Data Communications Company

Conclusion to Future Service Management Consultation on Updates to the Code Required Documents

Updates to SSI Functions and Roles Policy & SSI Baseline Requirements Document

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1. Executive Summary

1. The Future Service Management (FSM) Programme launched in 2023 to competitively procure and implement a replacement DCC User self-service tool as required by the SEC. The FSM solution went live on 16 May 2026.

2. In July 2026, DCC consulted[1] on proposed updates to the SSI Code Required Documents (CRDs) as part of the FSM Programme. Changes were proposed to the SSI Functions and Roles Policy and the SSI Baseline Requirements Document, specifically refinement of the Communications Hub (CH) Orders and return functionality mapping to Business Functional Domains (BFDs).

3. The proposed changes were administrative only and were already in use by Service Users at the time of consultation. We received two responses from energy supplier parties, both with no objections to the proposed changes but raising additional points that we outline and address within section 3.

4. The proposed final FSM CRDs were presented to the SEC Panel in August 2026, where additional points were raised concerning Users who do not have access to FSM, which has now been addressed by introducing additional explanatory text to the document.

5. Following agreement by the SEC Panel in October 2026, changes to the SSI Functions and Roles Policy and the SSI Baseline Requirements Document are now finalised and published alongside this conclusion document. Red lined changes reflect amendments made as part of the consultation process.

[1] https://www.smartdcc.co.uk/consultations/fsm-consultation-on-updates-to-the-code-required-documents/

2. Background

6. The Data Communications Company (DCC) is Britain's digital energy spine, supporting the transformation of the energy system. DCC is licensed by the Government and regulated by the energy regulator Ofgem to connect smart meters in homes and small businesses across Great Britain to a single secure, digital network. DCC supports the roll-out and operation of second-generation (SMETS2) smart meters, as well as the operation of existing first-generation (SMETS1) meters on our network.

7. The DCC Service Management System (DSMS) provided DCC's SSI Smart Energy Code (SEC) requirements making it 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) 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.

2.1. The FSM Programme

8. The 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.

9. 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.

10. 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.

11. 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 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).

2.2. Previous consultation and engagement

12. 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.

13. 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.

14. 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.

15. Following FSM go-live in May 2026, DCC proposed to update this policy in relation to the CH orders 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.

16. 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.

17. 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 any changes.

2.3. Summary of Consultation Responses

18. DCC consulted between the 6th and 13th of July, which is a shorter period than we would normally consult with our customers when proposing changes to a SEC required document. However, the proposed changes are administrative only and at the time of consultation already in use by Service Users.

19. We received two responses from energy supplier parties, both with no objections to the proposed changes but raising additional points that we outline and address within section 3.

3. Proposed Updates to Code Required Documents

20. DCC proposed updating the SSI Functions and Roles Policy and the SSI Baseline Requirements Document, specifically refinement of the CH ordering and CH return functionality and mapping these to separate Business Functional Domains (BFD).

3.1. Updates to the SSI Functions and Roles Policy

21. We proposed updates to the SSI Functions and Roles Policy, separating ordering and returns Use Cases by creating a new Use Case, 'BFD16 Comms Hub Returns', whilst retaining BFD13 for the 'CH Order' Use Case.

22. A clarification was also 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.

23. A full redlined SSI Functions and Roles Policy was provided alongside the consultation.

24. We asked the following question:

Q1	Do you agree with the proposed changes to the SSI Functions and Roles Policy? *Please provide your rationale for your response*

25. We received two responses from large energy supplier organisations. One was supportive of the proposed changes, and the other respondent provided comments but did not express a definitive view on the proposal. The supportive response noted some of the that the proposed changes within the redline text were not correct as consulted on. Specifically, that CH Orders and Returns should be separate roles (BFD13 for Orders and BFD16 for Returns) and this was not fully reflected within the Job Type Role table. DCC agrees with this point and has made corrective changes.

26. Other than these highlighted errors the respondent confirmed that the redlined document appears to match the functionality of the system as implemented and the documents should be updated.

27. Additionally, this respondent also commented that the BFD roles and naming do not appear within the new SSI system, which can add a layer of complexity and could be resolved by clarifying which BFD map to the named system job roles.

28. DCC agrees with this point and following further discussion with the respondent is committed to producing and publishing a knowledge article containing a simple matrix that maps the Business Functional Domains to the Job Type Roles. This will be published in Q4 2026.

29. One respondent questioned why the CRDs do not refer to FSM and instead continue to refer to SSI following implementation of the new system. DCC understands that a number of different terms have been used to describe service management, which may have created some confusion. However, the FSM term applies to the programme only and the SSI definition is described within the legal text of SEC. Therefore, the SSI must be used within the CRDs to align with related SEC definitions and requirements.

30. To address the points raised during the August SEC Panel, DCC have added additional explanatory text to the SSI Functions and Roles Policy that confirms Users who do not have access to FSM should continue to contact the DCC Service Desk in accordance with SEC Section H8.14 and a further review of these requirements should take place when DCC next consults on changes to this policy.

31. A finalised and redlined version of the SSI Functions and Roles Policy is published alongside this conclusion document.

3.2. Updates to the SSI Baseline Requirements Document

32. We proposed updates to the SSI Functions and Roles Policy, separating ordering and returns capabilities with separate processes, access controls, and responsibilities. DCC proposed that the role-based access controls restrict the access of BFD13 to the 'CH Order' Job Type Role and BFD16 to the 'CH Return' Job Type Role. A full redlined SSI Baseline Requirements Document was provided alongside the consultation.

33. We asked the following question:

Q2	Do you agree with the proposed changes to the SSI Baseline Requirements Document? *Please provide your rationale for your response*

34. We received two responses from large energy supplier organisations. One was supportive of the proposed changes, and the other respondent provided comments but did not express a definitive view on the proposal. The supportive response noted that the proposed changes better clarify the current use of the system.

35. A finalised version of the SSI Baseline Requirements Document is published alongside this conclusion document.

4. Outcome

36. We have provided finalised copies of the CRDs alongside this conclusion document.

5. Attachments

- Attachment 1: (final) SSI Functions and Roles Policy V1.2
- Attachment 2: (final + redlined) SSI Functions and Roles Policy V1.2
- Attachment 3: (final) SSI Baseline Requirements Document V1.0.19