

# DCC Operational Readiness

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# Agenda

1. DCC progress
2. Planning for early operations
3. Phased approach
4. User support

# DCC progress

- Infrastructure roll out progressing well against plan
- We are targeting end of July for Release 1.2 (DCC Live) and end of September for 1.3
- Both Communications Service Providers, Telefonica and Arqiva, are on track to deliver the contractual 80% coverage at Go-Live
- More and more services are going live every few weeks. Key services include:
  - Both Communications Hub Order Managements Systems are now operational
  - Smart Metering Key Infrastructure went live on 9 March
  - Parse and Correlate v0.8.2 made available on 21 March
- Focus is now on completing testing of DCC systems and integration with users

# What do live operations look like?

During live operations, DCC Users will be:

- Ordering and receiving Communications Hubs
- Obtaining SMKI certificates to place on equipment
- Installing and commissioning Communications Hubs and smart metering equipment
- Sending and receiving messages e.g. meter reads, tariff updates
- Receiving day-to-day operational support from DCC via:
  - DCC Service Centre
  - Self-service tools
  - Early life support
  - Daily intensive support

New Users will continue to join throughout live operations.

# Early live operations

The early period of live operations is crucial to establishing a stable platform for sustainable rollout at scale.

Key objectives of the early operational period:

- Support Users in using DCC Services for the first time
- Resolve early integration issues
- Use early learnings to refine and improve processes
- Prove that systems and processes will support rollout at high volumes
- Scale up DCC operations to support increased volumes while maintaining reliable services
- Prove advance modelling accuracy
- Transition to enduring DCC operating model

# PHASED APPROACH



# User approach to early operations

Our approach to the early period of live operations is based on our understanding of Users' own approaches to the early stages of rollout.

Users have told us they will typically go through three stages before deciding to roll out meters at full volume:

- A. Proving that the installation and operational processes work and are ready to scale up
- B. Proving processes at increased volumes
- C. Scaling up to rollout at full volumes

DCC will support Users at each stage in their journey to full scale rollout:

- A. Intensive support for early installation and resolving issues
- B. Continued individual support from a named team using agreed processes and channels
- C. Clear and defined processes with relevant escalation paths. Continued named support via a Service Manager and an Industry Partnership Manager

# DCC phased approach

We will also be proving, refining and scaling the DCC operation to prepare for supporting full-scale rollout by many Users.

Based on rollout forecasts and our understanding of Users' early operational activities, we have identified three phases for scaling and stabilising DCC operations.



These are not formal programme phases but they help to focus planning and preparation activities.



# USER EXPERIENCE AND DCC SUPPORT

DCC Public

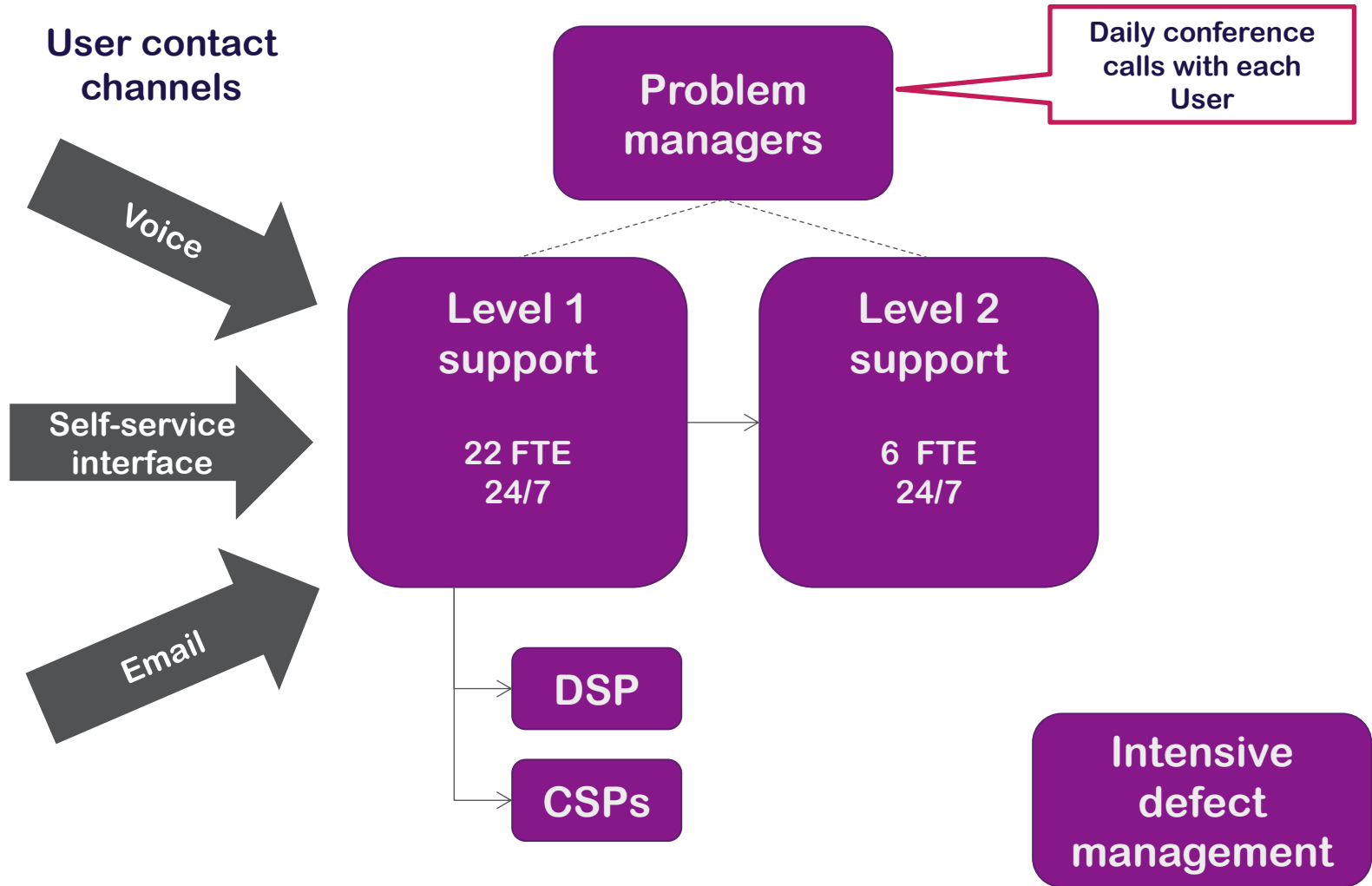


# What will be in place at DCC Live?

## Capabilities in place:

- Incident management system fully designed, populated and in place
- Service Centre 24/7 and Service Provider technical help desks
- All required artefacts (user guides, Q&As and service manuals) available to Users
- Order Management Systems, Self Service Interface and full voice support in place
- Communication to early adopters will be via a dedicated support team
- Communications to other stakeholders will be via existing channels
- Security monitoring and support in place
- Intensive defect management through to resolution

# Example: Incident management process



**THANK YOU AND ANY QUESTIONS?**

