Data Communications Company

Consultation

Proposed changes to the Self-Service Interface SSI#1

Consultation opens: 5 July 2019
Consultation closes: 26 July 2019

Date: **4 July 2019**

Classification: **DCC Public**

1   Background

SECMP0058 'Changes to the governance of the Self-Service Interface' was implemented on 27 June 2019 (June 2019 SEC Release) and made amendments to SEC Appendix AH 'Self Service Interface Access Control Specification'. The key change was to remove the low-level detail and functional requirements of the Self-Service Interface (SSI) and moving these to a new technical specification document titled the 'SSI Baseline Requirements Document'. This document is maintained by the DCC and is not subject to SEC Section D 'Modification Process'. Instead, the SEC Panel or a delegated Sub-Committee will approve all changes being made to the document[1].

This consultation contains a number of proposed improvements to the SSI which are being considered for implementation. It provides the following information in relation to each proposed SSI Improvement Proposal (SIP):

- The proposer of each SIP;
- A description of each SIP;
- The benefits of each SIP;
- The SEC Parties impacted by each change;
- Whether each SIP is seeking to add, amend or remove functionality;
- The anticipated cost range; and
- The anticipated timescales to develop and deploy.

DCC is seeking the views of Parties on the proposed changes, in particular:

- Whether Parties consider the proposed changes to provide benefits to Users beyond those currently provided by the SSI;
- Whether the proposed changes may have any negative impacts on Users' operational processes; and

Any responses received by the consultation closing date will be provided to the SEC Operations Group for further consideration.

The closing date for this consultation is 26 July 2019.

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[1] Further information on the SSI, as well the SSI Baseline Requirements Document can be found on the DCC's website at: https://www.smartdcc.co.uk/document-centre/interface-specifications/self-service-interface/.

2   Proposed changes

The tables below provide details of each SIP item. Indicative costs are provided using the parameters as referenced in SECMP0058

The tables below provide details of each SIP item. Indicative costs are provided using the following three categories as required by SECMP0058:

- Small (below £50k);
- Medium (£50k-£100k);
- Large (greater than £100k).

The range of items delivered by the project have historically fell into a cost categorisation of:

- Small (Circa £10k);
- Medium (Circa £10k-£20k);
- Large (Circa £20K-£40K)
- Very Large (Circa £40K-£50K).

Forward Schedule of Change.

DCC has received feedback from Users that the change and release information provided by SSI is not clear in how it displays to Users, nor does it provide appropriate information to Parties.

Items 1-5 aim to address these issues.

SSI#1-1: Service Availability Change Detail View	
Problem Statement	Service Availability Change Detail View
Proposer	Historic (*inherited item from project via user discovery visit)
Description (confirming if adding, removing or amending functionality)	a. Provide a high-level summary (Title) of each change item. - Add b. Expand date and time fields to then include. Change start/end, Outage Start/End, Actual Start/End. - Add c. Show Service Impact, Risk & Region. - Add d. Show related change items - Add e. Show status of change Items - Add f. Allow users to follow items. This will in turn will link items to the users' notification banner, so they are proactively notified when updates are available. - Add g. Show change update history. – Add h. Show geographic location of change items, North, Central, South, SMETS1 UK - Amend i. DCC to be able to provide supplementary attachments to parties via SSI. E.g. diagrams, graphics etc - Add

	j. User Interface redesign in conjunction with proposed changes to add icons and provide a logical flow to the screen. – Amend
Benefits	a. Allows users to see the change title clearly, i.e. not included in wider description text.
	b. Allows users to see all change details, not just the start and end of the change window.
	c. Allows users to understand impact, risk and regions related to specific changes.
	d. Allows users to understand interdependency of change items.
	e. Shows users if the change is approved, completed, rejected, in progress etc.
	f. Allows users to follow and be proactively updated on change progress.
	g. Shows updates from DCC change management in a chronological order to users.
	h. Shows users the geographic location of impact for change items.
	i. Allows the DCC to provide graphical diagrams and other attachments to end users.
	j. Ensures the screen continues to flow and provide information in a logical manner.
SEC Parties Impacted	All
Anticipated Cost Range	All items Small
Anticipated timescale to develop and deliver	Q4 2019

SSI#1-2: Service Availability Category view.	
Problem Statement	Service Availability Category view.
Proposer	Historic*
Description (confirming if adding, removing or amending functionality)	a. Provide a high-level summary (Title) of each change item. - Trending items, (these are items of high importance) – Add
	b. Redesign the screen to provide a high-level view of service availability and impacted service alerts, with subsequent links off to Forward Schedule of Change, (list and calendar views), Service Alerts - Amend
Benefits	a. Shows users items that are "Trending" i.e. outages etc.
	b. Ensures the screen continues to flow and provide information in a logical manner.

SEC Parties Impacted	All
Anticipated Cost Range	All items Small
Anticipated timescale to develop and deliver	Q4 2019

SSI#1-3: Forward Schedule of Change – List View	
Problem Statement	Service Availability Change Detail View.
Proposer	Historic*
Description (confirming if adding, removing or amending functionality)	a. Show risk of change. (also colour coded and as a filter option) – Add b. Allow users to sort the screen based on preference, e.g. date – Add c. Multi-level filtering. E.g. risk, High and Medium risk, and/or multi different Event Types. - Amend d. Show Risk level and event type on each item – Add
Benefits	a. Allow users see a consolidated view of risk, e.g. if multiple medium risk items are all happening in the same period, the period may become high risk. b. Allow users to order the view to aid work efficiency. c. Allows users to create a view of change they are interested in, aiding efficiency. d. Allows users to understand the risk and impact at a high level of any change item.
SEC Parties Impacted	All
Anticipated Cost Range	All items Small
Anticipated timescale to develop and deliver	Q4 2019

SSI#1-4: Forward Schedule of Calendar view.

Problem Statement	Service Availability Change Detail View.
Proposer	Historic*
Description (confirming if adding, removing or amending functionality)	a. Show risk of change. (also colour coded and as a filter option) – Multi-level filtering. E.g. risk, High and Medium risk, and/or multi different Event Types. – Amend b. Allow events to span all appropriate days – Add c. Implement a calculation that would allow users to dynamically assess risk levels of their change's items (notified to DCC under EMF) with DCC change items. *The joined risk calculation would feed into the following items (d and e). - Add d. Display options allow users to select different overlays on the same calendar. - Add e. Colour code risk and type on events/days – Add f. Hover over events for further details – Add
Benefits	a. Allows users to configure a view that fits their needs. b. Provides a view of change item over the calendar frame. Not as an item that starts on a single day. c. Allows users to see high risk periods when looking at a consolidated view of DCC change and their own change etc. d. Allows users to overlay different views on each other. e. Highlights both consolidated and singular risks and impacts to users. f. Provides a greater level of detail on a change without navigating away from the calendar view.
SEC Parties Impacted	All
Anticipated Cost Range	All items Small
Anticipated timescale to develop and deliver	Q4 2019

SSI#1-5: Forward Schedule of Calendar view.	
Problem Statement	There are multiple impact severity look up fields, that are in part duplicates of each other these are not aligned to the Remedy / SEC definitions.
Proposer	Historic*
Description (confirming if adding, removing or	a. To remove the defunct fields currently available for selection on SSI and bring in line with those used by change and release.

amending functionality)	
Benefits	a. Allows users to search via appropriate change severity
SEC Parties Impacted	All
Anticipated Cost Range	Small
Anticipated timescale to develop and deliver	Q4 2019

Service Catalogue Request Updates

SSI#1-5: Service Catalogue Request Updates	
Problem Statement	Customers are unable to update or receive updates on service request progress via SSI, forcing users to email or call DCC.
Proposer	Historic*
Description (confirming if adding, removing or amending functionality)	This item will allow users to interact with DCC on service catalogue requests, via SSI
Benefits	Dialogue will be contained within SSI, improving auditability and reducing effort for both customers and DCC.
SEC Parties Impacted	All
Anticipated Cost Range	Small
Anticipated timescale to develop and deliver	Q4 2019

3 Questions for respondents

We are seeking Parties' views on the following questions for each SIP item:

Q1.	Do you have any general Comments on the SSI#1 consultation?
Q2.	Do you support each SIP proposal? Please provide details and any rationale.
Q3.	Do you consider the proposed change(s) to provide benefits beyond those currently provided by the SSI? Please provide details and any rationale.
Q4.	Do you anticipate that the proposed changes will have any negative impacts on your operational processes? Please provide details and any rationale.

4 How to respond

Please provide responses by **17:00 on 26 July 2019** to DCC at:
SSIRemedyImprovements@smartdcc.co.uk.

A response template has been provided which you are invited to use.
DCC will directly respond to any specific questions raised via reply, within 7 days of the consultation response closure date.

DCC will also complete a summary of questions, comments and responses to be shared with SEC Operations Group and added to the documentation of the consultation.

Consultation responses may be published on our website www.smartdcc.co.uk. Please state clearly in writing whether you want all or any part, of your consultation to be treated as confidential. It would be helpful if you could explain to us why you regard the information you have provided as confidential. Please note that responses in their entirety (including any text marked confidential) may be made available to the Department of Business, Energy and Industrial Strategy (BEIS) and the Gas and Electricity Markets Authority (the Authority). Information provided to BEIS or the Authority, including personal information, may be subject to publication or disclosure in accordance with the access to information legislation (primarily the Freedom of Information Act 2000, the Data

Protection Act 2018 and the Environmental Information Regulations 2004). If BEIS or the Authority receive a request for disclosure of the information we/they will take full account of your explanation (to the extent provided to them), but we/they cannot give an assurance that confidentiality can be maintained in all circumstances. An automatic confidentiality disclaimer generated by your IT system will not, of itself, be regarded by us as a confidentiality request.

5   Attachments

- **Attachment 1** – Response Template
- **Attachment 2** – Wireframes - Change Management.