Data Communications Company

Conclusion on SSI Improvement Proposal

Consultation on proposed changes to the Self-Service Interface required by SECMP062 'Northbound Application Traffic Management – Alert Storm Protection' (SIP#2)

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Table of Contents

1. Background

SECMP062 'Northbound Application Traffic Management – Alert Storm Protection' was approved by the Change Board under Self-Governance on 7 February 2020. Part 1 was implemented on 6 May 2020 (June 2020 SEC Release) and Part 2 will be implemented on 29 November 2020 (November 2020 SEC Release).

The proposed solution was to provide Alert Storm protection through a DCC designed mechanism which will count the number of Alerts originating from a specific Device within a designated timeframe. If the Device sends Alerts above a pre-determined threshold value, the mechanism will consolidate excess Alerts from the Device, and only forward one per a configurable number of Alerts (n) per designated period on to the intended Users. Consolidated Alerts will be counted for Anomaly Detection purposes and Service Users will be notified ahead of time for the exact actions being taken.

As part of the solution, a new dashboard in the Self-Service Interface (SSI) was developed to show Service Users whether any Alert Storm Protection is currently active for any of their Devices. 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.

DCC consulted on high-level dashboard requirements as a SSI Improvement Proposal (SIP) from 24 April to 18 May.

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. 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
The dashboard has been designed to meet the agreed requirements. Do SEC Parties endorse this position?

This question related to the original SIP which set out the functionality of the proposed dashboard to show Service Users whether any Alert Storm Protection is currently active for any of their Devices.

Comment: One response asked for clarification on impacts to the Service Audit Trail. One response suggested amendments that could make the proposed dashboard more user friendly.

Response: DCC confirms that consolidated alerts will not appear in the Service Audit Trail since they will not be forwarded under the SECMP062 solution, however the 1 in 500 forwarded alerts will be visible. The SIP has been refined to include suggested amendments in the dashboard and now includes:

- The ability to set search criteria prior to executing the report on GUID and MPXN;
- The ability to sort results on all columns; and
- Details of the number of Alerts not discarded

The refined SIP details are presented in the table below (amendments show in *italics*).

SSI#2: Northbound Application Traffic Management – dashboard reporting	
Problem Statement	A new dashboard needs to be developed as part of the solution for SECMP0062
Proposer	DCC (and agreed by SEC Parties via SEC modification process)
Description (confirming if adding, removing or amending functionality)	A new Self Service Interface (SSI) dashboard for Service Users will be built using the existing dashboard design principles. This dashboard will provide the Alert Storm Protection data to the Service Users, which will include the following details. *a. Ability to set search criteria prior to executing the report on GUID and MPXN;* b. *Ability to sort results on all columns;* c. Show Devices that exceed the threshold; d. Show Alert Codes that are subjected to Alert Storm Protection processing for each Device; e. Show Number of Alerts received for each Alert Code per device; f. Show Number of Alerts discarded for each Alert Code per device; g. *Show number of Alerts not discarded;* h. Show 'live' views; and i. Allow Users to view and download historic data (users will only be able to see details of devices for which they have a defined Role)
Benefits	a. Meets the requirements set out and agreed in SECMP62 b. Enables Users to see the above information and download historic data.
SEC Parties Impacted	Large Suppliers Small Suppliers Electricity Network Operators Gas Network Operators
Anticipated Cost Range	No additional cost anticipated for industry
Anticipated timescale to develop and deliver	TBC

DCC presented the consultation responses, the clarifications and the refined SIP described in this document to the SEC Operations Group 7 July at which approval was granted for development of the SIP dashboard.

3. Next Steps

SIP#2 will now enter development stage. Once development has completed DCC will present SIP#2 to SEC Operations to request approval for implementation.