

This document has been redacted to remove any commercially sensitive information and is now classified as DCC Public.

Should you have any queries, please contact Commercial@SmartDCC.co.uk

SCHEDULE 11B

SOFTWARE DEFECT CATEGORIES

Incident Category	Description
1	<p>A Category 1 Incident is :-</p> <ul style="list-style-type: none"> • an Incident which, in the reasonable opinion of the DCC:- <ul style="list-style-type: none"> ○ prevents a large group of Incident Parties from using the SMETS1 Live Services; ○ has a critical adverse impact on the activities of the Incident Parties using the SMETS1 Live Services of the DCC; ○ causes significant financial loss and/or disruption to the Incident Parties; ○ results in any material loss or corruption of DCC Data; • a major Incident has been declared by Her Majesty's Government, through the Centre for the Protection of National Infrastructure, based on their procedures; • a pattern has been seen across the DCC's Total System that in total would have a significant security impact; • data covered by Data Protection Laws has either been lost or obtained by an unauthorised party, or is seriously threatened; or • in relation to any System, any event which results, or was capable of resulting, in that System being Compromised.
2	<p>A Category 2 Incident is an Incident which in the reasonable opinion of the DCC:-</p> <ul style="list-style-type: none"> • has a non-critical adverse impact on the activities of Incident Parties, but the SMETS1 Live Service is still working at a reduced capacity; or • causes financial loss and/or disruption to other Incident Parties which is more than trivial but less severe than the significant financial loss described in the definition of a Category 1 Incident.
<p><i>The following category levels are provided for information only.</i></p>	
3	<p>A Category 3 Incident is an Incident which in the reasonable opinion of the DCC:-</p> <ul style="list-style-type: none"> • has an adverse impact on the activities of an Incident Party but which can be reduced to a moderate adverse impact due to the

	<p>availability of a workaround; or</p> <ul style="list-style-type: none"> • has a moderate adverse impact on the activities of an Incident Party.
4	A Category 4 Incident is an Incident which in the reasonable opinion of the DCC has a minor adverse impact on the activities of an Incident Party.
5	A Category 5 Incident is an Incident which in the reasonable opinion of the DCC has a minimal adverse impact on the activities of an Incident Party.