Conclusion on SSI Improvement Proposal

Consultation on proposed changes to the Self-Service Interface RSMI Reporting Fix (SIP#3)

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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 had been highlighted with the SSI when Reporting Smart Meter Inventory (RSMI) reports run by Service Users do not return results within a timeout period. 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 developed to allow reports that have previously timed out to be run asynchronously and be available to Users for download once completed. DCC consulted on proposed changes to the SSI from 11 May to 29 May and presented the SSI Improvement Proposal (SIP) to SEC Operations Group 7 July. This document is DCC's response to the comments that were received from industry, including the outcome of the SEC Operations Group and details next steps.

2. DCC Responses to Comments Received

DCC received two responses to the consultation which both provided positive feedback to the proposed SIP. One response was from a Network organisation and the other from a Large Supplier. DCC posed one question in the consultation which is set out below, along with comments received and DCC response to those comments.

Question 1
Do you agree to the additions to the SSI as described? If not, please provide a rational for your response.

This question related to the SIP allowing RSMI reports to run asynchronously, with details set out in the table below.

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)	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 7 days. Where reports can be run synchronously, they will continue to do so. No other functionality will be amended or removed.
Benefits	This new functionality will: Ensure Users can access the data they require Ensure the issue does not impact increasing numbers of Users over time
SEC Parties Impacted	Large Suppliers Small Suppliers Electricity Network Operators Gas Network Operators
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.

Comment: Both responses were positive regarding the proposed change. One respondent asked for some clarification.

Response: On clarification questions posed, DCC confirms that the reports, once completed asynchronously, will be available for download for 7 days; and Users with the ability to run reports will also have access to download the reports (termed *Privileged RSMI Users* in the original consultation). There are no other proposed amendments to the SSI and all access rights remain unchanged.

Given the positive feedback received, the SIP was presented to the SEC Operations Group 7 July where approval for implementation of the SIP was granted. Clarification was sought on the ability to store large amounts of information over the 7 day downloadable period on the DSP Inventory Reporting Database. DCC can confirm that once a report is downloaded by the User it is deleted from the DSP Inventory and so frees up available space and is it expected that most reports will be collected within 24 hours. While there is 70Gb of storage space available, User behaviour will be monitored at implementation and if required the available space for storing reports can be extended.

3. Next Steps

It is anticipated that SIP#3 will be deployed in DSP#48 Release, scheduled for deployment into Production on 25th August 2020, providing Users with the ability to download reports that would otherwise fail. DCC will issue communication to Users to confirm SIP#3 has been implemented and seek approval to close the Problem Record that led to the identification and implementation of the SIP#3 solution.

User behaviour will be monitored to ensure sufficient space is available on the DSP Inventory Reporting Database and amendments made if required.