question 14)

Section 1 - DCC Systems, services and processes*

*Includes those associated with the Communications Hub.

If you answered Yes to the previous question, please respond to the following Questions

5. Did the problems arise from the part of the DCC technical solution in relation to Poor network connectivity to the DCC using the Gamma link? (if so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing the nature and extent of the problem.

6. Did the problems arise from the part of the DCC technical solution in relation to Technical connectivity using the DCC User Interface Specification (DUIS)? (if so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing the nature and extent of the problem.

7. Did the problems arise from the part of the DCC technical solution in relation to overall system response times? (if so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing the nature and extent of the problem.

8. Did the problems arise from the part of the DCC technical solution in relation to stability of Wide Area Network (WAN) connectivity with Communications Hubs? (if so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing the nature and extent of the problem.

9. Did the problems arise from the part of the DCC technical solution in relation to Incidents and problems relating to the technical architecture? (if so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing the nature and extent of the problem.

10. Did the problems arise from the part of the DCC technical solution in relation to any DCC business services or processes? (if so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing the nature and extent of the problem.

11. Did the problems arise from the part of the DCC technical solution in relation to a lack of technical functionality available now (recognising some may be scheduled for future releases)? (if so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing the nature and extent of the problem.

12. Did the problems arise from the part of the DCC technical solution in relation to a lack of functionality in the overall system? (if so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing the nature and extent of the problem.

13. Did the problems arise from the part of the DCC technical solution in relation to any other situations? (if so, please indicate degree of impact and use the box provided to explain and expand on the type and extent of the impact).

1 (low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing details of the nature and extent of the problem.

Section 1 - DCC Systems, services and processes*

*Includes those associated with the Communications Hub.

* 14. Have you experienced any data quality issues when utilising the DCC services or processes? (For example, have you experienced any discrepancies between the data held within your organisation systems compared to that held within/by the DCC)?

- ☐ No
- ☐ If Yes, please specify below and indicate how it is being progressed.

* 15. Have you identified any areas of DCC systems, services and processes for improvement?

- ☐ No
- ☐ If Yes, please specify below and indicate how it is being progressed.

Section 2: Home Area Network (HAN) and Device performance*

*including the ESME, GSME, IHD, PPMID, HHT, HAN and Communications Hub

* 16. How satisfied are you with the performance of the HAN and associated Devices?

1 - Very Dissatisfied	2	3	4	5	6	7	8	9	10 - Very Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 17. Have business operations been adversely affected by HAN or Device performance?

- ☐ Yes (go to Question 18)
- ☐ No (go to question 29)

Section 2: Home Area Network (HAN) and Device Performance

If you answered Yes to the previous question, please respond to the following Questions.

18. Did the problems arise from the cause in the form of the response times of the HAN? (if so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing details of the nature and extent of the problem.

19. Did the problems arise from the cause in the form of the range of 2.4GHz connectivity (e.g. does the actual coverage meet your expectations)? (if so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing details of the nature and extent of the problem.

20. Did the problems arise from the cause in the form of the responsiveness of Devices? (if so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing details of the nature and extent of the problem.

21. Did the problems arise from the cause in the form of problems with integrating In Home Displays (IHDs) or Pre-Payment Interface Devices (PPMIDs)? (if so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing details of the nature and extent of the problem.

22. Did the problems arise from the cause in the form of problems with interoperability between Devices on the HAN, e.g. different versions of specifications or where more than one Supplier is involved? (if so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing details of the nature and extent of the problem.

23. Did the problems arise from the cause in the form of problems with interchangeability, e.g. when inheriting equipment on churn? (if so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing details of the nature and extent of the problem.

24. Did the problems arise from the any other cuases? (if so, please indicate degree of impact and use the box provided to explain and expand on the type and extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing details of the nature and extent of the problem.

25. Have the HAN or Device problems had an apparent link to installations in the North CSP region? (if so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing details of the nature and extent of the problem.

26. Have the HAN or Device problems had an apparent link to installations in the Central CSP region? (if so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing details of the nature and extent of the problem.

27. Have the HAN or Device problems had an apparent link to installations in the South CSP region? (if so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing details of the nature and extent of the problem.

28. Have the HAN or Device problems had an apparent link to installations involving MESH? (if so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing details of the nature and extent of the problem.

Section 2 - Home Area Network (HAN) and Device performance

* 29. Have you identified any areas for improvement in HAN and Device performance?

- ☐ No
- ☐ If Yes, please explain below and confirm how it is being progressed.

Section 3: Firmware Upgrades

* 30. Have you had experience of Firmware Upgrades via the DCC?

- ☐ Yes (go to question 31)
- ☐ No (go to question 41)

Section 3: Firmware Upgrades

If you answered Yes to the previous question, please respond to the following Questions

31. Did any problems arise from Firmware Upgrades to the ESME? (if so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing details of the nature and extent of the problem.

32. Did any problems arise from Firmware Upgrades to the GSME? (if so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing details of the nature and extent of the problem.

33. Did any problems arise from Firmware Upgrades to the Communications Hub? (if so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing details of the nature and extent of the problem.

34. Have the Firmware Upgrade problems arisen from the cause in the form of the process used by the vendor to provide ESME or GSME Firmware to the Supplier? (if so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing details of the nature and extent of the problem.

35. Have the Firmware Upgrade problems arisen from the cause in the form of the process used by the Supplier to provide ESME or GSME Firmware to the DCC? (if so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing details of the nature and extent of the problem.

36. Have the Firmware Upgrade problems arisen from the cause in the form of the listing of the Firmware version in the Certified Product List (CPL)? (if so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing details of the nature and extent of the problem.

37. Have the Firmware Upgrade problems arisen from the cause in the form of the distribution of the Firmware upgrade by the DCC (e.g. within expected timescales)? (if so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing details of the nature and extent of the problem.

38. Have the Firmware Upgrade problems arisen from the cause in the form of the activation of the Firmware upgrade (e.g. did it happen as expected)? (if so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing details of the nature and extent of the problem.

39. Have the Firmware Upgrade problems arisen from the cause in the form of the quality and effectiveness of the Firmware in live operations (e.g. errors encountered)? (if so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing details of the nature and extent of the problem.

40. Have the Firmware Upgrade problems arisen from any other causes? (if so, please indicate degree of impact and use the box provided to explain and expand on the type and extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing details of the nature and extent of the problem.

Section 3: Firmware Upgrades

* 41. Have you identified any areas relating to firmware management for improvement?

- ☐ No
- ☐ If Yes, please explain below and indicate how it is being progressed.

Section 4: System performance

* 42. How satisfied are you with the system performance to date?

1 - Very Dissatisfied	2	3	4	5	6	7	8	9	10 - Very Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 43. Have installation rates been adversely affected by overall system performance?

- ☐ Yes (go to question 44)
- ☐ No (go to question 52)

Section 4: System Performance

If you answered Yes to the previous question, please respond to the following Questions.

44. Did the problem arise from DCC Installation systems and processes not working effectively (e.g. allowing the meter to be installed at the site at first attempt)? (if so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please specify the nature and extent of the problem

45. Did the problem arise from DCC Commissioning systems and processes not working effectively (e.g. preventing the meter being commissioned by the Supplier)? (if so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please specify the nature and extent of the problem

46. Did the problem arise from User Installation systems and processes challenges (e.g. use of HHT to install)? (if so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please specify the nature and extent of the problem

47. Did the problem arise from User Commissioning systems and processes challenges (e.g. allowing Devices to be Commissioned and SMKI Certificates changed)? (if so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please specify the nature and extent of the problem

48. Did the problem arise from Service Requests not being processed quickly enough (end to end)? (if so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please specify the nature and extent of the problem

49. Did the problem arise from not receiving the information you need from the system quickly enough? (If so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please specify the nature and extent of the problem

50. Did the problem arise from incorrect or missing alerts? (if so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please specify the nature and extent of the problem

51. Did the problem arise from any other causes? (if so, please indicate degree of impact and use the box provided to explain and expand on the type and extent of the impact).

1 (Low)	2 (Medium)	3 (High)	N/A / No Impact
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Please specify the nature and extent of the problem			
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Section 4: System Performance

* 52. What proportion of installations that have been aborted are due to the above issues?

0%	1% - 25%	26% - 50%	51% - 75%	>75%	N/A / No installs undertaken
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please specify any supporting details below indicating whether it is being progressed.

* 53. Have you identified any areas relating to System Performance for improvement?

- ☐ No
- ☐ If Yes, please specify below and indicate how it is being progressed.

Section 5: Business processes

* 54. How satisfied are you with the current business processes?

1 - Very Dissatisfied	2	3	4	5	6	7	8	9	10 - Very Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 55. Have business operations been adversely affected by the smart metering business processes?

- ☐ Yes (go to question 56)
- ☐ No (go to question 66)

Section 5: Business Processes

If you answered Yes to the previous question, please respond to the following Questions.

56. Did the problems arise from installations being delayed due to a technical issues in **DCC Systems** affecting business processes? (If so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing the nature and extent of the problem.

57. Did the problems arise from installations being delayed due to a technical issues in **User Systems** affecting business processes? (If so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing the nature and extent of the problem.

58. Did the problems arise from Business As Usual (BAU) operational processes taking longer or needing more resources due to technical issues? (If so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing the nature and extent of the problem.

59. Did the problems arise from the specific business processes not performing as planned (e.g. Change of Supplier)? (If so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing the nature and extent of the problem.

60. Did the problems arise from submission of Threshold Anomaly Detection values? (If so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing the nature and extent of the problem.

61. Did the problems arise from the release of quarantined messages? (If so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing the nature and extent of the problem.

62. Did the problems arise from the processes affecting the consumer experience (re.g. requiring consumer contact or manual processing to complete readings, billings and changes of circumstances)? (If so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing the nature and extent of the problem.

63. Did the problems arise from Service Requests not supporting the User obligations? (If so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing the nature and extent of the problem.

64. Did the problems arise from the technical architecture not being capable of supporting smart home services? (If so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing the nature and extent of the problem.

65. Did the problems arise from any other causes? (if so, please indicate degree of impact and use the box provided to explain and expand on the type and extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing the nature and extent of the problem.

Section 5: Business Processes

* 66. Have you identified any areas related to business processes for improvement?

☐ No

☐ If Yes, please specify below and indicate how it is being progressed.

Section 6: Issues related to SMKI, DCCKI, and / or IKI

* 67. How satisfied are you with the operation of SMKI, DCCKI and IKI to date?

1 - Very Dissatisfied	2	3	4	5	6	7	8	9	10 - Very Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 68. Have business operations been adversely affected by any key infrastructure issues?

- ☐ Yes (go to question 69)
- ☐ No (go to question 72)

Section 6: Issues related to SMKI, DCCKI and / or IKI

If you answered Yes to the previous question, please respond to the following questions.

69. Did the problems arise from the use of SMKI Keys, Certificates or process involving Senior Responsible Officers (**SRO**) and Authorised Responsible Officers (**ARO**)? (If so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing the nature and extent of the problem.

70. Did the problems arise from the use of DCCKI processes for DCC connectivity? (If so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing the nature and extent of the problem.

71. Did the problems arise from the use of IKI processes for file-signing(e.g. Threshold Anomaly Detection)? (If so, please indicate the degree of impact and use the box provided to explain and expand on the extent of the impact).

1 (Low)

2 (Medium)

3 (High)

N/A / No Impact

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Please expand providing the nature and extent of the problem.

72. Did the problems arise from any other causes? (if so, please indicate degree of impact and use the box provided to explain and expand on the type and extent of the impact).

1 (Low)	2 (Medium)	3 (High)	N/A / No Impact
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Please expand providing the nature and extent of the problem.			
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Section 6: Issues related to SMKI, DCCKI and / or IKI

* 73. Have you identified any areas related to SMKI, DCCKI, and / or IKI for improvement?

☐ No

☐ If Yes, please specify below and indicate how it is being progressed.

Section 7: Any other issues

* 74. Do you have any other issues that you would like to bring to the attention of the Technical Architecture and Business Architecture Sub-Committee (TABASC)?

☐ No

☐ If Yes, please expand below: