



Future Service Management

Consultation on updates to the code
required documents

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Respond by: 17:00 on 13 July 2026

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1. Background and context

1. This consultation sets out and seeks your views on updates to the Self-Service Interface (SSI) Functions and Roles Policy and the SSI Baseline Requirements Document in relation to the CH ordering and return functionality mapping to Business Functional Domains (BFDs).
2. We are seeking your responses to the questions set out in this consultation by **17:00 on Monday 13 July 2026**. This is a shorter period than DCC would normally consult with our customers when proposing changes to a SEC required document. However, the changes are administrative only and at the time of consultation already in use by Service Users.

1.1. The FSM Programme

3. The DCC Service Management System (DSMS) was a critical part of DCC's infrastructure, used to track and resolve issues across the smart metering network. Customers used the DSMS to request DCC services, raise incidents, and access reporting and diagnostics information. This system handled a high volume of activity, with around 25,000 separate requests or incidents raised through it each month. The DSMS service was supported under the existing Data Service Provider (DSP)¹ contract. However, the tool on which the DSMS was built had come to the end of its life and so a new tool was required to mitigate service and security risks to the smart meter network.
4. The Future Service Management (FSM) Programme was initiated in June 2023 to competitively procure and implement a replacement tool ahead of the new DSP service commissioning in 2028. The FSM solution went live on 16 May 2026, at which point the existing DSMS was decommissioned. The scope of this programme had been to:
 - Replace the existing scope of DSMS including the SSI and the Self-Service Management Interface (SSMI);
 - Replace the underlying Service Management tool which was used by the DCC Service Desk; and
 - Incorporate Order Management System (OMS) capabilities, including the ordering of 4G Communications Hubs (CHs) and the returns of all Smart Metering Equipment Technical Specifications 2+ (SMETS2+) CHs.
5. The original DSMS service had been built upon a BMC Remedy platform, which was an IT Service Management tool. Following it being recommended by all bidders during the procurement exercise, DCC selected ServiceNow as the platform to be used for the FSM solution. ServiceNow is a flexible cloud-based 'software as a service' tool offering several Service Management aspects either 'out-of-the-box' or via configuration or customisation.
6. The OMS functionality for 4G CHs was included within the scope of the FSM Programme, leveraging the same ServiceNow solution as for Service Management. The 4G OMS was therefore delivered through the replacement tool at the same time, replacing the previous solution. Any future technologies will also be incorporated into the ServiceNow solution in the same way. The functionality to return all SMETS2+ CHs was also included within the scope of the programme. Please note that the existing OMS solutions for ordering 2G/3G and long-range radio (LRR) CHs were not replaced within this programme. Each will instead be retired independently in the future as they reached their final dates for ordering the respective products.
7. In addition to replacing the tool, DCC retired the use of User Interface (UI) DCC Key Infrastructure (DCCKI) personnel certificates to access the DSMS and replaced them with multi-factor authentication (MFA). MFA is a widely used and trusted approach to authenticating the person

¹ The DSP and other services delivered under the data services contract sit right at the heart of the smart metering infrastructure, by providing data services that connect DCC Users (such as Energy Suppliers, Network Operators and Other Users) to Devices at their consumers' premises.

logging in to a site by requiring them to provide two or more pieces of evidence (for example entering a password, using a security token or authenticator device, or using biometrics).

1.2. Previous consultation and engagement

8. The SSI Functions and Roles Policy was created as part of the FSM Programme as a 'code required document' to set out in detail the structure and definition of Job Type Roles within the SSI. DCC consulted on the first version the SSI Functions and Roles Policy prior to its approval by the SEC Panel and published its conclusions in September 2025.²
9. This policy describes the Functional Components that are available to each of the Functional Domains and which Functional Components an SSI user with a specific Job Type Role is permitted to access. Much of the information in this policy was previously contained in SEC Appendix AH 'Self-Service Interface Access Control Specification' and was moved to the SSI Functions and Roles Policy as part of the agreed SEC changes for the FSM solution.
10. Within the same consultation, DCC also proposed updates to the existing SSI Baseline Requirements Document to reflect the solution being delivered by the FSM Programme.
11. Following FSM go-live in May 2026, DCC proposed to update this policy in relation to the CH ordering and return functionality mapping to Use Cases to reflect changes made during user testing and business readiness activities. These changes were needed to better reflect the industry operating models and to support licence volume constraints with the OMS functionality as articulated in the SEC.
12. It is worth noting that these changes have already been applied to the FSM solution, cascaded to Service Users via the user testing support forums and are currently in use. Therefore, these changes are retrospective administrative changes to align these documents rather than proposing future change.
13. DCC is required to consult the industry on any changes to the SSI Functions and Roles Policy or the SSI Baseline Requirements Document prior to seeking the approval of the SEC Panel to implement these. This consultation seeks your views on DCC's proposed changes to these documents.

1.3. Scope and structure of this consultation

14. This consultation seeks your views on updates to the SSI Functions and Roles Policy and the SSI Baseline Requirements Document, specifically refinement of the CH ordering and return functionality mapping to Business Functional Domains. A summary of these changes can be found in Sections 2 and 3 of this consultation document. The redlined changes to the SSI Functions and Roles Policy can be found in Attachment 1, and the redline changes to the SSI Baseline Requirements Document can be found in Attachment 2.
15. This consultation is expected to impact all SEC Parties that use the DSMS or that use the OMS for 4G CHs.
16. This consultation will close at **17:00 on Monday 13 July 2026**. Following this, DCC will provide the responses received to this consultation and the updated versions of these documents to the SEC Panel for its approval. DCC will also publish its conclusions on this consultation on the DCC website.

² [FSM conclusions on the code required documents | Smart DCC](#)

2. Updates to the SSI Functions and Roles Policy

17. This section summarises the changes that DCC is proposing to the SSI Functions and Roles Policy.
18. CH returns are currently included as part of the BFD13 'Forecasting & ordering' Use Case in Section 3 of the policy. This is being separated out into a new Use Case, BFD16 'Comms Hub Returns', splitting the forward and reverse logistics into two separate use cases. This is to allow or reflect the segregation of CH ordering and returns from other functional domains or business areas, and to support in managing the number of CH ordering licences allocated as defined with the SEC.
19. As a result, the Job Type Roles listed against BFD13 in Section 4 of the policy have been updated to reflect the reduction in scope of this BFD. Specifically, only the 'Comms Hub Order' Job Type Role will be able to access this Use Case. A new line has been added to list the Job Type Roles applicable to new Use Case BFD16, which will be limited to the 'Comms Hub Returns' Job Type Role.
20. A clarification has also been added to Sections 5 and 6 of the policy to highlight that Administration Users with the 'All Access' Job Type Role will also need to be added to the 'SSI Admin', 'Lead' or 'Backup' in the Nominated Contact List (NCL) to allow for management of users within their organisation.
21. The full redlined changes to the SSI Functions and Roles Policy can be found in Attachment 1.

3. Updates to the SSI Baseline Requirements Document

22. This section summarises the changes that DCC is proposing to the Self-Service Interface Baseline Requirements Document.
23. Throughout the document ordering and returns capabilities have been separated by removing CH returns from BFD13, and BFD16 has now been introduced. BFD16 defines the end-to-end lifecycle for CH returns, including initiation, validation, submission, and tracking.
24. Section 2 of the document now clearly defines Ordering and Returns as distinct functional domains, with separate processes, access controls, and responsibilities.
25. The process and requirements mappings in Section 3 of the document have been updated to include CH returns (PM33), and associated functional requirements (FR-82 to FR-85) have now been reassigned to BFD16. This now reflects the end-to-end Communications Hub Return process, including initiation, validation and tracking, and is aligned to SEC Modification Proposal MP252 'Amending the process for Communications Hub returns'.³
26. Within Section 4 of the document, the role-based access controls are strengthened by restricting the access to BFD13 to the 'CHOrder' Job Type Role and restricting BFD16 to the 'CHReturn' Job Type Role.
27. The full redlined changes to the SSI Baseline Requirements Document can be found in Attachment 2.

³ [MP252 'Amending the process for Communications Hub returns' - Smart Energy Code](#)

4. Next steps

28. Following the closure of this consultation, DCC will assess respondents' views and amend the proposed updates to the code required documents as needed. DCC will then submit the full responses received to this consultation and the amended version of this document to the SEC Panel for approval.
29. DCC will also publish a consultation conclusions document containing its consideration of the responses to this consultation and its amendments to the proposed updates to the code required documents following a SEC Panel decision on approval.

5. Consultation questions and how to respond

30. We are seeking your views on the following questions:

Q1	<p>Do you agree with the proposed changes to the SSI Functions and Roles Policy?</p> <p><i>Please provide your rationale for your response</i></p>
Q2	<p>Do you agree with the proposed changes to the SSI Baseline Requirements Document?</p> <p><i>Please provide your rationale for your response</i></p>

31. Please provide responses using the attached response form by **17:00 on Monday 13 July 2026** to DCC at consultations@smartdcc.co.uk.
32. Consultation responses may be published on our website (smartdcc.co.uk). Please state clearly in writing whether you want all or any part of your consultation to be treated as confidential. It would be helpful if you could explain to us why you regard the information you have provided as confidential. Please note that responses in their entirety (including any text marked confidential) may be made available to the Department and the Gas and Electricity Markets Authority (the Authority). Information provided to the Department or the Authority, including personal information, may be subject to publication or disclosure in accordance with the access to information legislation (primarily the Freedom of Information Act 2000, the Data Protection Act 2018 and the Environmental Information Regulations 2004). If the Department or the Authority receive a request for disclosure of the information, we/they will take full account of your explanation (to the extent provided to them), but we/they cannot give an assurance that confidentiality can be maintained in all circumstances. An automatic confidentiality disclaimer generated by your IT system will not, of itself, be regarded by us as a confidentiality request.
33. If you have any questions about this consultation, please contact us at consultations@smartdcc.co.uk.

6. Attachments

34. This consultation includes three attachments:
 - Attachment 1: Proposed changes to the SSI Functions and Roles Policy
 - Attachment 2: Proposed changes to the SSI Interface Baseline Requirements Document
 - Attachment 3: Consultation response template