

# Consultation

## Temporary maintenance schedule – August 2017 review

<b>Consultation opens: 23 August 2017</b>
<b>Consultation closes: 6 September 2017</b>

**Date:** 22 August 2017

**Classification:** DCC Public



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## Background

On 19 August 2016 Smart DCC Ltd (DCC) consulted with Parties to the Smart Energy Code (SEC) on its intention to implement a temporary maintenance schedule in place of the SEC provisions relating to Planned Maintenance for a limited period<sup>1</sup>. These arrangements were intended to address concerns raised by some SEC Parties regarding how DCC would manage the unpredictable volume of potential issues which may arise following DCC Live. With broad support from SEC Parties and with the agreement of the SEC Panel, DCC has been using the temporary maintenance schedule since DCC Services went live on 8 November 2016.

DCC carried out a review of the maintenance schedule in April 2017 and consulted with SEC Parties in order to understand how the arrangements had been impacting Users and Registration Data Providers (RDPs), and how the maintenance schedule could be improved<sup>2</sup>. This resulted in some changes to the arrangements to bring them more closely into alignment with the provisions of SEC H8.3 (Planned Maintenance). The maintenance schedule was extended to the end of August 2017.

Since the last review was carried out in April 2017, there have been delays to the implementation of release R1.3 which has delayed the roll-out of SMETS2 meters. Furthermore, it is also possible that the end-to-end Business Continuity and Disaster Recovery (BCDR) testing due to take place in September 2017 will highlight further issues which will need to be addressed.

## Proposal

DCC proposes that the temporary maintenance schedule should be extended for a further three months until November 2017. DCC considers that this extension is necessary because there has not yet been sufficient usage of DCC Services in the production environment to give DCC full confidence that a majority of the potential issues which could arise have been identified and fixed. We are not proposing any changes to the current arrangements.

**Q1**

**Do you agree that the temporary maintenance schedule should be extended for a further three months until November 2017? If you do not agree, please set out your reasons.**

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<sup>1</sup> [https://www.smartdcc.co.uk/media/420055/consultation\\_on\\_post-implementation\\_temporary\\_maintenance\\_schedule\\_\\_\\_suspension\\_of\\_dcc\\_services\\_during\\_bcdr\\_live\\_testing.pdf](https://www.smartdcc.co.uk/media/420055/consultation_on_post-implementation_temporary_maintenance_schedule___suspension_of_dcc_services_during_bcdr_live_testing.pdf)  
<sup>2</sup> [https://www.smartdcc.co.uk/media/421342/review\\_of\\_post-implementation\\_temporary\\_maintenance\\_schedule.pdf](https://www.smartdcc.co.uk/media/421342/review_of_post-implementation_temporary_maintenance_schedule.pdf)

The details of the maintenance schedule are:

- Instead of the maximum time allowed for Planned Maintenance being six hours each month, DCC shall be permitted a maximum of eighteen hours of outage time each month until November 2017.
- These eighteen hours of outage time will be allocated to a single maintenance window each week. Each window will be no longer than six hours in duration.
- Each window will commence no earlier than 20:00 every Tuesday (or Friday only where absolutely necessary) and will end no later than 08:00 the following day.
- DCC shall test each fix in the Pre-Integration Testing (PIT) and Systems Integration Testing (SIT) test environments in sequence. If a need is identified for Users or RDPs to participate in testing they will be invited to undertake testing in the User Integration Testing (UIT) environment prior to the fix being implemented in live DCC Systems.
- DCC shall undertake an assessment of the need to make use of a maintenance window and will notify Users, RDPs and the TABASC five Working Days in advance as to whether a window is to be used or not. The notice will provide the time that any suspension to DCC Services will commence and cease, along with information regarding the nature of any work being carried out.
- Whenever the nature of a fix impairs DCC's ability to queue and manage communications during an outage, DCC will also notify users five Working Days in advance of that maintenance window and will request that Users do not send or trigger any communications to DCC Systems for the duration of the outage. DCC will allow all communications sent prior to the start of the outage to pass through DCC Systems before suspending DCC Services. If the Communications Hub loses its connection with DCC Systems, Alerts will be queued within the Communications Hub and will be sent once DCC Services are restored.
- Once DCC services are restored, communications will be processed on a 'first received first processed' basis with no priority being given to any particular type of request.
- If a window and contingency time does not provide sufficient time for work to be completed and DCC extends the duration of the window in order to complete the work, the extension will be treated as Unplanned Maintenance and Parties, RDPs and the TABASC will be informed in accordance with the provisions under H8.6 and H8.7 of the SEC. Such extensions will only be used when DCC decides (and can justify) that completing the work is less disruptive to Users and RDPs than any alternative course of action.

**Q2**

**Do you have any comments on the details of the proposed maintenance schedule?**

## Consultation questions

1. *Do you agree that the temporary maintenance schedule should be extended for a further three months until November 2017? If you do not agree, please set out your reasons.*
2. *Do you have any comments on the details of the proposed maintenance schedule?*

## How to respond

Please provide responses by noon on 6 September 2017 to DCC at [contact@smartdcc.co.uk](mailto:contact@smartdcc.co.uk). If you have any questions about the consultation documents, please contact [contact@smartdcc.co.uk](mailto:contact@smartdcc.co.uk).

Consultation responses may be published on DCC's website. Furthermore, DCC may refer to responses in its consultation conclusions, which will appear on DCC's website. Please state whether all, or any part, of your consultation response is confidential. Please note that responses may be made available to the SEC Panel.