Data Communications Company



Self Service Baseline Requirements

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Table of Contents

1. Introduction 6
   - 1.1. Executive Summary 6
   - 1.2. Business drivers 6
   - 1.3. Scope of this document 7
     - 1.3.1. In scope of this document 7
     - 1.3.2. Out of scope of this document 7
   - 1.4. SSI documentation hierarchy 7
2. Business capabilities and business functional domains 9
   - 2.1. Business functional domains overview 9
   - 2.1. SSI business capabilities 14
     - 2.1.1. Mapping between business functional domains and business capabilities 14
3. Baseline business requirements 15
   - 3.1. Baseline Epics, Process Maps to Business Functional Domain 15
   - 3.1. Map 20
     - 3.1.1. Login – PM1 21
     - 3.1.2. View Inventory - PM2 21
     - 3.1.3. View Service Audit Trail – PM3 22
     - 3.1.4. SMWAN Coverage – PM5 23
     - 3.1.5. Run Comms Hub Diagnostics - PM6 23
     - 3.1.6. Access OMS - PM7 24
     - 3.1.7. Run Reports – PM8 24
     - 3.1.8. Raise Incident - PM9 25
     - 3.1.9. Update Incident - PM10 26
     - 3.1.10. View Incident - PM11 27
     - 3.1.11. View Knowledge Articles - PM12 27
     - 3.1.12. View Planned Changes - PM13 28
     - 3.1.13. View Service Status - PM14 29
     - 3.1.14. View Service Alerts - PM15 30
     - 3.1.15. Raise Service Request - PM18 31
     - 3.1.16. Update Service Request - PM19 32
     - 3.1.17. View Service Request - PM20 33

3.1.18. Create SSI User - PM21 34
3.1.19. Update SSI User - PM22 35
3.1.20. View SSI User - PM23 35
3.1.21. Delete SSI User - PM24 35
3.1.22. View My User Profile - PM25 37
3.1.23. Search SSI Content - PM26 38
3.1.24. View Problem process - PM27 38
3.1.25. View Traffic Management Alerts - PM28 39
3.1.26. Audit Data Analysis - PM29 40
3.1.27. View Notifications – PM30 40
3.1.28. View Firmware Distribution Tracking – PM31 41
3.1.29. Device Certificate realignment – PM32 42
3.1.30. Communications Hub Returns – PM33 44

4. Baseline SSI platform requirements 45
4.1. Baseline functional components and requirements 45
4.2. Baseline non-functional requirements 77

When a user attempts to access the Self-Service Interface and no valid non-expired) authentication cookie is present in their browser: 78

5. References 83

Document control

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04/02/2022	Addressing Internal Review	Yes	1.0.11 (d2)
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Reviews

Name	Title / Responsibility	Release Date	Version number
TBC	TBC	TBC	TBC

Approvals

Name	Title / Responsibility	Release Date	Version number

TBC	TBC	TBC	TBC

1. Introduction

1.1. Executive Summary

The purpose of this document is to define the baseline requirements for the Self-Service Interface capability defined in SEC H8.15, H8.16, H8.17 H8.18 and H8.19. The Self-Service Interface (SSI) is the entry point for Users to access DCC systems to retrieve information and data. It is the first point of contact for general DCC queries and is intended to reduce the volume of queries raised directly with the DCC Service Desk.

There is a hierarchy of documents that together define the Self-Service Interface – see section 1.4 for more details. Section H8 of the SEC sits at the top of this hierarchy and specifies that the SSI must comply with the Self-Service Interface Access Control Specification and the SSI Baseline Requirements Document. Section H8 also permits DCC to make amendments to the SSI Baseline Requirements Document with the agreement of the Panel and following consultation with Parties. The governance process for making amendments to the BRD is set out in the SSI Change Governance Process.

Aligned with this document are the FSM SSI Function and Roles policy which describes the Business Functional Domains and Job Type Roles available to SSI users of the DSMS. Also aligned is the FSM DCC Internet Access Policy, which lays out the eligibility and technical requirements for access to the DCC Service Management System (DSMS) Self Service Interface (SSI).

The SSI Change Governance Process contains the change governance which shall apply to the SSI Baseline Requirements Document.

This Baseline Requirements Document is the lowest layer in the hierarchy and specifies the Epics, high level Process Maps and associated business requirements that define the platform used to deliver the required business capability, along with the document control process for making amendments to this document. The Epics outlined in this document are: concise, high-level definitions of user goals and core SSI capabilities alongside supporting Process Maps and business requirements that together shape the platform's functionality.

1.2. Business drivers

The business drivers behind the SSI are:

Ref	Description
BD1	Support DCC Users to independently retrieve information and data to help them plan and manage the service they offer to their customers.
BD2	Support DCC Users independently inform DCC of information they deem DCC needs to know.
BD3	Enable DCC to provide current information to DCC Users enabling them to make informed decisions.
BD4	Support DCC Users provide business benefit to their customers.

1.3. Scope of this document

1.3.1. In scope of this document

The following items are in the scope of this document:

- Definition of the Business Functional Domains which will be used to deliver specific functionality.
- Description of the Epics and Process Maps that specify the decomposition of the Business Functional Domains.
- Baseline functional and non-functional requirements associated to Business Functional Domains on the Self-Service Interface.

1.3.2. Out of scope of this document

The following items are out of the scope of this document:

- The description of any services or application components that deliver the functionality of the Self-Service Interface. This information is contained in the Self-Service Interface Baseline Logical Architecture Document (reference 1)
- Functional and non-functional requirements of any of the back-end platforms. This information is contained in other business requirements specifications

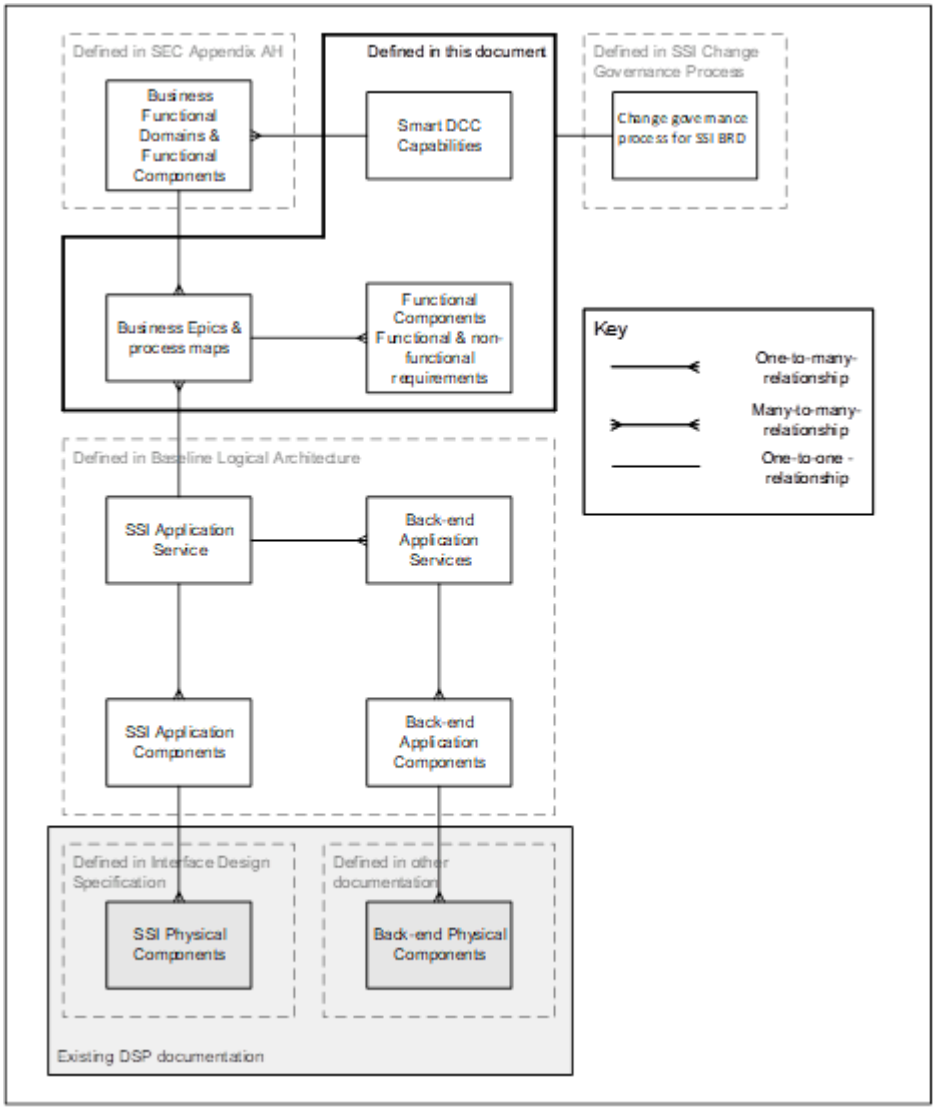
1.4. SSI documentation hierarchy

The Self-Service Interface is a portal that is the entry point for Service Users to access and retrieve data from DCC Data Systems. The functionality of the SSI is broken down as follows:

- SEC H8.15, H8.16, H8.17 and H8.18 establish the information which Users are entitled to access via the SSI.
- The FSM SSI Function and Roles policy which describes the Business Functional Domains and Job Type Roles available to SSI users of the DSMS.

- The SSI Change Governance Process contains the change governance which shall apply to the SSI Baseline Requirements Document.
- Baseline Requirements Document (this document) provides traceability back to the FSM Function and Roles Policy.
- This document further describes:
    - DCC capability areas. As defined in section 2 of this document
    - User activity, described as Epics and is associated to a Process Map. As defined in section 3 of this document
    - Functional components and their requirements. As defined in section 4.1 of this document.
- Baseline Logical Architecture (BLA) document provides traceability back to the BRD (This Document) via BRD's Process Maps linked to BLA Service and component process map decomposition. As described in section 4.6 of that document. The BLA further describes:
    - SSI logical service.
    - SSI's back-end application services.

- SSI's components. This is defined in the SSI Baseline Logical Architecture.
- SSI interface relationships.



2. Business capabilities and business functional domains

This section summarises the business functional domains of the Self-Service Interface and maps these business functional domains to DCC business capabilities

2.1. Business functional domains overview

Below are the business functional domains of the Self-Service Interface.

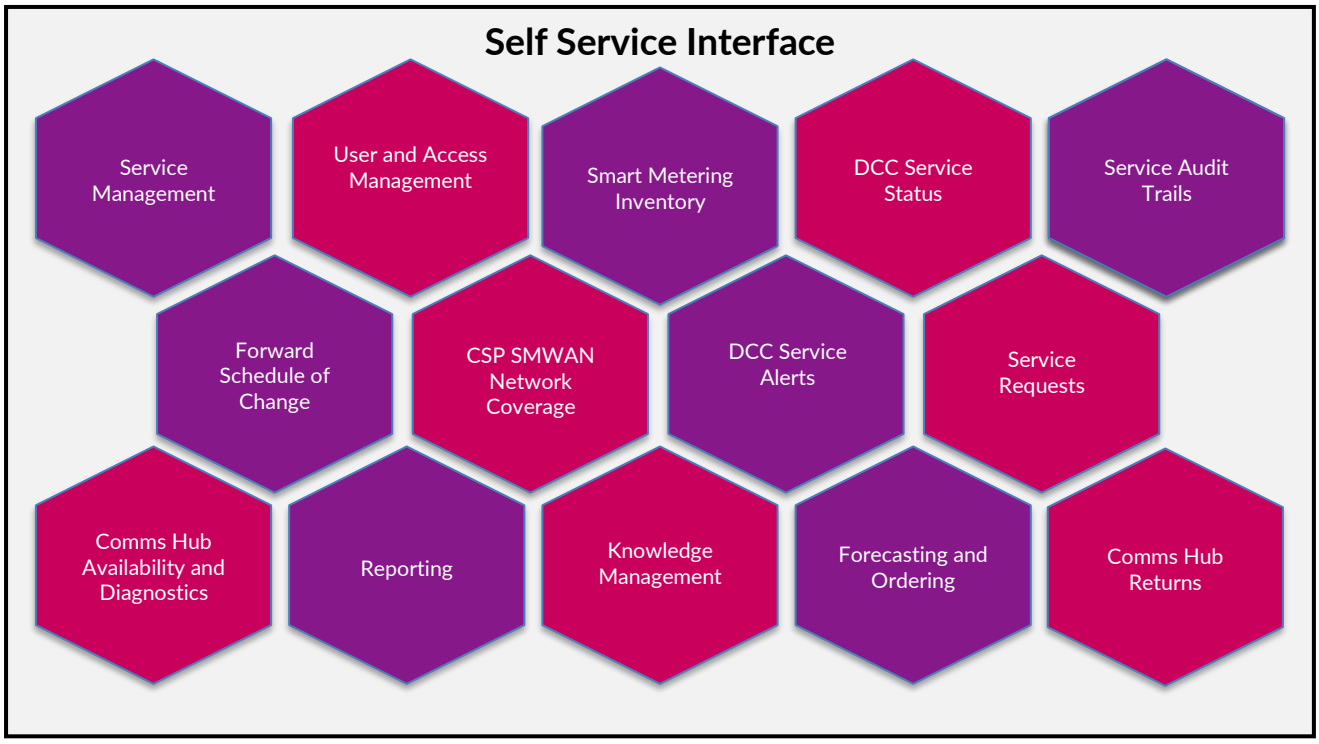


Figure 1 - SSI Business Function Domains

The descriptions of each of these business functional domains are as follows:

Please Note: The business functional domains: 05, 08, 09, 10, and 12 are no longer in use and have been defined as basic, fundamental requirements within the User Cases, that do not require separate functional domains. Therefore, have been integrated into the Business Functional Domain 01. Enabling users to have effective incident handling, visibility of planned changes, access to diagnostic tools, streamlined service requests, and self-service knowledge resources.

BFD ID	Business Functional Domain Name	Service Capability
BFD01	Service Management	Provide service management capabilities in accordance with H9.4 and the Incident Management Policy, enabling users to: · Raise, update, view and track incidents

BFD ID	Business Functional Domain Name	Service Capability
		· Track and view detailed Problem information related to Incidents
		Enable Users to query and view detailed information on Planned Maintenance, changes scheduled or change freezes affecting any of the following elements of DCC Smart Metering ecosystem in accordance with H8.16(g): · Communications Hub firmware. · Parse & Correlate software. · SMIKI software. · DCC-impacting SEC Releases. · Other major DCC releases. · Meter firmware (Meter firmware events will only be visible to Users for Devices for which they are the Responsible Supplier)
		Enable Users to: • Browse a catalogue of available DCC Service Requests. • Raise and update service management Service Requests with DCC from their service catalogue. Enables Users to track the status of raised requests within DCC service management system. • View full details of the raised Service Request User Personnel will only be able to access requests raised by the User with which they are associated.
		Enable Users to query information on Communication Hub availability and diagnostics down to individual Communications Hubs. Allows Users to attempt to diagnose and resolve Incidents
		Enable Users to access the following functionality in accordance with H8.16(g) where applicable: • Knowledge management. This allows Users to view help and support information enabling early triage of User issues and queries, including access to the anonymous resolution details of service management problems and Incidents. • FAQ information. • DCC User Manuals detailing the operation of DCC Services.

BFD ID	Business Functional Domain Name	Service Capability
		Search capability, allowing Users to search for content provided by the SSI using tagged keywords, or textual content of page titles and descriptions.
BFD02	Smart Metering Inventory	Enable Users to search and query current information on Smart Meter Inventory down to individual Devices in accordance with H8.16(a). Provide detailed information on a Device and any associated Devices.
BFD03	DCC Service Status	Provide Users with a dashboard of component availability for DCC Services in accordance with H8.16(g).
BFD04	Service Audit Trails	Enable Users to query information on Service Audit Trails, showing a record of service activity in accordance with H8.16(b). Only the records pertaining to that User will be shown in search and individual message view, where the records pertaining to a User are those for: • the User IDs for that User; and • any User IDs for which that User has been granted permission to access the information in accordance with clause 2.5.3 and such permission has not been rescinded in accordance with clause 2.5.4. In addition, Users will now be able to upload Anomaly Detection Threshold (ADT) files directly into ServiceNow. This replaces the previous process of uploading ADT files via SharePoint and provides a more integrated, secure, and auditable mechanism for managing threshold configurations within the FSM platform.
BFD05	BFD05 is no longer in use	BFD05 is no longer in use
BFD06	BFD06 is no longer in use	BFD06 is no longer in use
BFD07	CSP SMWAN Network Coverage	Enable Users to query information on SM WAN network coverage down to premises level across each of the three GB regions in accordance with H8.16(f).

BFD ID	Business Functional Domain Name	Service Capability
BFD08	BFD08 is no longer in use	BFD08 is no longer in use
BFD09	BFD09 is no longer in use	BFD09 is no longer in use
BFD10	BFD10 is no longer in use	BFD10 is no longer in use
BFD11	Reporting	Enable users to access on demand a standard set of pre-defined reports. Allow Users to view and download individual reports from a defined set of published reports.
BFD12	BFD12 is no longer in use	BFD12 is no longer in use
BFD13	Forecasting & ordering	Enable Users to access OMS in accordance with H8.16(e). In OMS Users can submit orders and forecasts of future orders for Communications Hubs and Communication Hub Auxiliary Equipment. Order Submission: - Users can initiate CH orders via the SSI, which redirects to OMS (see PM7). - Orders may include CH Device Type, Quantity, Delivery region, Requested delivery date, and Auxiliary equipment (if applicable). Forecasting: - Users can submit forecasts of future CH requirements to support capacity planning. - Forecasts are stored in OMS and used by DCC to inform supply chain readiness. Order Tracking: - SSI shall provide visibility of submitted orders, including Order ID, Submission date, Delivery status (e.g.,

BFD ID	Business Functional Domain Name	Service Capability
		Pending, Approved, Dispatched, Delivered), Estimated delivery date, Delivery location, and Associated forecast reference (if applicable). Delivery Status Updates: - OMS shall push delivery status updates to SSI for user visibility. - SSI shall allow users to view delivery progress, download delivery reports in CSV format, and raise queries or incidents related to delayed or failed deliveries. Order Amendments & Cancellations: - SSI shall provide links to OMS functionality for amending order quantities or delivery dates (subject to cut-off rules) and cancelling orders (where permissible). Bulk Ordering: - SSI shall support bulk order uploads via structured templates (e.g., CSV). - Validation shall occur prior to submission to OMS to prevent duplicates or errors. Communications Hub Ordering and Communications Hub Return capabilities are treated as distinct functional domains, with separate access controls and Job Type Roles assigned to each capability
BFD14	User Identity & Login Access Management	Manage the verification of User identities requesting login access to SSI and DCC Platforms. Manage the functionality available to individual Users based on their User Role. This includes the following capabilities: • Enable Users to use DCC Identity Provider Service to assign access to functionality to their User Personnel based on Job Type Role and manage the SSI accounts and associated settings for User Personnel accounts subsequently created by an Administration User. • Enable Administration Users to manage the details of another account created within their organisation. • Enable an Administration User to create a new account for User Personnel within their organisation. • Enable User Personnel to view detailed information about the account they are accessing via SSI including the functionality they have access to.
BFD15	Device Certificate realignment	Enable Users to trigger the process of Device Certificate realignment between the Smart Metering Inventory and a Device, where the User suspects there is a misalignment of Device Certificate between the Smart Metering Inventory and a Device.

BFD ID	Business Functional Domain Name	Service Capability
BFD16	Comms Hub Returns	Enable Users to initiate, track, and manage Communications Hub Returns including validation, submission, and status tracking. Communications Hub Ordering and Communications Hub Return capabilities are treated as distinct functional domains, with separate access controls and Job Type Roles assigned to each capability

2.1. SSI business capabilities

2.1.1. Mapping between business functional domains and business capabilities

The table below defines the mapping between the Business Functional Domain as defined in section 2.1 of this document, and the DCC business capabilities. This mapping is informational only – per the hierarchy given in section 1.4 above, Epics and Process Maps will be related to business functional domains, not to DCC business capabilities.

BFD Id	Business Functional Domain Name	Business Capability
BFD01	Service Management	Management for Service Operations
BFD02	Smart Metering inventory	Asset Management
BFD03	DCC Service Status	Service Delivery and Logistics
BFD04	Service Audit Trails	Asset Management
BFD07	CSP SMWAN Network Coverage	Service Forecasting and Capacity
BFD11	Reporting	Service Delivery and Logistics
BFD13	Forecasting and Ordering	Forecasting Customer Demand
BFD14	User & Login Access Management	Service Delivery and Logistics
BFD15	Device Certificate realignment	Asset Management
BFD16	Comms Hub Returns	Service Return and Logistics

3. Baseline business requirements

This section describes the baseline business requirements for the Self-Service Interface. These are defined as Epics and associated Process Maps. The functional and non-functional requirements for these Epics are defined in section 4.

3.1. Baseline Epics, Process Maps to Business Functional Domain

The following Epics and Process Maps are implemented through the Self-Service Interface. Each is mapped to a business functional domain as defined in section 2.1.

Epic Name	Description	Process Map	Business Functional Domain
Login	As a DCC Service User I want to be able to log into the Self-service interface, so that I will be able submit further requests through the Self-Service Interface	PM1	BFD14 User & Login Access Management
View Inventory	As a DCC Service User I want to be able to see high level information about the devices at a given property, or one specific device, so that I can use this information to help me manage these devices	PM2	BFD02 Smart Metering Inventory
View Service Audit Trail	As a DCC Service User I want to be able to see the history of service requests sent to devices at a given property, or one specific device, so that I can use this information to help me manage these devices	PM3	BFD04 Service Audit Trails
View SMWAN Coverage	As a DCC Service User I want to be able to see if a given postcode has SM WAN coverage or when it will get it, so that I can plan my Smart Metering rollout	PM5	BFD07 CSP SMWAN Network Coverage
Run Comms Hub Diagnostics	As a DCC Service User I want to be able to run diagnostics on a	PM6	BFD01 Comms Hub Availability & Diagnostics

Epic Name	Description	Process Map	Business Functional Domain
	Communications Hub, so that I can troubleshoot any problems with the Hub		
Access OMS	As a DCC Service User I want to be able to access OMS from the Self-Service Interface, so that I can plan and execute my orders for Communications Hubs and auxiliary equipment	PM7	BFD13 Forecasting and Ordering
Run Reports	As a DCC Service User I want to be able to run pre-defined reports, so that I can use this information to help me manage the service I provide customers	PM8	BFD11 Reporting
Raise Incident	As a DCC Service User I want to be able to raise an Incident so that my issue with the DCC service can be resolved	PM9	BFD01 Service Management
Update Incident	As a DCC Service User I want to be able to update an existing incident, so that the DCC has visibility of the latest status	PM10	BFD01 Service Management
View Incident	As a DCC Service User I want to be able to view an existing incident, so that I have visibility of the latest status	PM11	BFD01 Service Management
View Support Documents	As a DCC Service User I want to be able to view DCC support documents, so that I can try to answer questions and solve issues independently	PM12	BFD01 Knowledge Management

Epic Name	Description	Process Map	Business Functional Domain
View Planned Changes	As a DCC Service User I want to be able to view details of planned maintenance and upgrades to the DCC service, so that I can plan my operations to be aligned to the schedule	PM13	BFD01 Forward Schedule of change
View Service Status	As a DCC Service User I want to be able to see details of the DCC service status, so that I can understand if any outages are affecting my operations or the service I provide to customers	PM14	BFD03 DCC Service Status
View Service Alerts	As a DCC Service User I want to be able to see details of any DCC service alerts, so that I can understand if any outages are affecting my operations or the service I provide to customers, and if so when they will be resolved	PM15	DCC Service Alerts
Raise Service Request	As a DCC Service User I want to be able to raise service management service requests, so that I can deliver the best service to my customers and run my operations effectively	PM18	BFD01 Service Requests
Update Service Request	As a DCC Service User I want to be able to update service management service requests, so that I can deliver the best service to my customers and run my operations effectively	PM19	BFD01 Service Requests

Epic Name	Description	Process Map	Business Functional Domain
View Service Request	As a DCC Service User I want to be able to view service management service requests, so that I can deliver the best service to my customers and run my operations effectively	PM20	BFD01 Service Requests
Create SSI User	As a DCC Administration Service User I want to be able to create SSI accounts for my users, so that my users can use the SSI effectively	PM21	BFD14 User Management
Update SSI User	As a DCC Administration Service User I want to be able to update SSI accounts for my users, including resetting passwords, so that my users can use the SSI effectively	PM22	BFD14 User Management
View SSI User	As a DCC Administration Service User I want to be able to view SSI accounts for my users, so that my users can use the SSI effectively	PM23	BFD14 User Management
Delete SSI User	As a DCC Administration Service User I want to be able to delete SSI accounts for my users, so that people do not erroneously have access to the SSI	PM24	BFD14 User Management
View My User Profile	As a DCC Service User I want to be able to view my profile, so that I can confirm what I can do on the SSI and view items I have bookmarked	PM25	BFD14 User Management
Search SSI Content	As a DCC Service User I want to be able to	PM26	

Epic Name	Description	Process Map	Business Functional Domain
	search for all content published on the SSI, so that I can try to answer questions and solve issues independently		BFD01 Knowledge Management
View Problem	As a DCC Service User I want to be able to view an existing problem, so that I have visibility of the latest status	PM27	BFD01 Service Management
View Traffic Management Alerts	As a DCC Service User I want to be able to view details of device alerts discarded due to traffic management policy, so that I can identify erroneous device behaviour	PM28	BFD04 Service Audit Trails
Audit Data Analysis	As a DCC Service User “Organisational Administrator”, I want to be able to view details and generate reports on the usage of SSI by individuals within my organisation.	PM29	BFD14 User Management
View Notifications	As a DCC Service User, I want to be able to be made aware of and have easy access to details of active DCC Service Alerts when I am using SSI	PM30	BFD01 DCC Service Alerts
View Firmware Distribution Tracking	As a DCC Service User, I want to be able to view the current completion status of recent Firmware Distribution requests against Devices	PM31	BFD04 Service Audit Trails
Device Certificate realignment	As a DCC Service User, I want to be able to request a Device Certificate realignment between the Smart	PM32	BFD15 Device Certificate realignment

Epic Name	Description	Process Map	Business Functional Domain
	Metering Inventory and a Device		

3.1. Map

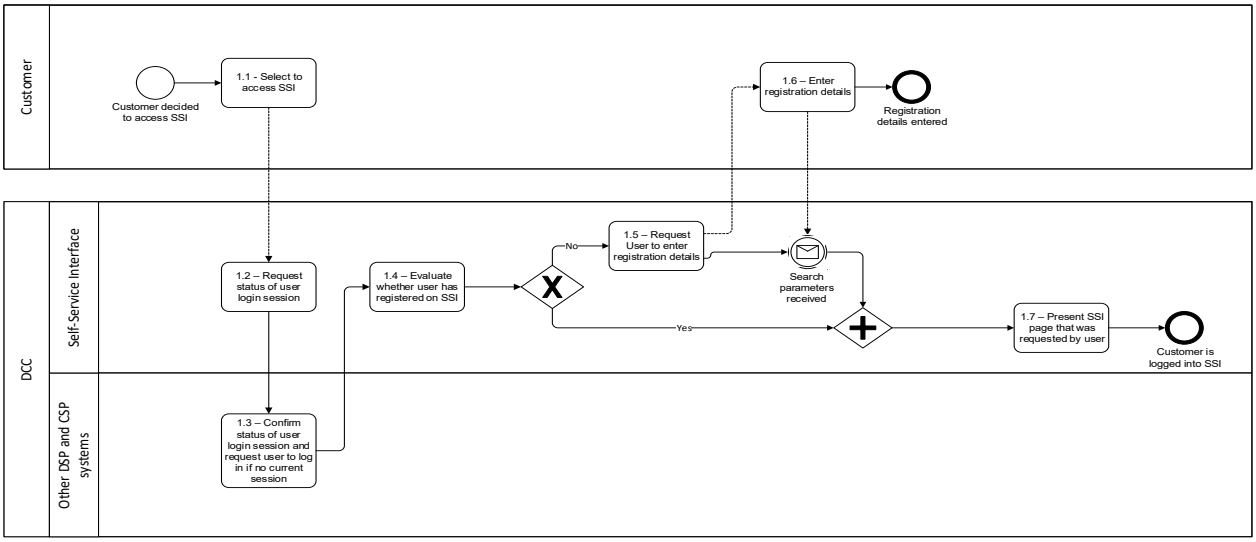
This section depicts the process maps for the defined Epics. Note that except for PM1 Login, the process maps assume the Service User is in a logged-in state prior to commencing the journey.

The process maps included in this document are provided to illustrate the high-level workflows associated with current operations. It is acknowledged that, since their creation, there have been several architectural and system changes — for example, the local fulfilment of Smart Metering Inventory (SMI) queries via ServiceNow and the disaggregation of certain functions from the Data Service Provider (DSP).

While these updates are material from a technical perspective, the underlying business processes and user interactions remain broadly consistent, and as such, the fundamental intent of the workflows remains valid. Previous references to process flows linked to Frequently Asked Questions (FAQs) and user manuals have been retired. These resources have now been consolidated and superseded by comprehensive knowledge articles, which serve as the primary source of self-service guidance across all areas.

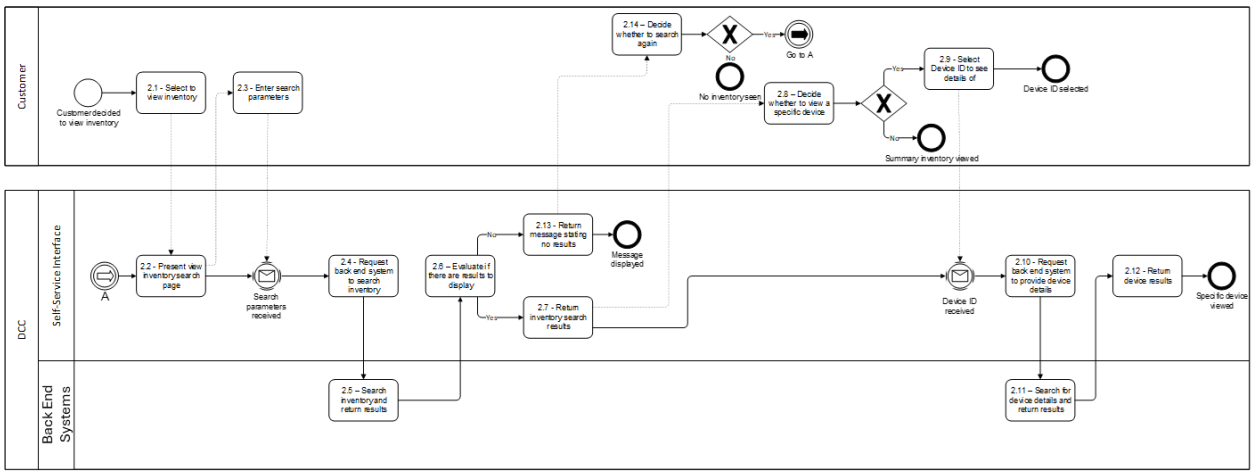
3.1.1. Login – PM1

The diagram below shows the baseline process map for PM1 (Login).



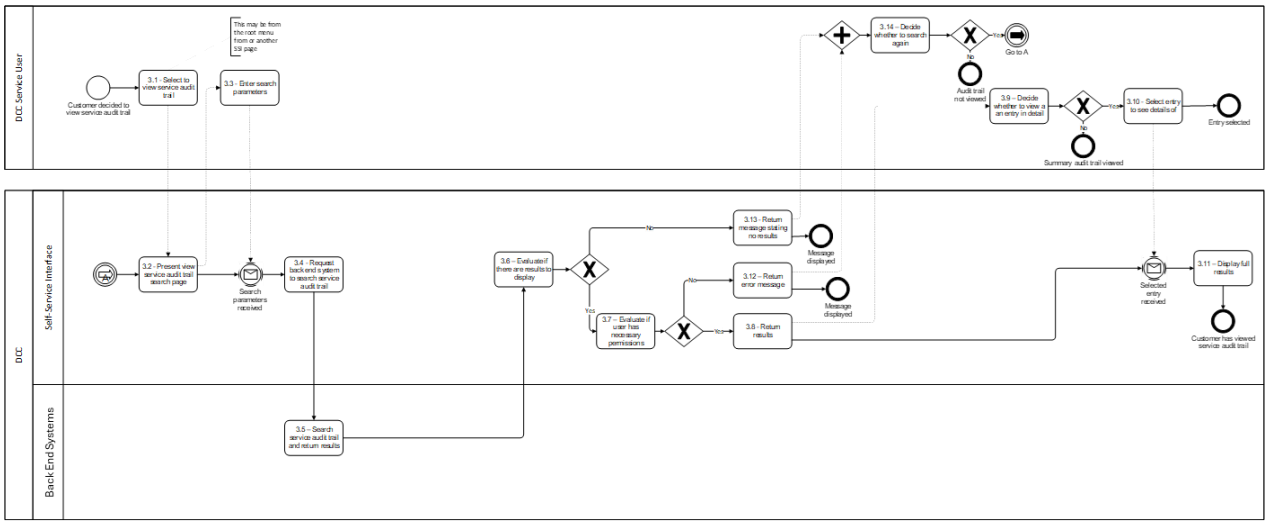
3.1.2. View Inventory - PM2

The diagram below shows the baseline process map for PM2 (View Inventory).



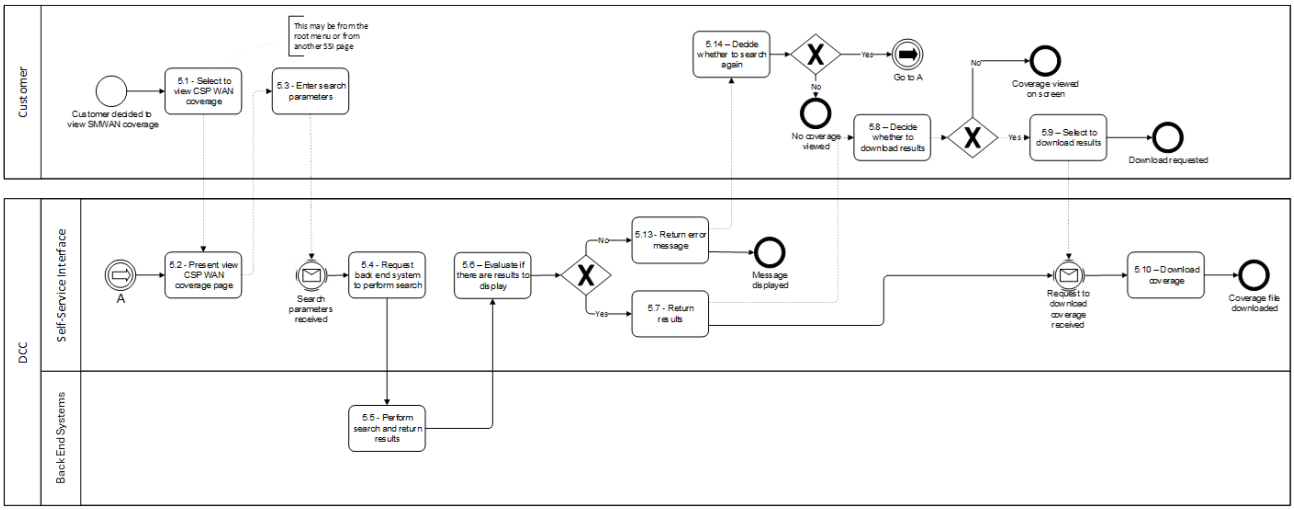
3.1.3. View Service Audit Trail – PM3

The diagram below shows the baseline process map for PM3 View Service Audit Trail.



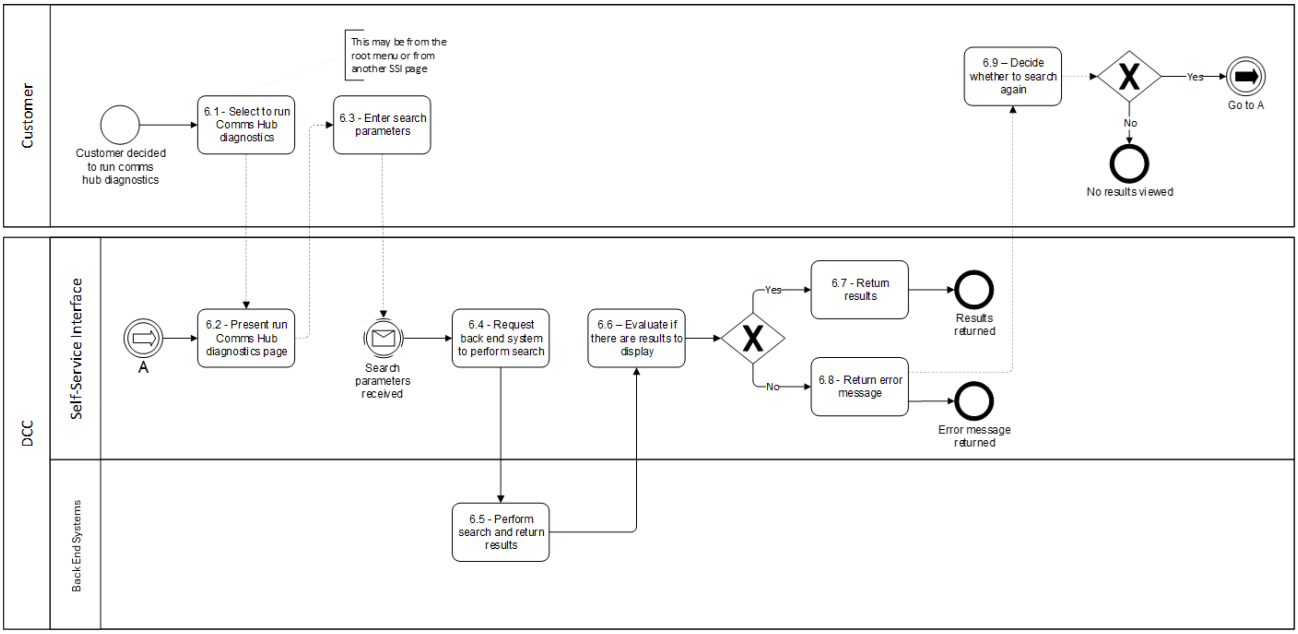
3.1.4. SMWAN Coverage – PM5

The diagram below shows the baseline process map for PM5 (View SMWAN Coverage).



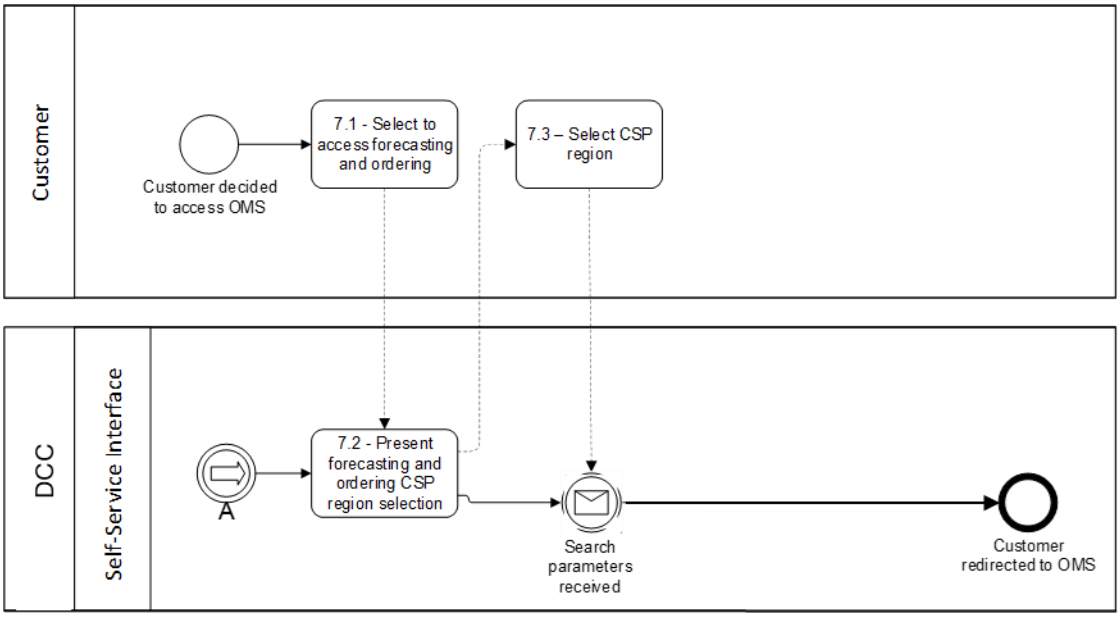
3.1.5. Run Comms Hub Diagnostics - PM6

The diagram below shows the baseline process map for PM6 (Run Comms Hub Diagnostics).



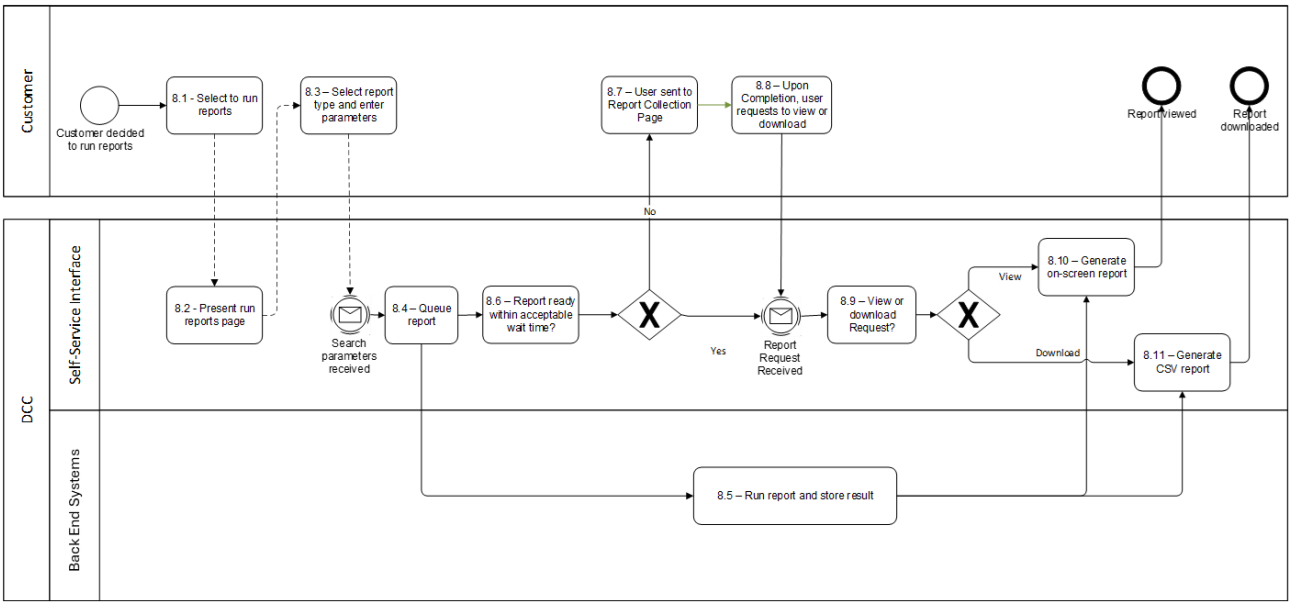
3.1.6. Access OMS - PM7

The diagram below shows the baseline process map for PM7 Access OMS.



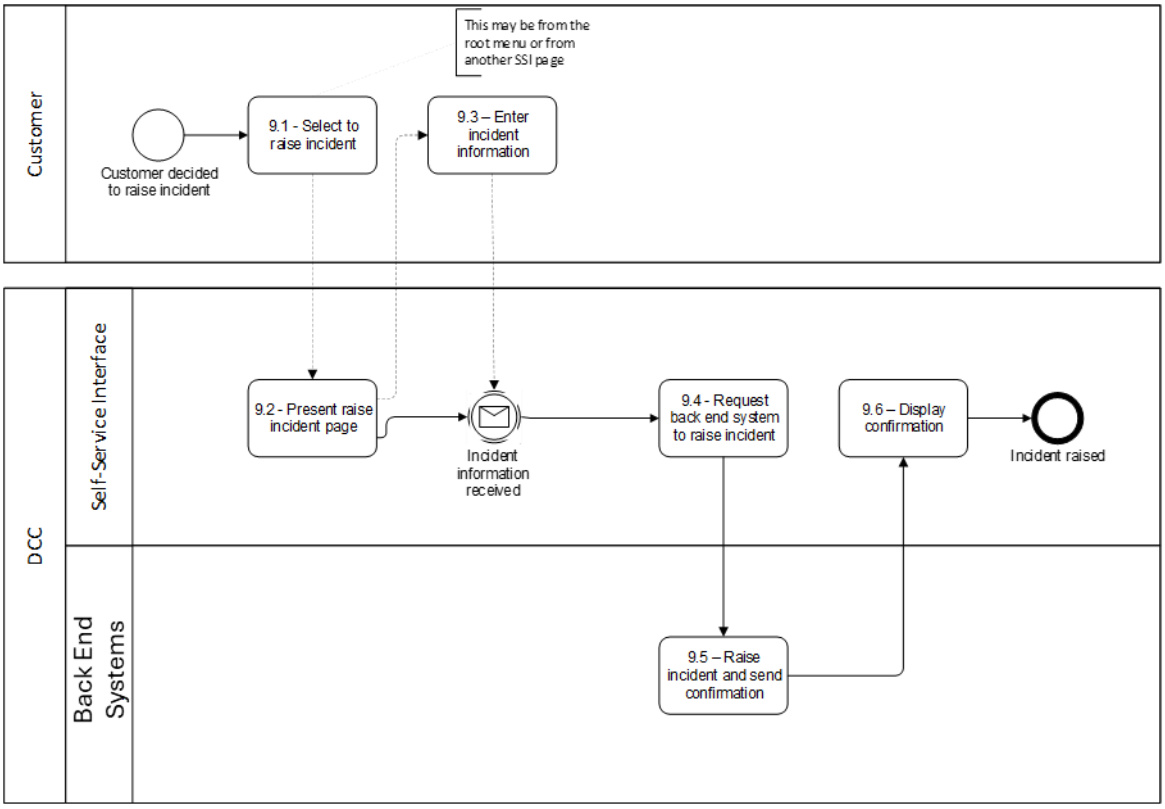
3.1.7. Run Reports – PM8

The diagram below shows the baseline process map for PM8 (Run Reports).



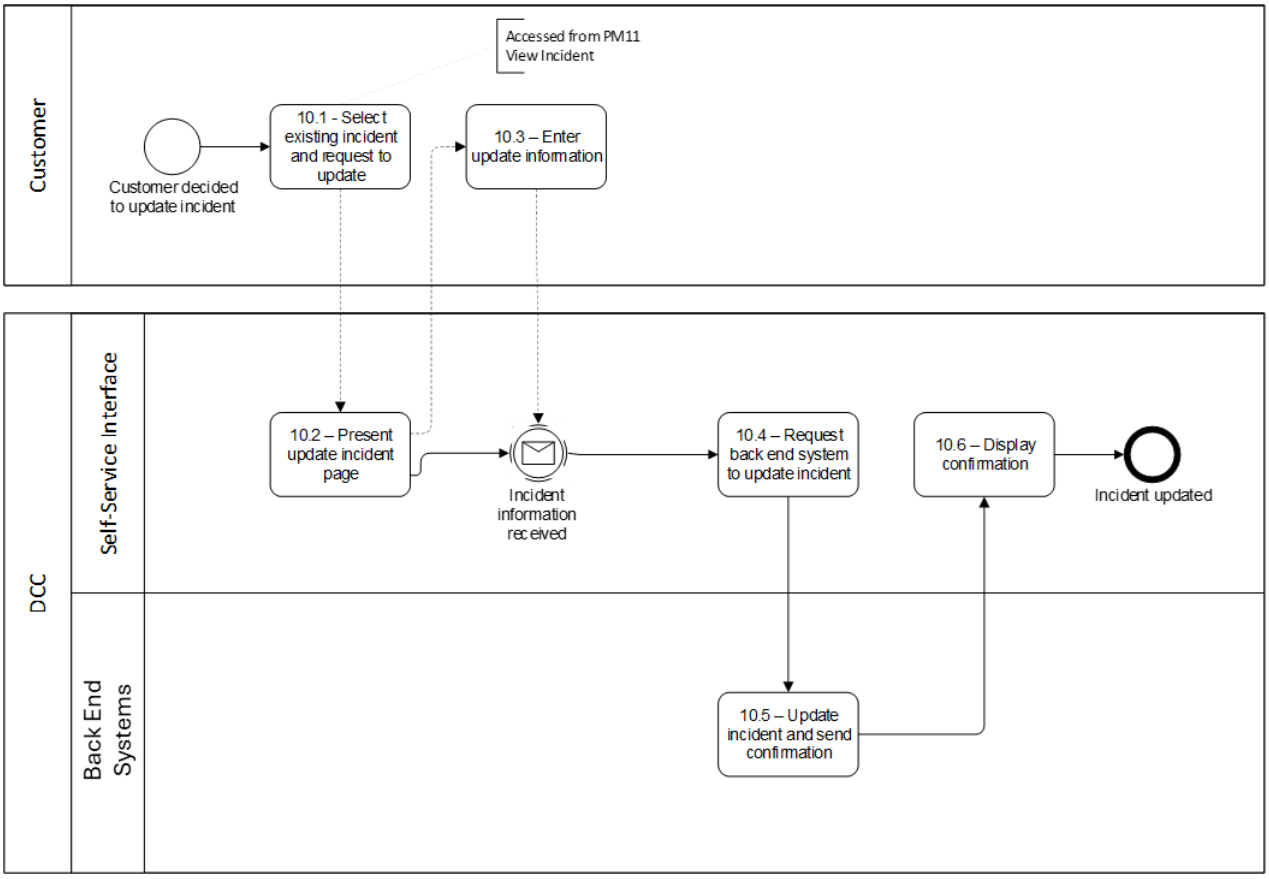
3.1.8. Raise Incident - PM9

The diagram below shows the baseline process map for PM9 (Raise Incident).



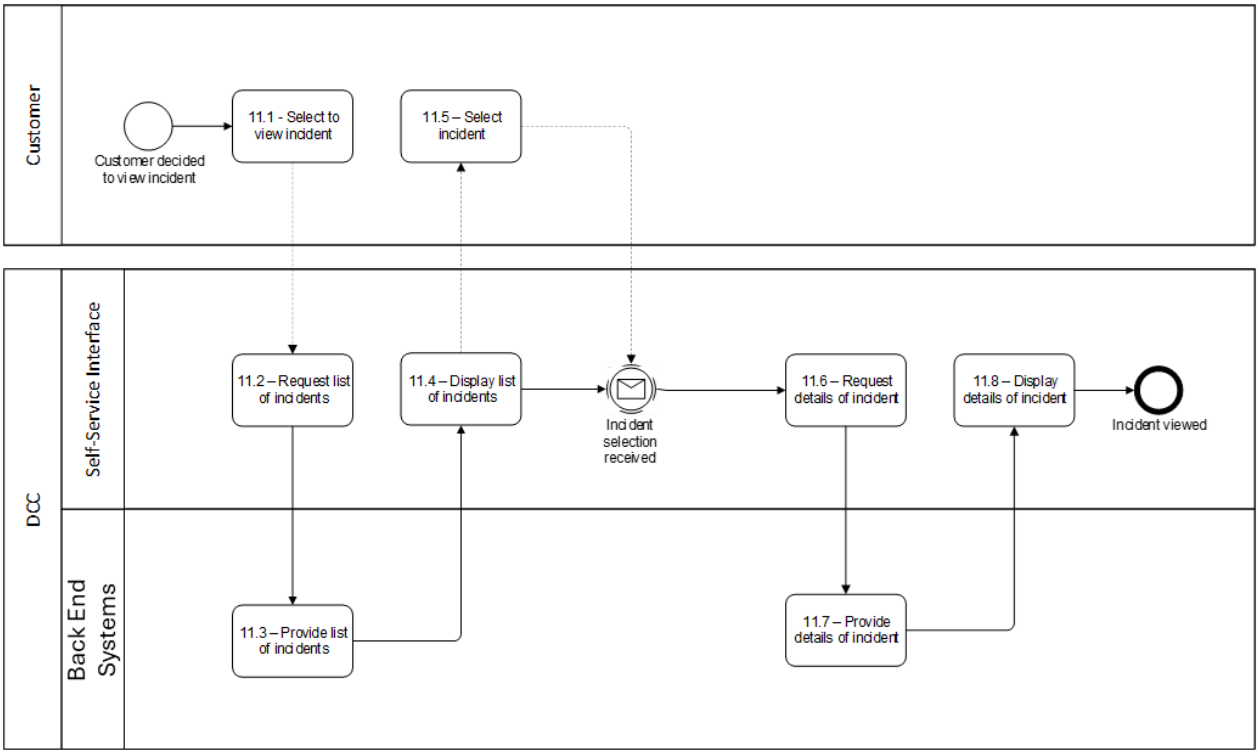
3.1.9. Update Incident - PM10

The diagram below shows the baseline process map for PM10 (Update incident).



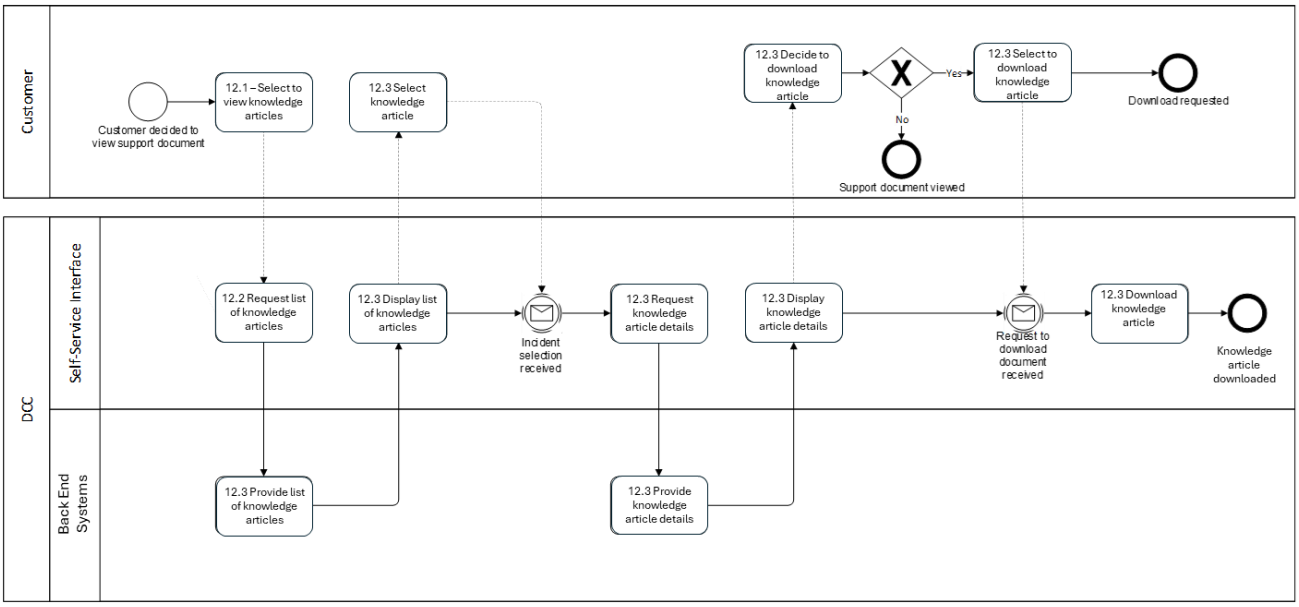
3.1.10. View Incident - PM11

The diagram below shows the baseline process map for PM11 (View Incident).



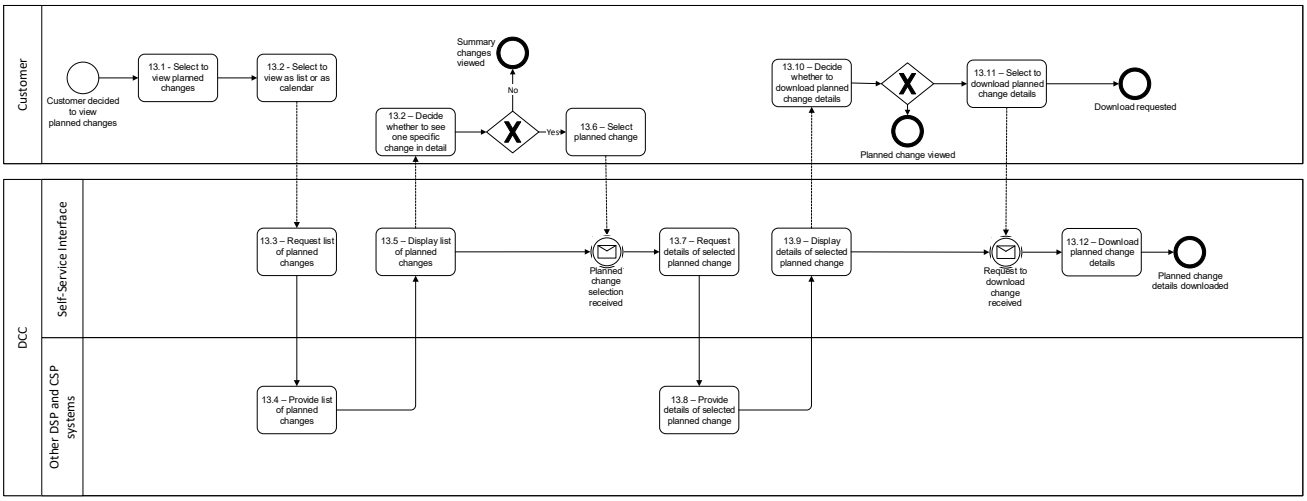
3.1.11. View Knowledge Articles - PM12

The diagram below shows the baseline process map for PM12 (View Knowledge Articles).



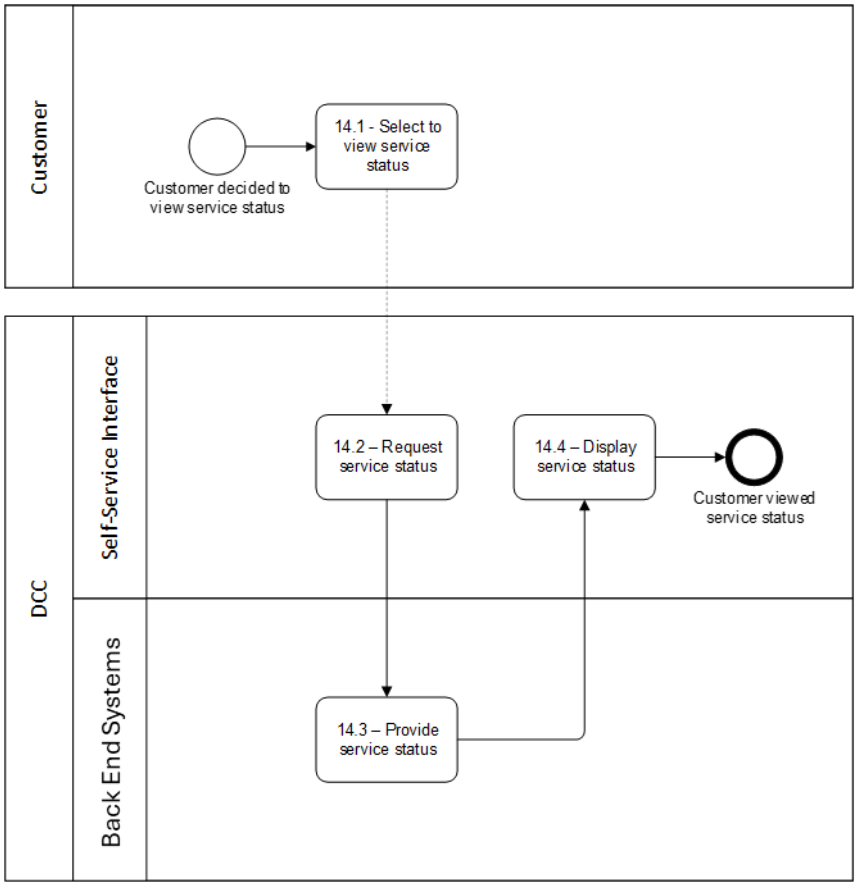
3.1.12. View Planned Changes - PM13

The diagram below shows the baseline process map for PM13 (View Planned Changes).



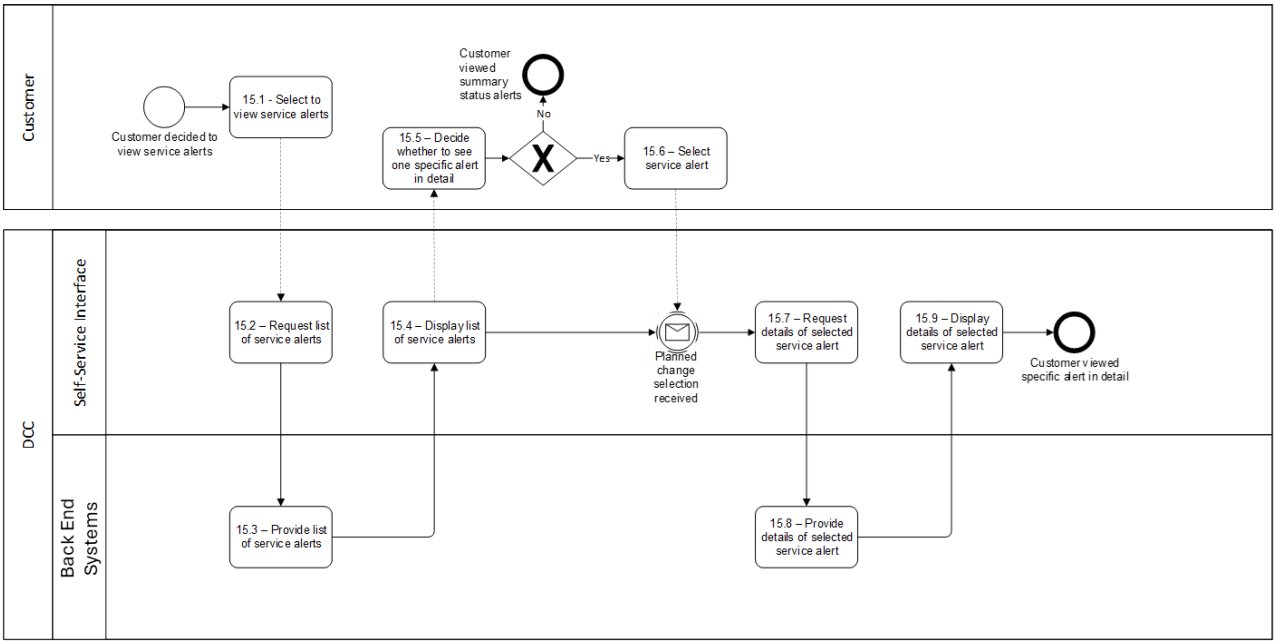
3.1.13. View Service Status - PM14

The diagram below shows the baseline process map for PM14 (View Service Status).



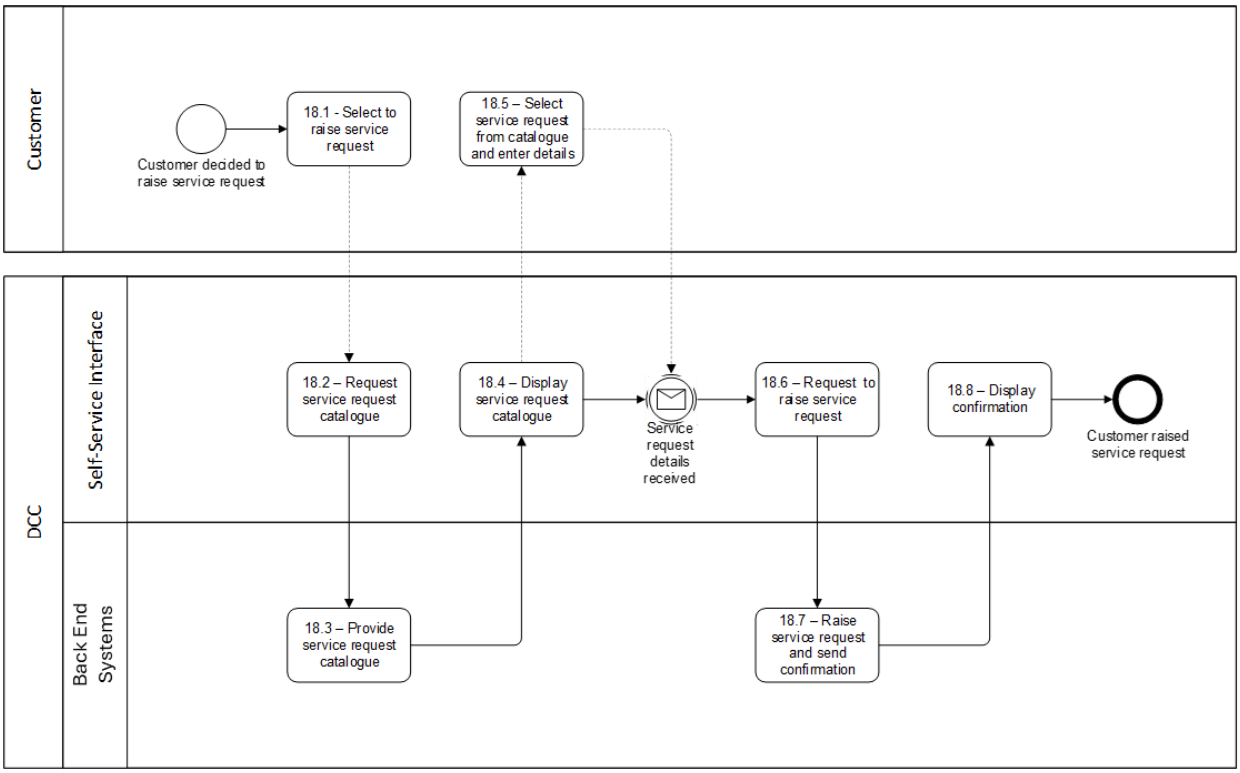
3.1.14. View Service Alerts - PM15

The diagram below shows the baseline process map for PM15 View Service Alerts.



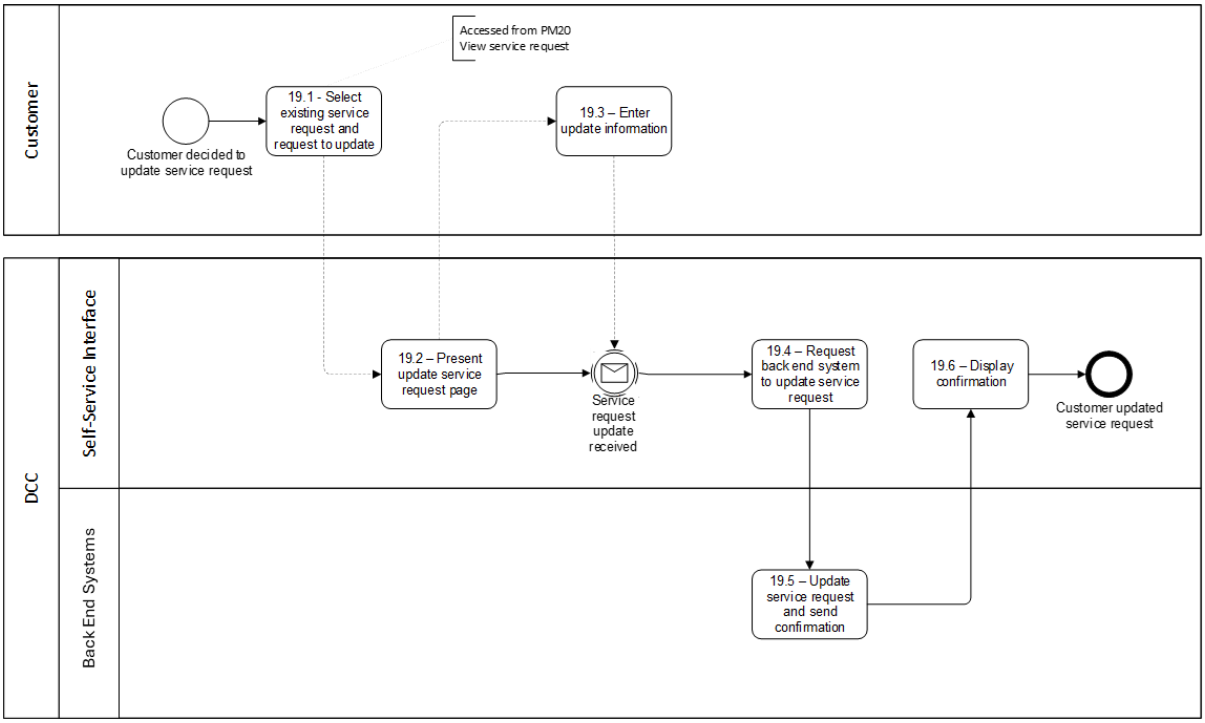
3.1.15. Raise Service Request - PM18

The diagram below shows the baseline process map for PM18 (Raise Service Request).



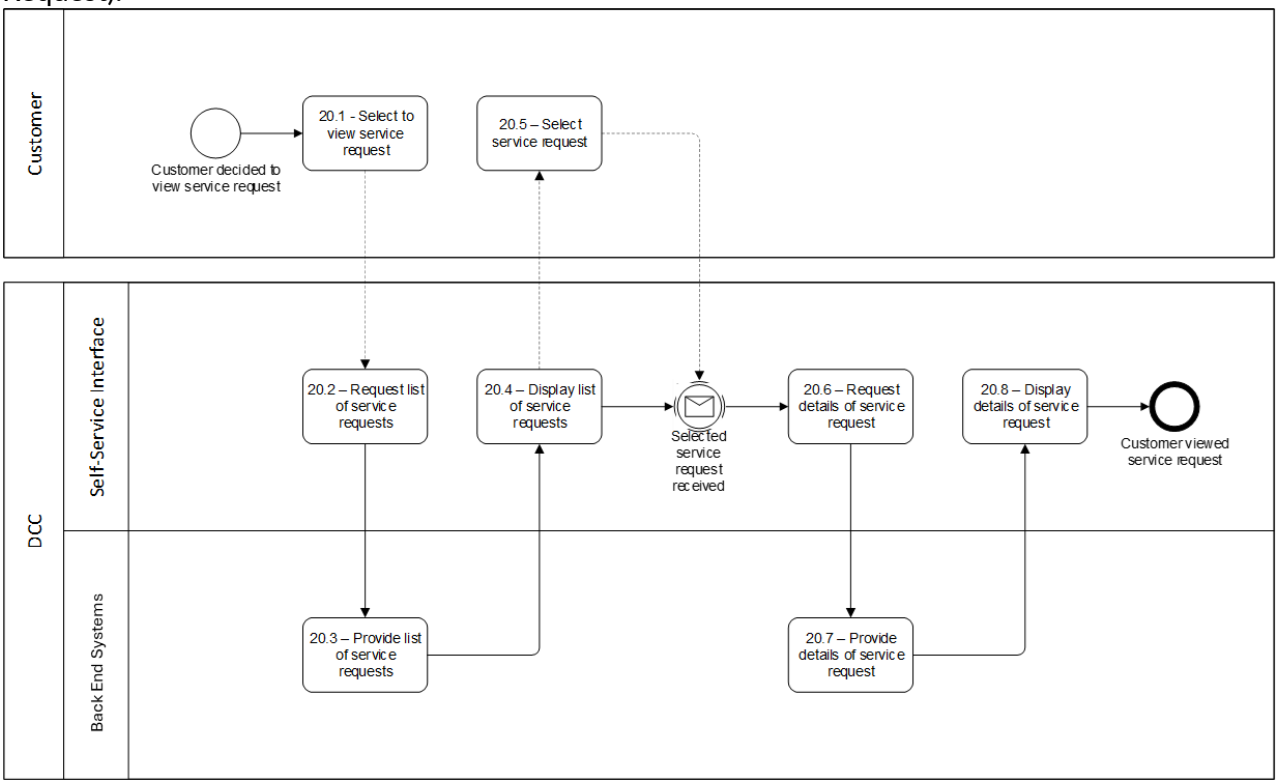
3.1.16. Update Service Request - PM19

The diagram below shows the baseline process map for PM19 (Update Service Request).



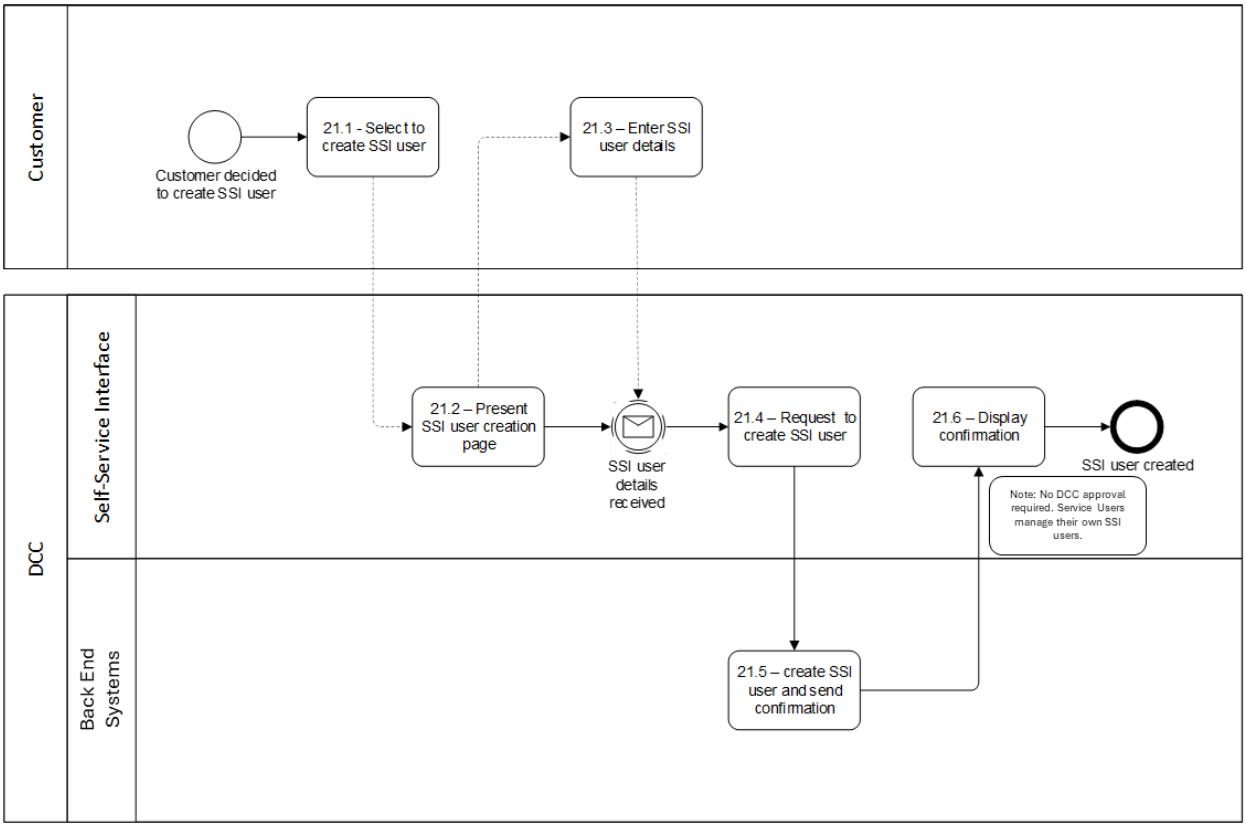
3.1.17. View Service Request - PM20

The diagram below shows the baseline process map for PM20 (View Service Request).



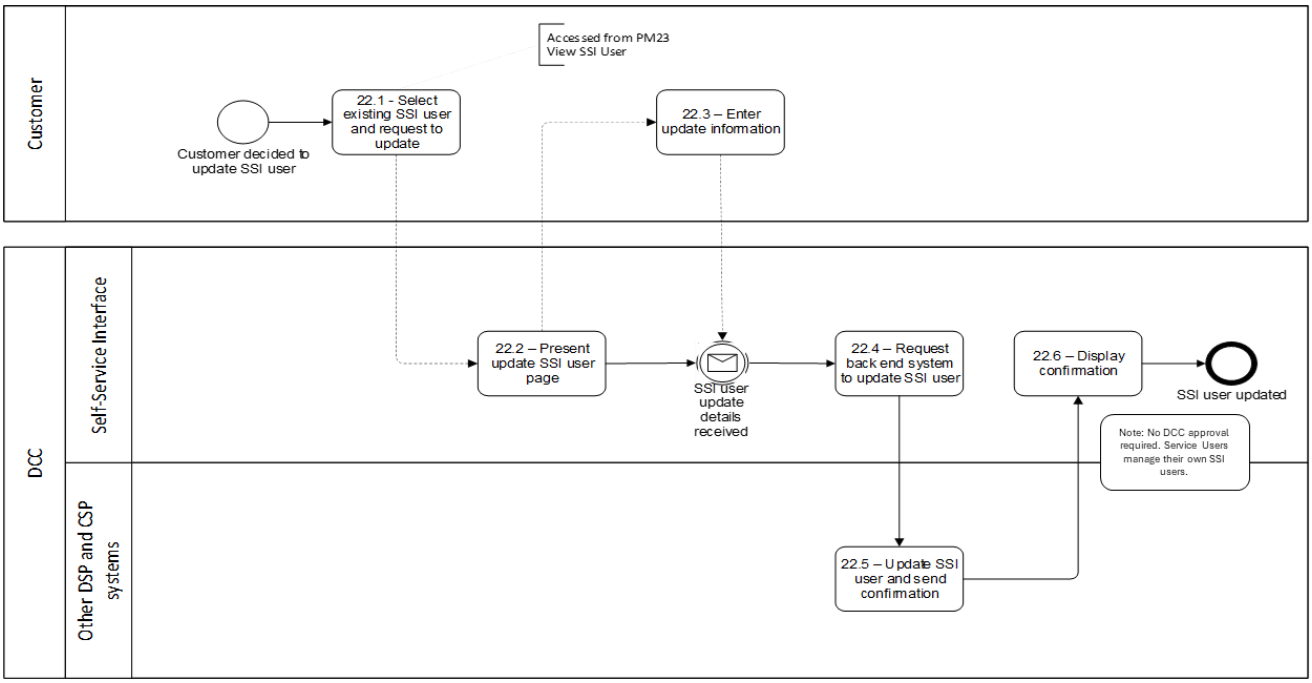
3.1.18. Create SSI User - PM21

The diagram below shows the baseline process map for PM21 (Create SSI User).



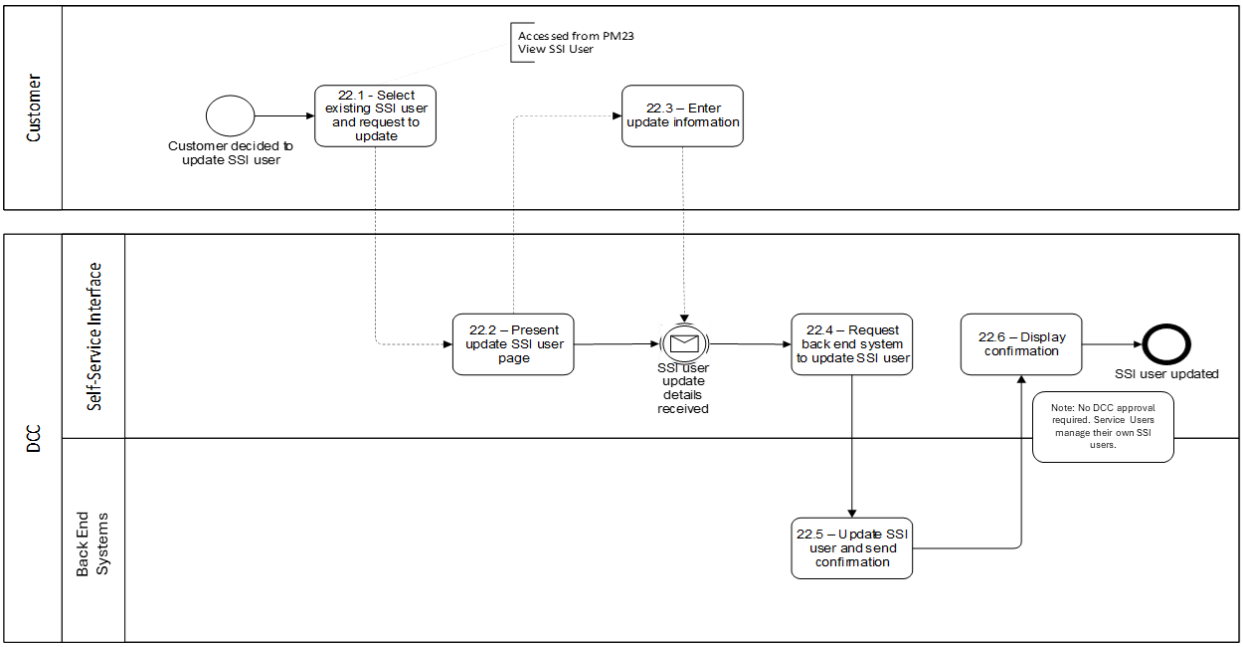
3.1.19. Update SSI User - PM22

The diagram below shows the baseline process map for PM22 (Update SSI User).



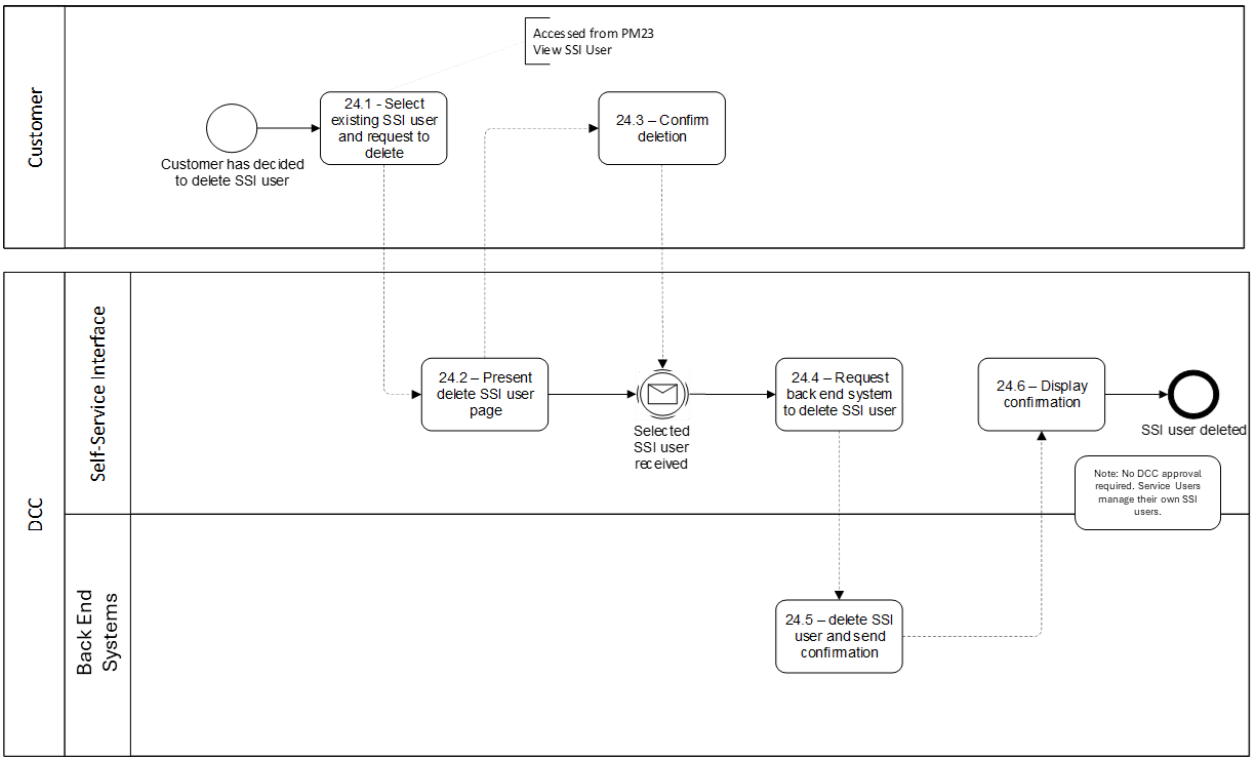
3.1.20. View SSI User - PM23

The diagram below shows the baseline process map for PM23 (View SSI User).



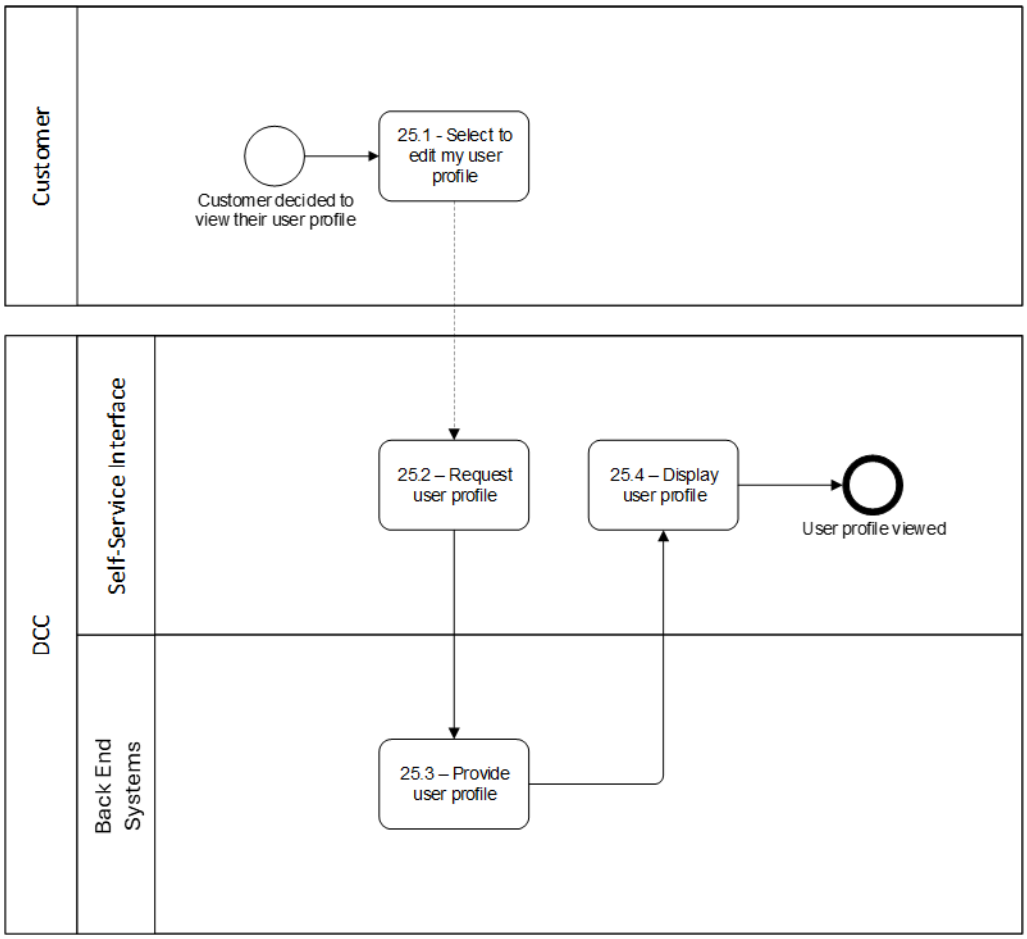
3.1.21. Delete SSI User - PM24

The diagram below shows the baseline process map for PM24 Delete SSI User.


Customer
Accessed from PM23
View SSI User
Customer has decided to delete SSI user
24.1 - Select existing SSI user and request to delete
24.3 – Confirm deletion
DCC
Self-Service Interface
Back End Systems
24.2 – Present delete SSI user page
Selected SSI user received
24.4 – Request back end system to delete SSI user
24.6 – Display confirmation
SSI user deleted
Note: No DCC approval required. Service Users manage their own SSI users.
24.5 – delete SSI user and send confirmation

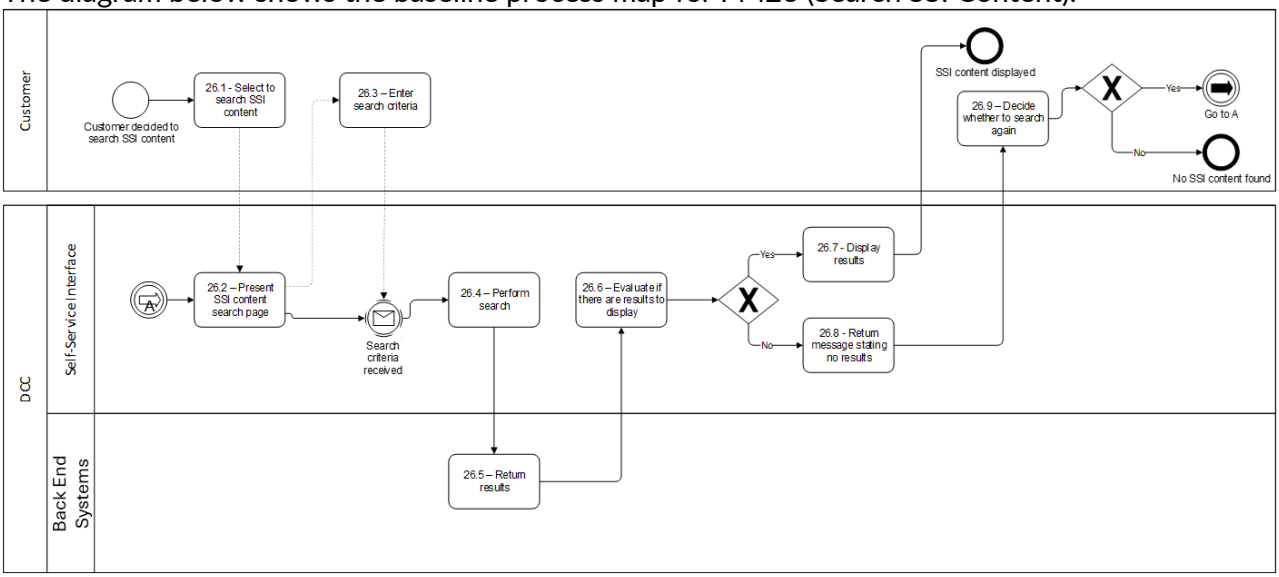
3.1.22. View My User Profile - PM25

The diagram below shows the baseline process map for PM25 (View My User Profile).



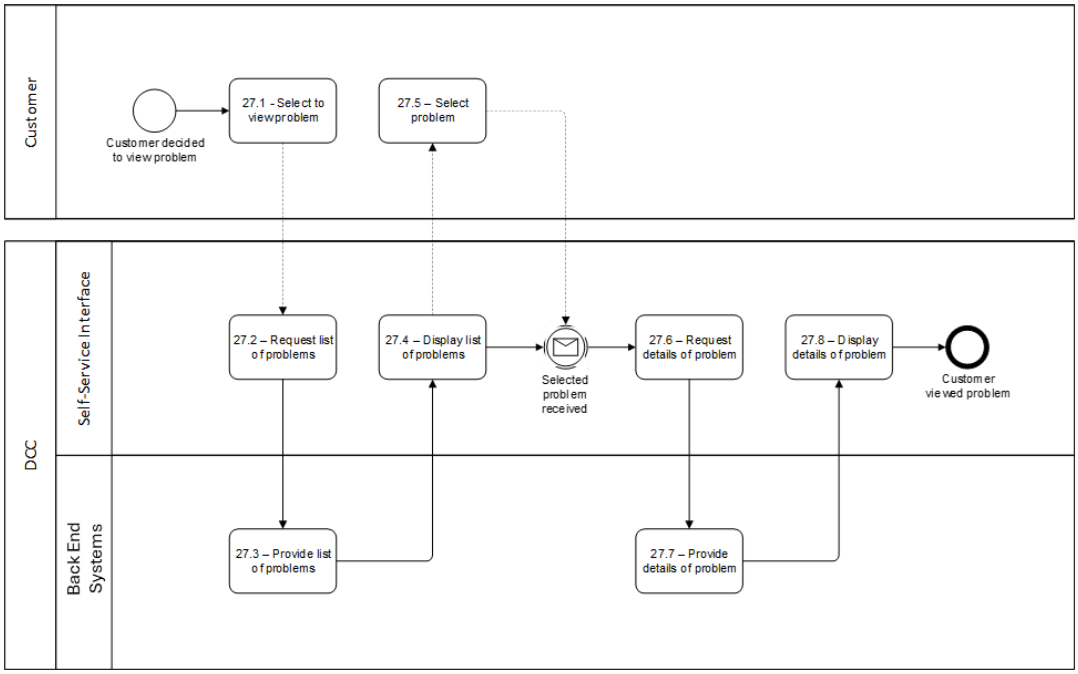
3.1.23. Search SSI Content - PM26

The diagram below shows the baseline process map for PM26 (Search SSI Content).



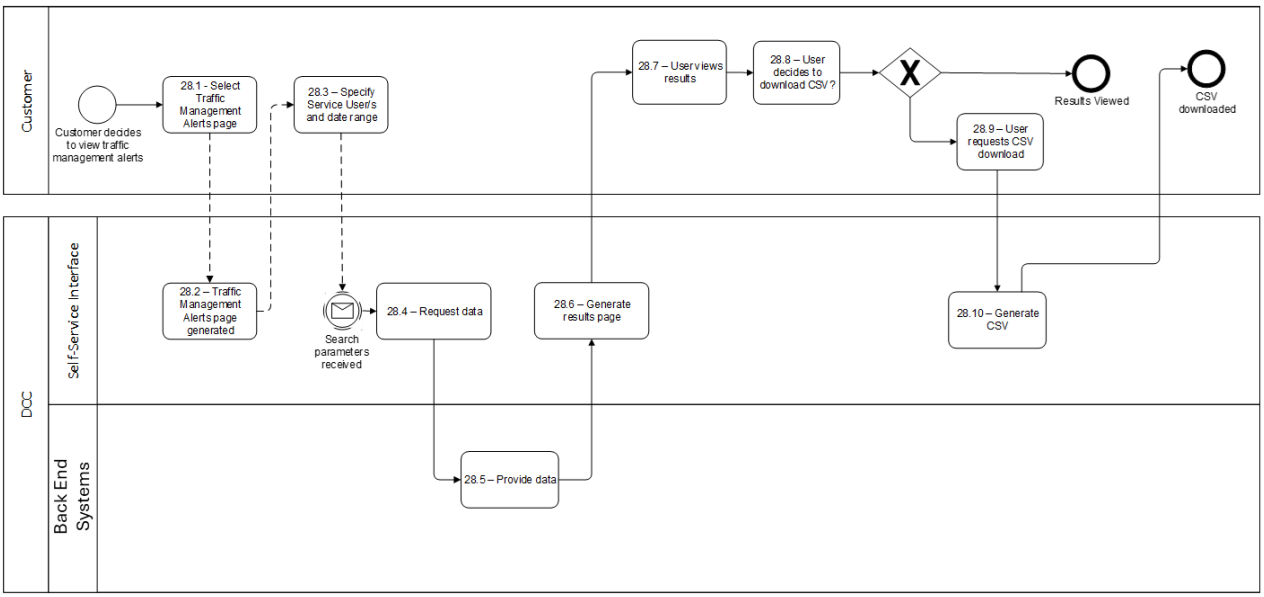
3.1.24. View Problem process - PM27

The diagram below shows the baseline process map for PM27 (View Problem).



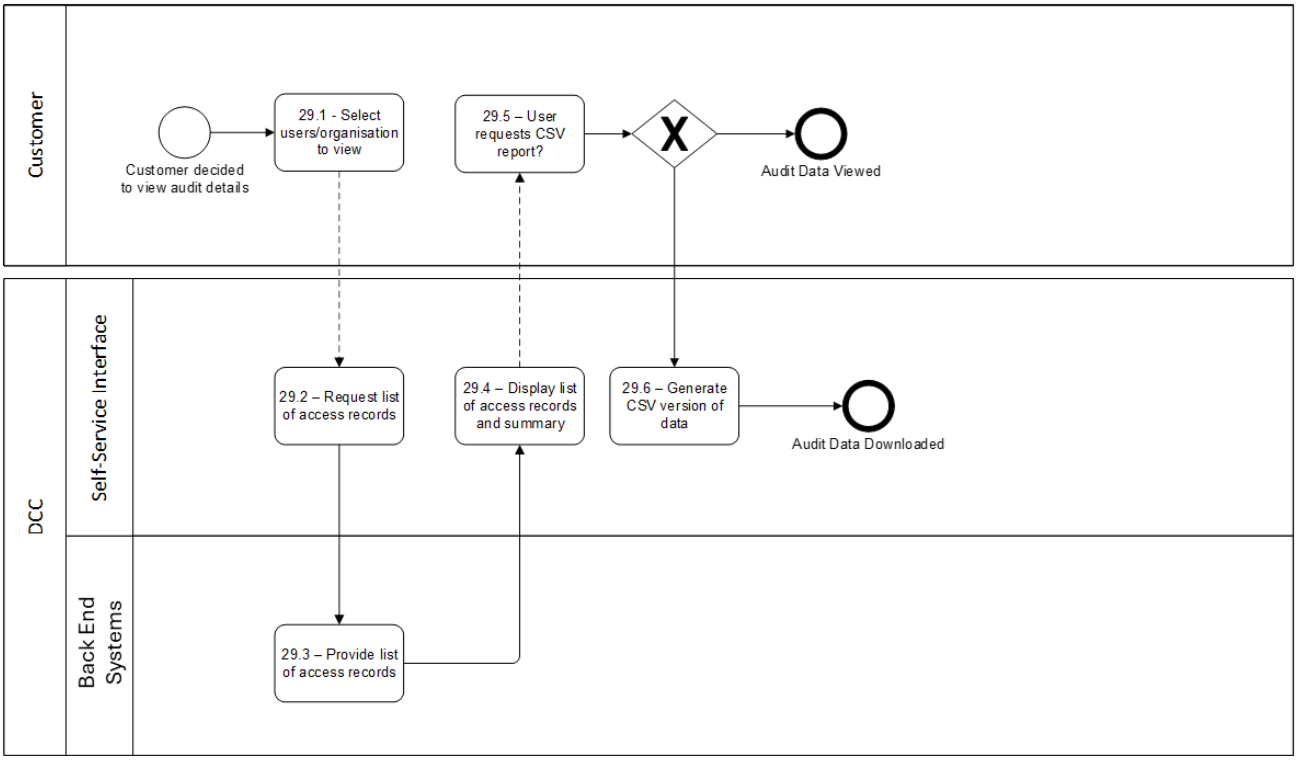
3.1.25. View Traffic Management Alerts - PM28

The diagram below shows the baseline process map for PM28 (View Traffic Management Alerts).



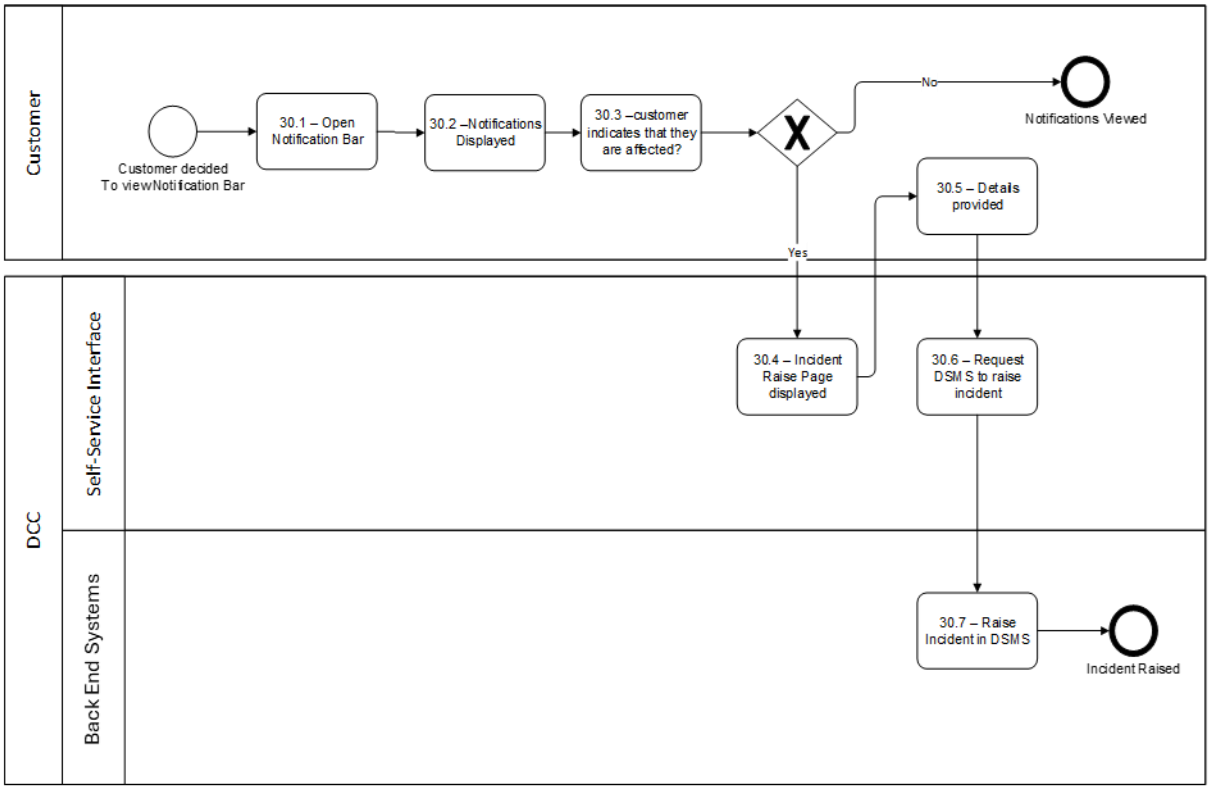
3.1.26. Audit Data Analysis - PM29

The diagram below shows the baseline process map for PM29 (Audit Data Analysis)



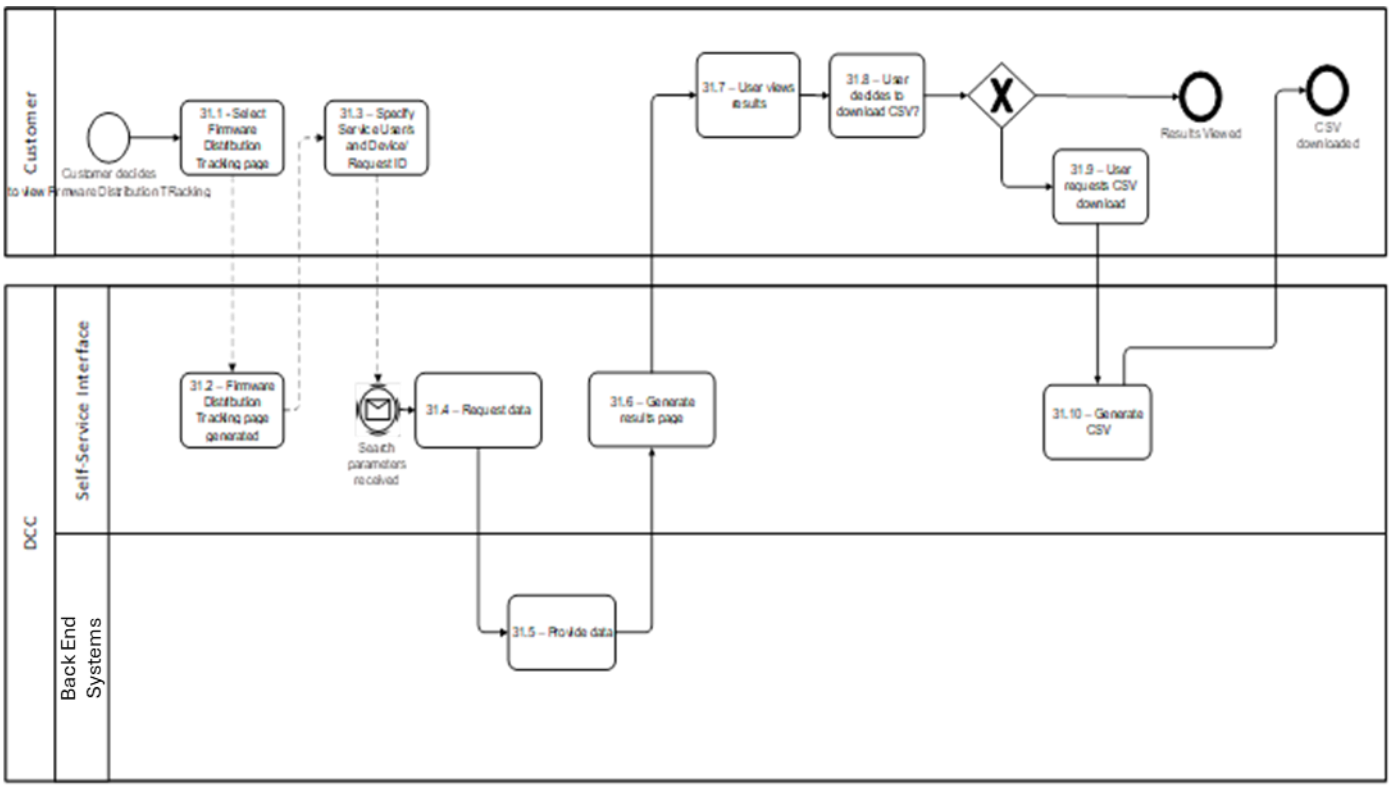
3.1.27. View Notifications – PM30

The diagram below shows the baseline process map for PM30 (View Notifications)



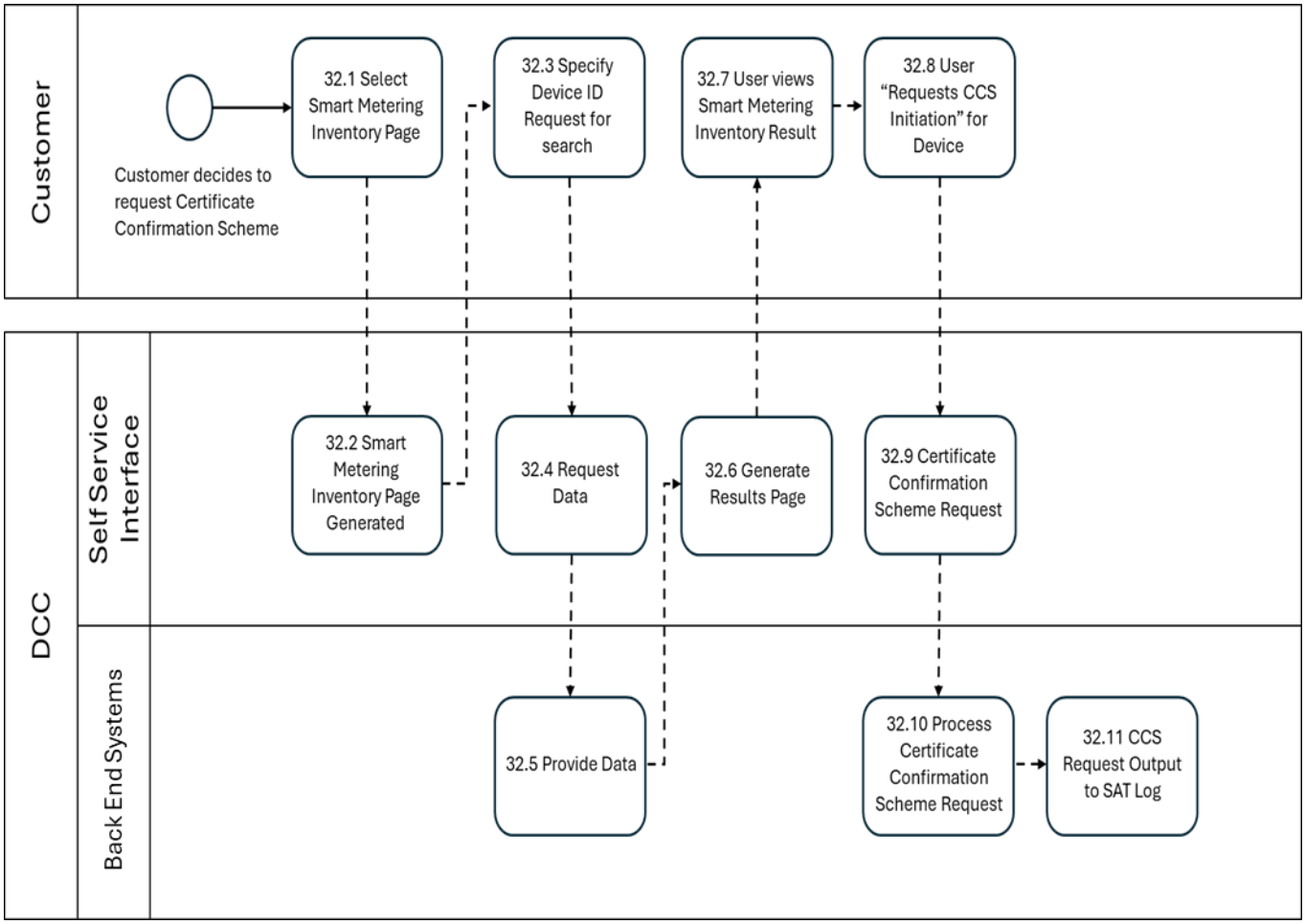
3.1.28. View Firmware Distribution Tracking – PM31

The diagram below shows the baseline process map for PM31 (View Firmware Distribution Tracking)



3.1.29. Device Certificate realignment – PM32

The diagram below shows the baseline process map for PM32 (Device Certificate realignment)


Customer
Customer decides to request Certificate Confirmation Scheme
32.1 Select Smart Metering Inventory Page
32.3 Specify Device ID Request for search
32.7 User views Smart Metering Inventory Result
32.8 User "Requests CCS Initiation" for Device
DCC
Self Service Interface
32.2 Smart Metering Inventory Page Generated
32.4 Request Data
32.6 Generate Results Page
32.9 Certificate Confirmation Scheme Request
Back End Systems
32.5 Provide Data
32.10 Process Certificate Confirmation Scheme Request
32.11 CCS Request Output to SAT Log

3.1.30. Communications Hub Returns – PM33

This process is performed by User Personnel assigned the CHReturn Job Type Role. This process map supports the functionality required to return Communications Hubs via the SSI as defined in SEC Modification 252 (MP252). The functionality enables Service Users to initiate and track Communication Hub Returns in alignment with the formal return process through OMS and ServiceNow, integrating with DCC systems and CSPs. Both "Fault" and "No Fault" return types are supported).

***Please note due to the process flow being mapped over 4 flows, a PDF has been embedded as opposed to apply all 4 process flows.**



Manage Comms Hub Return.pdf

4. Baseline SSI platform requirements

This section contains the baseline functional and non-functional requirements on the Self-Service Interface.

4.1. Baseline functional components and requirements

This section contains the baseline functional requirements on the Self-Service Interface.

ID	Functional Component / Requirement	Business Functional Domain	Process Map	(MoSCoW)
Log In UC-Login-001: Enables User Personnel to login and access Self-Service Interface functionality.				
SSI-FR-1	The solution shall require a User to enter the following information on first login: • First name • Last name • Email address • Contact telephone number	BFD14	PM1	Must
SSI-FR-1a	Upon logging into SSI a confirmation shall be displayed	BFD14	PM1	Must
Smart Metering Inventory UC-Inventory-001: Enables User Personnel to query details of the Smart Metering Inventory.				
SSI-FR-2	The solution shall allow a User to search the Smart Metering Inventory by one or more of the following: MPxN Device ID full postcode and property filter (inclusive of property name / number) UPRN include Devices that have an SMI Status that is not 'commissioned' (checkbox)	BFD02	PM2	Must
SSI-FR-3	On a User searching the Smart Metering Inventory, if matches are found, a table of results shall be displayed, showing the following fields for each matching Device: - Device ID - Device Type	BFD02	PM 2	Must

ID	Functional Component / Requirement	Business Functional Domain	Process Map	(MoSCoW)
	- For installed Smart Meters, the related MPxN - For all Devices that are not Type 2 Devices, SMI Status - first line of address - UPRN - full postcode			
• UC-Inventory-002: Enables User Personnel to query details of the Smart Metering Inventory.				
SSI-FR-4	After a User has used the Smart Metering Inventory search to find a specific Device, and followed the Device ID link, to request the details view for the selected Device (and associated Devices), the solution shall allow a User to search the Smart Metering Inventory by one of the following: - For installed Smart Meters, the related MPxN - Device ID - full postcode and property filter - UPRN - include Devices that have an SMI Status that is not 'commissioned' (checkbox)	BFD02	PM 2	Must
SSI-FR-5	On a User searching the Smart Metering Inventory, if matches are found, a table of results is displayed, showing the following fields for each matching Device and associated Devices, where applicable to the Device Type: - Device ID - Manufacturer - Device Model - Device Type - For Electricity Smart Meters, the applicable ESME Variant - SMETS Version - For Communications Hubs, the WAN Technology Type - Firmware Version (Decimal and hexadecimal)	BFD02	PM 2	Must

ID	Functional Component / Requirement	Business Functional Domain	Process Map	(MoSCoW)
	- For Communications Hubs, the CSP region in which the Device is or has been installed - MPxN - For all Devices that are not Type 2 Devices, SMI Status (including Status history) - first line of address - UPRN - full postcode - Associated Devices and Devices with which that Device is Associated - Device ID - SMI Status - Description of Device - SMKI certificate renewal			
	Service Audit Trails UC-ServiceAudit-001: Enables User Personnel to query the service audit trail data held within the DCC Data Systems to show a record of all service activity.			
SSI-FR-6	The solution shall allow a Service User to retrieve service audit trail data by entering the following information: - One of the following: o MPxN o Device GUID o UPRN - Service Reference Variant - Alert Code - From date/time - To date /time	BFD04	PM 3	Must
SSI-FR-6a	SSI service audit trail search shall only show records pertaining to a User where they are those for: • the User IDs for that User; and • any User IDs for which that User has been granted permission to access the information.	BFD04	PM 3	Must
SSI-FR-7	On a User querying the service audit trail data, if matches are found, a table of results is displayed, showing	BFD04	PM 3	Must

ID	Functional Component / Requirement	Business Functional Domain	Process Map	(MoSCoW)

	the following Service audit trail details for each matching Device:
	
	Field Name:
	- DCC Service User Organisation ID
	- Device ID
	- GBCS Transaction Sequence Number, where required by GBCS
	- MPxN
	- Service Request Received Date/Time
	- Service Response Sent Date/Time
	- Service Reference
	- Simplified transaction status, which shall be one of the following:
	  o Success
	  o Failure
	  o In Progress
	
	Full Details:
	- Field Name
	- Request ID
	- Response ID
	- DCC Service User Organisation ID
	- Device ID
	- CSP Region
	- Mode of operation, which shall be one of the following:
	  o On Demand
	  o Future Date
	  o DSP Scheduled
	  o DCC Only
	  o Device Alert
	  o DCC Alert
	  o Meter Scheduled
	- Preceding Request ID (where applicable)
	- MPxN
	- Service Reference
	- Service Reference Variant
	- Command Variant
	- Response Code
	- Current Status
	- Anomaly Detection Flag
	- Status Change History			

• SSI-FR-7a	• For quarantined requests, a link shall be provided to a quarantined requests report (RSMS-006)	BFD04	PM 3	Must
• UC-ServiceAudit-002 (Ext. 1 – Direct Linked Search): This is UC_ServiceAudit_001 (Main Flow) pre populated as the result of following a link on a previous **page.**				

ID	Functional Component / Requirement	Business Functional Domain	Process Map	(MoSCoW)
SSI-FR-8	After a User has followed a Device link on another Self-Service Interface page which has directed them to the Service audit trails search page with a value indicating that a search for a specific Device ID should be carried out immediately, the solution shall allow the User to retrieve service audit trail details for the Device ID. The solution shall not require further User input but shall take as its input the Device ID that was followed.	BFD04	PM 3	Must
SSI-FR-9	On a User querying the service audit trail details for a specific Device ID, the solution shall return the following information to the User: **Field Name:** - DCC Service User Organisation ID - Device ID - Sequence Number - MPxN - Service Request Received Date/Time - Service Response Sent Date/Time - Service Reference - Simplified Transaction Status **Full Details:** - Field Name - Request ID - Response ID - DCC Service User Organisation ID - Device ID - CSP Region - Mode of Operation - Preceding Request ID (where applicable) - MPxN - Service Reference - Service Reference Variant - Command Variant - Response Code - Current Status - Anomaly Detection Flag - Status Change History	BFD04	PM 3	Must

ID	Functional Component / Requirement	Business Functional Domain	Process Map	(MoSCoW)
• SM WAN Network Coverage • UC-CSPCoverage-001: Enables User Personnel to check SM WAN coverage data at a postcode level across GB in each of the three Regions.				
• SSI-FR-12	• The solution shall allow a User to check SM WAN coverage data at a postcode level across GB in each of the three Regions, by entering the information below: - One of the following: o full postcode o full postcode and property name/number o a postcode outcode (all but the last three characters of a full postcode) •	BFD07	PM 5	Must
• SSI-FR-13	• On a User checking SM WAN coverage data at a postcode level across GB in each of the three Regions, the solution shall present back to the user the following information: • - CSP (the CSP responsible for this location/area) - Postcode - Property name/number (where appropriate) - WAN coverage availability (Yes or No) - Anticipated coverage date (if coverage availability was No), or "No Coverage Intended" - Likelihood of connectivity to the SM WAN at the location - Communications Hub WAN Variant to be used - Auxiliary equipment required - Additional information, which shall (where applicable) contain details of: o whether the location is included within an area that is the subject of a Service Exemption Category 2 and if	BFD07	PM 5	Must

ID	Functional Component / Requirement	Business Functional Domain	Process Map	(MoSCoW)
	so, where applicable, the date from which the location will cease to be included; and o issues giving rise to poor connectivity at the location and any information regarding likely resolution to such connectivity issues.			
• UC-CSPCoverage-002 Enables User Personnel to view details of WAN coverage where returned as a result of a search other than that defined in UC-CSP-Coverage-001 (Main Flow).				
• SSI-FR-14	• After a User followed a Device link on another Self-Service Interface page which has directed them to the WAN Coverage search page with an argument indicating that a search for a specific postcode or premises should be carried out immediately, the solution shall allow the user to retrieve SM WAN coverage at this postcode or premises.	BFD07	PM 5	Must
• SSI-FR-15	• On a User checking SM WAN coverage data for a specific postcode or premises, the solution shall present back to the User the following information: • - CSP (the CSP responsible for this location/area) - Postcode - Property name/number (where appropriate) - Coverage availability (Yes or No) - Anticipated coverage date (if coverage availability was No), or "No Coverage Intended" - Likelihood of connectivity (Low/Medium/High) - Communications Hub WAN Variant to be used - Auxiliary equipment required - Additional information	BFD07	PM 5	Must
• Communications Hub Availability and Diagnostics • UC-HubStatus-001: Enables User Personnel to attempt to diagnose and resolve incidents using the DCC's remote diagnostic tools.				

ID	Functional Component / Requirement	Business Functional Domain	Process Map	(MoSCoW)
SSI-FR-16	The solution shall allow the User to attempt to diagnose and resolve incidents using the DCC's remote diagnostic tools by entering a Communications Hub Function Device ID	BFD01	PM 6	Must
SSI-FR-16a	Only the Responsible Supplier, The Network Party or Registered Supplier Agent, for a Smart Metering System of which a Communications Hub Function forms a part of shall be able to communicate with the device.	BFD01	PM 6	Must
SSI-FR-16b	Only the Responsible Supplier, The Network Party or Registered Supply Agent for a Smart Metering system of which a Communications Hub Function forms a part of shall be able to carry out a full diagnostics request.	BFD01	PM 5	Must
SSI-FR-17	On a User entering a Communications Hub Function Device ID to attempt to diagnose and resolve incidents, the solution shall present back to the User the information below: - Anonymised table of Service Requests giving rise to up to the last 5 Commands transacted through the Communications Hub, showing time and success status in relation to the Command being issued to the Device. - A table showing data provided by the CSP responsible for this Communications Hub (data resident on the Communications Hub displays "Requires device communication"), and providing the following fields: o Aerial Installed o Aerial Type o Birth Event o Network Status o Deactivation Date/Time (if network status is deactivated)	BFD01	PM 6	Must

ID	Functional Component / Requirement	Business Functional Domain	Process Map	(MoSCoW)
	○ SMWAN Connectivity Status ○ HAN Status ○ Last Connection ○ Last Tamper ○ Last Outage ○ Last Restore ○ And for each related HAN device ▪ Device Type ▪ Last Connection ▪ Device GUID ▪ Last HAN Message ▪ Last HAN Message Status ▪ Ping Test Result			
• UC-HubStatus-002 (Ext. 1 – Direct Linked Search): Enables User Personnel to view details of selected Communications Hub availability information where returned as a result of a search other than that defined in UC-HubStatus-001 (Main Flow).				
• SSI-FR-18	• After a User followed a Device link on another Self-Service Interface page which has directed them to the Communications Hub availability and diagnostics search page with an argument indicating that a search for a specific Communications Hub should be carried out immediately. • The Solution shall allow the User to attempt to diagnose and resolve incidents for this Communications Hub Function Device ID using the DCC's remote diagnostic tools	BFD01	PM 6	Must
• SSI-FR-19	On a User having attempted to diagnose and resolve incidents for this Communications Hub Function Device ID by following a Device link, the system shall present the information below back to the User:	BFD01	PM 6	Must

ID	Functional Component / Requirement	Business Functional Domain	Process Map	(MoSCoW)
	Anonymised table of Service Requests giving rise to up to the last five Commands transacted through the Communications Hub, showing time and success status in relation to the Command being issued to the Device. • A table showing data provided by the CSP responsible for this Communications Hub (data resident on the Communications Hub displays "Requires Device Communication")			
• **Interaction with Order Management Systems (OMS)**				
• SSI-FR-20	• The DCC shall provide a link from the Self-Service Interface that enables Users to navigate to the OMS. Access to the OMS and capabilities of the OMS are defined in the Communications Hub Handover Support Materials.	BFD13	PM 7	Must
• **Forecasting and ordering of Communications Hubs and auxiliary equipment** • UC-CSPOMS-001 (Main Flow): Redirects User Personnel to the OMS (which enables User Personnel to submit forecasts of future orders and actual orders for Communications Hubs and Communications Hub Auxiliary Equipment requirement).				
• SSI-FR-20a	• The solution shall allow a User to open the Order Management System by clicking a button	BFD13	PM 7	Must
• **Reporting** • UC-Reports-001: Enable User Personnel to run a set of standard pre-defined and parameterised reports against DCC data. Such reports are specified in the SSI reporting specification as published on the DCC Website.				
• SSI-FR-21	• The solution will allow a User to run a set of standard pre-defined and parameterised reports against DCC data. Such reports are specified in the SSI reporting specification as published on the DCC Website. •	BFD11	PM 8	Must
• SSI-FR-21a	• SSI reports shall only show data pertaining to the user.	BFD11	PM 8	Must
• SSI-FR-21b	• Where reports cannot be generated immediately for the user, the report shall be queued, carried out asynchronously, and the results available to be downloaded by the User at a later time.	BFD11	PM 8	Must
• **Raise Incident**				

ID	Functional Component / Requirement	Business Functional Domain	Process Map	(MoSCoW)
• UC_RaiseSMI_001 (Main Flow): Enables User Personnel to raise service management Incidents within the DCC service management systems.				
• SSI-FR-22	• The solution shall allow User Personnel to raise service management Incidents within the DCC service management systems by entering the following information: - Incident category (able to be filtered by Smart Metering Activity) - Incident category-specific parameters - A file attachment - User Personnel contact details: o first name, last name, telephone number (mandatory fields) o email address (optional)	BFD01	PM 9	Must
• SSI-FR-22a	• SSI shall only allow User Personnel to raise Incidents in accordance with H9	BFD01	PM 9	Must
• SSI-FR-23	• On a User raising a service management incident, the solution shall present back the following information to the User: • - Incident reference	BFD01	PM 9	Must
• UC-RaiseSMI-002 (Ext. 1 – Direct Linked Pre Selection): This is a special case of UC_RaiseSMI_001 (Main Flow), where User Personnel navigated from another screen, and the category of the Incident and some input fields are pre-populated.				
• SSI-FR-24	• After a User followed a link on another page, indicating that they would like to raise an Incident related to the content that they are viewing, including the Communications Hub status and Communications Hub Availability and Diagnostics page to raise an incident for that Communications Hub, or a knowledge article to provide feedback on that article, the solution shall allow the User to create an incident by entering the following information, with	BFD01	PM 9	Must

ID	Functional Component / Requirement	Business Functional Domain	Process Map	(MoSCoW)
	some information being pre-populated: - Incident category-specific parameters - A file attachment			
SSI-FR-25	On a User raising a service management incident after following a link from another page, the solution shall present back the following information to the User: - Incident reference	BFD01	PM 9	Must
UC-RaiseSMI-003 (Ext. 2 – Premises Related Incident): This is a special case of UC_RaiseSMI_001 (Main Flow), where User Personnel chose to raise a premise related Incident, which has a more complex and specific workflow than other Incident categories.				
SSI-FR-26	The solution shall allow Users to raise a premises-related incident by entering the information: - DeviceID or MPxN - User ID (where a User has been granted access to the Self-Service Interface on behalf of another User) - Incident-specific information (optional) - Incident summary - Your reference - Full details of issue - User Personnel contact details: o first name, last name, telephone number (mandatory fields) o email address (optional)	BFD01	PM 9	Must
SSI-FR-27	On a User raising a premises-related incident, the solution shall present back the following information to the User: - Incident reference	BFD01	PM 9	Must
UC-RaiseSMI-004 (Ext. 3 – Direct Linked Pre Selection For Premises Related Incident): This is a special case of UC-RaiseSMI-003, where User Personnel navigated from the Communications Hub availability and diagnostics screen, and the category of the incident and input/verification of the Communications Hub have been pre-verified and pre-populated.				

ID	Functional Component / Requirement	Business Functional Domain	Process Map	(MoSCoW)
SSI-FR-28	After a User followed a link from the Communications Hub Availability and Diagnostics page, indicating that they would like to raise a premise related Incident against the Communications Hub that they are viewing, the solution shall allow the User to raise a premise-related Incident by entering the information below: - Incident-specific information (optional) - Incident summary - Business impact - Incident notes (optional) - User Personnel contact details: o first name, last name, telephone number (mandatory fields) o email address (optional)	BFD01	PM 9	Must
SSI-FR-29	On a User raising a premises-related incident by following a link from the Communications Hub Availability and Diagnostics page, the solution shall present back the following information to the User: - Incident reference	BFD01	PM 9	Must
Update Service Management Incident UC-UpdateSMI-001 (Main Flow): Enables User Personnel to make updates to an existing Incident.				
SSI-FR-30	After a User views a specific incident, the solution shall allow the User to make updates to the Incident by entering the information below: - Incident reference - Type of update - Update text - A file attachment	BFD01	PM 10	Must
SSI-FR-30a	SSI shall only allow appropriately privileged User Personnel to view and update an incident in accordance with section H9.	BFD01	PM 10	Must
SSI-FR-31	On a User making updates to an existing Incident, the solution	BFD01	PM 10	Must

ID	Functional Component / Requirement	Business Functional Domain	Process Map	(MoSCoW)
	shall present the information below back to the User: - Update confirmation			
SSI-FR-31a	SSI shall allow appropriately privileged Service Users to modify their own reference for an incident	BFD01	PM 10	Must
View Service Management Incident UC-ViewSMI-001 (Main Flow): Enables User Personnel to view details of previously raised Incidents within the DCC Service Management System.				
SSI-FR-32	The solution shall allow a User to select an incident from a pre-populated list of incidents and request to see details of this incident	BFD01	PM 11	Must
SSI-FR-32a	SSI shall only allow appropriately privileged User Personnel to view and update an incident in accordance with section H9.	BFD01	PM 11	Must
UC-ViewSMI-002 (Ext. 1 – View Specific Incident): This is a sub screen of the main UC_ViewSMI_001 (Main Flow) showing more detailed information relating to selected service management Incident information.				
SSI-FR-33	After a User follows a link from another Interface Transaction indicating that they would like to see the details of a specific service management incident, the solution shall allow the User to see this incident. Where the User did not raise the Incident, solution shall withhold from the User certain personal information about the raising individual, contact details and incident update description	BFD01	PM 11	Must
SSI-FR-34	On a User following a link from another Interface Transaction indicating that they would like to see the details of a specific service management incident, the solution shall return the information below to the User: - Summary text - Incident notes - Raising individual - first and last name (only visible to the User that raised the Incident) - Raising organisation (User)	BFD01	PM 11	Must

ID	Functional Component / Requirement	Business Functional Domain	Process Map	(MoSCoW)
	- Date Raised - Device (where appropriate) - Communications Hub model and version (where appropriate) - MPxNs associated with Smart Meter(s) related to incident - comma-separated list - CSP Diagnostic output (where appropriate) - Postcode (where appropriate) - Your reference - Current status - Current status reason - Assigned To - Target resolution date/time - Requester contact details - first and last name, telephone number and email (not visible to interested persons) - Additional contact details - first and last name, telephone number and email (not visible to interested persons) - Incident priority - Related problems			
• SSI-FR-34a	A User will be able follow a link from any View Incident page to raise a new incident of the same categorisation	BFD01	PM 11	Must
• **Knowledge Management** • UC_KnowledgeManagement_001 (Main Flow): Enables User Personnel to view relevant help and support information (provided by DCC and its Service Providers), for early triage of User issues and queries, including access to the anonymous resolution details of service management problems and Incidents.				
• SSI-FR-35	• The solution shall allow Users to view relevant help and support information by selecting an article from a list of stored articles. •	BFD01	PM 12	Must
• SSI-FR-36	• On a User selecting an article to view, the solution shall present the information below back to the User: • - Article details o Title o Creation Date/Time	BFD01	PM 12	Must

ID	Functional Component / Requirement	Business Functional Domain	Process Map	(MoSCoW)
	○ Creator ○ Last Modifier ○ Tags ○ Article text ○ Attachments (optional) - The ability to rate the usefulness of the article, and a link to raise a Service Catalogue Request to request a change to content.			
•	**Forward Schedule of Change** UC-Schedule-001 (Main Flow): Enables User Personnel to view details of any planned maintenance, changes scheduled or change freezes affecting any of the following elements of the DCC Total System: • Communications Hub firmware • Parse & Correlate Software • SMKI software • SEC releases • other major DCC releases • • meter firmware events			
• SSI-FR-37	• The solution shall allow Users to view details of any planned maintenance, changes scheduled or change freezes affecting any of the following elements of the DCC Total System: - Communications Hub firmware - Parse & Correlate Software - SMKI software - SEC releases - other major DCC releases - meter firmware events (only visible to Users for Devices for which they are the Responsible Supplier) •	BFD01	PM 13	Must
• SSI-FR-37a	• SSI shall only allow Meter firmware events to be visible to Users for Devices for which they are the Responsible Supplier.	BFD01	PM 13	Must
• SSI-FR-38	On a User selecting to view details of any planned maintenance, changes scheduled or change freezes, the solution shall present the information below back to the User: - Event ID	BFD01	PM 13	Must

ID	Functional Component / Requirement	Business Functional Domain	Process Map	(MoSCoW)
	- Planned start date/time - Duration - Event type - Change Risk - System component (or release/change type) - Impact severity - Geographic impact - Change Description - Summary - A link to obtain full details			
• UC-Schedule-002 (Ext. 1 – Calendar View): Enables User Personnel to view details of planned events within the DCC Systems or relating to the SM WAN in a calendar format.				
• SSI-FR-39	• The solution shall enable Users to view details of planned events within the DCC Systems or relating to the SM WAN in a calendar format. • Calendar day cells shall contain items representing event types relevant to that day. Each event displayed shall comprise: - Event ID - Summary - Planned Start Date/Time - Duration - Change Risk - Event Type - Change Description Each day shall be assigned a risk level corresponding to the highest risk event scheduled for that day. •	BFD01	PM 13	Must
• SSI-FR-39a	• SSI shall only allow Meter firmware events to be visible to Users for Devices for which they are the Responsible Supplier.	BFD01	PM 13	Must
• UC-Schedule-003 (Ext. 2 – View Specific Event): Allows User Personnel, having chosen to view a specific event from UC-Schedule-001 or UC-Schedule-002, to view the full details held about the event in question.				
• SSI-FR-40	• After a User either a) views details of any planned maintenance, changes scheduled or change freezes or b) views details of planned events within the DCC Systems or relating to	BFD01	PM 13	Must

ID	Functional Component / Requirement	Business Functional Domain	Process Map	(MoSCoW)
	the SM WAN in a calendar format the solution shall allow the User to select a specific event to view details of.			
• SSI-FR-41	• On a User selecting a specific event to view details of, the solution shall present the information below back to the User: • - Event ID - Event Type - Description - Status - Status Reason - Update History, with each update comprising: o Submitter o Date/time o Update Text - File Attachments - Planned Start Date/Time - Planned End Date/Time - Service - Risk Level - Impact - Regions - Related Change items, each a link to the specific change event, and each comprising: o Event ID o Change Summary o Planned Start Date/Time o Duration • -	BFD01	PM 13	Must
• **DCC Service Status** • UC-ServiceDashboard-001 (Main Flow): Enables User Personnel to view a one page dashboard of DCC component availability for the DCC Service.				
• SSI-FR-42	• The solution shall enable Users to view a one page dashboard of DCC component availability for the DCC Service	BFD03	PM 14	Must
• SSI-FR-43	• On a User selecting to view a one page dashboard of DCC component availability for the DCC Service, the solution shall present the information below back to the User: •	BFD03	PM 14	Must

ID	Functional Component / Requirement	Business Functional Domain	Process Map	(MoSCoW)
	List of system components comprising: - DCC System component name - high level status of component - count of the number of underlying service alerts for the component - Link to service alerts relating to Major Incidents List of Smart Metering Activities comprising: - Smart Metering Activity name - high level status of component - count of the number of underlying service alerts for the activity - Link to raise a service management incident related to the Smart Metering activity (filtering the list of incident types to those defined by the DCC Service Management System to be associated with the Smart Metering Activity)			
• **DCC Service Alerts** • UC_ServiceAlerts_001: Enables User Personnel to view any service affecting news / alerts and other useful text (in terms of quality of service delivery and service management) to the User.				
• SSI-FR-44	• The solution shall enable User Personnel to view any service affecting news / alerts and other useful text (in terms of quality of service delivery and service management) to the User •	BFD01	PM 15	Must
• SSI-FR-45	• On a User selecting to view service affecting news / alerts and other useful text, the solution shall present the information below back to the User: • List of currently active Alerts: - Service Alert ID (link to view in more detail) - System component/s and Smart Metering Activities (as listed in service dashboard)	BFD01	PM 15	Must

ID	Functional Component / Requirement	Business Functional Domain	Process Map	(MoSCoW)
	- geographic impact - alert creation - expected resolution - alert closure - latest update			
• UC-ServiceAlerts-002 (Ext. 1 – View Specific Alert): This Interface Transaction allows User Personnel, having chosen to view a specific DCC Service Alert from UC_ServiceAlerts_001, to view the full details held about the alert in question.				
• SSI-FR-46	• After a User selects to view service affecting news / alerts and other useful text, the solution shall allow the User to select a specific Alert and see full details.	• BFD01	• PM15	• Must
• SSI-FR-47	• On a User selecting a specific Alert to see full details of, the solution shall present the information below back to the User: • - Service Alert ID (link to view in more detail) - DCC System Component/s (as listed in service dashboard) - geographic impact - alert creation - expected resolution - alert closure - latest update - Reverse chronological list of updates for the alert, each comprising: o date/time of update o person/entity providing update o update text	• BFD01	• PM15	• Must
• UC-Notifications_001: This Interface Transaction allows users to see details of open DCC Service Alerts in a notification bar.				
• SSI-FR-47a	• When DCC Service Alerts are open, a notification bar is available at the top of each SSI page, which can be expanded to show the following details for each open DCC Service Alert: • - Alert ID - System Components/Smart Metering Activities affected - Description - Start Date	• BFD01	• PM30	• Must

ID	Functional Component / Requirement	Business Functional Domain	Process Map	(MoSCoW)
	- Resolved Date - Related Incident ID - Related Incident Severity - Related Incident Categorisation - Related Incident Status If the user is privileged to be able to raise Service Management Incidents, an I'm Affected button shall be provided to allow the user to indicate that they are affected by the DCC Service Alert by means of raising a new Service Management Incident that will be associated with the incident related to the DCC Service Alert,			
•	**Service Catalogue Publication/Call Off** • UC-ServiceCatalogue-001 (Main Flow): Enables User Personnel to raise service management service requests with the DCC and track and update the status of such Requests within the DCC service management systems.			
• SSI-FR-52	• The solution shall enable Users to raise service management service requests with the DCC and track and update the status of such Requests within the DCC service management systems	• BFD01	• PM18	• Must
• SSI-FR-52a	• SSI shall only allow User Personnel to see requests raised by the User with which they are associated.	• BFD01	• PM18	• Must
• SSI-FR-53	On a User selecting to raise service management service requests with the DCC or track and update the status of such Requests within the DCC service management systems, the solution will display all open service catalogue requests raised by their organisation with the following fields: - Service request ID - Work order reference - Request type - Raised date/time - Current delivery status - Raised By - Last Action	• BFD01	• PM19	• Must
• SSI-FR-53a	A User will be able to follow a link from any View Incident page to raise a new incident of the same categorisation	• BFD01	• PM19	• Must

ID	Functional Component / Requirement	Business Functional Domain	Process Map	(MoSCoW)
• UC-ServiceCatalogue-002 (Ext. 1 – View Specific Request): This Interface Transaction allows User Personnel, having chosen to view a specific service catalogue request from UC-ServiceCatalogue-001, to view the full details held about the request in question.				
• SSI-FR-54	After a User views all open service catalogue requests raised by their organisation, the solution shall allow the User to select one service catalogue request to view full details of.	• BFD01	• PM19	• Must
• SSI-FR-55	• On a User selecting one service catalogue request to view full details of, the solution shall present the information below back to the User: • - Service Request ID - Work order reference - Request type - Raised date/time - Current status - Current status date - Raising user - Raising Organisation - Requester contact details - first and last name, telephone number and email. - Additional contact details - first and last name, telephone number and email - Last action date - Update history, with each update including o Date/Time o Submitter o Update Type o Update Text	• BFD01	• PM20	• Must
• SSI-FR-55a	• Users shall be able to provide updates on Service Catalogue Requests that their organisations have raised, by providing: - Update Type - Update Text	• BFD01	• PM20	• Must
• UC-ServiceCatalogue-003 (Ext. 2 – Browse Catalogue / Raise Request): Allows User Personnel to browse the service catalogue and raise a new service catalogue request.				
• SSI-FR-56	• The solution shall enable Users to browse the service catalogue and raise a new service catalogue request, by entering the information below: •	• BFD01	• PM18	• Must

ID	Functional Component / Requirement	Business Functional Domain	Process Map	(MoSCoW)
	- Business service category (selection list) - Business service category services (selection list) - Service request types (selection list) - Raise request button - First name - mandatory string - Last name - mandatory string - Telephone number - mandatory string - Email address - a valid email address - "Update contact details" button The details provided in raising the Service Catalogue Request may include a file attachment for some defined request types as defined in the DCC Service Management System			
SSI-FR-57	User Personnel shall only be able to raise requests on behalf of the User with which they are associated	BFD01	PM18	Must
	User Account Management UC-OrgManager-001 (Main Flow): Enable Users electing to use the DCC Identity Provider Service to assign access to Interface Transactions to their User Personnel based on Job Type Roles and manage the SSI accounts and associated settings (e.g. password resets) for all subsequently created User Personnel accounts created by an Administration User.			
SSI-FR-58	The solution shall enable Administration Users electing to use the DCC Identity Provider Service to assign access to Interface Transactions to their User Personnel based on Job Type Roles and manage the SSI accounts and associated settings (e.g. password resets) for all subsequently created User Personnel accounts created by an Administration User.	BFD14	PM22	Must
SSI-FR-59	On an Administration User electing to use the DCC Identity Provider Service to assign access to Interface Transactions to their User Personnel based on Job Type Roles and manage the SSI accounts and associated settings (e.g. password resets) for all	BFD14	PM23	Must

ID	Functional Component / Requirement	Business Functional Domain	Process Map	(MoSCoW)
	subsequently created User Personnel accounts created by an Administration User, the solution shall present the information below back to the User: - User search page - This shows a sortable, pageable table of User Personnel accounts, with the following details in each row: o username (hyperlink to UC_OrgManager_002) o display name o Account Status (Active/Deleted/ Locked) o last login date			
• UC-OrgManager-002 (Ext. 1 – Manage User): Enable Administration Users to unlock, delete or manage the details of another account created within their corporation.				
• SSI-FR-60	• The solution shall enable Administration Users to unlock, delete or manage the details of another account created within their corporation. The list below specifies how users may be edited: - Username - not editable - Account status – not editable - First name - Last name - Organisations - a list of User ID(s) in relation to which the User Personnel may access the Self-Service Interface, which shall comprise: o one or more of the User IDs of the User; and o User IDs of any second User that has granted permission for the first User to access its information held on the Self-Service Interface	• BFD14	• PM24	• Must

ID	Functional Component / Requirement	Business Functional Domain	Process Map	(MoSCoW)
	in relation to one or more User IDs. - Roles - a list of Job Type Roles which may be assigned to this person. •			
• UC-OrgManager-003 (Ext. 1 – Create User): Enable an Administration User to create a new person's account within their organisation. •				
• SSI-FR-61	• The solution shall enable an Administration User to create a new person's account within their organisation by entering the information below: • - Username - Desired username (globally unique within the DCC Identity Provider Service). If the username is not unique, the DCC will reject the username and request submission of a new username. - First name - Last name - Organisations - a list of User ID(s) in relation to which the User Personnel may access the Self-Service Interface, which shall comprise: o the User ID of the User ; and o User IDs of any second User that has granted permission for the first User to access its information held on the Self-Service Interface in relation to one or more User IDs. - Roles - a list of Job Type Roles which may be assigned to this person •	• BFD14	• P M 2 1	• Must
• **Audit Data Analysis**				

ID	Functional Component / Requirement	Business Functional Domain	Process Map	(MoSCoW)
• UC-PFAudit-001: Allows an organisational administrator to produce a report on the usage of users within their DSP corporation (under their SEC Lead Party)				
• SSI-FR-61a	• The solution shall enable appropriately privileged Organisational Administrator Users to produce reports on their DSP Corporation (SEC Lead Party) or an individual user within that corporation and obtain details of the access to SSI from that corporation/user, including summary details: • - Number of logins - Distinct users - Page View count • • and for each access: - Date/Time - User - URL - Page description - Whether this was a login event	• BFD14	• PM29	• Must
• **User Profile Information** • UC-Profile-001: Enables User Personnel to view information about the account details with which they are accessing the Self-Service Interface, and details of the Interface Transactions that they are currently entitled to access.				
• SSI-FR-62	• The solution shall enable Users to view information about the account details with which they are accessing the Self-Service Interface, and details of the Interface Transactions that they are currently entitled to access.	• BFD14	• PM25	• Must
• SSI-FR-63	• On a User selecting to view information about the account details with which they are accessing the Self-Service Interface, and details of the Interface Transactions that they are currently entitled to access, the solution shall present the information below back to the User: • - Unique user identification - changes depending on the nature and type of the Identity Provider Service - Organisations - A list of User IDs that the User is assigned to	• BFD14	• PM25	• Must

ID	Functional Component / Requirement	Business Functional Domain	Process Map	(MoSCoW)
	- Roles - A list of roles assigned to the person. - Use cases - A list of Interface Transactions, with a "Yes" or "No" indication of whether the person has access as a result of their Job Type Role(s) - Bookmarks - A list of links to content that the person has bookmarked.			
	Search UC-Search-001: Enables User Personnel to search for content provided by the Self-Service Interface by use of tagged keywords, or textual content of page titles and descriptions.			
SSI-FR-64	The solution shall enable Users to search for content provided by the Self-Service Interface by use of tagged keywords, or textual content of page titles and descriptions	BFD01	PM26	Must
SSI-FR-65	On a User searching for content provided by the Self-Service Interface by use of tagged keywords, or textual content of page titles and descriptions, the solution shall present the information below back to the User. The title of the located item of content (which is also a link to that piece of content). A short summary description of the content. Reasons that the content was found (i.e. matches found in title, description, tags or attached filenames). If no results are found matching the search criteria, a message is displayed to this effect.	BFD01	PM26	Must
	Problem Management UC-ProblemManagement-001 (Main Flow): Enables User Personnel to view details of open Problems related to incidents.			
SSI-FR-66	The solution shall enable Users to view details of open Problems related to incidents by presenting them with a list of the Problems	BFD01	PM27	Must

ID	Functional Component / Requirement	Business Functional Domain	Process Map	(MoSCoW)
	visible to them in accordance with SEC H9, able to be filtered by: - Problem Status - Problem Category - Problem Reference / Summary - Date Range - Environment - Target Resolution Date			
• SSI-FR-67	On a User selecting to view details of open Problems related to incidents, the solution shall present back the information below to the User, for each Problem. - Problem Reference - Current Problem Status - Problem Summary - Date Raised - Problem Category - Number Of Related Incidents - Environment - Target Resolution Date ○	• BFD01	• PM27	• Must
• UC-ProblemManagement-002 (Ext. 1 – View Specific Problem): This is a sub screen of the main UC_ProblemManagement_001 (Main Flow) Interface Transaction showing more detailed information relating to a selected Problem.				
• SSI-FR-68	• After a User selects to view details of open Problems related to incidents, the solution shall allow them to select one Problem to see more detailed information about.	• BFD01	• PM27	• Must
• SSI-FR-69	• On a User selecting one Problem to see more detailed information about, the solution shall present the information below back to the User: • - Field Name - Problem Reference - Current Problem Status - Problem Summary - Problem Notes - Problem priority - Date Raised - Problem Category - Related Incidents - Workaround Date - Workaround Detail - History of updates to the problem, each including	• BFD01	• PM27	• Must

ID	Functional Component / Requirement	Business Functional Domain	Process Map	(MoSCoW)
	o Posted By o Date/Time o Description - Root Cause / Solution - Status/Reason - MPxNs			
•	**File Download Interface** • The DCC shall ensure that the Self-Service Interface provides User Personnel who are downloading files with a prompt to save files.			
• SSI-FR-70	• The SSI shall provide the facility for Service Users to download files to save files, where the Process Map specifies it	• BFD04	• AII	• Must
•	**Interactive Web Interface** • SSI Interface will provide an interactive web interface			
• SSI-FR-71	• Thee Self-Service Interface shall provide a web interface to Service Users.	•	•	•
•	**Traffic Management Alerts** • UC-TrafficManagement-001: Allows User Personnel to view information for traffic management alerts relating to their devices			
• SSI-FR-72	• The solution shall allow a User to query for records of discarded device alerts as a result of traffic management policy, since these alerts will not appear in the Service Audit Trail. The User will enter the details below: - The Service User/s that they represent for whom they wish to view records - From date - To date - Device GUID - MPxN - DCC /Device Alert Code	• BFD04	• PM28	• Must
• SSI-FR-73	• On a User querying for discarded device alerts, if matches are found, a table of results is displayed, showing the following details for each traffic management event found which matches the search criteria: - Device - DCC Service User - Device Alert Code / DCC Alert Code - Previous Accepted Alert Time - Latest Accepted Alert Time	• BFD04	• PM28	• Must

ID	Functional Component / Requirement	Business Functional Domain	Process Map	(MoSCoW)
	- Total Alerts - Alerts Discarded - Discard Percentage - Traffic Management Event ID The solution shall allow the user to drill down on this data to view the following details for each traffic management event listed: - From Time - To Time - Alerts discarded - Cumulative alert count - Actually Discarded? (a flag indicating whether traffic management policy is being actively enforced for this alert code) The solution shall allow this data to be downloaded in CSV format •			
• **Firmware Distribution Tracking** • UC-FirmwareTracking-001: Allows User Personnel to view information related to the status of recently requested Firmware Distribution requests				
• SSI-FR-74	• The solution shall allow a User to query for records of Firmware Distribution requests that they have issued and the current status of those requests by Device or by Service Request. The user will enter the details below: - The Service User/s that they represent for whom they wish to view records - The type of search to carry out (Device ID or Service Request ID) - Search Term (the Device ID or Service Request ID to search for) •	• BFD04	• P M 3 1	• Must
• SSI-FR-75	• Upon a User querying for Firmware Distribution Tracking status by Service Request ID, if a match is found, a table of results is displayed, showing the following details for the Firmware Distribution Service Request: - Service Request ID	• BFD04	• P M 3 1	• Must

ID	Functional Component / Requirement	Business Functional Domain	Process Map	(MoSCoW)
	- Processing Started (the date/time that the Service Request was received) - Firmware Version - Device Count (the number of devices targeted by this Service Request) - Completion Chart (showing the numbers of targeted devices whose firmware updates have succeeded, failed or are In Progress) - An option to download CSV data relating to this Service request			
SSI-FR-76	Upon a User carrying out SSI-FR-75 and requesting CSV data download, the User will receive a CSV file with the following fields for each device targeted by the Service Request in question: - Service Request ID - Firmware Version - Device ID - Current Status - Status Reason (if applicable) - Current Status Update Date/Time (the date/time of the status update for that specific device)	BFD04	PM31	Must
SSI-FR-77	Upon a User querying for Firmware Distribution Tracking status by Device ID, if matches are found (a device may be subject to more than one request), a table of results is displayed, showing the following details for the Firmware Distribution Request/s for that device: - Service Request ID - Device Type - Device ID - Firmware Version - Device Status	BFD04	PM31	Must

ID	Functional Component / Requirement	Business Functional Domain	Process Map	(MoSCoW)
	- Completion Status (simplified status – Failed / In Progress / Complete) •			
•	**Device Certificate realignment**			
•	UC-CertificateAlign-001: Allows User Personnel to request initiation of the "Certificate Confirmation Scheme" for a single device.			
•				
• SSI-FR-78	• Upon a User carrying out SSI-FR5 and viewing details of a specific device, the User shall be presented with a link to request the initiation of the Certificate Confirmation Scheme for the device	• BFD15	• PM32	• Must
• SSI-FR-79	• Only the Responsible Supplier for a device shall be able to initiate the Certificate Confirmation Scheme for that device	• BFD15	• PM32	• Must
• SSI-FR-80	• Upon a User following the link to request the initiation of the Certificate Confirmation Scheme, the User is presented with a screen where they will select one or both of the following certificate confirmation actions to be carried out - Confirmation of ACB KAK certificates - Confirmation of Device KAK certificates	• BFD15	• PM32	• Must
SSI-FR-81	Upon a User confirming their selection, the User will be informed that their request has been initiated.	BFD15	PM32	Must
	Comms Hub Returns UC-Asset Return - 001 Enables User Personnel to initiate and track the return of a Communications Hub via the Self-Service Interface, including validation of return eligibility, submission of return reason, and visibility of return status updates. This is to facilitate the bulk returns of comms hub.			
SSI-FR-82	The solution shall allow Service Users to raise a Communications Hub Return request via the Self-Service Interface for either Fault or No-Fault returns. This can be completed in bulk.	BFD16 – Returns	PM33	Must
SSI-FR-83	Upon raising a Return request, the user shall be prompted to enter key information including Device ID, MPxN, Return Type, Reason (if Fault), and Installation Status.	BFD16 – Returns	PM33	Must
SSI-FR-84	The solution shall validate the Return request (e.g., prevent	BFD16 – Returns	PM33	Must

ID	Functional Component / Requirement	Business Functional Domain	Process Map	(MoSCoW)
	duplicates, confirm device eligibility) before submission to OMS for record creation.			
SSI-FR-85	The solution shall allow users to view submitted Return requests, including their status (e.g., Submitted, Approved, Rejected), and export the data in CSV format.	BFD16 – Returns	PM33	Must
Order Management System (OMS) The Self-Service Interface (SSI) provides access to the Order Management System (OMS) for Users to submit forecasts and orders for Communications Hubs and Auxiliary Equipment. This section expands on the baseline requirements to clarify the end-to-end ordering lifecycle, visibility of delivery status, and integration touchpoints.				
SSI-FR-86	SSI shall allow Users to view the status of submitted CH orders, including delivery progress and estimated delivery dates.	BFD13	PM7	Must
SSI-FR-87	SSI shall allow Users to download CH order status reports in CSV format.	BFD13	PM7	Must
SSI-FR-88	SSI shall provide a link to OMS for Users to amend or cancel CH orders, subject to OMS rules.	BFD13	PM7	Should
SSI-FR-89	SSI shall support bulk CH order uploads via structured templates.	BFD13	PM7	Must
SSI-FR-90	SSI shall validate bulk CH order uploads before submission to OMS.	BFD13	PM7	Must

4.2. Baseline non-functional requirements

This section contains the baseline non-functional requirements on the Self-Service Interface.

ID	Non-functional Requirement	Category	Process Map	(MoSCoW)
SELF-SERVICE INTERFACE DESIGN SPECIFICATION				
SSI-NFR-1	Requests to access the Self-Service Interface shall be directed to the appropriate URL for dealing with that request, and such URL shall be implemented and maintained such that communications across it can be authenticated.	Security	All	Must
Identity Provider-Based Authentication and Secure Session Management				
SSI-NFR-2	Each user of the Self-Service Interface shall only be permitted to access an Interface Transaction if it is entitled to do so given the User ID(s) and Job Type Role(s), as validated by the system's access control mechanisms.	Security	All	Must
SSI-NFR-3	The DCC shall provide an identity provider service for the purpose of authenticating User Personnel to the Self-Service Interface. This may include integration with Entra ID or, where Entra is not supported, a local identity solution within ServiceNow.	Security	PM1	Must

ID	Non-functional Requirement	Category	Process Map	(MoSCoW)
SSI-NFR-5	Each request from a User Personnel to access the Self-Service Interface shall be authenticated using Multi-Factor Authentication (MFA) provided by the DCC Identity Provider Service. -	Security	PM1	Must
SSI-NFR-6	After successful authentication of User Personnel via the DCC Identity Provider Service, a secure cookie shall be stored in the User Personnel's browser. This secure cookie shall be set to expire 9 hours after initial authentication.	Security	PM1	Must
SSI-NFR-7	If a secure cookie exists during subsequent authentication for a User, the DCC shall bypass full re-authentication and allow continued access. If a User wishes to change the rights of their User Personnel to access the Self-Service Interface, the User shall delete the secure cookie from the User Personnel's browser cookie store.	Security	PM1	Must
SSI-NFR-10	**When a user attempts to access the Self-Service Interface and no valid non-expired) authentication cookie is present in their browser:** - **Redirection for Authentication:** The user will be redirected to the DCC Identity Provider Service to authenticate via Multi-Factor Authentication (MFA). - **Credential Submission:** Upon request, the user must submit their credentials—username, password, and the appropriate second-factor verification—through the DCC Identity Provider Service. - **Access Decision & Cookie Storage:** Based on the provided credentials, access to the Self-Service Interface will either be granted or denied: - If granted, an authentication cookie will be issued and stored in the user's browser.	Security	PM1	Must

ID	Non-functional Requirement	Category	Process Map	(MoSCoW)
	- If denied, the browser will display a message prompting the user to resubmit their credentials. - Users may authenticate using **Entra** or **ServiceNow**, depending on availability: - **Entra** is the primary identity management platform, but certain technical limitations may prevent its use for some users or customers. - In such cases, **ServiceNow** may be used as an alternative authentication method. -			
SSI-NFR-11	Where a User is using the DCC Identity Provider Service, access to the Self-Service Interface shall only be provided once a User Personnel performs a login and generates a new password the first time that it uses that Identity Provider Service.	Security	PM1	Must
Interactive Web Interface				
SSI-NFR-20	Any connection to the Self-Service Interface may time-out after a period of inactivity of 15 minutes.	Security	PM1	Must
File Download Interface				
SSI-NFR-21	The solution shall provide User Personnel who are downloading files with a prompt to save files.	Security	All	Must
Error Handling				
SSI-NFR-22	The solution shall present, when an error is detected when a User attempts to either access the Self-Service Interface or access any Interface Transaction, meaningful error messages containing codes as per HTTP/1.1 standard.	Security	All	
Roles				
SSI-NFR-23	The DCC shall provide to User Personnel of each User access to each Interface Transaction that the User is eligible to access as set out in Section H8.16 or, where not specified in Section H8.16. Such access shall either be full or conditional, where: - 'Full' means that the User can access data and use all functions associated with the specific Interface Transaction; and	Security	All	Must

ID	Non-functional Requirement	Category	Process Map	(MoSCoW)
	- 'Conditional' means that a User's entitlement to access data and use all functions associated with the specific Interface Transaction is based on the access rules for conditional access.			
SSI-NFR-24	Full access shall be provided for the following Interface Transactions for any User: - UC_Login_001 - Log In - UC_Inventory_001 - Smart Metering Inventory as set out in Section H8.16(a) - ***Please Note**: The MRT functionality was removed by MP246 in the June 25 SEC Release. This function no longer exists. - UC_CSPCoverage_001 - SM WAN network coverage as set out in Section H8.16(f) - UC_KnowledgeManagement_001 - Knowledge Management in accordance with Section H8.16(g) - UC_Schedule_001 - Forward schedule of change in accordance with Section H8.16(g) - UC_ServiceDashboard_001 - DCC Service Status in accordance with Section H8.16(g) - UC_ServiceAlerts_001 - DCC Service Alerts in accordance with Section H8.16(g) - UC_Notifications_001 – View Notifications - UC_ServiceCatalogue_001 - Service Catalogue Publication and Call Off - UC_RaiseSMI_001 - Raise Incidents in accordance with the Incident Management Policy - UC_Search_001- Search - UC_Profile_001 - User profile information	Security	All	Must
SSI-NFR-25	Conditional access shall be provided on the following basis in relation to the following Interface Transactions and shall not be provided other than on the basis set out below: - UC_ServiceAudit_001 - Service audit trails for which access shall be granted as set out in SEC Section H8.16(b). - UC_TrafficManagement_001 – Traffic Management Alerts for	Security	All	Must

• ID	• Non-functional Requirement	• Category	• Process Map	• (MoSCoW)
	which access shall be granted as set out in SEC Section H8.16(b). - UC_HubStatus_001 - Communications Hub availability and diagnostics, for which access shall be granted to the Responsible Supplier, the Network Party or Registered Supplier Agent for any Smart Metering System of which the Communications Hub Function in question forms a part. - UC_CSPOMS_001 - Access to the Order Management System as set out in Section H8.16(e) - UC_Reports_001 – Access to the following reports, available to any User and pertaining to that User: o Installation Status Smart Meter Report o Smart Metering Devices Status and Firmware Report o Smart Metering Devices Status and Model Report o Communications Hub with No Attached Devices Report o Scheduled Service Requests Report o Quarantined Requests Report o Monthly Transaction Report o Smart Metering Device Transaction Report o Firmware Activations Service Request Report o Load Balance Report Note that documentation relating to the format and content of such reports shall be provided to Users via secured electronic means, as and when produced or updated. - UC_ViewSMI_001 , UC_UpdateSMI_001 - View and Update Service Management Incidents for which access shall be granted as set out in SEC Section H9. - UC_OrgManager_001 – User Account management for User Personnel of Users using the DCC Identity Provider Service, for which access shall be granted to Administration Users.			

ID	Non-functional Requirement	Category	Process Map	(MoSCoW)
	- UC_PFAudit_001 – Generate audit data analysis reports on SSI usage, for which access shall be granted to Administration Users. - UC_ProblemManagement_001 - Problem Management for which access shall be granted in accordance with SEC Section H9. - UC_CertificateAlign_001 – Initiate Certificate Confirmation Scheme for a device, for which access shall be granted to the Responsible Supplier for the device Access to Forecasting and Ordering capabilities (BFD13) shall be restricted to User Personnel assigned the CHOrder Job Type Role. Access to Communications Hub Returns capabilities (BFD16) shall be restricted to User Personnel assigned the CHReturn Job Type Role.			
SSI-NFR-26	Where a User is entitled to conditional access to more than one Interface Transaction, the solution shall apply permissions such that any User Personnel can access any of those Interface Transactions that the User is eligible to access, subject to such User Personnel being entitled to such access on the basis of the Job Type Role(s).	Security	All	Must
Administration User defined access				
SSI-NFR-27	In addition to the full and conditional access restrictions applied by the DCC, Administration Users—appointed in accordance with the process set out in the DCCKI RAPP—shall be able to define access restrictions for User Personnel to individual Interface Transactions by assigning one or more Job Type Roles to User Personnel in relation to one or more User IDs. Where a User is using an identity provider service (e.g., Entra ID or local ServiceNow accounts), the solution shall enable an Administration User to perform this function using the Interface Transaction UC_OrgManager_001. The solution shall ensure that access to Interface Transactions is only granted based on the Job Type Role(s) presented to the DCC. Full and up to date details can be found in the Functions & Roles policy document	Security	All	Must

ID	Non-functional Requirement	Category	Process Map	(MoSCoW)
Freshness of Data Sources				
SSI-NFR-35	The DCC shall update data available to Users via the Self-Service Interface to reflect the most recent information held by the DCC as soon as reasonably practicable, but in any event within 24 hours of receipt or generation of that data by the DCC.	Performance/Data	All	Must
Multi-factor Authentication				
SSI-NFR36	The Self Service Interface shall enforce **Multi-Factor Authentication (MFA)** for all user logins to ensure secure access.	Security		Must
SSI-NFR36	The DCC shall offer two second-factor options: • **One Time Passcode (OTP) via email** • **One Time Passcode (OTP) via an authenticator app**	Security		Must
SSI-NFR36	The MFA implementation shall support multiple identity provider services as defined in the Internet Access Policy. This includes integration with Microsoft Entra ID (formerly Azure AD) for applicable users, with support for the Microsoft Authenticator app, and an alternative local authentication method for users who cannot use Entra.	Integration/Security		Must

5. References

	Reference	Description	Document Link
1	Self-Service Interface Baseline Logical Architecture	Defines application service architecture, application component architecture, data information architecture, component interfaces and information flow	Not applicable to be shared
2	Self-Service Low Level Design	Describes how the logical architecture is physically implemented	Not applicable to be shared
3	British Computer Society (BCS)	This requirements template is based on techniques taught on the BCS International Diploma in Business Analysis. This training maps to level 4 of the Skills Framework for	https://www2.bcs.org/certifications/ba/

	Reference	Description	Document Link
		the Information Age (SFIA) framework	
4	UML	Any use cases included in this document are based on UML 2.0 standards	http://uml.org/
5	BPMN	Any process maps included in this document are based on BPMN 2.0 standards	http://www.bpmn.org/
6	NFR framework	DCC NFR framework	DCC NFR framework
7	SEC H8.8	H8.8 Where the DCC is proposing to make a change to DCC Internal Systems, the DCC shall: (a) undertake an assessment of the likely impact upon: (i) Parties in respect of any potential disruption to Services; and/or (ii) RDPs in relation to the sending or receipt of data pursuant to Section E (Registration Data), that may arise as a consequence of the Maintenance required to implement the contemplated change; (b) where such assessment identifies that there is a Material Risk of disruption to Parties and/or RDP's, consult with Parties and/or RDPs (as applicable) and with the Technical Architecture and Business Architecture Sub-Committee regarding such risk; (c) provide the Parties and RDPs the opportunity to be involved in any testing of the change to the DCC Internal Systems prior to its implementation; and (d) undertake an assessment of the likely impact of the contemplated change upon the security of the DCC Total System, Smart Metering Systems, and the	n/a

	Reference	Description	Document Link
		Systems of Parties and/or RDPs.	
8	DCC Business Scenario list	Business Scenario definitions are now being used by Service Providers and Test Assurance to link defects to a Business Scenario in HP ALM. These should be referenced in Appendix A to 'inform' test assurance focus.	Business Scenario list
9	SEC MOD 252	**SEC Mod 252** is a change to the Smart Energy Code (SEC) that formalises and improves the process for returning **Communications Hubs** to the **Data Communications Company (DCC)**. It standardises the use of the existing return pathway—via Communication Service Providers (CSPs) and the Order Management System (OMS)—for both pre-installation and post-removal returns.	https://smartenergycodecompany.co.uk/modifications/amending-the-process-for-communications-hub-returns/
10	SEC MOD 239	SEC MOD 239 outlines a change to address the misalignment of SMETS2 Device Certificates enabling suppliers to resolve issues directly through the Self-Service Interface (SSI) or Self-Service Management Interface (SSMI), reducing reliance on manual interventions by the DCC.	Enduring Solution for Resolving SMETS2 Device Certificate Misalignment Issue - Smart Energy Code

DCC Public

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Appendix A – Definitions/Glossary

In this document, the following definitions are defined, except where the context otherwise requires:

- expressions defined in Section A1 of the Code (Definitions) have the same meaning as is set out in that Section;

- any expressions not defined here or in Section A1 of the Code have the meaning given to them either in this document or the Self-Service Interface Code of Connection.

- A **Communications Hub** is a critical device installed in domestic or small non-domestic premises as part of the UK smart metering infrastructure. It enables secure, two-way communication between the customer's **smart meters** (electricity and gas) and the **Data Communications Company (DCC)** network.

- **Multi-Factor Authentication (MFA):** A security mechanism requiring users to verify their identity using **two or more authentication factors**, such as a password and a time-based one-time code. MFA is implemented for all SSI logins to ensure strong access control and is delivered via integration with **Microsoft Entra ID** and the **Microsoft Authenticator app**.