Data Communications Company

DCC

Baseline SSI Requirements Document

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Michael Boothby	DCC Systems Integration Design Authority	4/7/18	0.1
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1 Introduction

1.1 Executive summary

The purpose of this document is to define the baseline requirements for the Self-Service Interface capability defined in SEC H8.15, H8.16, H8.17 H8.18 and H8.19. The Self-Service Interface (SSI) is the entry point for Users to access DCC systems to retrieve information and data. It is the first point of contact for general DCC queries, and is intended to reduce the volume of queries raised directly with the DCC Service Desk.

There is a hierarchy of documents that together define the Self-Service Interface – see section 1.4 for more details. The SEC sits at the top of this hierarchy and specifies that the SSI must comply with the SSI Baseline Requirements Document, along with the change governance which shall apply to that document, and defines the information available to Users. This Baseline Requirements Document is the next layer down in the hierarchy and specifies the Epics, high level Process Maps and associated business requirements that define the platform used to deliver the required business capability.

1.2 Business drivers

The business drivers behind SSI are to:

Ref	Description
BD1	Support DCC Users to independently retrieve information and data to help them plan and manage the service they offer to their customers.
BD2	Support DCC Users independently inform DCC of information they deem DCC needs to know.
BD3	Enable DCC to provide current information to DCC Users enabling them to make informed decisions.
BD4	Support DCC Users provide business benefit to their customers.

1.3 Scope of this document

1.3.1 In scope of this document

The following items are in the scope of this document:

- Definition of the Business Functional Domains which will be used to deliver specific functionality.
- Description of the Epics and Process Maps that specify the decomposition of the Business Functional Domains.
- Baseline functional and non-functional requirements associated to Business Functional Domains on the Self-Service Interface.

1.3.2 Out of scope of this document

The following items are out of the scope of this document:

- The description of any services or application components that deliver the functionality of the Self-Service Interface. This information is contained in the Self-Service Interface Baseline Logical Architecture Document (reference 1)

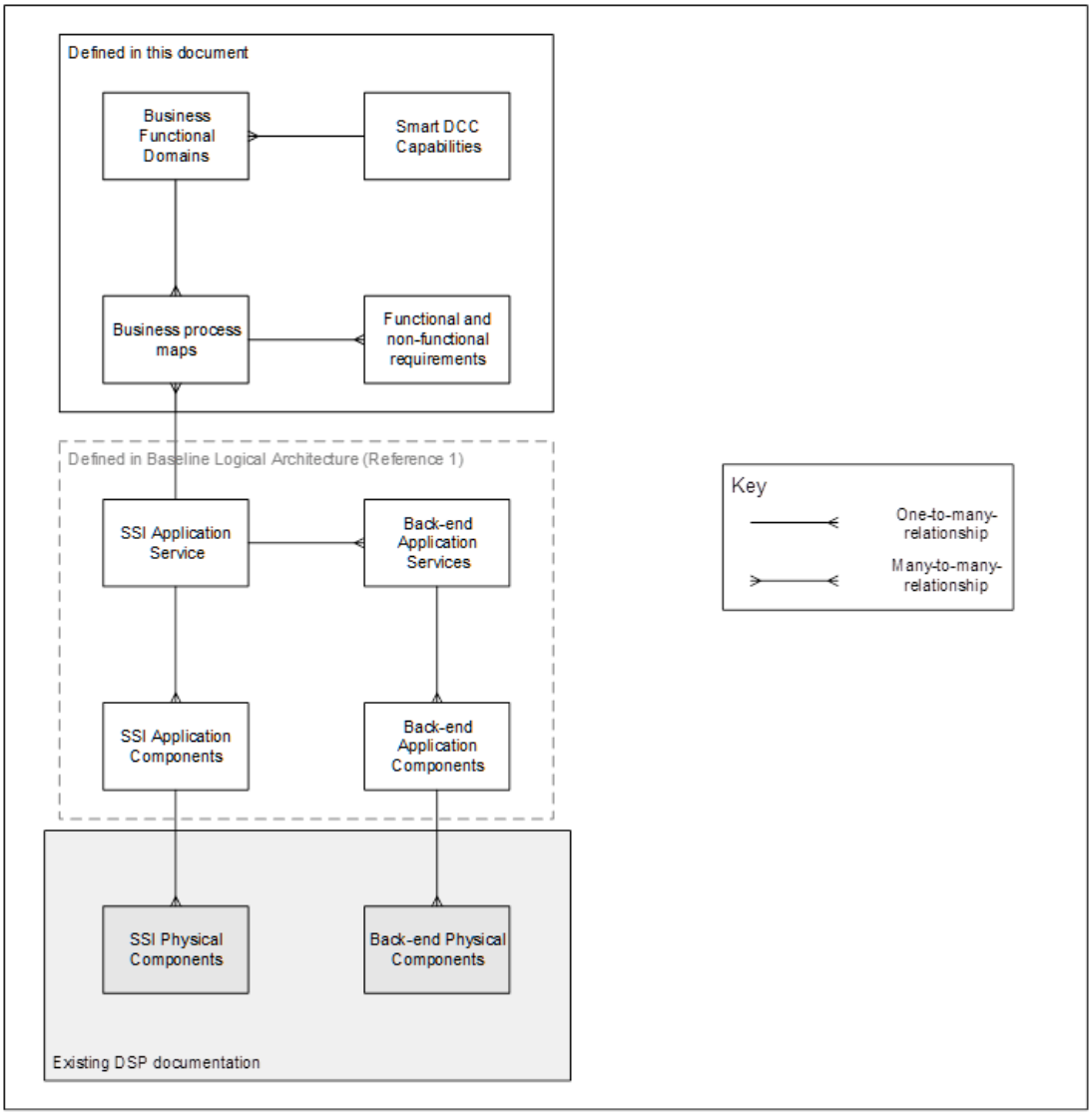
- Functional and non-functional requirements of any of the back-end platforms. This information is contained in other business requirements specifications

1.4 SSI documentation hierarchy

The Self-Service Interface is a portal that is the entry point for Service Users to access and retrieve data from DCC Data Systems. The functionality of the SSI is broken down as follows:

- SEC H8.15, H8.16, H8.17 H8.18 and H8.19 establish the information which Users are entitled to access via the SSI.
- All SSI functionality is grouped into Business Functional Domains. These are defined in section 2 of this document. These Business Functional Domains are also mapped to DCC capability areas. This mapping is also defined in section 2 of this document.
- Within each Business Functional Domain, User activity is described as Epics and associated to a Process Map. These are defined in section 3 of this document
- Epics and associated Process Maps are realised by the logical SSI service and back-end application services, which are in turn realised by their components. This is defined in the SSI Baseline Logical Architecture Document (reference 1)
- Each logical application service and component is delivered by associated physical services and components, which are defined in service supplier documentation.

These relationships are described using the hierarchy below, where one-to-many and many-to-many relationships are defined per the key.



1.5 SSI modification governance framework

1.5.1 Key elements of the governance framework

- DCC must provide the SSI in accordance with SEC H8.15, H8.16, H8.17, H8.18, H8.19 and Appendix AI (Self Service Interface Code of Connection)
- DCC shall maintain a SSI baselined requirements document (SSI BRD) that details the requirements that support the functionality required for the SSI Platform.
- Only changes which have been approved by the SEC Panel (or a Sub-Committee to which the Panel has delegated its decision-making powers) can be made to the SSI.
- Changes to the SSI shall follow a governed and auditable As-Is, To-Be, Delta process.
- DCC will control change through delta requirements documentation.
- Baseline requirements will be re-baselined quarterly from delta documents.
- DCC shall ensure that the current version of the SSI Baseline Requirements Document is made available to Parties

1.5.2 DCC SSI baseline requirements document

This SSI Baseline Requirements Document (SSI BRD) is a document created and maintained by DCC that details the requirements for the SSI Platform. The SSI BRD details the requirements specification for each Business Functional Domain of the SSI as defined in section 2 of this document.

DCC shall ensure that all requirements in this document relate back to Functional Domains as described in section 2 of this document.

DCC shall ensure that the current version of the BRD is available to Users.

DCC shall amend the SSI BRD document and Platform according to the delta amendment process described in section 1.5.4 of this document from time to time.

1.5.3 DCC SSI delta requirements document (SSI DRD)

1.5.4 Delta amendment process

Change to SSI business requirements are applied through this Delta Amendment Process.

All identified improvements to the SSI will approved by the Operations Group prior to implementation.

If the Operations Group provides its approval, DCC will create a Delta Requirements Document (DRD) that details the requirement's changes to SSI baseline as identified in the SSI BRD. Each such DRD will form an appendix to this BRD document, and should be interpreted as being part of it.

Baseline documents will be re-baselined quarterly by applying the all the changes contained in all of the DRDs to the baseline documents. This is an auditable process enabling full trackability of change.

DCC shall also ensure that the current version of the SSI BRD is made available to Parties, only redacting such information that is deemed to pose a security risk.

Appendix C of this document lists the current set of delta documents that are applied or are to be applied to this Baseline Requirements Document.

2 Business capabilities and business functional domains

This section summarises the business functional domains of the Self-Service Interface and maps these business functional domains to DCC business capabilities

2.1 Business functional domains overview

Below are the business functional domains of the Self-Service Interface.

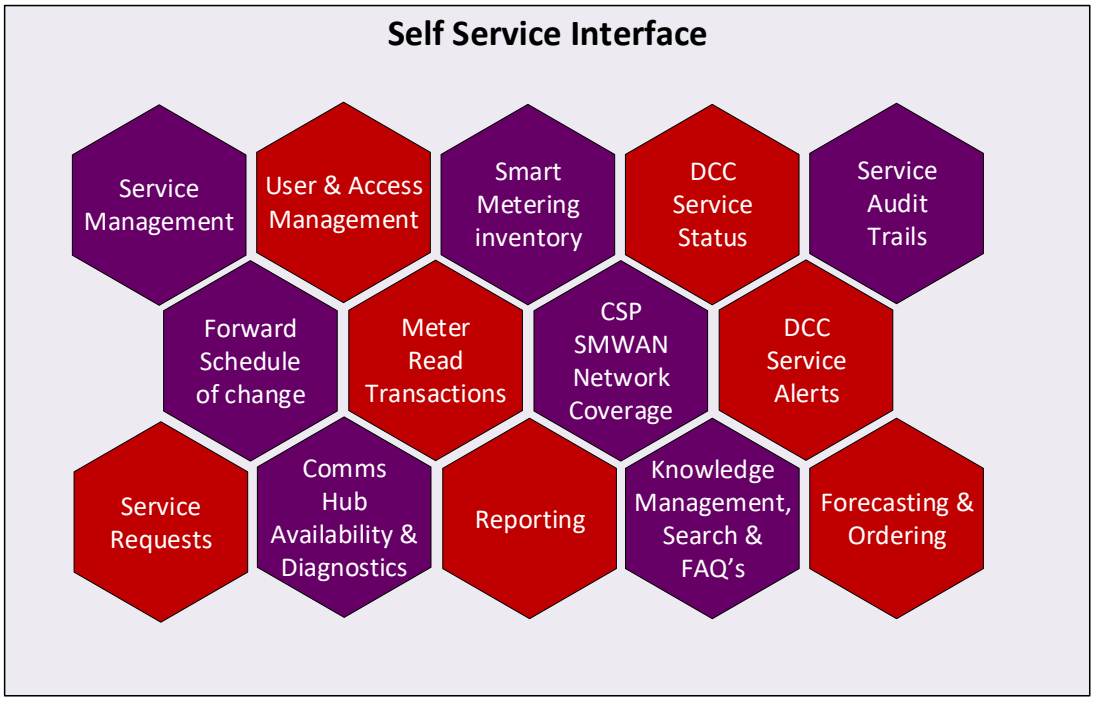


Figure 1 - SSI Business Function Domains

The descriptions of each of these business functional domains are as follows:

BFD ID	Business Functional Domain Name	Capability
BFD01	Service Management	Provide service management capabilities in accordance with H9.4, enabling Users to: • Raise, update, view and track incidents. • Track and view detailed problem information related to incidents.
BFD02	Smart Metering inventory	Enable Users to search and query current information on Smart Meter Inventory down to individual devices in accordance with H8.17(a). Provide detailed information on device and associated devices.
BFD03	DCC Service Status	Provide Users with a dashboard of component availability for the DCC Service in accordance with H8.17(g).
BFD04	Service Audit Trails	Enable Users to query information on Service audit trails, showing a record of service activity in accordance with H8.17(b).

BFD ID	Business Functional Domain Name	Capability
BFD05	Forward Schedule of change	Enable Users to query and view detailed information on Planned Maintenance, changes scheduled or change freezes affecting any of the following elements of DCC Smart Metering ecosystem in accordance with H8.17(g): • Communications Hub firmware. • Parse & Correlate software. • SMIKI software. • SEC release. • Other major DCC releases. • Meter firmware.
BFD06	Meter Read Transactions	Enable Users to query information on Meter Read Transactions for all users in accordance with H8.17(c).
BFD07	CSP SMWAN Network Coverage	Enable Users to query information on SM WAN network coverage down to premises level across each of the three GB regions in accordance with H8.17(f).
BFD08	DCC Service Alerts	Enable Users to view details of any service affecting news / alerts and other useful text relating to the quality of service delivery and service management in accordance with H8.17(g).
BFD09	Service Requests	Enable Users to: • Browse a catalogue of available DCC service requests. • Raise, update service management service requests with DCC from their service catalogue. Enabling Users to track and update the status of raised requests within DCC service management system. • View full details of the details of the raised service request
BFD10	Communications Hub Availability & Diagnostics	Enable Users to query information on Communication Hub availability and diagnostics down individual Communications Hub. Allows Users to attempt to diagnose and resolve Incidents relating to any Communications Hubs for which they are the Responsible Supplier, the Network Party or Registered Supplier Agent, using DCC's remote diagnostic tools.
BFD11	Reporting	Enable users to access on demand a standard set of pre-defined reports. Allow Users to view and download individual reports from a defined set of published reports.
BFD12	Knowledge Management, Search and FAQ's	Enable Users to access the following functionality in accordance with H8.17(g) where applicable: • Knowledge management. This allows Users to view help and support information enabling early triage of User issues and queries, including access to the anonymous resolution details of service management problems and incidents. • FAQ information.

BFD ID	Business Functional Domain Name	Capability
		• DCC User Manuals detailing operation of DCC services. • Search capability, allowing Users to search for content provided by the SSI using tagged keywords, or textual content of page titles and descriptions.
BFD13	Forecasting and Ordering	Enable Users to access OMS in accordance with H8.17(e). In OMS Users can submit orders and forecasts of future orders for Communications Hubs and Communication Hib Auxiliary Equipment.
BFD14	User Identity & Access Management	Manage the verification of user identities requesting access to SSI and DCC Platforms. Manage the functionality available to individual Users based on their user role. This includes the following capabilities: • Enable Users to use DCC Identity Provider Service to assign access to functionality to their User Personnel based on Job Type Role and manage the SSI accounts and associated settings (e.g password resets) for User Personnel accounts subsequently created by an Administration User. • Enable Administration Users to unlock, delete and manage the details of another account created within their organization. • Enable an Administration User to create a new person's account within their organization. • Enable User Personnel to view detailed information about the account they are accessing via SSI including the functionality they have access to. Ensure secure communications between DCC systems and Users.

2.2 SSI business capabilities

2.2.1 Mapping between business functional domains and business capabilities

The table below defines the mapping between the Business Functional Domain as defined in section 2.1 of this document, and the DCC business capabilities. This mapping is informational only – per the hierarchy given in section 1.4 above, Epics and Process Maps will be related to business functional domains, not to DCC business capabilities.

BFD Id	Business Functional Domain Name	Business Capability
BFD01	Service Management	Management for Service Operations
BFD02	Smart Metering inventory	Asset Management
BFD03	DCC Service Status	Service Delivery and Logistics
BFD04	Service Audit Trails	Asset Management

BFD Id	Business Functional Domain Name	Business Capability
BFD05	Forward Schedule of change	Service Forecasting and Capacity
BFD06	Meter Read Transactions	Service Delivery and Logistics
BFD07	CSP SMWAN Network Coverage	Service Forecasting and Capacity
BFD08	DCC Service Alerts	Service Delivery and Logistics
BFD09	Service Requests	Service Delivery and Logistics
BFD10	Comms Hub Availability & Diagnostics	Service Delivery and Logistics
BFD11	Reporting	Service Delivery and Logistics
BFD12	Knowledge Management and FAQs	Service Delivery and Logistics
BFD13	Forecasting and Ordering	Forecasting Customer Demand
BFD14	User & Access Management	Service Delivery and Logistics

3 Baseline business requirements

This section describes the baseline business requirements for the Self-Service Interface. These are defined as Epics and associated Process Maps. The functional and non-functional requirements for these Epics are defined in section 4.

3.1 Baseline Epics, Process Maps to Business Functional Domain

The following Epics and Process Maps are implemented through the Self-Service Interface. Each is mapped to a business functional domain as defined in section 2.1.

Epic Name	Description	Process Map	Business Functional Domain
Login	As a DCC Service User I want to be able to log into the Self-service interface, so that I will be able submit further requests through the Self-Service Interface	PM1	BFD14 User & Access Management
View Inventory	As a DCC Service User I want to be able to see high level information about the devices at a given property, or one specific device, so that I can use this information to help me manage these devices	PM2	BFD02 Smart Metering Inventory
View Service Audit Trail	As a DCC Service User I want to be able to see the history of service requests sent to devices at a given property, or one specific device, so that I can use this information to help me manage these devices	PM3	BFD04 Service Audit Trails
View Meter Reads	As a DCC Service User I want to be able to see the history of meter reads for devices at a given property, or one specific device, so that I can use this information to help me manage these devices	PM4	BFD06 Meter Read Transactions
View SMWAN Coverage	As a DCC Service User I want to be able to see if a given postcode has SM WAN coverage or when it will get it, so that I can plan my Smart Metering rollout	PM5	BFD07 CSP SMWAN Network Coverage
Run Comms Hub Diagnostics	As a DCC Service User I want to be able to run diagnostics on a Communications Hub, so that I can troubleshoot any problems with the Hub	PM6	BFD10 Comms Hub Availability & Diagnostics
Access OMS	As a DCC Service User I want to be able to access OMS from the Self-Service Interface, so that I can plan and execute my orders for Communications Hubs and auxiliary equipment	PM7	BFD13 Forecasting and Ordering
Run Reports	As a DCC Service User I want to be able to run pre-defined reports, so that I can use this information to help me manage the service I provide customers	PM8	BFD11 Reporting
Raise Incident	As a DCC Service User I want to be able to raise an Incident so that my issue with the DCC service can be resolved	PM9	BFD01 Service Management

Epic Name	Description	Process Map	Business Functional Domain
Update Incident	As a DCC Service User I want to be able to update an existing incident, so that the DCC has visibility of the latest status	PM10	BFD01 Service Management
View Incident	As a DCC Service User I want to be able to view an existing incident, so that I have visibility of the latest status	PM11	BFD01 Service Management
View Support Documents	As a DCC Service User I want to be able to view DCC support documents, so that I can try to answer questions and solve issues independently	PM12	BFD12 Knowledge Management and FAQs
View Planned Changes	As a DCC Service User I want to be able to view details of planned maintenance and upgrades to the DCC service, so that I can plan my operations to be aligned to the schedule	PM13	BFD05 Forward Schedule of change
View Service Status	As a DCC Service User I want to be able to see details of the DCC service status, so that I can understand if any outages are affecting my operations or the service I provide to customers	PM14	BFD03 DCC Service Status
View Service Alerts	As a DCC Service User I want to be able to see details of any DCC service alerts, so that I can understand if any outages are affecting my operations or the service I provide to customers, and if so when they will be resolved	PM15	BFD08 DCC Service Alerts
View FAQs	As a DCC Service User I want to be able to view DCC FAQs, so that I can try to answer questions and solve issues independently	PM16	BFD12 Knowledge Management and FAQs
View User Manuals	As a DCC Service User I want to be able to view DCC user manuals, so that I can try to answer questions and solve issues independently	PM17	BFD12 Knowledge Management and FAQs
Raise Service Request	As a DCC Service User I want to be able to raise service management service requests, so that I can deliver the best service to my customers and run my operations effectively	PM18	BFD09 Service Requests
Update Service Request	As a DCC Service User I want to be able to update service management service requests, so that I can deliver the best service to my customers and run my operations effectively	PM19	BFD09 Service Requests
View Service Request	As a DCC Service User I want to be able to view service management service requests, so that I can deliver the best service to my customers and run my operations effectively	PM20	BFD09 Service Requests
Create SSI User	As a DCC Administration Service User I want to be able to create SSI accounts for my users, so that my users can use the SSI effectively	PM21	BDF14 User Management

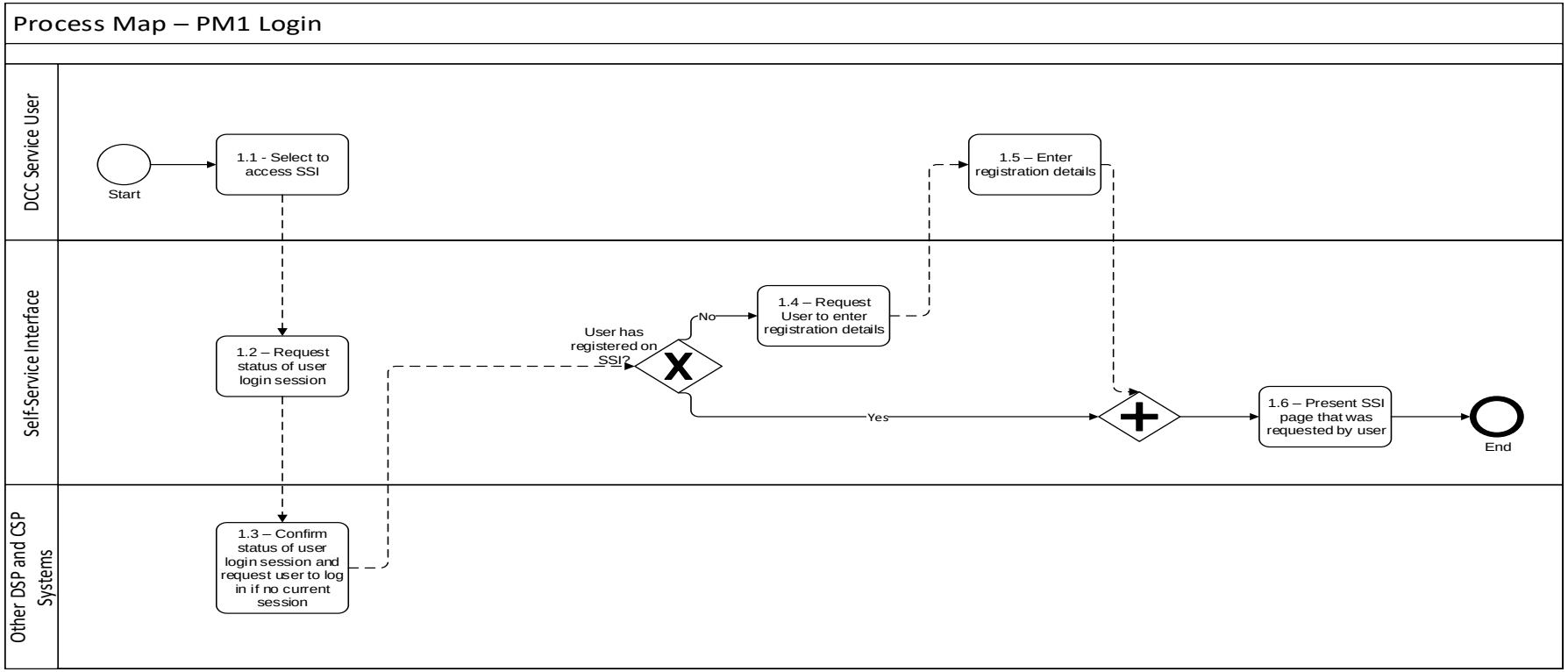
Epic Name	Description	Process Map	Business Functional Domain
Update SSI User	As a DCC Administration Service User I want to be able to update SSI accounts for my users, including resetting passwords, so that my users can use the SSI effectively	PM22	BFD14 User Management
View SSI User	As a DCC Administration Service User I want to be able to view SSI accounts for my users, so that my users can use the SSI effectively	PM23	BFD14 User Management
Delete SSI User	As a DCC Administration Service User I want to be able to delete SSI accounts for my users, so that people do not erroneously have access to the SSI	PM24	BFD14 User Management
View My User Profile	As a DCC Service User I want to be able to view my profile, so that I can confirm what I can do on the SSI and view items I have bookmarked	PM25	BFD14 User Management
Search SSI Content	As a DCC Service User I want to be able to search for all content published on the SSI, so that I can try to answer questions and solve issues independently	PM26	BFD12 Knowledge Management and FAQs
View Problem	As a DCC Service User I want to be able to view an existing problem, so that I have visibility of the latest status	PM27	BFD01 Service Management

3.2 Epic - Process Map

This section depicts the process maps for the defined Epics. Note that except for PM1 Login, the process maps assume the Service User is in a logged-in state prior to commencing the journey.

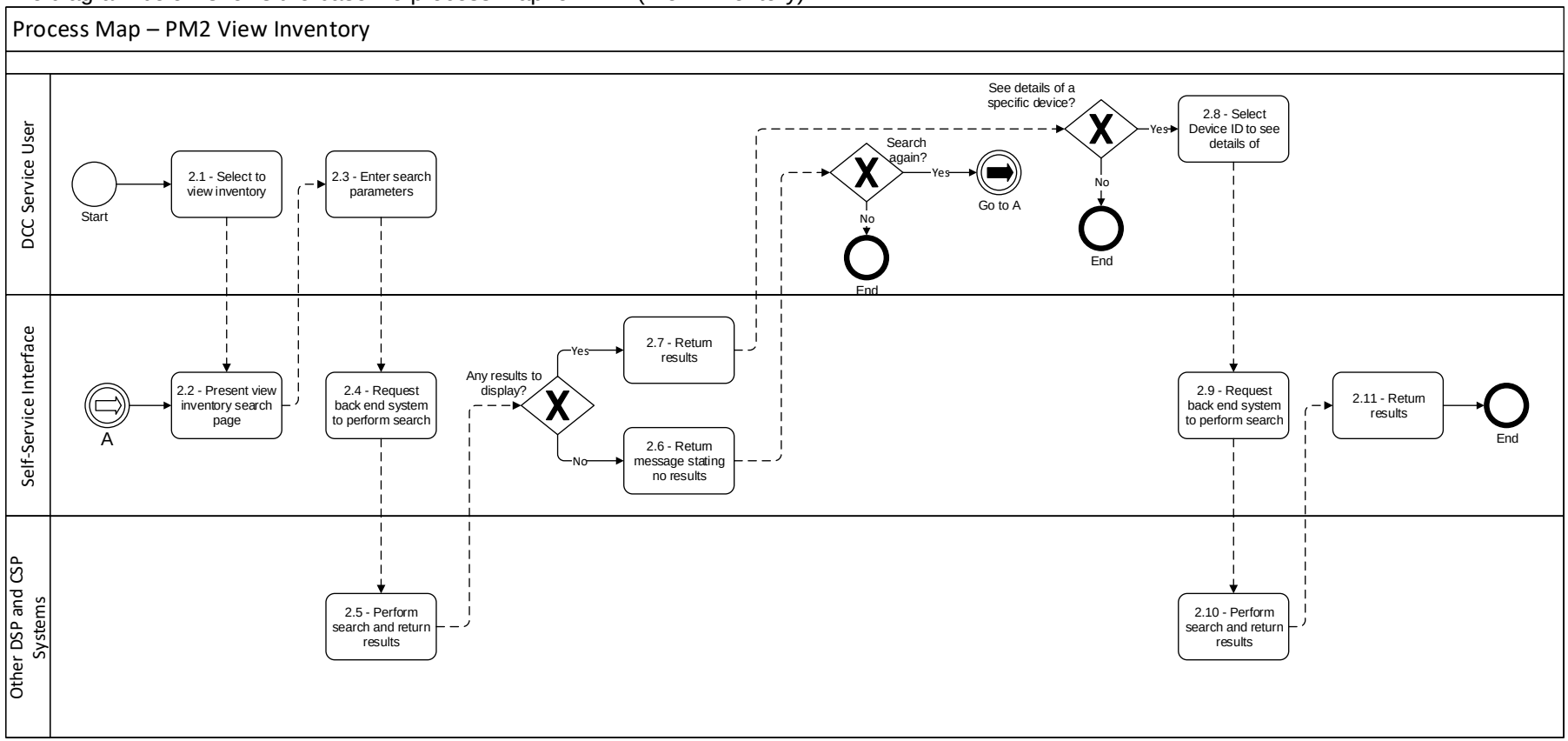
3.2.1 Login – PM1

The diagram below shows the baseline process map for PM1 (Login).



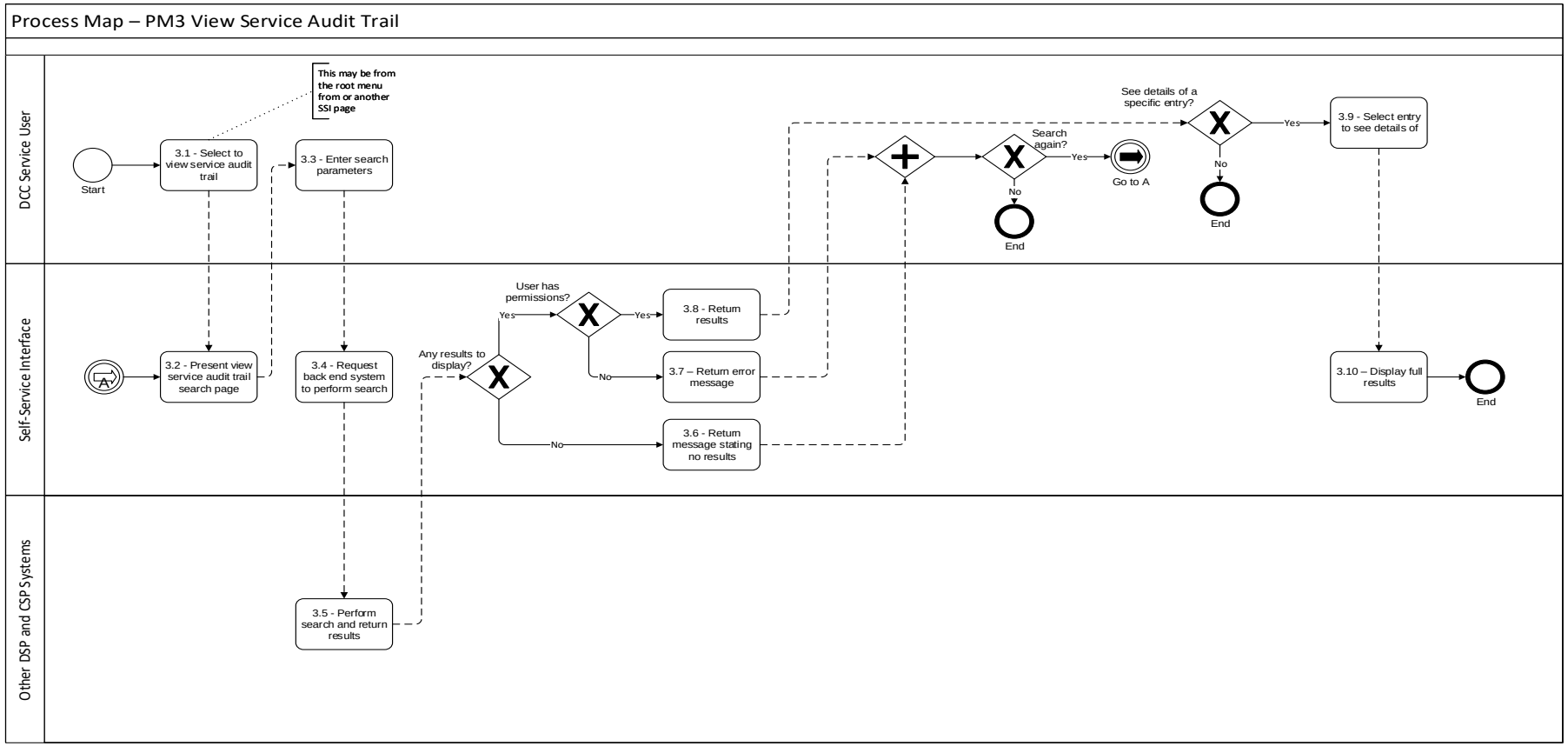
3.2.2 View Inventory - PM2

The diagram below shows the baseline process map for PM2 (View Inventory).



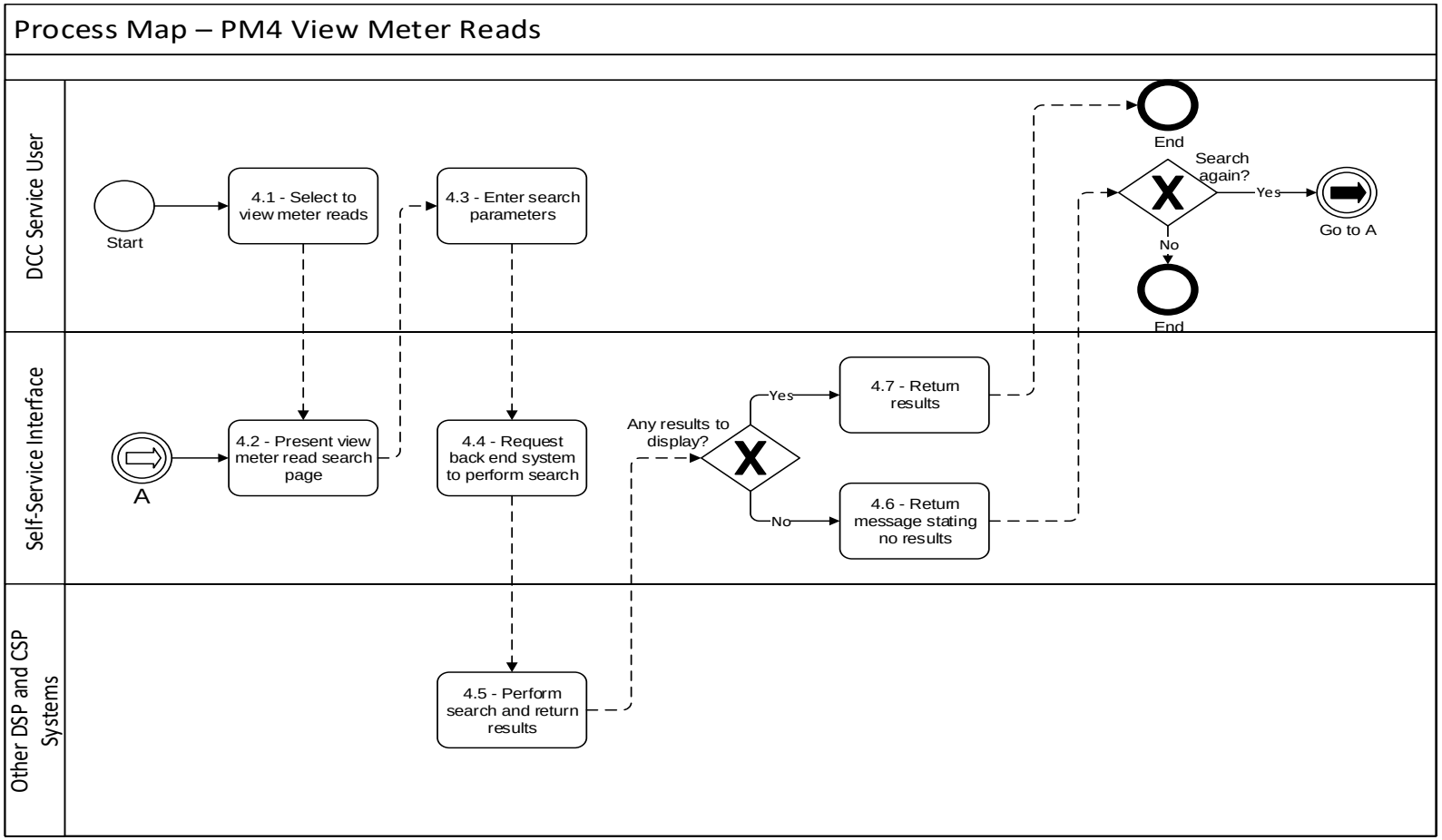
3.2.3 View Service Audit Trail – PM3

The diagram below shows the baseline process map for PM3 View Service Audit Trail.



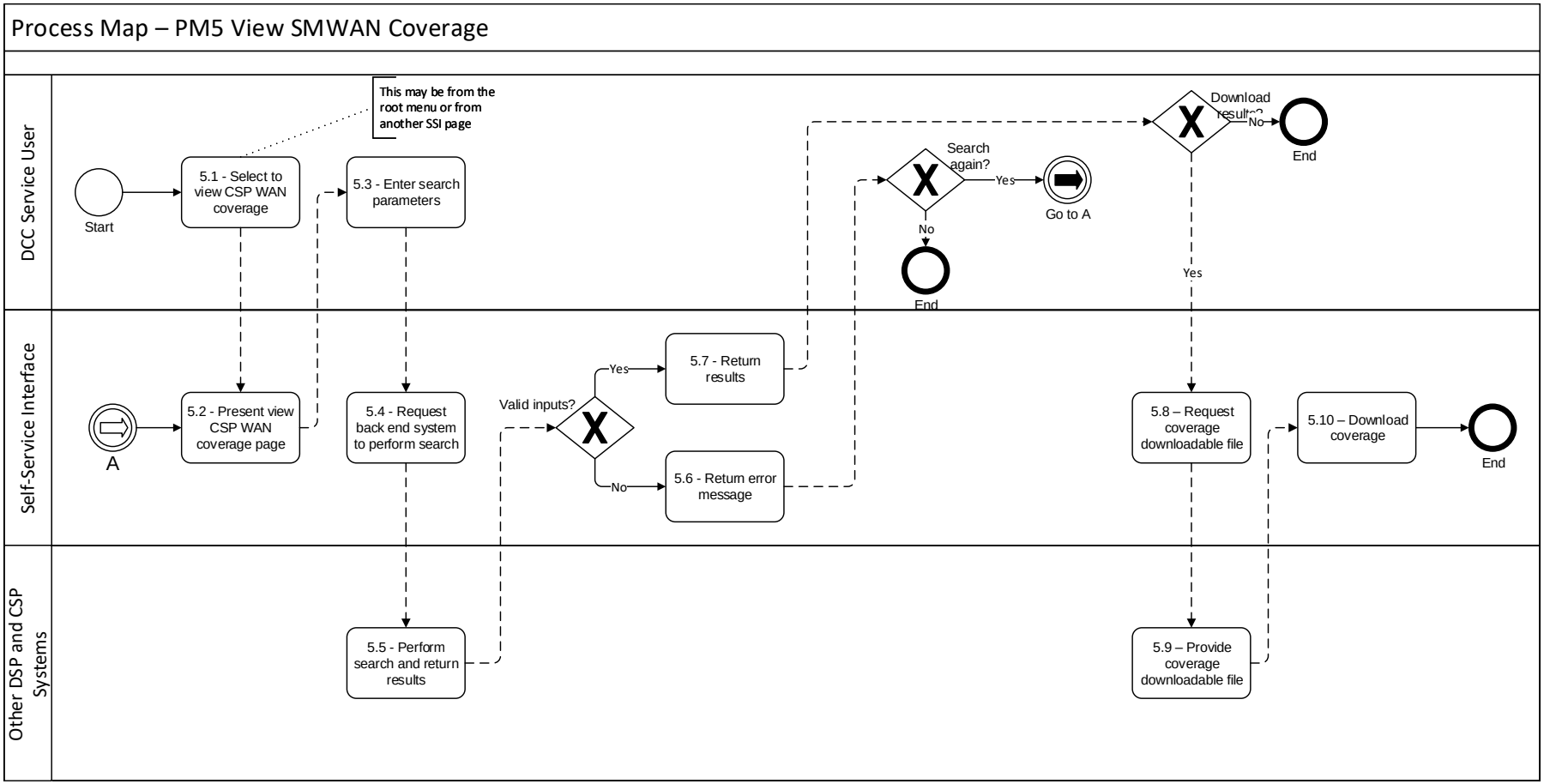
3.2.4 View Meter Reads – PM4

The diagram below shows the baseline process map for PM4 (View Meter Reads).



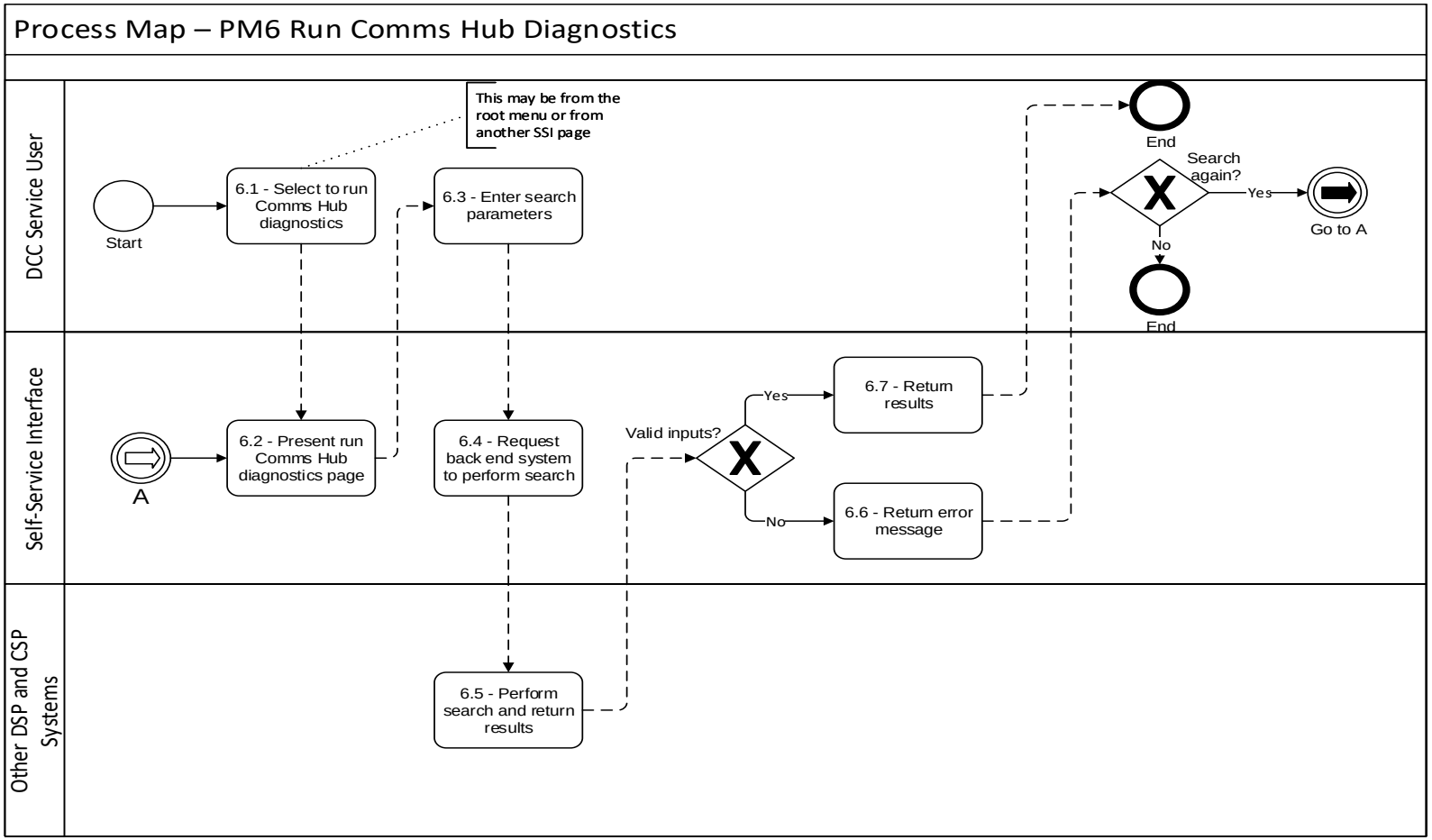
3.2.5 SMWAN Coverage – PM5

The diagram below shows the baseline process map for PM5 (View SMWAN Coverage).



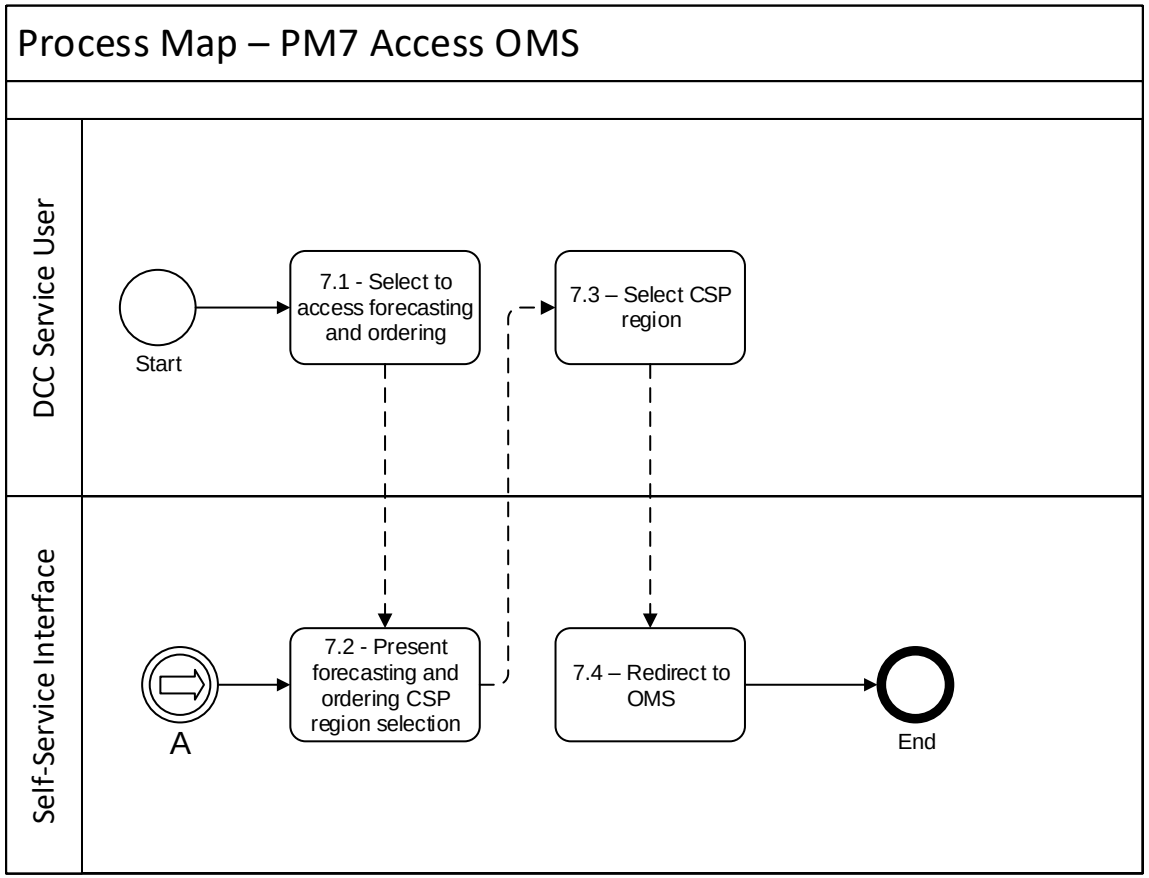
3.2.6 Run Comms Hub Diagnostics - PM6

The diagram below shows the baseline process map for PM6 (Run Comms Hub Diagnostics).



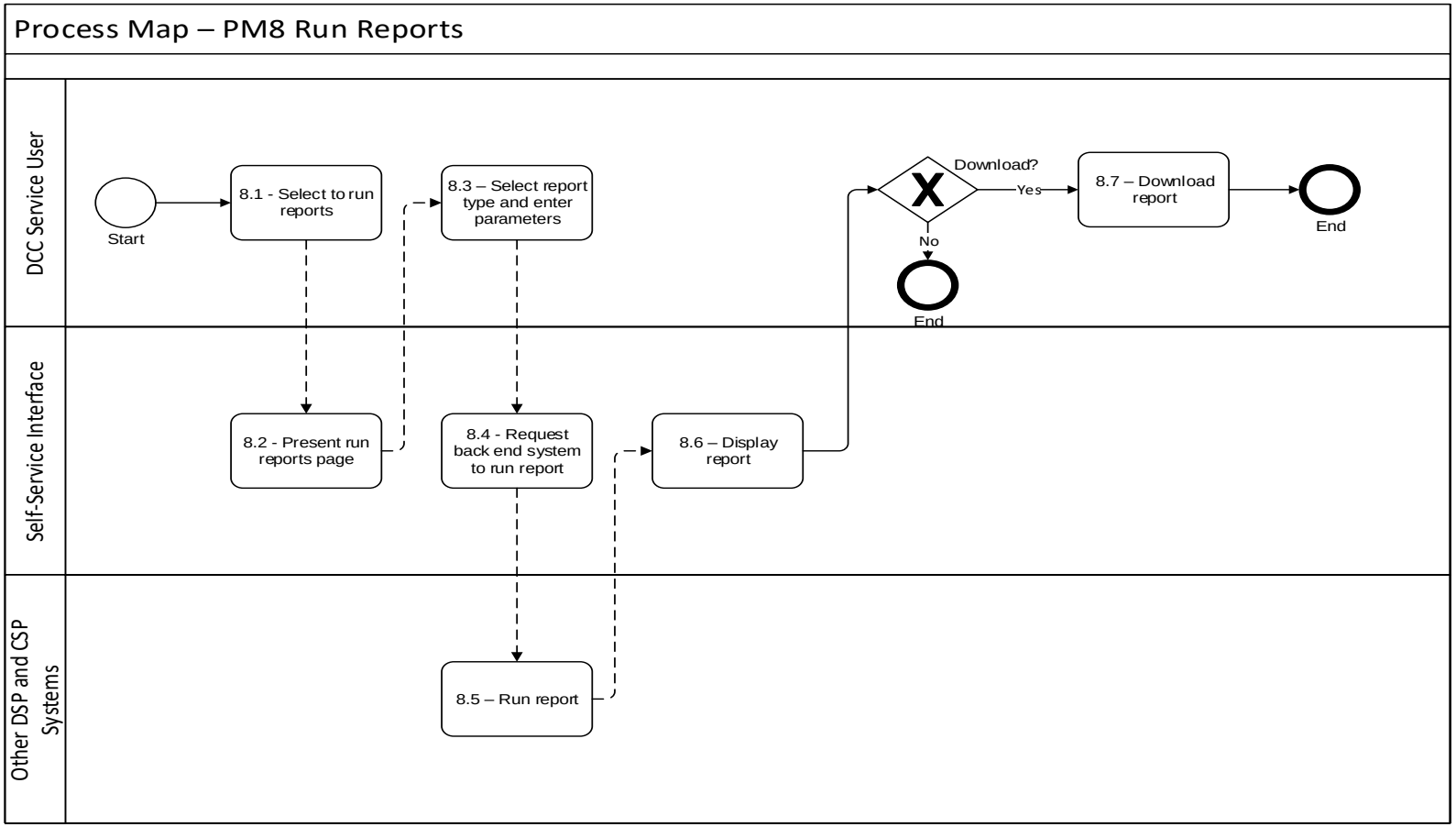
3.2.7 Access OMS - PM7

The diagram below shows the baseline process map for PM7 Access OMS.



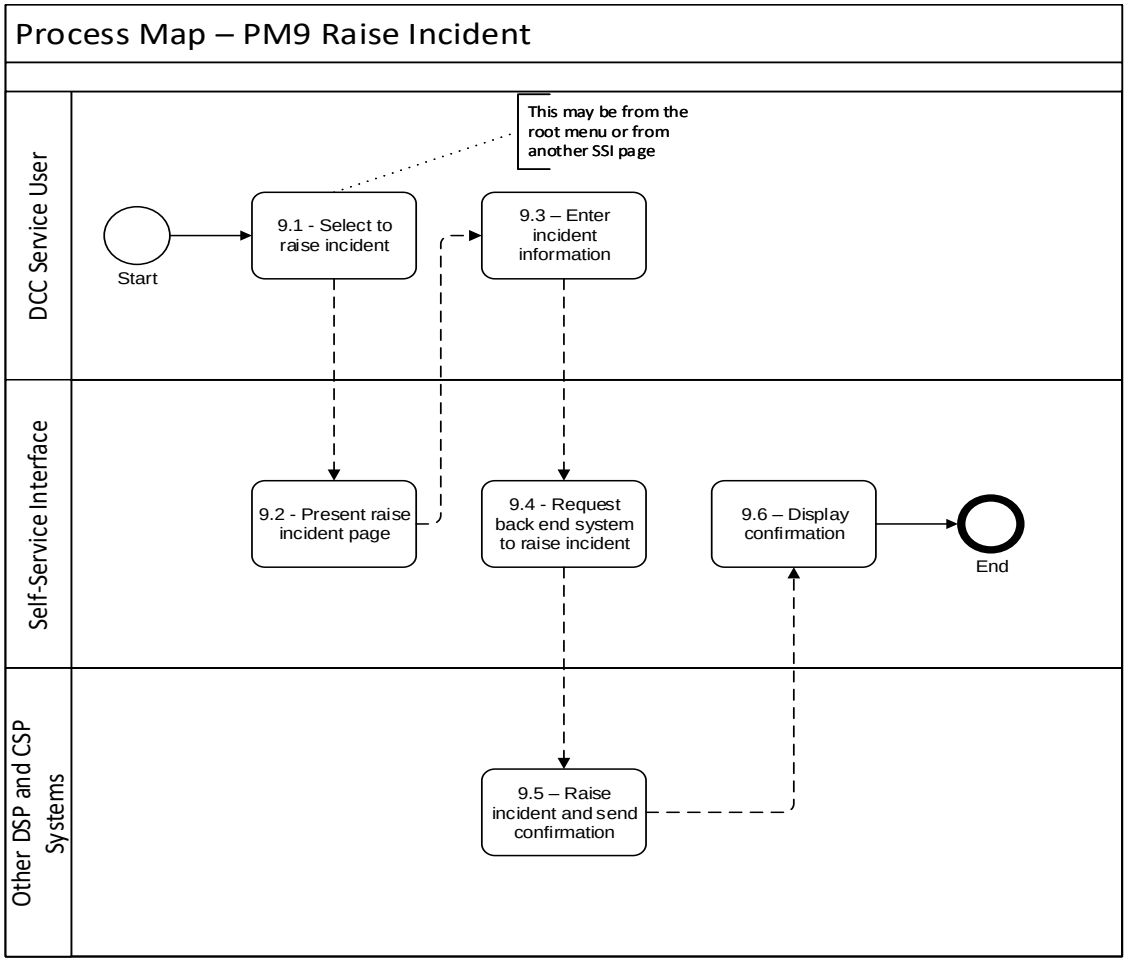
3.2.8 Run Reports – PM8

The diagram below shows the baseline process map for PM8 (Run Reports).



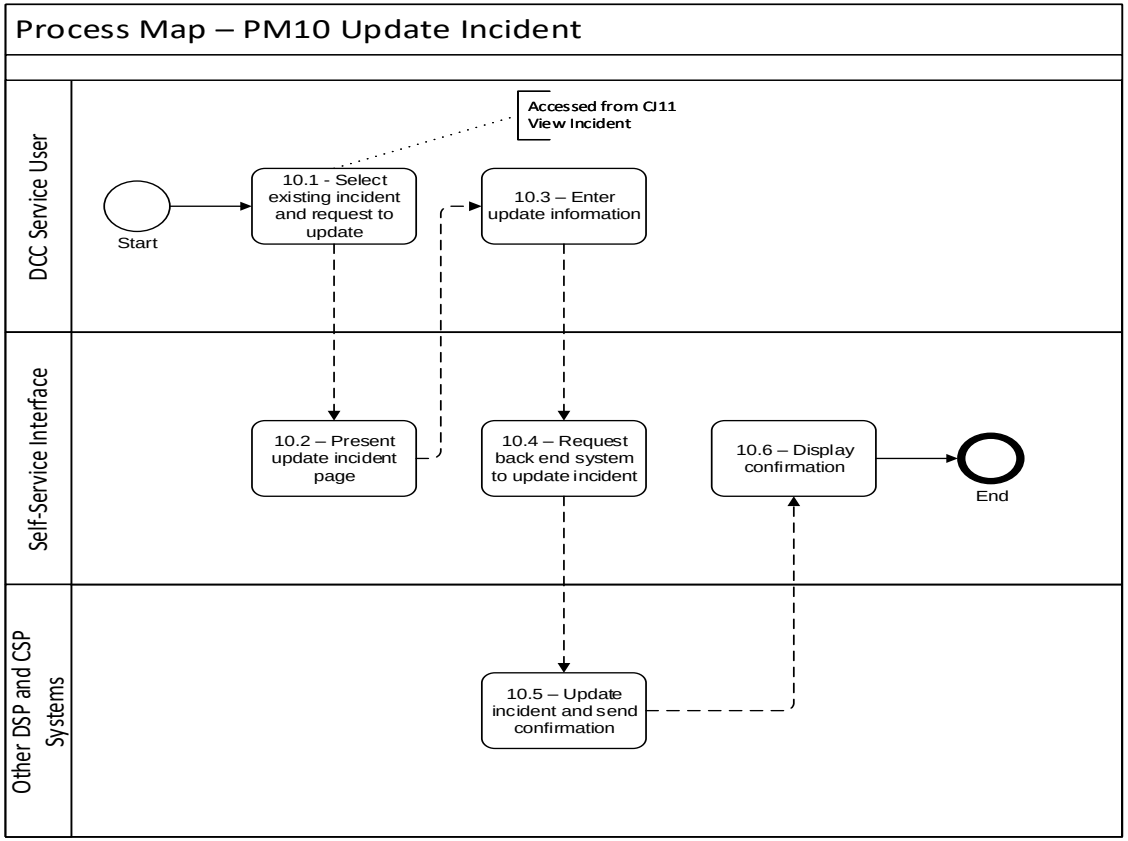
3.2.9 Raise Incident - PM9

The diagram below shows the baseline process map for PM9 (Raise Incident).



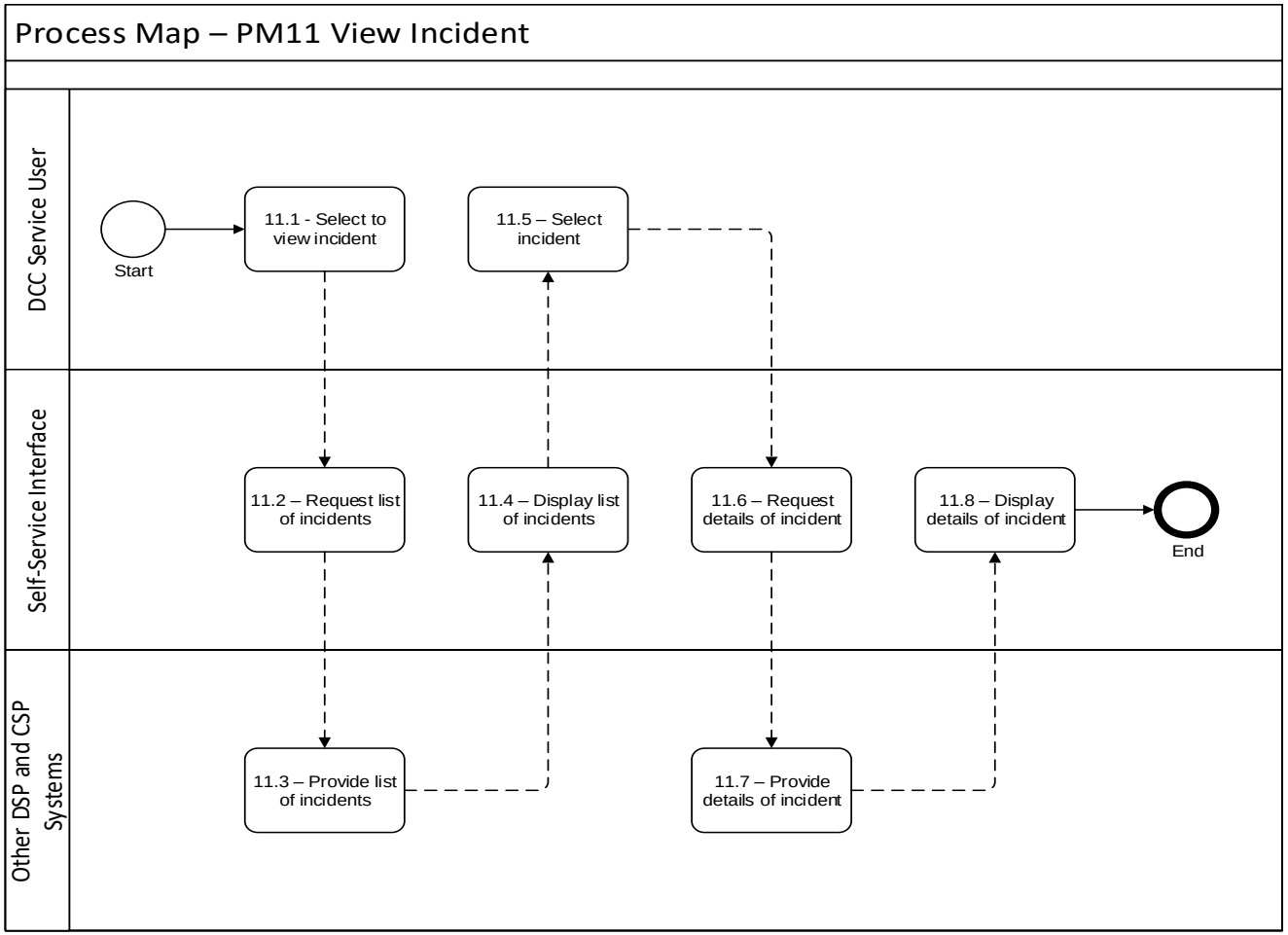
3.2.10 Update Incident - PM10

The diagram below shows the baseline process map for PM10 (Update incident).



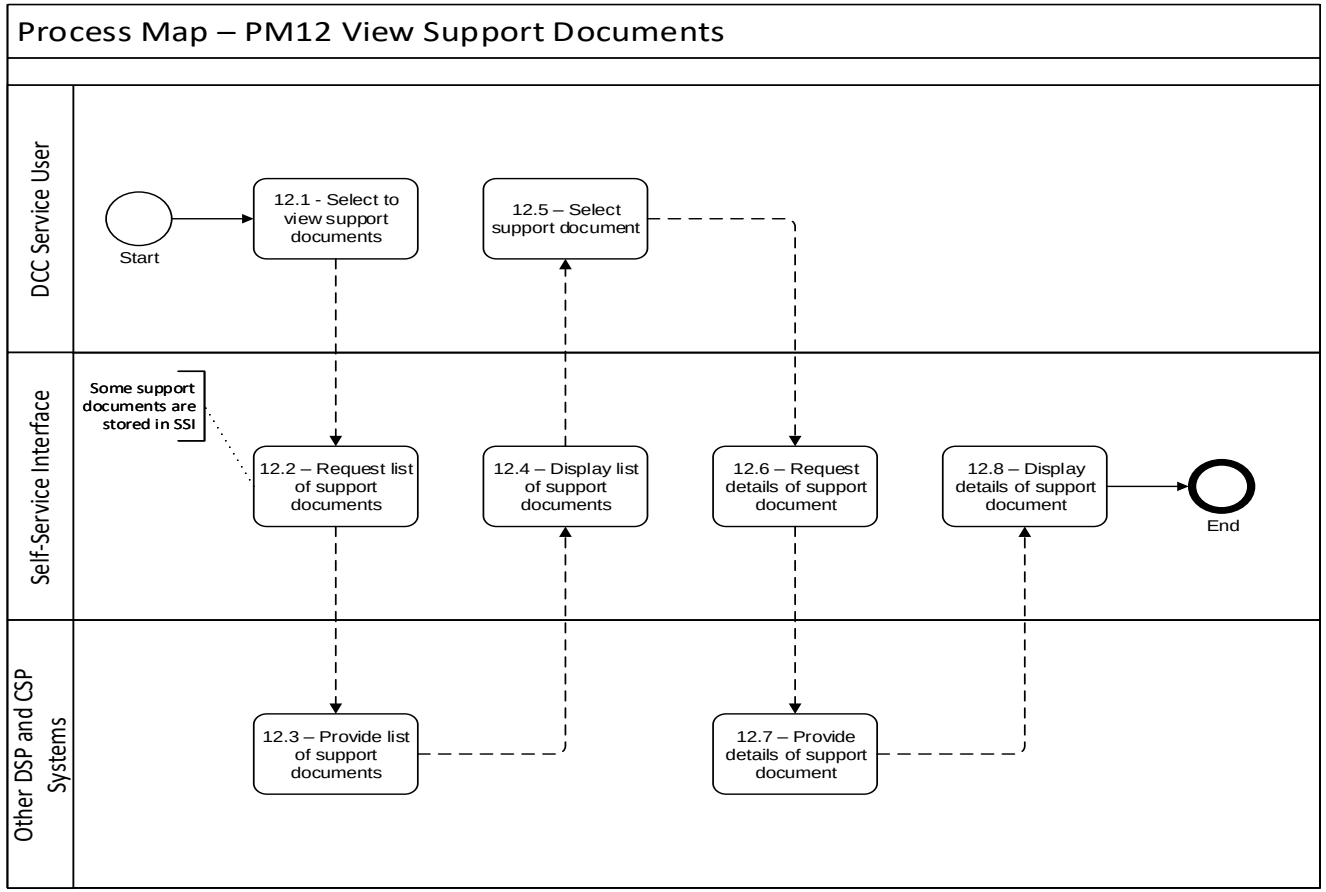
3.2.11 View Incident - PM11

The diagram below shows the baseline process map for PM11 (View Incident).



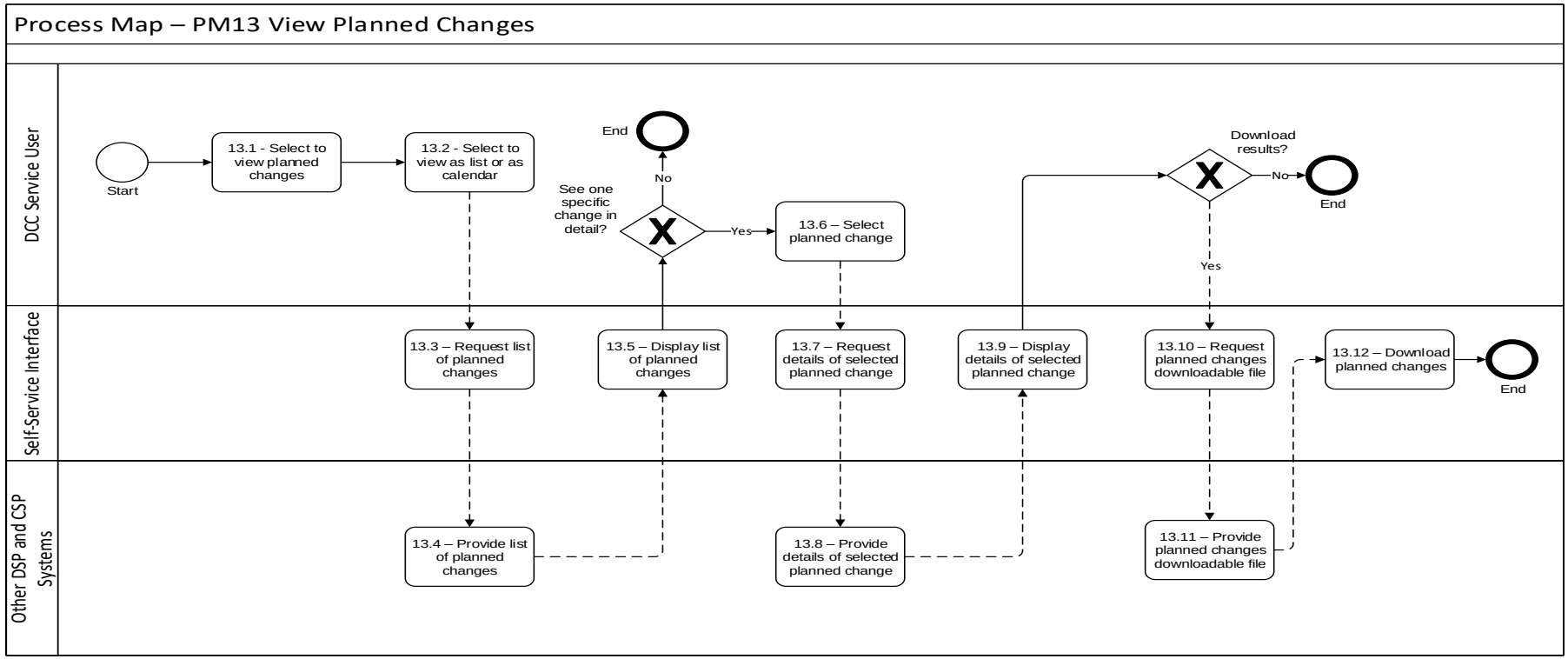
3.2.12 View Support Documents - PM12

The diagram below shows the baseline process map for PM12 (View Support Documents).



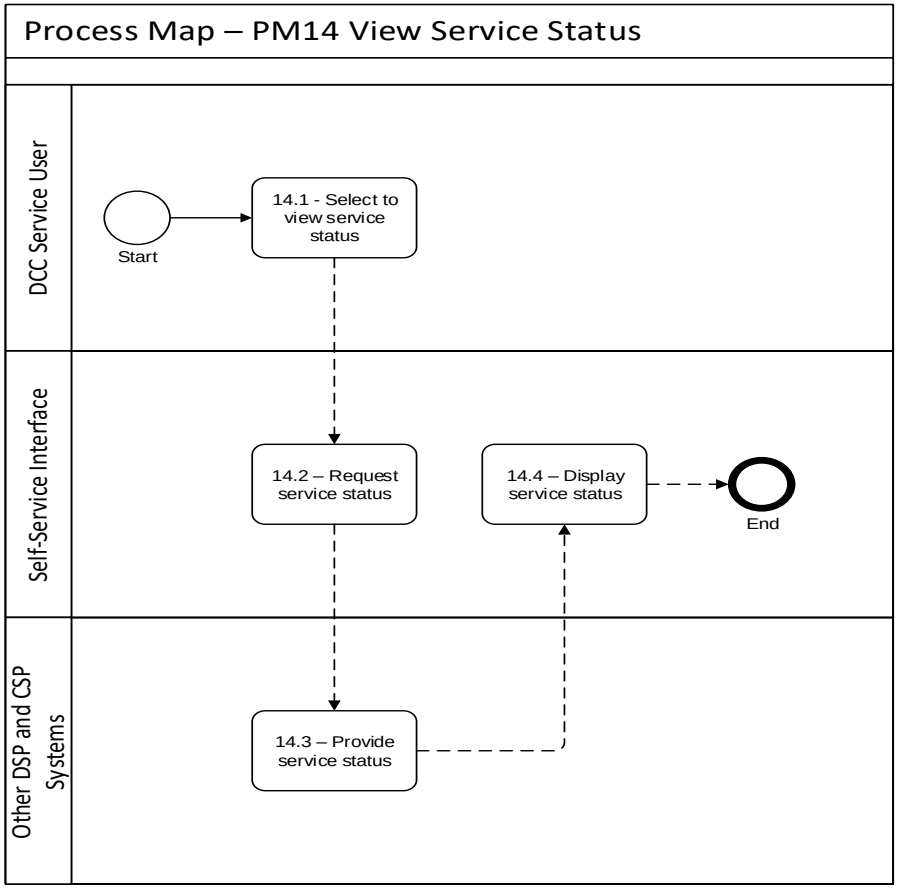
3.2.13 View Planned Changes - PM13

The diagram below shows the baseline process map for PM13 (View Planned Changes).



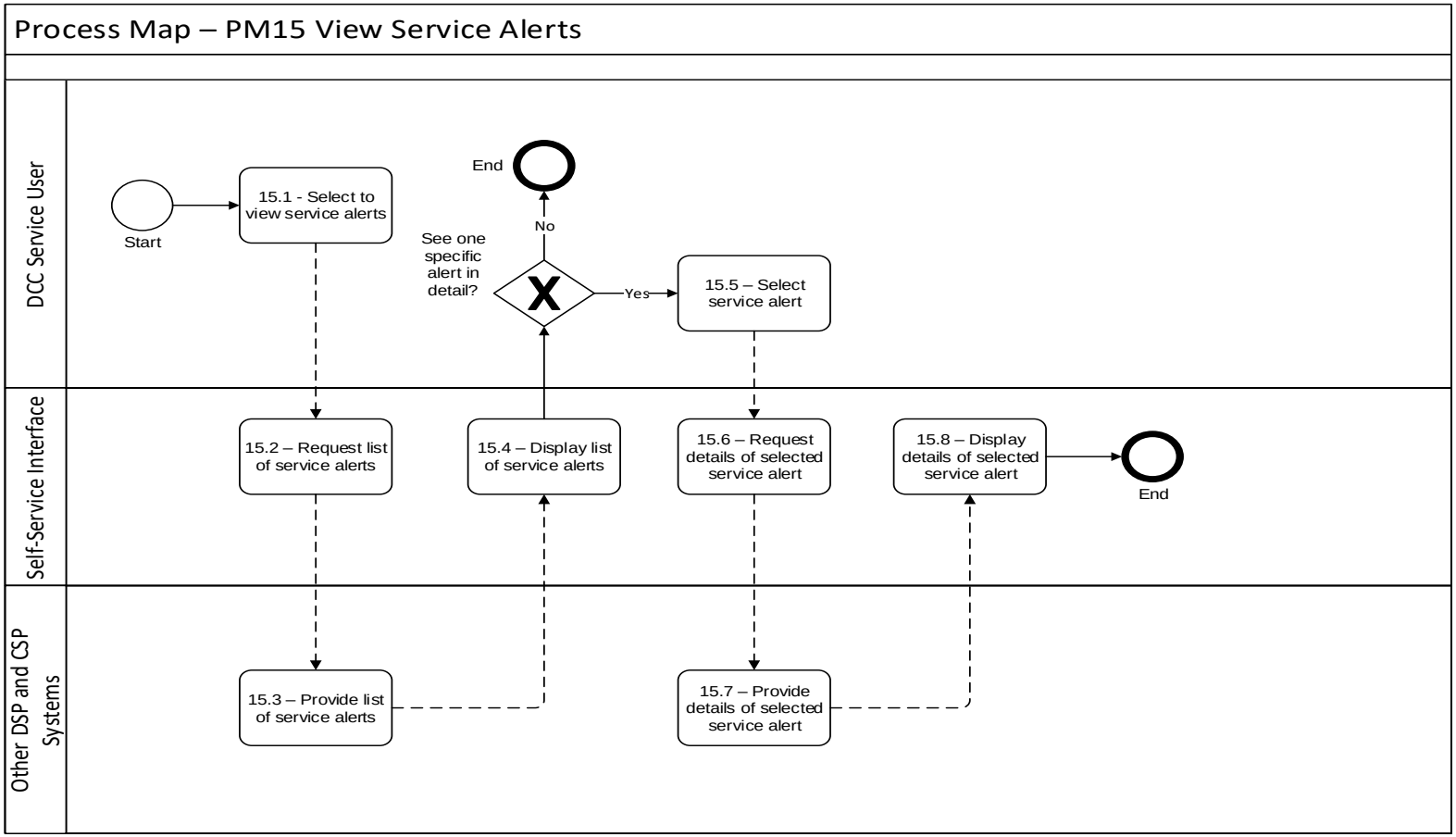
3.2.14 View Service Status - PM14

The diagram below shows the baseline process map for PM14 (View Service Status).



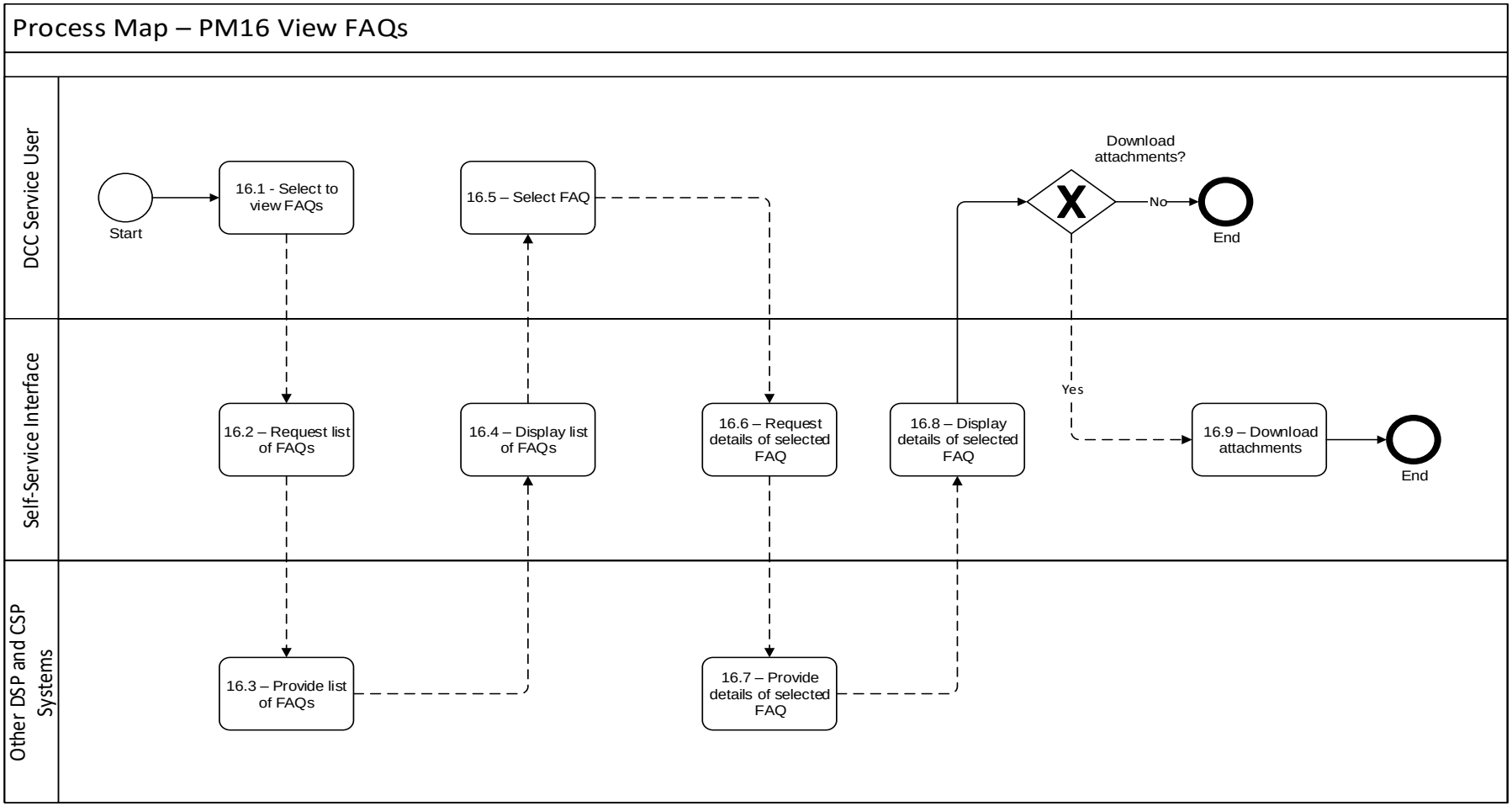
3.2.15 View Service Alerts - PM15

The diagram below shows the baseline process map for PM15 View Service Alerts.



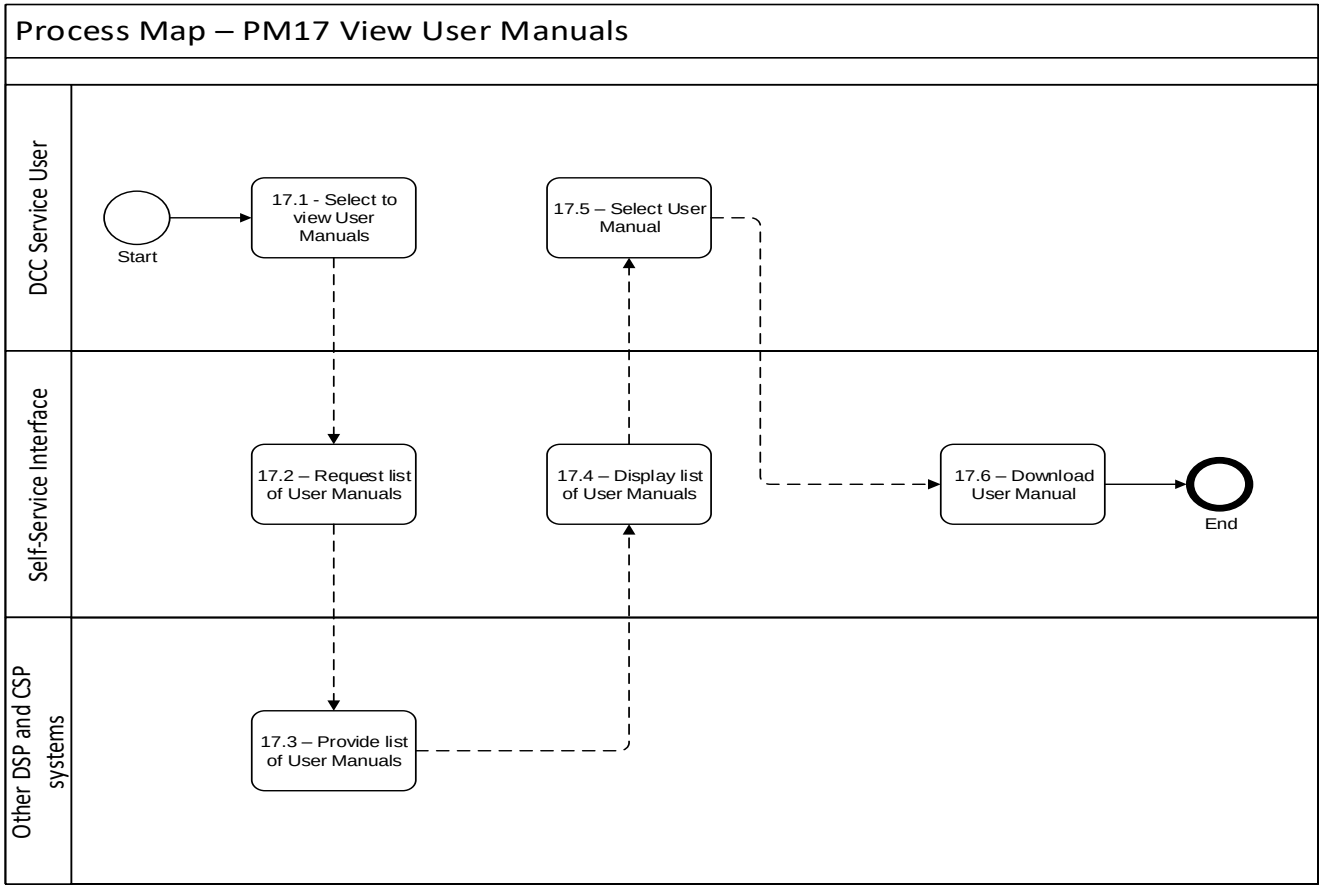
3.2.16 View FAQs - PM16

The diagram below shows the baseline process map for PM16 (View FAQs).



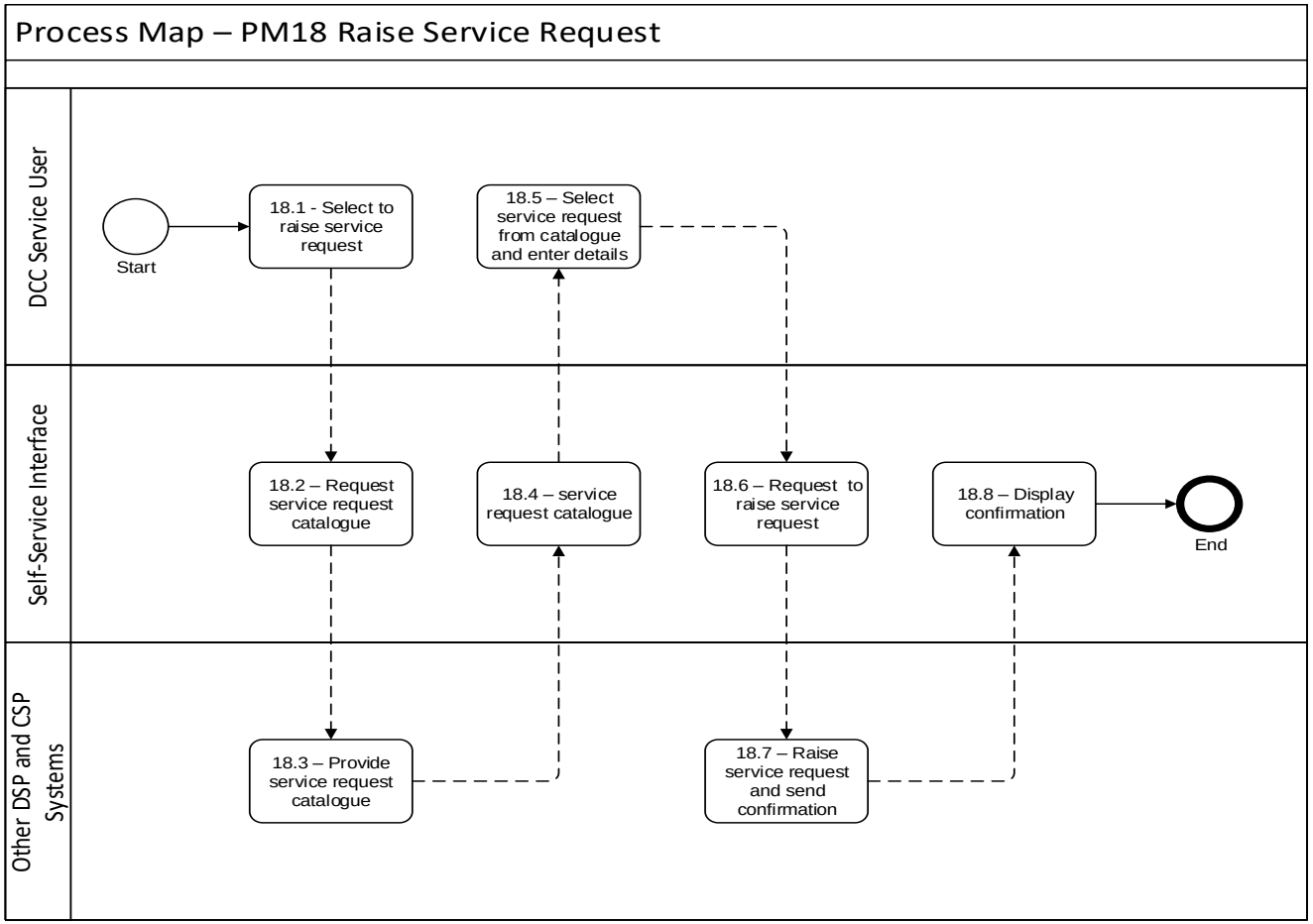
3.2.17 View User Manuals - PM17

The diagram below shows the baseline process map for PM17 (View User Manuals).



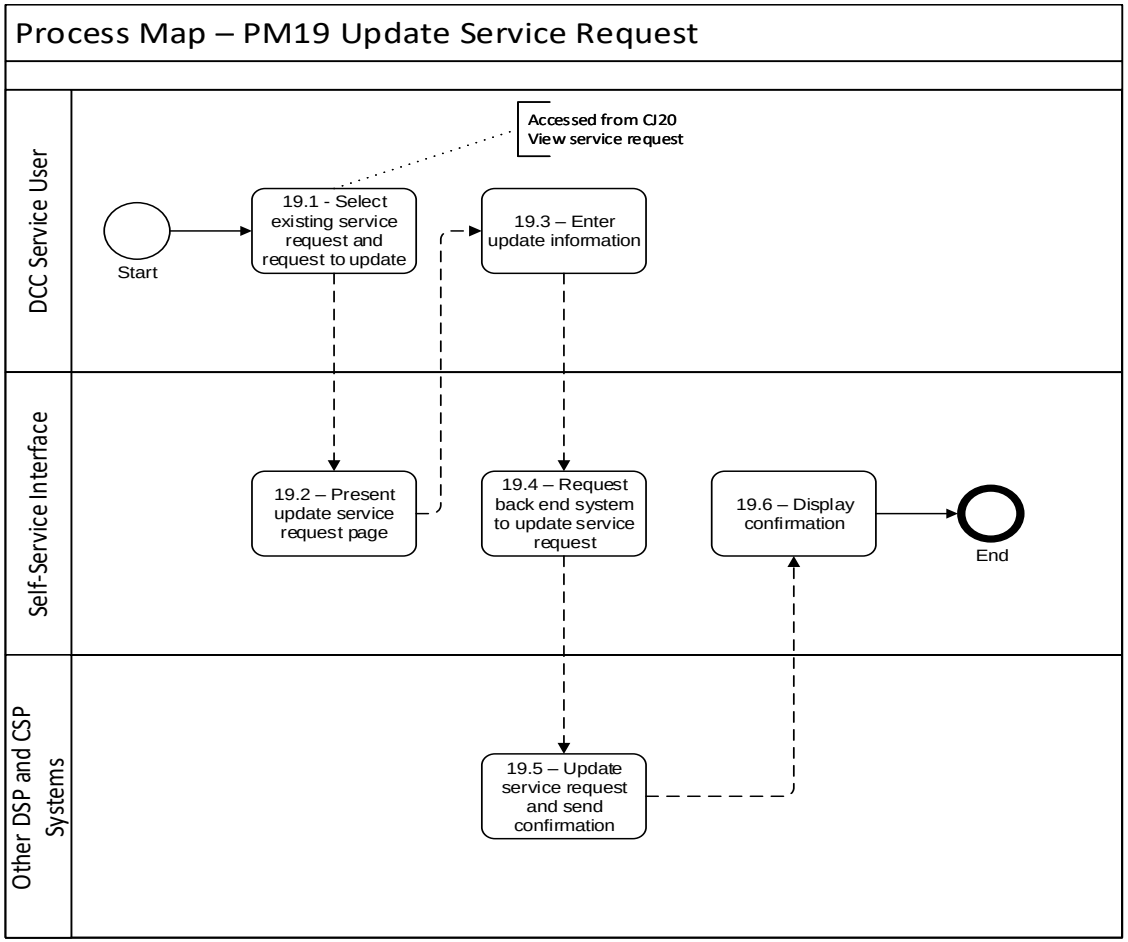
3.2.18 Raise Service Request - PM18

The diagram below shows the baseline process map for PM18 (Raise Service Request).



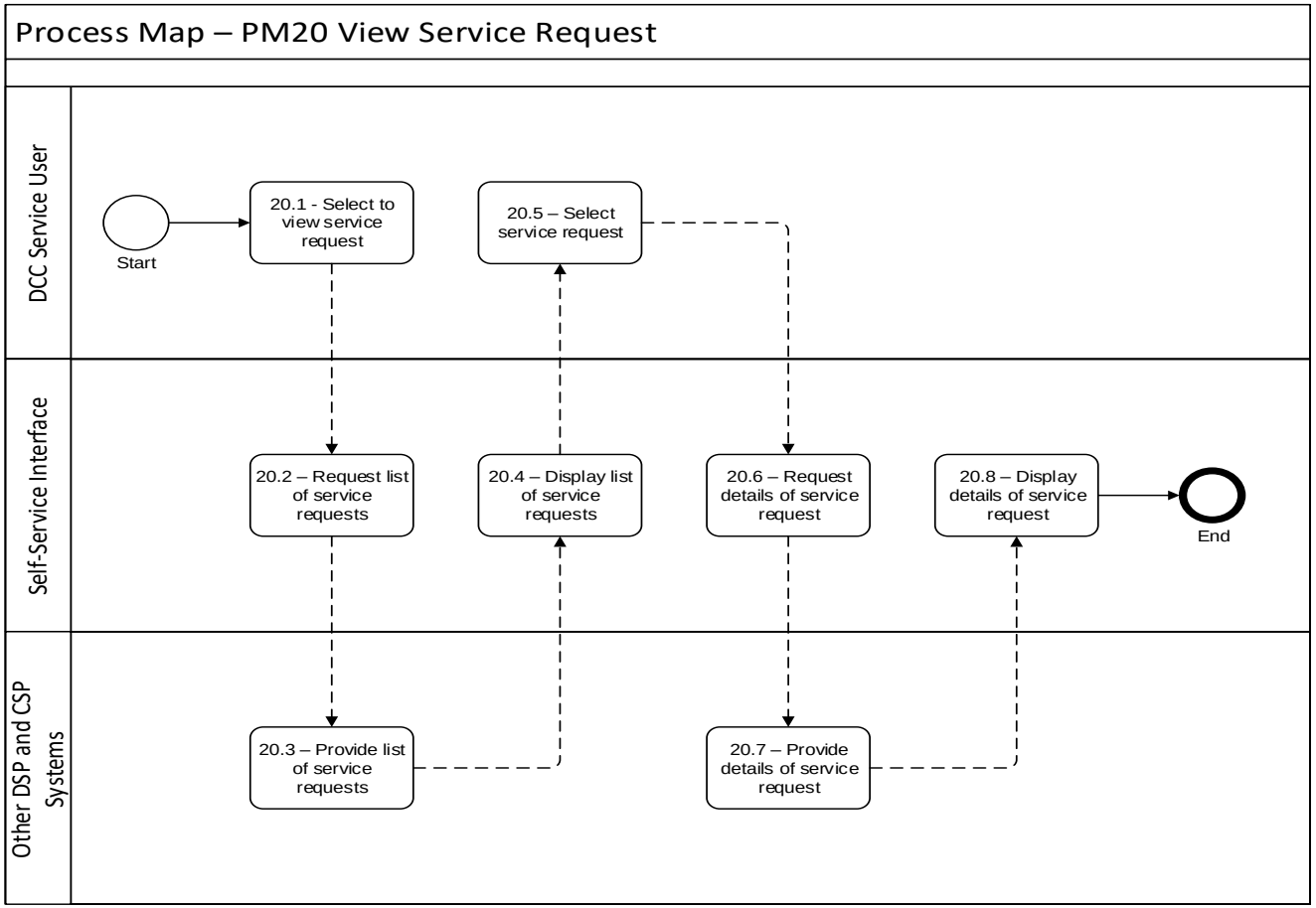
3.2.19 Update Service Request - PM19 Update

The diagram below shows the baseline process map for PM19 (Update Service Request).



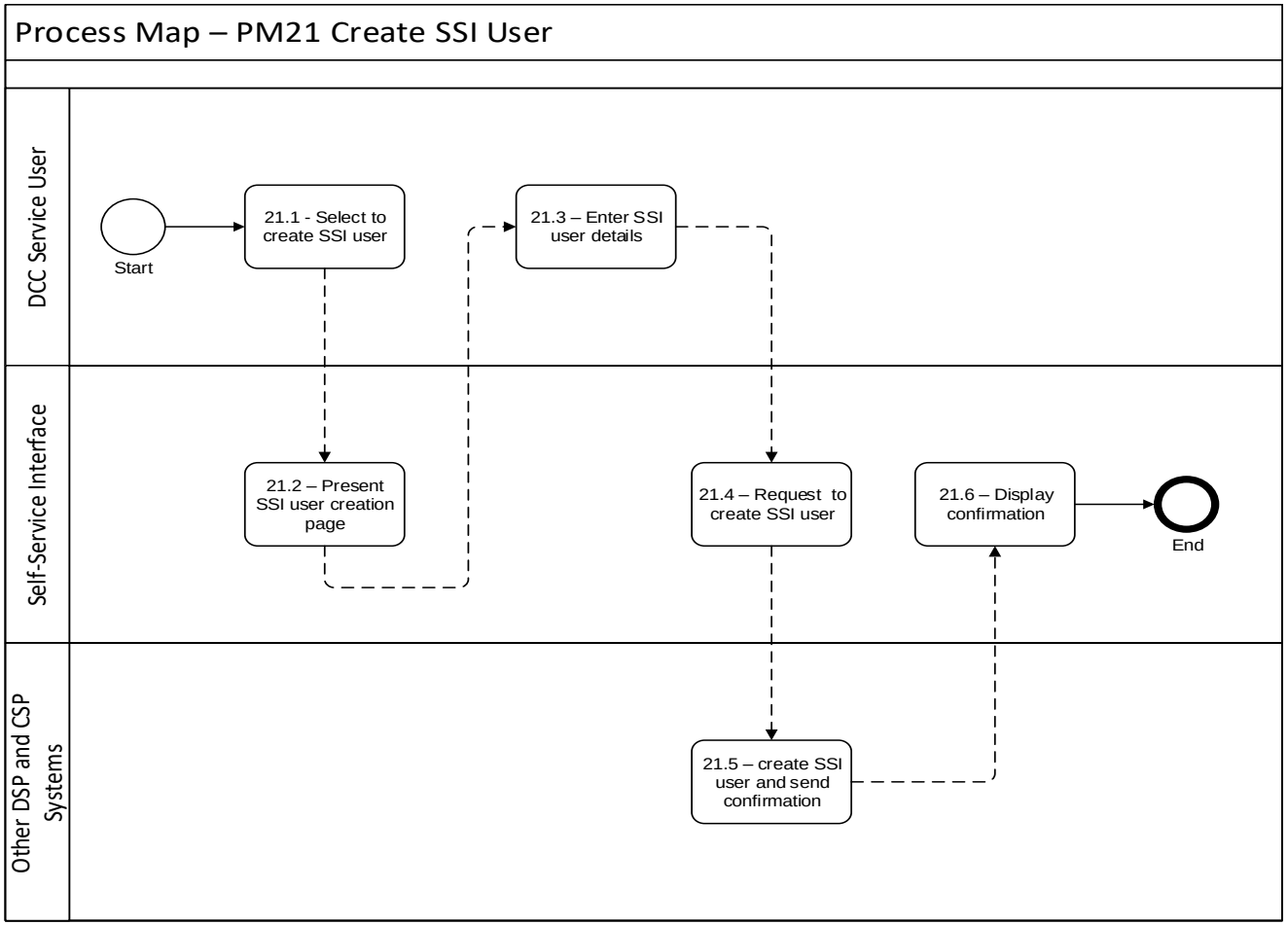
3.2.20 View Service Request - PM20

The diagram below shows the baseline process map for PM20 (View Service Request).



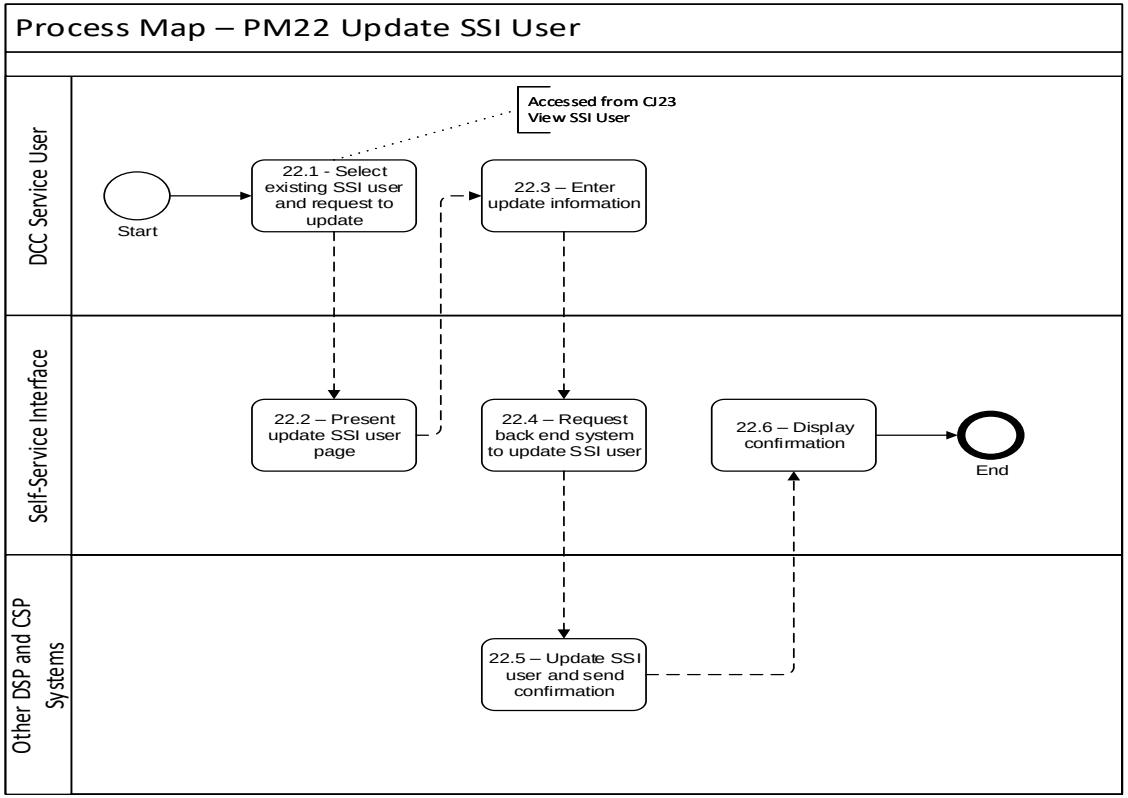
3.2.21 Create SSI User - PM21

The diagram below shows the baseline process map for PM21 (Create SSI User).



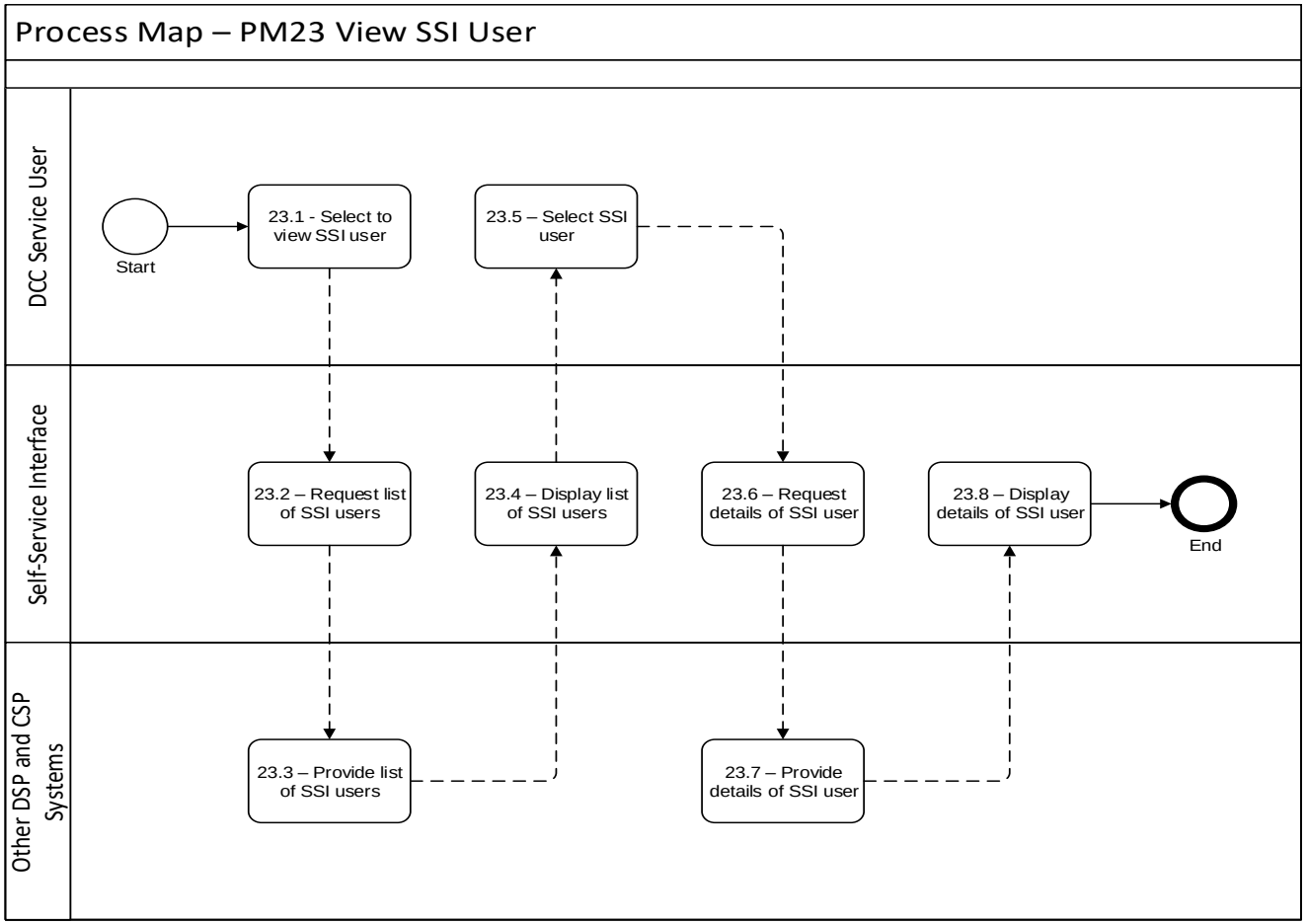
3.2.22 Update SSI User - PM22

The diagram below shows the baseline process map for PM22 (Update SSI User).



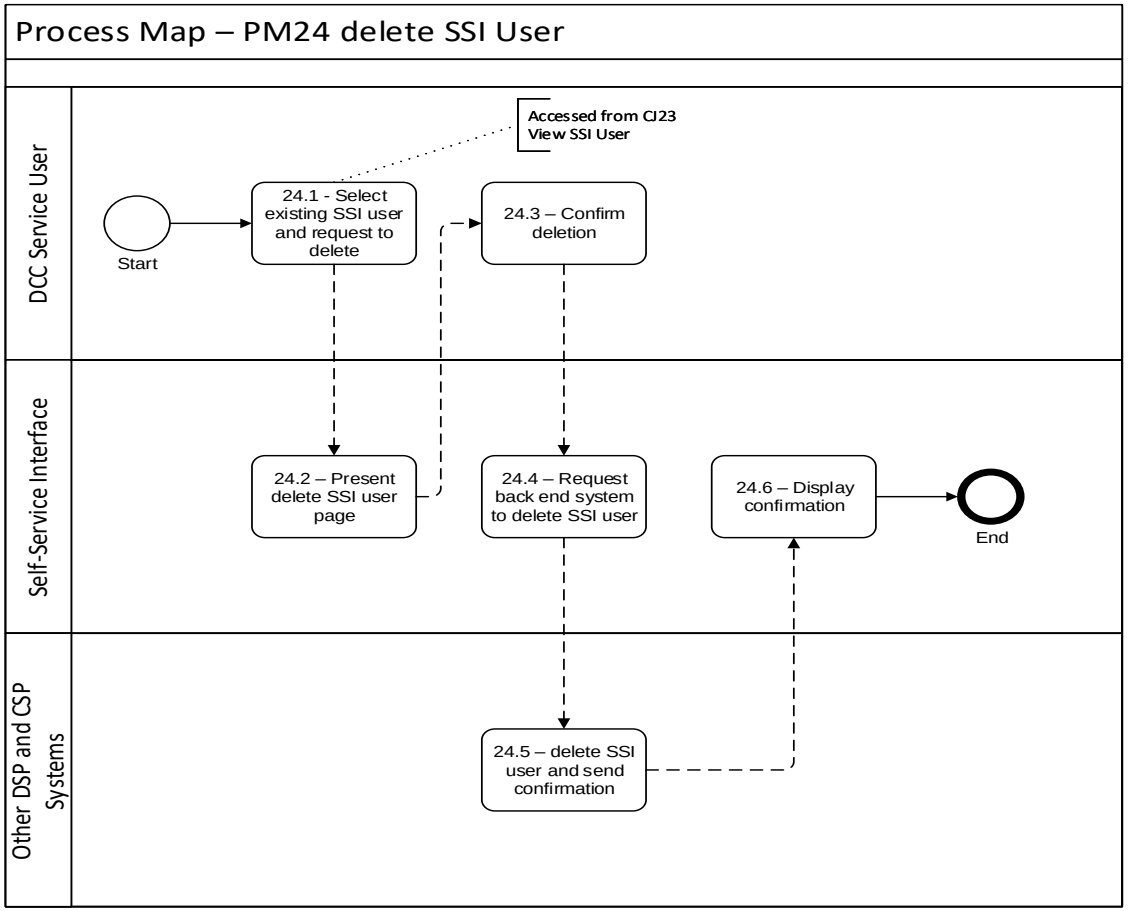
3.2.23 View SSI User - PM23

The diagram below shows the baseline process map for PM23 (View SSI User).



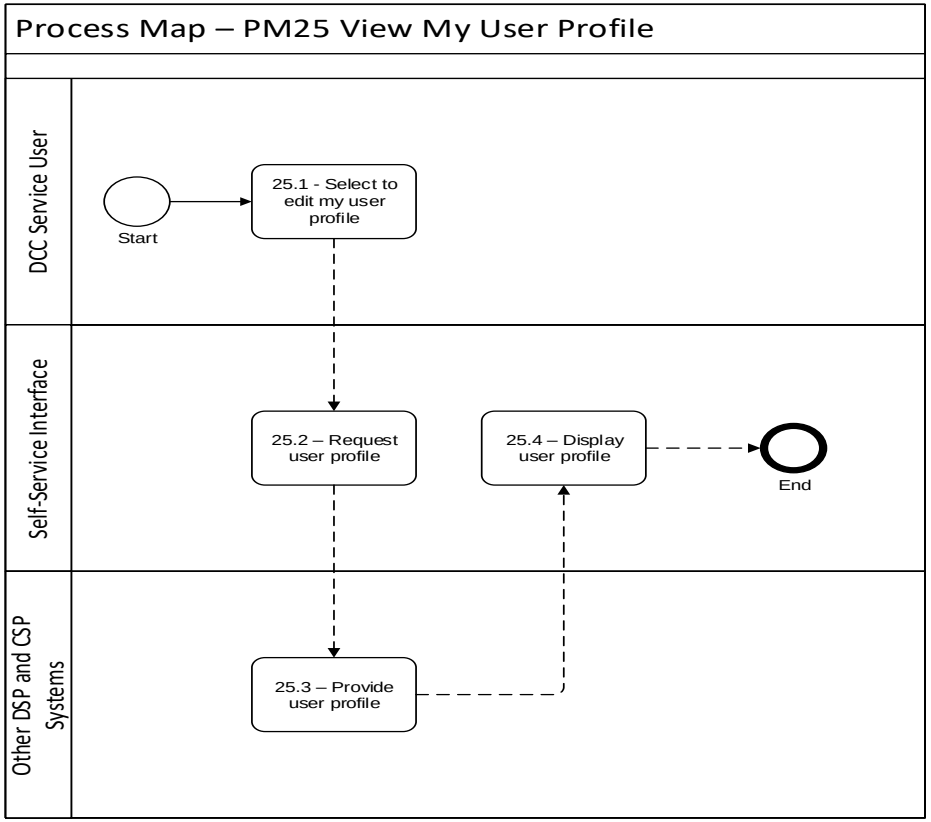
3.2.24 Delete SSI User - PM24

The diagram below shows the baseline process map for PM24 Delete SSI User.



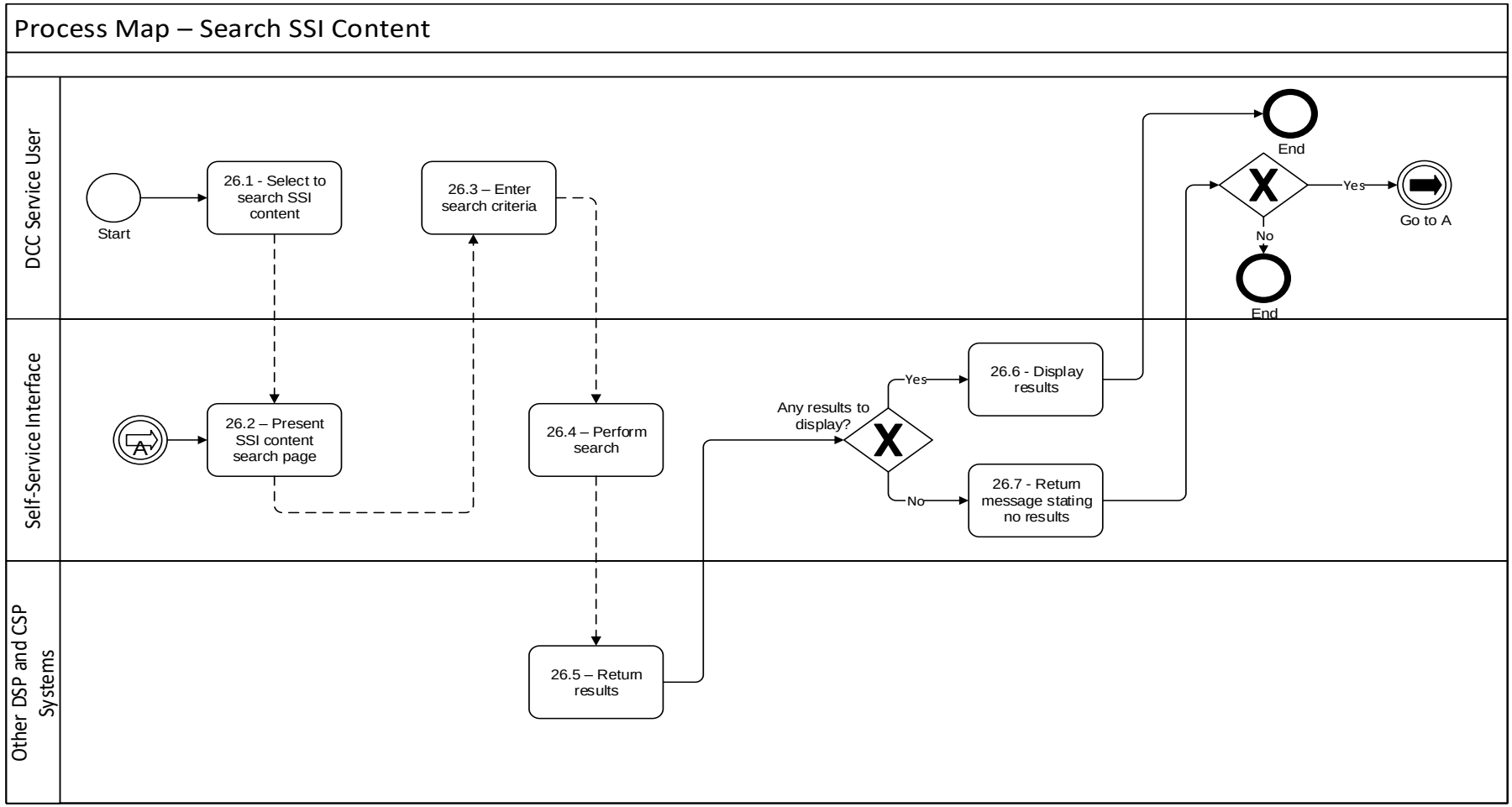
3.2.25 View My User Profile - PM25

The diagram below shows the baseline process map for PM25 (View My User Profile).



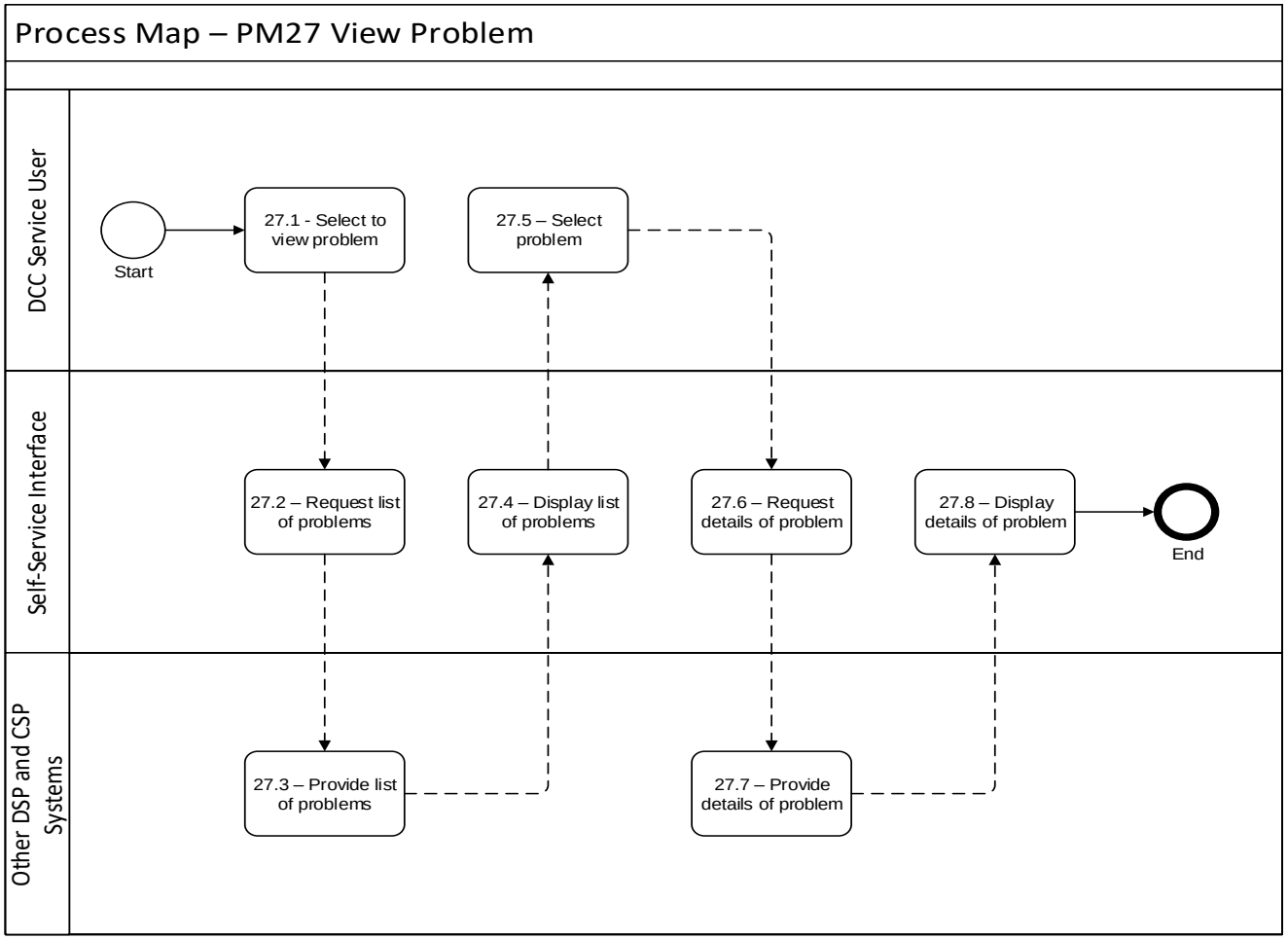
3.2.26 Search SSI Content - PM26

The diagram below shows the baseline process map for PM26 (Search SSI Content).



3.2.27 View Problem process - PM27

The diagram below shows the baseline process map for PM27 (View Problem).



4 Baseline SSI platform requirements

This section contains the baseline functional and non-functional requirements on the Self-Service Interface.

4.1 Baseline functional requirements

This section contains the baseline functional requirements on the Self-Service Interface.

ID	Functional Requirement	Business Functional Domain	Process Map	(MoSCoW)
SSI-FR-1	The solution shall require a User to enter the following information on first login: • First name • Last name • Email address • Contact telephone number	BFD02	PM1	Must
SSI-FR-2	The solution shall allow a User to search the Smart Metering Inventory by one or more of the following: • MPxN • Device ID • full postcode and property filter (inclusive of property name / number) • UPRN • include Devices that have an SMI Status that is not 'commissioned' (checkbox)	BFD04	PM2	Must

ID	Functional Requirement	Business Functional Domain	Process Map	(MoSCoW)
SSI-FR-3	On a User searching the Smart Metering Inventory, if matches are found, a table of results shall be displayed, showing the following fields for each matching Device: - Device ID - Device Type - For installed Smart Meters, the related MPxN - For all Devices that are not Type 2 Devices, SMI Status - first line of address - UPRN - full postcode	BFD04	PM2	Must
SSI-FR-4	After a User has used the Smart Metering Inventory search to find a specific Device, and followed the Device ID link, to request the details view for the selected Device (and associated Devices), the solution shall allow a User to search the Smart Metering Inventory by one of the following: - For installed Smart Meters, the related MPxN - Device ID - full postcode and property filter - UPRN - include Devices that have an SMI Status that is not ‘commissioned’ (checkbox)	BFD04	PM2	Must

ID	Functional Requirement	Business Functional Domain	Process Map	(MoSCoW)
SSI-FR-5	On a User searching the Smart Metering Inventory, if matches are found, a table of results is displayed, showing the following fields for each matching Device and associated Devices, where applicable to the Device Type: - Device ID - Manufacturer - Device Model - Device Type - For Electricity Smart Meters, the applicable ESME Variant - SMETS Version - For Communications Hubs, the WAN Technology Type - Firmware Version - For Communications Hubs, the CSP region in which the Device is or has been installed - MPxN - For all Devices that are not Type 2 Devices, SMI Status (including Status history) - first line of address - UPRN - full postcode - Associated Devices and Devices with which that Device is Associated - Device ID - SMI Status - Description of Device	BFD04	PM2	Must

SSI-FR-6	The solution shall allow a Service User to retrieve service audit trail data by entering the following information:
	- One of the following:
	  o MPxN
	  o Device GUID
	  o UPRN
	- Service Reference Variant
	- From date
	- To date
		BFD06	PM3	Must

SSI-FR-7	On a User querying the service audit trail data, if matches are found, a table of results is displayed, showing the following Service audit trail details for each matching Device:
	
	Field Name:
	- DCC Service User Organisation ID
	- Device ID
	- GBCS Transaction Sequence Number, where required by GBCS
	- MPxN
	- Service Request Received Date/Time
	- Service Response Sent Date/Time
	- Service Reference
	- Simplified transaction status, which shall be one of the following:
	  o Success
	  o Failure
	  o In Progress
	
	Full Details:
	- Field Name
	- Request ID
	- Response ID
	- DCC Service User Organisation ID
	- Device ID
	- CSP Region
	- Mode of operation, which shall be one of the following:
	  o On Demand
	  o Future Date
	  o DSP Scheduled
	  o DCC Only
	  o Device Alert
	  o DCC Alert
	  o Meter Scheduled
	- Preceding Request ID (where applicable)
	- MPxN
	- Service Reference
	- Service Reference Variant
		BFD06	PM3	Must

ID	Functional Requirement	Business Functional Domain	Process Map	(MoSCoW)
	- Command Variant - Response Code - Current Status - Anomaly Detection Flag - Status Change History			
SSI-FR-8	After a User has followed a Device link on another Self-Service Interface page which has directed them to the Service audit trails search page with a value indicating that a search for a specific Device ID should be carried out immediately, the solution shall allow the User to retrieve service audit trail details for the Device ID. The solution shall not require further User input but shall take as its input the Device ID that was followed.	BFD07	PM3	Must

ID	Functional Requirement	Business Functional Domain	Process Map	(MoSCoW)
SSI-FR-9	On a User querying the service audit trail details for a specific Device ID, the solution shall return the following information to the User: **Field Name:** - DCC Service User Organisation ID - Device ID - Sequence Number - MPxN - Service Request Received Date/Time - Service Response Sent Date/Time - Service Reference - Simplified Transaction Status **Full Details:** - Field Name - Request ID - Response ID - DCC Service User Organisation ID - Device ID - CSP Region - Mode of Operation - Preceding Request ID (where applicable) - MPxN - Service Reference - Service Reference Variant - Command Variant - Response Code - Current Status - Anomaly Detection Flag - Status Change History	BFD07	PM3	Must

ID	Functional Requirement	Business Functional Domain	Process Map	(MoSCoW)

SSI-FR-10	The solution shall allow a User to query the service audit trail data to retrieve meter read transaction data, by entering the data below:
	- One of the following:
	  o Device GUID
	  o UPRN
	  o MPxN
	- Service Reference Variant
	- Checkboxes allowing the selection of any of the following Service Reference Variants ; 4.8.1, 4.8.2, 4.8.3 or 4.17
	- From date
	- To date
		BFD07	PM4	Must

SSI-FR-11	On a User querying the service audit trail data to retrieve meter read transaction data,
	if matches are found, a table of results is displayed, showing the following Service audit trail details for each matching Device:
	
	Field Name:
	- DCC Service User Organisation ID Device ID
	- GBCS Transaction Sequence Number, where required by GBCS
	- MPxN
	- Service Request Received Date/Time
	- Service Response Sent Date/Time
	- Service Reference Variant
	- Service Reference
	- Simplified transaction status, which shall be one of the following:
	  o Success
	  o Failure
	  o In Progress
	
	Full Details:
	- Field Name
	- Request ID
	- Response ID
	- DCC Service User Organisation ID
	- Device ID
	- CSP Region, which shall be one of the following:
	  o North
	  o Central
	  o South
	  o Unknown
	- Mode of operation, which shall be one of the following:
	  o On Demand
	  o Future Date
	  o DSP Scheduled
	  o DCC Only
	  o Device Alert
	  o DCC Alert
		BFD07	PM4	Must

ID	Functional Requirement	Business Functional Domain	Process Map	(MoSCoW)
	○ Meter Scheduled - Preceding Request ID (where applicable) - MPxN - Service Reference Variant - Command Variant - Response Code - Current Status - Anomaly Detection Flag - Status Change History			
SSI-FR-12	The solution shall allow a User to check SM WAN coverage data at a postcode level across GB in each of the three Regions, by entering the information below: - One of the following: ○ full postcode ○ full postcode and property name/number ○ a postcode outcode (all but the last three characters of a full postcode)	BFD10	PM5	Must

ID	Functional Requirement	Business Functional Domain	Process Map	(MoSCoW)

SSI-FR-13	On a User checking SM WAN coverage data at a postcode level across GB in each of the three Regions, the solution shall present back to the user the following information:
	
	- CSP (the CSP responsible for this location/area)
	- Postcode
	- Property name/number (where appropriate)
	- WAN coverage availability (Yes or No)
	- Anticipated coverage date (if coverage availability was No), or “No Coverage Intended”
	- Likelihood of connectivity to the SM WAN at the location
	- Communications Hub WAN Variant to be used
	- Auxiliary equipment required
	- Additional information, which shall (where applicable) contain details of:
	  ○ whether the location is included within an area that is the subject of a Service Exemption Category 2 and if so, where applicable, the date from which the location will cease to be included; and
	  ○ issues giving rise to poor connectivity at the location and any information regarding likely resolution to such connectivity issues.
		BFD10	PM5	Must

SSI-FR-14	After a User followed a Device link on another Self-Service Interface page which has directed them to the WAN Coverage search page with an argument indicating that a search for a specific postcode or premises should be carried out immediately, the solution shall allow the user to retrieve SM WAN coverage at this postcode or premises.	BFD10	PM5	Must

ID	Functional Requirement	Business Functional Domain	Process Map	(MoSCoW)
SSI-FR-15	On a User checking SM WAN coverage data for a specific postcode or premises, the solution shall present back to the User the following information: - CSP (the CSP responsible for this location/area) - Postcode - Property name/number (where appropriate) - Coverage availability (Yes or No) - Anticipated coverage date (if coverage availability was No), or “No Coverage Intended” - Likelihood of connectivity (Low/Medium/High) - Communications Hub WAN Variant to be used - Auxiliary equipment required - Additional information	BFD10	PM5	Must
SSI-FR-16	The solution shall allow the User to attempt to diagnose and resolve incidents using the DCC's remote diagnostic tools by entering a Communications Hub Function Device ID	BFD13	PM6	Must

ID	Functional Requirement	Business Functional Domain	Process Map	(MoSCoW)

SSI-FR-17	On a User entering a Communications Hub Function Device ID to attempt to diagnose and resolve incidents, the solution shall present back to the User the information below:
	
	- Anonymised table of Service Requests giving rise to up to the last 5 Commands transacted through the Communications Hub, showing time and success status in relation to the Command being issued to the Device.
	- A table showing data provided by the CSP responsible for this Communications Hub (data resident on the Communications Hub displays "Requires device communication"), and providing the following fields:
	  o Aerial Installed
	  o Aerial Type
	  o Birth Event
	  o Network Status
	  o Deactivation Date/Time (if network status is deactivated)
	  o SMWAN Connectivity Status
	  o HAN Status
	  o Last Connection
	  o Last Tamper
	  o Last Outage
	  o Last Restore
		BFD11	PM6	Must

SSI-FR-18	After a User followed a Device link on another Self-Service Interface page which has directed them to the Communications Hub availability and diagnostics search page with an argument indicating that a search for a specific Communications Hub should be carried out immediately, the Solution shall allow the User to attempt to diagnose and resolve incidents for this Communications Hub Function Device ID using the DCC's remote diagnostic tools	BFD10	PM6	Must

ID	Functional Requirement	Business Functional Domain	Process Map	(MoSCoW)
SSI-FR-19	On a User having attempted to diagnose and resolve incidents for this Communications Hub Function Device ID by following a Device link, the system shall present the information below back to the User: Anonymised table of Service Requests giving rise to up to the last five Commands transacted through the Communications Hub, showing time and success status in relation to the Command being issued to the Device. A table showing data provided by the CSP responsible for this Communications Hub (data resident on the Communications Hub displays "Requires Device Communication")	BFD01	PM6	Must
SSI-FR-20	The solution will allow a User to open the Order Management System by clicking a button	BFD01	PM7	Must
SSI-FR-21	The solution will allow a User to run a set of standard pre-defined and parameterised reports against DCC data. Such reports are specified in the SSI reporting specification as published on the DCC Website.	BFD01	PM8	Must

SSI-FR-22	The solution shall allow User Personnel to raise service management Incidents within the DCC service management systems by entering the following information:
	- Incident category-specific parameters
	- User Personnel contact details:
	  o first name, last name, telephone number (mandatory fields)
	  o email address (optional)
		BFD01	PM6	Must

SSI-FR-23	On a User raising a service management incident, the solution shall present back the following information to the User: - Incident reference	BFD01	PM9	Must
SSI-FR-24	After a User followed a link on another page, indicating that they would like to raise an Incident related to the content that they are viewing, including the Communications Hub status and Communications Hub Availability and Diagnostics page to raise an incident for that Communications Hub, or a knowledge article to provide feedback on that article, the solution shall allow the User to create an incident by entering the following information, with some information being pre-populated: - Incident category-specific parameters	BFD01	PM9	Must

ID	Functional Requirement	Business Functional Domain	Process Map	(MoSCoW)
SSI-FR-25	On a User raising a service management incident after following a link from another page, the solution shall present back the following information to the User: - Incident reference	BFD01	PM9	Must

SSI-FR-26	The solution shall allow Users to raise a premises-related incident by entering the information:
	
	- DeviceID or MPxN
	- User ID (where a User has been granted access to the Self-Service Interface on behalf of another User)
	- Incident-specific information (optional)
	- Incident summary
	- Your reference
	- Incident notes (optional)
	- User Personnel contact details:
	  o first name, last name, telephone number (mandatory fields)
	  o email address (optional)
		BFD01	PM9	Must

SSI-FR-27	On a User raising a premises-related incident, the solution shall present back the following information to the User: - Incident reference	BFD01	PM9	Must

SSI-FR-28	After a User followed a link from the Communications Hub Availability and Diagnostics page, indicating that they would like to raise a premise related Incident against the Communications Hub that they are viewing, the solution shall allow the User to raise a premise-related Incident by entering the information below:
	
	- Incident-specific information (optional)
	- Incident summary
	- Business impact
	- Incident notes (optional)
	- User Personnel contact details:
	  o first name, last name, telephone number (mandatory fields)
	  o email address (optional)
		BFD01	PM9	Must

ID	Functional Requirement	Business Functional Domain	Process Map	(MoSCoW)
SSI-FR-29	On a User raising a premises-related incident by following a link from the Communications Hub Availability and Diagnostics page, the solution shall present back the following information to the User: - Incident reference	BFD01	PM9	Must
SSI-FR-30	After a User views a specific incident, the solution shall allow the User to make updates to the Incident by entering the information below: - Incident reference - Type of update - Update text	BFD01	PM10	Must
SSI-FR-31	On a User making updates to an existing Incident, the solution shall present the information below back to the User: - Update confirmation	BFD12	PM10	Must
SSI-FR-32	The solution shall allow a User to select an incident from a pre-populated list of incidents and request to see details of this incident	BFD01	PM11	Must
SSI-FR-33	After a User follows a link from another Interface Transaction indicating that they would like to see the details of a specific service management incident, the solution shall allow the User to see this incident. Where the User did not raise the Incident, solution shall withhold from the User certain personal information about the raising individual, contact details and incident update description	BFD05	PM11	Must

ID	Functional Requirement	Business Functional Domain	Process Map	(MoSCoW)
SSI-FR-34	On a User following a link from another Interface Transaction indicating that they would like to see the details of a specific service management incident, the solution shall return the information below to the User: - Summary text - Incident notes - Raising individual - first and last name (only visible to the User that raised the Incident) - Raising organisation (User) - Device (where appropriate) - Communications Hub model and version (where appropriate) - MPxNs associated with Smart Meter(s) related to incident - comma-separated list - CSP Diagnostic output (where appropriate) - Postcode (where appropriate) - Your reference - Current status - Target resolution date/time - Requester contact details - first and last name, telephone number and email (not visible to interested persons) - Additional contact details - first and last name, telephone number and email (not visible to interested persons) - Incident priority	BFD05	PM11	Must
SSI-FR-35	The solution shall allow Users to view relevant help and support information by selecting an article from a list of stored articles.	BFD05	PM12	Must

ID	Functional Requirement	Business Functional Domain	Process Map	(MoSCoW)

SSI-FR-36	On a User selecting an article to view, the solution shall present the information below back to the User:
	
	- Article details
	  ○ Title
	  ○ Creation Date/Time
	  ○ Creator
	  ○ Last Modifier
	  ○ Tags
	  ○ Article text
	  ○ Attachments (optional)
		BFD05	PM12	Must

SSI-FR-37	The solution shall allow Users to view details of any planned maintenance, changes scheduled or change freezes affecting any of the following elements of the DCC Total System: - Communications Hub firmware - Parse & Correlate Software - SMKI software - SEC releases - other major DCC releases - meter firmware events (only visible to Users for Devices for which they are the Responsible Supplier)	BFD05	PM13	Must

ID	Functional Requirement	Business Functional Domain	Process Map	(MoSCoW)
SSI-FR-38	On a User selecting to view details of any planned maintenance, changes scheduled or change freezes, the solution shall present the information below back to the User: - Planned start date/time - Planned end date/time - Event type - System component (or release/change type) - Impact severity - Geographic impact - Notes - Button to click to obtain full details	BFD03	PM13	Must
SSI-FR-39	The solution shall enable Users to view details of planned events within the DCC Systems or relating to the SM WAN in a calendar format	BFD03	PM13	Must
SSI-FR-40	After a User either a) views details of any planned maintenance, changes scheduled or change freezes or b) views details of planned events within the DCC Systems or relating to the SM WAN in a calendar format the solution shall allow the User to select a specific event to view details of.	BFD08	PM13	Must

ID	Functional Requirement	Business Functional Domain	Process Map	(MoSCoW)

SSI-FR-41	On a User selecting a specific event to view details of, the solution shall present the information below back to the User:
	
	For all events:
	- Event details:
	  ○ event reference
	  ○ planned start date/time
	  ○ planned end date/time
	  ○ event notes
	
	For maintenance and change freeze events:
	- event type
	- DCC System component or Region
	- impact severity
	- geographic impact
	
	For release, meter firmware and change events:
	- release/change type
	- manufacturer's reference
	- manufacturer's notes
	- Device type and Device Model
	- - firmware version
		BFD08	PM13	Must

SSI-FR-42	The solution shall enable Users to view a one page dashboard of DCC component availability for the DCC Service	BFD08	PM14	Must
SSI-FR-43	On a User selecting to view a one page dashboard of DCC component availability for the DCC Service, the solution shall present the information below back to the User: List of system components comprising: - DCC System component name - high level status of component - count of the number of underlying service alerts for the component - Link to service alerts relating to Major Incidents	BFD08	PM14	Must

ID	Functional Requirement	Business Functional Domain	Process Map	(MoSCoW)
SSI-FR-44	The solution shall enable User Personnel to view any service affecting news / alerts and other useful text (in terms of quality of service delivery and service management) to the User	BFD12	PM15	Must
SSI-FR-45	On a User selecting to view service affecting news / alerts and other useful text, the solution shall present the information below back to the User: List of currently active Alerts: - Service Alert ID (link to view in more detail) - System component/s (as listed in service dashboard) - geographic impact - alert creation - expected resolution - alert closure - latest update	BFD12	PM15	Must
SSI-FR-46	After a User selects to view service affecting news / alerts and other useful text, the solution shall allow the User to select a specific Alert and see full details.	BFD12	PM15	Must

SSI-FR-47	On a User selecting a specific Alert to see full details of, the solution shall present the information below back to the User:
	
	- Service Alert ID (link to view in more detail)
	- DCC System Component/s (as listed in service dashboard)
	- geographic impact
	- alert creation
	- expected resolution
	- alert closure
	- latest update
	- Reverse chronological list of updates for the alert, each comprising:
	  o date/time of update
	  o person/entity providing update
	  o update text
		BFD12	PM15	Must

ID	Functional Requirement	Business Functional Domain	Process Map	(MoSCoW)
SSI-FR-48	The solution shall enable User Personnel to access helpful DCC Service Frequently Asked Questions by entering the information below: - Text filter string (optional) - Tag selection from list of all tags (optional)	BFD09	PM16	Must
SSI-FR-49	On a User requesting to access helpful DCC Service Frequently Asked Questions, the solution shall present back the information below to the User: - FAQ question and answer - Attached documents (optional)	BFD09	PM16	Must
SSI-FR-50	The solution shall enable User Personnel to access a set of DCC user manuals which help Users understand how the DCC Service operates by entering the information below: - Article reference - Article usefulness rating selector	BFD09	PM17	Must

SSI-FR-51	On a User selecting to access a set of DCC user manuals which help Users understand how the DCC Service operates, the solution shall present back the information below to the User:
	
	- Article page:
	  ○ title of the article
	  ○ creation date/time
	  ○ creator
	  ○ last modification
	  ○ last modifier
	  ○ tags
	  ○ textual description of the user manual, other document, or content
		BFD09	PM17	Must

SSI-FR-52	The solution shall enable Users to raise service management service requests with the DCC and track and update the status of such Requests within the DCC service management systems	BFD09	PM18	Must

ID	Functional Requirement	Business Functional Domain	Process Map	(MoSCoW)
SSI-FR-53	On a User selecting to raise service management service requests with the DCC or track and update the status of such Requests within the DCC service management systems, the solution will display all open service catalogue requests raised by their organisation with the following fields: - Service request ID - Work order reference - Request type - Raised date/time - Current delivery status	BFD09	PM19	Must
SSI-FR-54	After a User views all open service catalogue requests raised by their organisation, the solution shall allow the User to select one service catalogue request to view full details of.	BFD14	PM19	Must
SSI-FR-55	On a User selecting one service catalogue request to view full details of, the solution shall present the information below back to the User: - Service Request ID - Work order reference - Your reference - Request type - Raised date/time - Current delivery status - Raising user - Raising Organisation - User ID - Requester contact details - first and last name, telephone number and email. - Additional contact details - first and last name, telephone number and email	BFD14	PM20	Must

ID	Functional Requirement	Business Functional Domain	Process Map	(MoSCoW)
SSI-FR-56	The solution shall enable Users to browse the service catalogue and raise a new service catalogue request, by entering the information below: - Business service category (selection list) - Business service category services (selection list) - Service request types (selection list) - Raise request button - First name - mandatory string - Last name - mandatory string - Telephone number - mandatory string - Email address - a valid email address - “Update contact details” button	BFD14	PM18	Must
SSI-FR-57	User Personnel shall only be able to raise requests on behalf of the User with which they are associated	BFD14	PM18	Must
SSI-FR-58	The solution shall enable Administration Users electing to use the DCC Identity Provider Service to assign access to Interface Transactions to their User Personnel based on Job Type Roles and manage the SSI accounts and associated settings (e.g. password resets) for all subsequently created User Personnel accounts created by an Administration User.	BFD14	PM22	Must

ID	Functional Requirement	Business Functional Domain	Process Map	(MoSCoW)

SSI-FR-59	On an Administration User electing to use the DCC Identity Provider Service to assign access to Interface Transactions to their User Personnel based on Job Type Roles and manage the SSI accounts and associated settings (e.g. password resets) for all subsequently created User Personnel accounts created by an Administration User, the solution shall present the information below back to the User:
	
	- User search page - This shows a sortable, pageable table of User Personnel accounts, with the following details in each row:
	  o username (hyperlink to UC_OrgManager_002)
	  o display name
	  o Account Status (Active/Deleted/Locked)
	  o last login date
		BFD14	PM23	Must

SSI-FR-60	The solution shall enable Administration Users to unlock, delete or manage the details of another account created within their corporation. The list below specifies how users may be edited:
	
	- Username - not editable
	- Account status – not editable
	- First name
	- Last name
	- Organisations - a list of User ID(s) in relation to which the User Personnel may access the Self-Service Interface, which shall comprise:
	  o one or more of the User IDs of the User; and
	  o User IDs of any second User that has granted permission for the first User to access its information held on the Self-Service Interface in relation to one or more User IDs.
	- Roles - a list of Job Type Roles which may be assigned to this person.
		BFD12	PM22	Must

ID	Functional Requirement	Business Functional Domain	Process Map	(MoSCoW)

SSI-FR-61	The solution shall enable an Administration User to create a new person's account within their organisation by entering the information below:
	
	- Username - Desired username (globally unique within the DCC Identity Provider Service). If the username is not unique, the DCC will reject the username and request submission of a new username.
	- First name
	- Last name
	- Organisations - a list of User ID(s) in relation to which the User Personnel may access the Self-Service Interface, which shall comprise:
	  o the User ID of the User ; and
	  o User IDs of any second User that has granted permission for the first User to access its information held on the Self-Service Interface in relation to one or more User IDs.
	- Roles - a list of Job Type Roles which may be assigned to this person
		BFD12	PM21	Must

SSI-FR-62	The solution shall enable Users to view information about the account details with which they are accessing the Self-Service Interface, and details of the Interface Transactions that they are currently entitled to access.	BFD01	PM25	Must
SSI-FR-63	On a User selecting to view information about the account details with which they are accessing the Self-Service Interface, and details of the Interface Transactions that they are currently entitled to access, the solution shall present the information below back to the User: - Unique user identification - changes depending on the nature and type of the Identity Provider Service - Organisations - A list of User IDs that the User is assigned to - Roles - A list of roles assigned to the person. - Use cases - A list of Interface Transactions, with a “Yes” or “No” indication of whether the person has access as a result of their Job Type Role(s) - Bookmarks - A list of links to content that the person has bookmarked.	BFD01	PM25	Must

ID	Functional Requirement	Business Functional Domain	Process Map	(MoSCoW)
SSI-FR-64	The solution shall enable Users to search for content provided by the Self-Service Interface by use of tagged keywords, or textual content of page titles and descriptions	BFD01	PM26	Must
SSI-FR-65	On a User searching for content provided by the Self-Service Interface by use of tagged keywords, or textual content of page titles and descriptions, the solution shall present the information below back to the User. The title of the located item of content (which is also a link to that piece of content). A short summary description of the content. Reasons that the content was found (i.e. matches found in title, description, tags or attached filenames). If no results are found matching the search criteria, a message is displayed to this effect.	BFD01	PM26	Must
SSI-FR-66	The solution shall enable Users to view details of open Problems related to incidents by presenting them with a list of the Problems visible to them in accordance with SEC H9	SSI	PM27	Must
SSI-FR-67	On a User selecting to view details of open Problems related to incidents, the solution shall present back the information below to the User, for each Problem. - Problem Reference - Current Problem Status - Problem Summary	BFD02	PM27	Must
SSI-FR-68	After a User selects to view details of open Problems related to incidents, the solution shall allow them to select one Problem to see more detailed information about.	BFD04	PM27	Must

ID	Functional Requirement	Business Functional Domain	Process Map	(MoSCoW)
SSI-FR-69	On a User selecting one Problem to see more detailed information about, the solution shall present the information below back to the User: - Field Name - Problem Reference - Current Problem Status - Problem Summary - Problem Notes - Problem priority - Date Raised	BFD04	PM27	Must
SSI-FR-70	The SSI shall provide the facility for Service Users to download files where the Process Map specifies it	BFD04	All	Must

4.2 Baseline non-functional requirements

This section contains the baseline non-functional requirements on the Self-Service Interface.

ID	Non-functional Requirement	Category	Process Map	(MoSCoW)
SSI-NFR-1	Requests to access the Self-Service Interface shall be directed to the appropriate URL for dealing with that request, and such URL shall be implemented and maintained such that communications across it can be authenticated.	Security	All	Must
SSI-NFR-2	Each user of the Self-Service Interface shall only be permitted to access an Interface Transaction if it is entitled to do so given the User ID(s) and Job Type Role(s) that are supplied as attributes of the SAML assertion.	Security	All	Must
SSI-NFR-3	The DCC shall provide to Users a SAML-capable Identity Provider Service for the purpose of authentication of User Personnel to the Self-Service Interface (the “DCC Identity Provider Service”).	Security	PM1	Must

ID	Non-functional Requirement	Category	Process Map	(MoSCoW)
SSI-NFR-4	Each User may use an Identity Provider Service that is not the DCC Identity Provider Service for the purpose of authentication of its User Personnel to the Self- Service Interface. The solution shall support the use of such Identity Provider Services.	Security	PM1	Must
SSI-NFR-5	Each request from a User Personnel to access the Self-Service Interface shall be authenticated with either: - a) a SAML assertion provided by the DCC Identity Provider Service (as defined in SSI-NFR-10); or - b) a SAML assertion provided by an Identity Provider Service provided by the User.	Security	PM1	Must
SSI-NFR-6	After an Identity Provider Service provides the User Personnel's SAML assertion, a secure cookie shall be stored in the User Personnel's browser. Such secure cookie shall be set to expire 8.5 hours after initial authentication by: a) the DCC, for the DCC Identity Provider Service; or b) the User, where such User is using an Identity Provider Service that is not the DCC Identity Provider Service.	Security	PM1	Must
SSI-NFR-7	If a secure cookie exists during subsequent authentication for a User, the DCC shall bypass SAML authentication. Where using either the DCC Identity Provider Service or any other Identity Provider Service, if a User wishes to change the rights of that User Personnel to access the Self-Service Interface, the User shall delete the cookie from the User Personnel's browser cookie store.	Security	PM1	Must
SSI-NFR-8	The solution shall support the transfer of SAML via HTTP POST between its Identity Provider Service and the Self-Service Interface.	Security	PM1	Must
SSI-NFR-9	The solution shall support the inclusion in each SAML assertion of a Digital Signature produced by a DCCKI Digital Signing Key associated with a DCCKI Infrastructure Certificate in accordance with the FIPS 186-4 Digital Signature Standard using SHA-256 hashing algorithm.	Security	PM1	Must

ID	Non-functional Requirement	Category	Process Map	(MoSCoW)
SSI-NFR-10	Where a User Personnel attempts to access the Self-Service Interface and a non-expired cookie is not stored in the User Personnel's browser cookie store: - 1. A SAML assertion request shall be sent to the DCC Identity Provider Service via the User Personnel's browser; - 2. When requested, the User shall provide the requested credentials (username, password, and certificate) to the DCC Identity Provider Service; - 3. The solution shall grant or deny that person's access to the Self-Service Interface by providing a cookie enabling such access to be stored in the User Personnel's browser cookie store. If access is denied, a browser message shall be provided which requests that the User Personnel resubmits their credentials.	Security	PM1	Must
SSI-NFR-11	Where a User is using the DCC Identity Provider Service, access to the Self-Service Interface shall only be provided once a User Personnel performs a login and generates a new password the first time that it uses that Identity Provider Service.	Security	PM1	Must
SSI-NFR-12	Where using an Identify Provider Service that is not the DCC Identify Provider Service, prior to seeking to access the Self-Service Interface for the first time, the User shall obtain at least one DCCKI Infrastructure Certificate in accordance with the DCCKI RAPP, and shall install such DCCKI Certificates on its Identity Provider Service. The User shall export and send a copy of the Identity Provider Service metadata to the DCC via secured electronic means, where such metadata shall include the URL of the Identify Provider Service and contact details in respect of the Identity Provider Service. Where the DCC reasonably requires the metadata to include additional information, the DCC shall inform the User of the information required and the User shall provide the information requested.	Security	PM1	Must
SSI-NFR-13	The solution shall support a User Identity Provider Service using the following SAML profile, binding and protocol: **Profile**: Web Browser SSO (single sign-on) **Binding**: HTTP POST (HTTP/1.1) **Protocol**: Authentication Request Protocol	Security	PM1	Must

ID	Non-functional Requirement	Category	Process Map	(MoSCoW)
SSI-NFR-14	Where a User notifies the DCC that it wishes to use an Identity Provider Service that is not the DCC Identity Provider Service, the DCC shall upon request provide, to that User via secured electronic means, the following information to be included in each SAML assertion: - the service provider unique ID to be used by the Identity Provider Service; and - the URL formatted identifier of the Self-Service Interface	Security	PM1	Must

ID	Non-functional Requirement	Category	Process Map	(MoSCoW)
SSI-NFR-15	The solution shall support the User Identity Provider Service setting the following SAML attributes shown in square brackets, making reference to the information shown after each colon: - [UNIQUE IDENTIFIER IDP]: a unique ID assigned to the SAML response by the Identity Provider Service. - [UNIQUE IDENTIFIER SP]: the service provider unique ID for the SAML request, as provided by the DCC. - [TIMESTAMP]: a timestamp in standard SAML format. - [DCC SP URL]: the URL formatted identifier for the Self-Service Interface, as provided by the DCC. - [IDP ISSUER URL]: a URL identifying the Identity Provider Service issuing the SAML assertion. - [SAML ASSERTION UNIQUE IDENTIFIER]: a unique identifier assigned to the SAML assertion by the Identity Provider Service. - [MESSAGE SIGNATURE]: a Digital Signature generated by the signing of the SAML assertion message using the DCCKI Digital Signing Key associated with a DCCKI Infrastructure Certificate. - [USERNAME]: a unique username assigned to the User Personnel by the Identity Provider Service. - [SESSION EXPIRY]: a valid SAML date/time object describing the expiry time of the session associated with the user. - [ASSERTION START]: a valid SAML date/time object describing the start time of the validity of the SAML assertion. - [ASSERTION EXPIRY]: a valid SAML date/time object describing the expiry time of the validity of the SAML assertion. - [SAML AUTHENTICATION CONTEXT]: a valid SAML Authentication Context Class describing the authentication that the user has completed with the Identity Provider Service. - [Role name]: Job Type Role(s). Multiple roles should be specified by separating role names using commas (,). - [OrgID]: a list of User ID(s) in relation to which the User has been granted permission to access information held on the Self-Service Interface by the other User(s) to whom that information pertains. Such permission having been granted and not having been rescinded. Multiple User IDs should be specified by separating values with commas (,).	Security	PM1	Must

ID	Non-functional Requirement	Category	Process Map	(MoSCoW)
SSI-NFR-16	Any connection to the Self-Service Interface may time-out after a period of inactivity of 15 minutes.	Security	PM1	Must
SSI-NFR-17	The solution shall provide User Personnel who are downloading files with a prompt to save files.	Security	All	Must
SSI-NFR-18	The solution shall present, when an error is detected when a User attempts to either access the Self-Service Interface or access any Interface Transaction, meaningful error messages containing codes as per HTTP/1.1 standard.	Security	All	
SSI-NFR-19	The DCC shall provide to User Personnel of each User access to each Interface Transaction that the User is eligible to access as set out in Section H8.16 or, where not specified in Section H8.16. Such access shall either be full or conditional, where: - 'Full' means that the User can access data and use all functions associated with the specific Interface Transaction; and - 'Conditional' means that a User's entitlement to access data and use all functions associated with the specific Interface Transaction is based on the access rules for conditional access.	Security	All	Must
SSI-NFR-20	Full access shall be provided for the following Interface Transactions for any User: - UC_Login_001 - Log In - UC_Inventory_001 - Smart Metering Inventory as set out in Section H8.16(a) - UC_MeterRead_001 – Meter Read Transactions as set out in Section H8.16(c) - UC_CSPCoverage_001 - SM WAN network coverage as set out in Section H8.16(f) - UC_CSPOMS_001 - Access to the Order Management System as set out in Section H8.16(e) - UC_KnowledgeManagement_001 - Knowledge Management in accordance with Section H8.16(g) - UC_Schedule_001 - Forward schedule of change in accordance with Section H8.16(g) - UC_ServiceDashboard_001 - DCC Service Status in accordance with Section H8.16(g) - UC_ServiceAlerts_001 - DCC Service Alerts in accordance with Section H8.16(g) - UC_FAQ_001 - FAQs in accordance with Section H8.16(g) - UC_Manuals_001 - DCC User Manuals in accordance with Section H8.16(g) - UC_ServiceCatalogue_001 - Service Catalogue Publication and Call Off - UC_RaiseSMI_001 - Raise Incidents in accordance with the Incident Management Policy - UC_Search_001- Search • UC_Profile_001 - User profile information	Security	All	Must

ID	Non-functional Requirement	Category	Process Map	(MoSCoW)

SSI-NFR-21	Conditional access shall be provided on the following basis in relation to the following Interface Transactions and shall not be provided other than on the basis set out below:
	- UC_ServiceAudit_001 - Service audit trails for which access shall be granted as set out in SEC Section H8.16(b).
	- UC_HubStatus_001 - Communications Hub availability and diagnostics, for which access shall be granted to the Responsible Supplier, the Network Party or Registered Supplier Agent for any Smart Metering System of which the Communications Hub Function in question forms a part.
	- UC_Reports_001 – Access to the following reports, available to any User and pertaining to that User:
	  o Installation Status Smart Meter Report
	  o Smart Metering Devices Status and Firmware Report
	  o Smart Metering Devices Status and Model Report
	  o Communications Hub with No Attached Devices Report
	  o Scheduled Service Requests Report
	  o Quarantined Requests Report
	  o Monthly Transaction Report
	  o Smart Metering Device Transaction Report
	  o Firmware Activations Service Request Report
	  o Load Balance Report
	
	Note that documentation relating to the format and content of such reports shall be provided to Users via secured electronic means, as and when produced or updated.
	
	- UC_ViewSMI_001 , UC_UpdateSMI_001 - View and Update Service Management Incidents for which access shall be granted as set out in SEC Section H9.
	- UC_OrgManager_001 – User Account management for User Personnel of Users using the DCC Identity Provider Service, for which access shall be granted to Administration Users.
	- UC_ProblemManagement_001 - Problem Management for which access shall be granted in accordance with SEC Section H9.
		Security	All	Must

ID	Non-functional Requirement	Category	Process Map	(MoSCoW)
SSI-NFR-22	Where a User is entitled to conditional access to more than one Interface Transaction, the solution shall apply permissions such that any User Personnel can access any of those Interface Transactions that the User is eligible to access, subject to such User Personnel being entitled to such access on the basis of the Job Type Role(s).	Security	All	Must
SSI-NFR-23	In addition to the full and conditional access restrictions applied by the DCC, Administration Users, appointed in accordance with the process set out in the DCCKI RAPP, may further define access restrictions for User Personnel to individual Interface Transactions by assigning one or more Job Type Roles to User Personnel in relation to one or more User IDs. Where a User is using the DCC Identity Provider Service, the solution shall enable an Administration User to do this using the Interface Transaction UC_OrgManager_001. The solution shall ensure that access to Interface Transactions is only provided to the Job Type Role(s) presented to the DCC by the User in the SAML assertion accompanying the request for access to the Interface Transaction, based on the Interface Transactions that the Job Type Role is entitled to access as set out in the attached table. The attached table shows which Interface Transactions that User Personnel with a given Job Type Role are only permitted to access (User Personnel with a given Job Type Role may only access those Interface Transactions where there is a 'Y' in the corresponding box). Where the SAML assertion contains multiple Job Type Roles, the solution shall grant access to that User Personnel to all of the Interface Transactions that it is entitled to access in all of those Job Type Roles. Job Title Matrix.xlsx	Security	All	Must

ID	Non-functional Requirement	Category	Process Map	(MoSCoW)

SSI-NFR-24	Information available through the Self-Service Interface that relates to one or more User IDs of a User may be shared with another User where that other User is also willing to share information relating to one or more of its User IDs with the first User. Where two Users wish to grant access to each other's information accessible through the Self-Service Interface, each of those Users shall submit, via secured electronic means, a notification to the DCC which includes:
	
	- that the notification relates to granting to another User access to its data which is available via the Self-Service Interface;
	- the list of User IDs of both of the relevant Users, for which mutual access for the two Users is being granted; and
	- details of the DCCKI SRO responsible for the relevant User IDs that is authorising such access on behalf of the User submitting the notification, which shall comprise:
	  o the name of the authorising DCCKI SRO;
	  o telephone and email contact details for the DCCKI SRO; and
	  o signature of the DCCKI SRO.
	
	Upon receipt of such notifications, the DCC shall confirm if each request is authentic, by:
	
	- verification of the DCCKI SRO; and
	- by confirming that the User IDs provided by each User granting access are User IDs that have been assigned to each such User by the Panel in accordance with SEC H1.6.
		Security	All	Must

SSI-NFR-25	Where both of the notifications are confirmed to be authentic, the DCC shall: - configure the Self-Service Interface to enable any Administration User acting on behalf of either of the two Users to grant access to its User Personnel to information available via the Self-Service Interface relating to any of such User IDs; and - confirm in writing, to each DCCKI SRO submitting a notification that such access has been granted.	Security	All	Must
SSI-NFR-26	Where either or both of the notifications are not confirmed to be authentic, the DCC shall confirm in writing, to each of the DCCKI SRO submitting a notification, that such access has been rejected and giving the reasons for rejection.	Security	All	Must

ID	Non-functional Requirement	Category	Process Map	(MoSCoW)

SSI-NFR-27	Where a User wishes to rescind permission to allow another User to access its information available through the Self-Service Interface for a defined set of User IDs, having previously granted such access, the User wishing to remove access shall submit, in writing via secured electronic means, a notification to the DCC which includes:
	
	- that the User wishes to rescind access to its information on the Self-Service Interface by another User;
	- the list of User IDs pertaining to the User submitting the notification, for which it wishes to rescind access to another User (each a “Rescinding User ID”);
	- the list of User IDs pertaining to the other User for which access is to be rescinded (each a “Rescinded User ID”); and
	- details of a DCCKI SRO that is authorising such rescinding of access on behalf of the User submitting the notification, which shall comprise:
	  o the name of the authorising DCCKI SRO;
	  o telephone and email contact details for the DCCKI SRO; and
	  o signature of the DCCKI SRO.
		Security	All	Must

SSI-NFR-28	Upon receipt of such a notification, the DCC shall confirm if the request is authentic, by: - verification of the DCCKI SRO; and - confirming that the User IDs provided by the User notifying that access should be rescinded, are User IDs that have been assigned to that User by the Panel in accordance with SEC H1.6.	Security	All	Must

ID	Non-functional Requirement	Category	Process Map	(MoSCoW)
SSI-NFR-29	Where the notification is confirmed to be authentic, the DCC shall: - configure the Self-Service Interface to remove access to information relating to Rescinding User IDs by any User Personnel of the second User who were permitted to access such information only by virtue of themselves being permitted to access information relating to a Rescinded User ID; - configure the Self-Service Interface to remove access to information relating to Rescinded User IDs by any User Personnel of the first User who were permitted to access such information only by virtue of themselves being permitted to access information relating to a Rescinding User ID; and - confirm in writing, to the DCCKI SROs of both affected Users that such access has been rescinded.	Security	All	Must
SSI-NFR-30	Where the notification is not confirmed to be authentic, the DCC shall confirm in writing, to the DCCKI SRO, that the notification of permission to be rescinded has been rejected.	Security	All	Must
SSI-NFR-31	The DCC shall update data available to Users via the Self-Service Interface to reflect the most recent information held by the DCC as soon as reasonably practicable, but in any event within 24 hours of receipt or generation of that data by the DCC.	Performance	All	Must

5 References

	Reference	Description	Document Link
1	Self-Service Interface Baseline Logical Architecture	Defines application service architecture, application component architecture, data information architecture, component interfaces and information flow	TBC

	Reference	Description	Document Link
2	SD4.2 SSI Interface Design Specification	Describes how the logical architecture is physically implemented	TBC
3	British Computer Society (BCS)	This requirements template is based on techniques taught on the BCS International Diploma in Business Analysis. This training maps to level 4 of the Skills Framework for the Information Age (SFIA) framework	https://www2.bcs.org/certifications/ba/
4	UML	Any use cases included in this document are based on UML 2.0 standards	http://uml.org/
5	BPMN	Any process maps included in this document are based on BPMN 2.0 standards	http://www.bpmn.org/
6	NFR framework	DCC NFR framework	DCC NFR framework

	Reference	Description	Document Link
7	SEC H8.8	H8.8 Where the DCC is proposing to make a change to DCC Internal Systems, the DCC shall: (a) undertake an assessment of the likely impact upon: (i) Parties in respect of any potential disruption to Services; and/or (ii) RDPs in relation to the sending or receipt of data pursuant to Section E (Registration Data), that may arise as a consequence of the Maintenance required to implement the contemplated change; (b) where such assessment identifies that there is a Material Risk of disruption to Parties and/or RDP's, consult with Parties and/or RDPs (as applicable) and with the Technical Architecture and Business Architecture Sub-Committee regarding such risk; (c) provide the Parties and RDPs the opportunity to be involved in any testing of the change to the DCC Internal Systems prior to its implementation; and (d) undertake an assessment of the likely impact of the contemplated change upon the security of the DCC Total System, Smart Metering Systems, and the Systems of Parties and/or RDPs.	n/a
8	DCC Business Scenario list	Business Scenario definitions are now being used by Service Providers and Test Assurance to link defects to a Business Scenario in HP ALM. These should be referenced in Appendix A to 'inform' test assurance focus.	Business Scenario list

Appendix A – Glossary

Serial	Definition	Description
1	BFD	Business Functional Domain
2	BRD	Baseline Requirements Document
3	DRD	Delta Requirements Document
4	Epics	High level story that encapsulate business requirements in a solution neutral manner.
5	Process Map	Mapping of a user process (Epic)
6	SSI	Self Service Interface

Appendix B – Document Reference

Ref	Title	Description	Link
1	SSI BLAD	Self Service Interface Baseline Logical Architecture Document	
2	SEC Appendix (H)	DCC Services	

Appendix C – Delta Reference

Serial	Doc Id	Title	Date	Status