

SIP Consultation

**Consultation on proposed
changes to the Self-Service
Interface – RSMI reporting
fix (SIP#3)**

Version: 1.0

Date: 11.05.20

Author: consultations@smartdcc.co.uk

Classification: DCC Public

Table of Contents

- 1. Background3
- 2. SSI Issue and SSI Improvement Proposal4
 - 2.1. The issue 4
 - 2.2. SSI Improvement Proposal..... 4
- 3. Next Steps7
- 4. How to respond7

1. Background

The Self-Service Interface (SSI) is a web-based portal which allows Users to obtain information about, and interact with, DCC Services. The requirements of which are set out in section H8 of the Smart Energy Code (SEC). Any changes required to the SSI are required to be processed following the SSI Change Governance Process.

An issue has been highlighted with the SSI when Reporting Smart Meter Inventory (RSMI) reports run by Service Users do not return results within a timeout period, and Users are either presented with an error message or bounced back to the login page. While not all Users have experienced the issue, it can impact any User if a large amount of data is requested or the underpinning query is complex. A solution to this issue has been identified and is presented here as a SSI Improvement Proposal (SIP); this proposal has been allocated the reference SIP#3

Section 2 of this consultation provides details of the issue in the SSI, the SIP and seeks views on that proposal. Section 3 of this consultation provides details of the next steps DCC will take. Section 4 of this consultation provides details on how to respond to questions posed.

2. SSI Issue and SSI Improvement Proposal

2.1. The Issue

Some Users are experience timeout issues when accessing the SSI and running reports RSMI001; RSMI002; RSMI003; RSMI004; RSMI005; RSMI006; and RSMI007. These reports run synchronously but can time out if a large amount of data is requested or if the underpinning query is complex. In these cases, the Users either receives an error message or is returned to the log-in page.

Where Users run the report with smaller amounts of data they run successfully. If the issue is not resolved, we can expect more Users to experience this issue as over time increasing amounts of data are included in those reports.

2.2. SSI Improvement Proposal

SSI#3: reporting improvement for RSMI1-7	
Problem Statement	RSMI reports are timing out when large amount of data is requested, or the underpinning query is complex
Proposer	DCC
Description (confirming if adding, removing or amending functionality)	<p>A new report production functionality will allow RSMI reports to run asynchronously and be available for download to the User through a new report download option. Reports will be available for download for 24 hours.</p> <p>Where reports can be run synchronously, they will continue to do so.</p> <p>No other functionality will be amended or removed.</p>
Benefits	<p>This new functionality will:</p> <p>ensure Users can access the data they require</p> <p>ensure the issue does not impact increasing numbers of Users over time</p>
SEC Parties Impacted	<p>Large Suppliers</p> <p>Small Suppliers</p> <p>Electricity Network Operators</p> <p>Gas Network Operators</p>
Anticipated Cost Range	This cost has been covered through the BAU Incident to Problem resolution Process, and as such represents no additional cost to Industry.
Anticipated timescale to develop and deliver	Implementation would be planned for the next schedule Release after SEC approval that provides sufficient lead-time for the delivery processes and Release governance to complete.

If reports when run are not returned within the timeout period they will continue to run asynchronously, they will be available from the Reports Collection page, found in the lower left of the SSI reporting tab:

The screenshot shows the 'Reporting' tab of the Data Communications Company Self-Service Management Interface. The page is divided into three main sections: 'Inventory Reports', 'Service Audit Trail Reports', and 'Service Management Reports'. Each section contains a list of reports with their respective IDs and a right-pointing arrow icon. The 'Inventory Reports' section lists seven reports, including 'Installation Status Smart Meter Report (RSMI001)' and 'Device Certificate Report (RSMI007)'. The 'Service Audit Trail Reports' section lists four reports, including 'Monthly Transaction Report (RSAT001)' and 'Load Balance Report (RSAT007)'. The 'Service Management Reports' section lists two reports, 'Incident Details Report (RSMs001)' and 'Communications Hub Returns Report (RSMs002)'. At the bottom of the 'Inventory Reports' section, there is a red circle highlighting the 'Report Collection' link, with 'SSMI Reports' listed below it. The page also features a top navigation bar with links to 'Service Availability', 'Tickets', 'Diagnostics', 'Reporting', 'Knowledge', 'Admin', and 'Log Out'. A breadcrumb trail at the top left indicates the current location: 'Content > Reporting'.

Data Communications Company
Self-Service Management Interface

Service Availability Tickets Diagnostics Reporting Knowledge Admin Log Out

> Content > Reporting

Reporting

Inventory Reports

These reports operate on the Smart Metering Inventory, and provide details on the devices in your estate and the data that DCC currently holds about them.

- Installation Status Smart Meter Report (RSMI001)
- Smart Metering Devices Status and Firmware Report (RSMI002)
- Smart Metering Devices Status and Model Report (RSMI003)
- Communication Hub with No Attached Devices Report (RSMI004)
- Scheduled Service Requests Report (RSMI005)
- Quarantined Requests Report (RSMI006)
- Device Certificate Report (RSMI007)

Other

Other reporting functionality for privileged SSMI users. Allows reporting on activity within SSI and SSMI, such as feedback requests and content rating supplied.

- Report Collection
- SSMI Reports

Service Audit Trail Reports

These reports operate on the Service Audit Trail, and contain details about DUIS requests that you have made to your devices and the numbers of requests that you have made.

- Monthly Transaction Report (RSAT001)
- Smart Metering Device Transaction Report (RSAT002)
- Firmware Activations Service Request Report (RSAT004)
- Load Balance Report (RSAT007)

Service Management Reports

These reports operate against the DCC Service Management System and provide details about incidents that you have raised historically.

- Incident Details Report (RSMs001)
- Communications Hub Returns Report (RSMs002)

The Report Collection tab will show the report status as either Running or Completed. Once completed reports will be available to view or download:

Service Availability
Tickets
Diagnostics
Reporting
Knowledge
Admin
Log Out

Content > Reporting > Report Collection

Report Collection

This page allows you to view and collect the results of reports that you requested that were not able to be served to you at the point that you requested them. Once completed, these report outputs are available here for seven days. This report collection page is linked from the Reporting category.

Report Name	Report Inputs	Time Requested (and Completed)	Current Status	
RSMS001 - Incident Details Report	Organisation: DSP/ACB Incident Types: Premises Related Incident	2020-03-05 14:18:20	Running	
RSMS001 - Incident Details Report	Organisation: DSP/ACB Incident Types: Premises Related Incident	2020-03-05 14:16:23 (2020-03-05 14:16:23)	Completed	VIEW DOWNLOAD
RSMS001 - Incident Details Report	Organisation: DSP/ACB Incident Types: Premises Related Incident	2020-03-05 14:14:59 (2020-03-05 14:14:59)	Completed	VIEW DOWNLOAD
RSMS001 - Incident Details Report	Organisation: DSP/ACB Incident Types: Premises Related Incident	2020-03-05 10:19:31 (2020-03-05 10:19:31)	Completed	VIEW DOWNLOAD

Reports that run within the timeout period will be presented to the Users in the Reporting screen as per the existing behaviour.

Question 1

Do you agree to the additions to the SSI as described? If not, please provide a rational for your response.

3. Next Steps

These are the next steps following the consultation closure on 29 May 2020.

DCC will review and collate consultation responses and consider any relevant refinements to the SIP. The refined SIP and collated consultation responses will be provided to the SEC Panel or delegated Sub-Committee for approval or rejection as we move through the SSI Change Governance Process.

4. How to respond

Please provide responses by 17:00 on 29 May 2020 to DCC at:
consultations@smartdcc.co.uk

DCC will complete a summary of questions, comments and responses to be shared with SEC Operations Group and be 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 response 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.