

# SIP Consultation

Consultation on proposed  
changes to the Self-Service  
Interface – SIP#8/9

**Version: 1.0**

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**Classification: DCC Public**

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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 to the SSI, or SSI Improvement proposals (SIP), are required to be processed following the SSI Change Governance Process, including consultation on proposed changes.

SEC modification MP109 (MP109) was raised to review the method by which Anomaly Detection Threshold (ADT) files should be transferred between Users and DCC and has investigated more secure methods of file transfer. The modification has also considered changes to how the Quarantined Communications Action File (QCAF) should be provided.

SEC Appendix AA 'Threshold Anomaly Detection Procedures' currently requires the ADT File and Exit Quarantine files to be provided to DCC by e-mail. This method of file provision has been considered as a potential security risk and MP109 proposes amending the file transfer method, which will also result in updates to the ADT User Guide. The modification working group have considered that ADT file transfer through SharePoint to be the most cost-effective and least impacting solution.

When providing ADT files users are required to use the Service Catalogue Request on the SSI to create and provide details for a new DCC workflow, this is to ensure the provision of the ADT file is expected by DCC and actioned as required. The ADT file transfer workflow creation process on the SSI currently matches the SEC requirements and asks users to confirm they have provided the ADT file by e-mail and could cause confusion if not amended. It is therefore proposed that the SSI be amended to remove the naming of the application and point towards the ADT User Guidance document where the file transfer mechanism will be detailed and may be amended over time.

Related to ADT and management of and Service Requests that are quarantined as a result of ADTs, is the provision and action of the Quarantined Communications Action File (QCAF) which provides instructions for DCC on how to manage quarantined Service Requests. There is currently no formalised method by which Users must inform DCC of the provision of the QCAF, and no functionality on the SSI to raise a Service Catalogue Request detailing its provision.

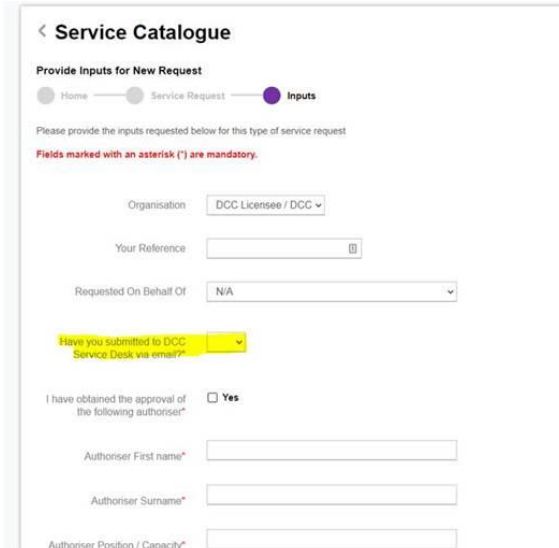
MP109 proposes that Users be required to raise a Service Catalogue Request on the SSI to create and provide details for a new DCC workflow to action the QCAF.

DCC is working to make amendments to the SSI to allow both of these changes under individual SIPs, following the SSI Change Governance Process. The modification is working through the refinement stage with implementation expected in February 2022. Should MP109 be amended or withdrawn these SIPs will also be withdrawn.

## 2. Proposals

### 2.1. The Issue (ADT file transfer)

When informing DCC of ADT file provision, the current Service Catalogue Request process on the SSI asks users to confirm that they have provided the ADT file by e-mail to DCC Service Centre. This can be seen in the screenshot below.



The screenshot shows a web form titled "Service Catalogue" with a sub-header "Provide Inputs for New Request". A progress bar at the top indicates the current step is "Inputs". Below the progress bar, there is a note: "Please provide the inputs requested below for this type of service request" and "Fields marked with an asterisk (\*) are mandatory." The form contains several input fields: "Organisation" (a dropdown menu with "DCC Licensee / DCC" selected), "Your Reference" (a text input field with a clear button), "Requested On Behalf Of" (a dropdown menu with "N/A" selected), "Have you submitted to DCC Service Desk via email?" (a dropdown menu with "Yes" selected), "I have obtained the approval of the following authoriser?" (a checkbox with "Yes" selected), "Authoriser First name\*" (a text input field), "Authoriser Surname\*" (a text input field), and "Authoriser Position / Capacity\*" (a text input field).

This wording does not match the solution developed under MP109 which is expected to be implemented from February 2022. It is therefore proposed that this wording is changed to point users to the ADT User Guide which will detail how files should be transferred. This wording aligns with the MP109, while also helping to ensure that any future changes to the file transfer method in the ADT User Guide will not require a change to the SSI.

If the SIP has not been implemented in line with the anticipated February 2022 SEC Release, the ADT User Guidance will be updated to ensure that the file transfer method detailed is via SharePoint.

## 2.2. SSI Improvement Proposal (ADT file transfer)

SSI#8: ADT file transfer	
Problem Statement	<p>MP109, due for implementation in February 2022, results in a change to the method by which ADT files are transferred between users and DCC. Current workflow generation via the SSI Service Catalogue Request references the old method of file transfer and could cause confusion and should be amended.</p> <p>The ADT Fast Track Service Catalogue Request does not ask users to confirm file transfer and could result in incorrect file transfer.</p>
Proposer	MP109 working group.
Description (confirming if adding, removing or amending functionality)	<p>No change to functionality.</p> <p>The wording in the ADT File Submission Service Request Catalogue within SSI will be amended to more accurately reflect the correct method of file transfer.</p> <p>Currently Users are asked "Have you submitted to DCC Service Desk via email" and are required to enter yes or no. This wording will not reflect the actual transfer method on implementation of MP109 and will be amended to "Have you submitted your file via the method defined within the ADT User Guide?".</p> <p>The ADT Fast Track Service Catalogue Request, which doesn't currently ask users to confirm file transfer, will have this question added.</p>
Benefits	<p>The information in SSI will be correct and reflect actual process and reduce confusion and limit incorrect file transfer.</p> <p>The wording proposed allows for future changes in file transfer method without requiring a change to the SSI.</p>
SEC Parties Impacted	<p>Large Suppliers</p> <p>Small Suppliers</p> <p>Electricity Network Operators</p> <p>Gas Network Operators</p> <p>CSPs</p> <p>Other Users</p>
Anticipated Cost Range	Small – below £50k
Anticipated timescale to develop and deliver	Short timescale anticipated once approval for development has been provided. Best endeavours for deployment in line with MP109 implementation in February 2022.

## Question 1

Do you agree to the SSI Improvement Proposal to more accurately reflect the ADT file transfer method on the SSI Service Request Catalogue page? Please provide a rationale for your response.

### 2.3. The Issue (QCAF transfer)

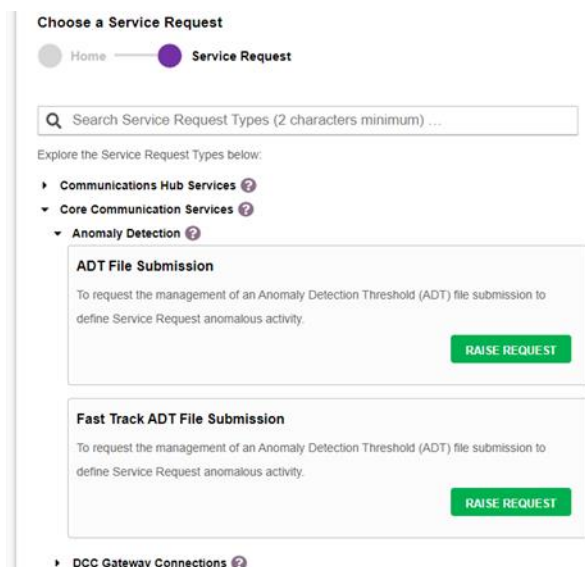
MP109 will require User to raise a Service Catalogue Request via the SSI to inform DCC of a QCAF transfer. There is currently no functionality within the SSI to raise such a request. MP109 is anticipated to be implemented in February 2022.

### 2.4. SSI Improvement Proposal (QCAF Service Catalogue Request)

#### SSI#9: QCAF Service Catalogue Request

Problem Statement	MP109, due for implementation in February 2022, results in a change to the method by which QCAF are transferred to DCC, and requires the creation of a Service Catalogue Request which is currently unavailable via the SSI.
Proposer	MP109 working group.
Description (confirming if adding, removing or amending functionality)	<p>Additional functionality to allow the creation of a DCC workflow via the Service Catalogue Request regarding the QCAF transfer.</p> <p>The addition of a new Service Catalogue Request through which Users can inform DCC of a new QCAF transfer. The request shall mirror other Service Catalogue Requests and function.</p>
Benefits	<p>Aligns to the requirements of MP109 and allows Users to inform DCC of the QCAF transfer.</p> <p>Ensures DCC are aware of and can action the QCAF.</p>
SEC Parties Impacted	<p>Large Suppliers</p> <p>Small Suppliers</p> <p>Electricity Network Operators</p> <p>Gas Network Operators</p> <p>CSPs</p> <p>Other Users</p>
Anticipated Cost Range	Small – below £50k
Anticipated timescale to develop and deliver	Short timescale anticipated once approval for development has been provided. Best endeavours for deployment in line with MP109 implementation in February 2022.

This new Service Catalogue Request will be visually similar to the ADT file transfer request, as in the Screenshot below.



In the above screenshot, the QCAF submission option will sit under the Fast Track ADT File Submission, presented to Users as a new option.

The body of the QCAF service request will be based on the ADT File Submission service request asking users "Have you submitted your file via the method defined within the ADT User Guide?".

### 3. Next Steps

These are the next steps following the consultation closure on 04 October 2021.

DCC will review and collate consultation responses and consider any relevant refinements to the SIPs. The SIPs and consultation responses will be presented to SEC Operations subcommittee where approval for proceeding through the SSI Change Governance Process will be requested.

### 4. How to respond

Please provide responses by 17:00 on 04 October 2021 to DCC at: [consultations@smartdcc.co.uk](mailto: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](http://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.