



# SSI Change Governance Process V1.1

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## **Table of Contents**

<b>1. Proposing Improvements to the SSI .....</b>	<b>2</b>
<b>2. Validation and Prioritisation.....</b>	<b>2</b>
<b>3. SSI Improvement Proposal Consultation .....</b>	<b>2</b>
<b>4. Panel (or Sub-Committee) Impact Assessment sign-off..</b>	<b>3</b>
<b>5. Panel (or Sub-Committee) Development sign-off .....</b>	<b>3</b>
<b>6. User Testing.....</b>	<b>4</b>
<b>7. Panel (or Sub-Committee) deployment sign-off.....</b>	<b>4</b>

# 1. Proposing Improvements to the SSI

Smart Energy Code (SEC) Parties may propose improvements to the Self-Service Interface (SSI) at any time by submitting an SSI Improvement Proposal (SIP), providing as much information as possible, to Data Communications Company (DCC) to the e-mail address [SSIRemedylImprovements@smartdcc.co.uk](mailto:SSIRemedylImprovements@smartdcc.co.uk).

Within five Working Days of the proposer sending the SIP, DCC will respond to confirm receipt and advise if there is any additional information it needs.

Where DCC requires more time to assess if any additional information is needed, DCC will inform the proposer and advise a reasonable timescale they can expect to receive DCC's confirmation.

Where the proposer of a SIP believes it is required as a matter of urgency they should highlight this when proposing the SIP, and DCC shall validate the urgency of the request and request that the Panel or a delegated Sub-Committee to determine the timetable that the SIP should follow.

Where a SIP is generated from a SEC Modification Proposal, that modification will not need to follow this change governance process. That proposal, including refinement, development and implementation, will be superseded with actions taken during the SEC Section D Modification Process. Parties will have the opportunity to comment on the proposal through the Modification Process including through a Refinement Consultation. Impact Assessments for these SSI changes will be combined with the wider modification Impact Assessment.

## 2. Validation and Prioritisation

DCC will validate the SIP to ensure the requirements are clear and viable and as a minimum, each request will have to meet the capabilities of the SSI and comply with one of the Business Functional Domains contained in SEC Appendix AH - Self Service Interface Access Control Specification. To achieve this DCC will proactively provide support and guidance to all proposers. Once a SIP has been validated and accepted by DCC, it will be assigned a unique ID number and DCC will feed this back to the proposer.

DCC will then assess the impacts that the SIP will have on DCC Systems, SEC Parties and any other SIPs already under consideration. As well as the impacts, DCC will also consider the costs of each SIP and apply a category of Small (below £50k), Medium (£50k-£100k) and Large (exceeds £100k). Each SIP will then be prioritised against any other SIP currently under consideration.

Following DCC's confirmation of receipt of the SIP and the receipt of any further information sought from the proposer, DCC will complete its validation and prioritisation of each SIP within a reasonable timescale dependent on the scale of each SIP and shall endeavour to provide its findings to the proposer within 20 Working Days. Where this is not possible and the DCC cannot fulfil this timescale, they will inform the proposer and advise a reasonable timescale they can expect to receive the DCC's findings.

## 3. SSI Improvement Proposal Consultation

DCC will consult on SIPs for a minimum of 20 working days unless an urgent change is identified where the consultation period may be shorter. A single consultation may cover multiple SIPs and

where a large volume of SIPs are received, DCC may consult at quarterly intervals. SECAS may consult on SIPs on behalf of DCC.

Each SSI improvement consultation will include the following:

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

The SSI improvement consultation responses will be collated and DCC will refine improvements to each SIP where this is required.

#### **4. Panel (or Sub-Committee) Impact Assessment sign-off**

All feedback received shall be collated into a single document and referred to the SEC Panel (or a delegated Sub-Committee) for consideration, where they will consider the scope and cost of the SIP and approve or reject their progression through to DCC Impact Assessment. A decision to reject progression to Impact Assessment will also direct the DCC to refine the solution or withdraw the SIP from any further progression.

If the decision to approve the DCC Impact Assessment of SIPs following the SSI improvement consultation is delegated to a Sub-Committee and that Sub-Committee deems it cannot form a decision, the Sub-Committee may escalate the matter to the Panel to approve or reject, requesting the DCC Impact Assessment of SIPs, or alternatively advise DCC to refine the solution or withdraw the SIP from any further progression.

#### **5. Panel (or Sub-Committee) Development sign-off**

Once DCC have carried out the Impact Assessment to each SIP, the Impact Assessment shall be considered by the SEC Panel (or a delegated Sub-Committee) where they will consider any material changes to the scope and cost of the SIPs and approve or reject their progression through to DCC development.

If the development of SIPs is approved, DCC shall develop the SIPs and continuously assess whether there are any material changes to the scope and costs that were previously considered under the Impact Assessment. If changes have occurred to the agreed scope and costs, DCC shall advise the Panel (or any delegated Sub-Committee).

If the decision to approve the revised scope of SIPs is delegated to a Sub-Committee and that Sub-Committee deems it cannot form a decision, the Sub-Committee may escalate the matter to the Panel, who can approve or reject the revised scope, or alternatively request DCC to issue a second SSI improvement consultation to seek SEC Parties' feedback prior to making this decision.

## **6. User Testing**

Before proceeding to request for deployment, DCC will assess the scale of the change and the complexity of the SIP determine whether User testing is appropriate. User testing will be deemed appropriate for large and/or complexed change. Where testing is deemed appropriate Users will be invited to test the changes over a two-week period in the UIT environment. Where testing highlights faults DCC will take action to remedy those issues before offering additional testing or preceding to request for deployment.

## **7. Panel (or Sub-Committee) deployment sign-off**

Once DCC have developed the SIP, accounting for any agreed revisions in scope, the Panel or a delegated Sub-Committee shall consider any changes to the previously agreed scope. If it is deemed that the scope has changed from what was previously agreed, the Panel or any delegated Sub-Committee may choose to approve or reject the deployment of the SIP or advise DCC to revise the solution or issue an additional consultation on changes to the scope.

DCC will provide details of the assessment of whether testing was deemed appropriate, and the results of testing if provided, at the request to deploy stage.

DCC will propose the implementation approach they would like to take to deploying the developed SIP. If the decision to approve the deployment of the SIP is delegated to a Sub-Committee and that Sub-Committee deems it cannot form a decision, the Sub-Committee may escalate the matter to the Panel, who can approve or reject the deployment of the SIP, or advise DCC to revise the solution.