Data Communications Company



SSI Functions and Roles Policy

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Table of Contents

1. Introduction 3
2. Scope of applicability 4
3. Business Functional Domains and Functional Components 4
4. Job Type Roles 10
5. DCC Managed Job Type Roles 12
6. Assignment / Removal of Job Type Roles to SSI Accounts 12
   - 6.1. Create SSI User 12
   - 6.2. Update SSI User 12
   - 6.3. De-activate SSI User 12

1. Introduction

This document is the SSI Functions and Roles Policy, which is established and maintained in accordance with Clause 1.5.1 of the Self-Service Interface Access Control Specification.

Document control

Revision history

Revision date	Summary of changes	Changes marked	Version number
	Template version	No	0.1
11/07/2025	Draft version for peer review	Yes	0.2
30/07/2025	Uplifted following DESNZ review	Yes	0.3
16/09/2025	Uplifted following CRD Consultation	Yes	0.4
02/02/2026	Final version for publication following CRD Consultation	No	1.0
04/06/2026	➢ Removal of CHReturn Use Case from BFD13 ➢ Addition of new BFD16 for CHReturn use case ➢ Removal of CH Order access from all JTR's other than the CHOrder role ➢ Assignment of CHReturn JTR to new BFD16	Yes	1.1
10/11/2026	Uplifted following CRD Consultation	Yes	1.2

2. Scope of applicability

This document describes the Business Functional Domains and Job Type Roles available to SSI users of the DSMS. It describes the Functional Components that are available to each of the Functional Domains and which Functional Components that User Personnel with a given Job Type Role are permitted to access.

Users who do not have access to SSI should continue to contact the DCC Service Desk in accordance with SEC Section H8.14. This document does not currently describe the requirements associated with H8.14, including the support model for non-SSI Users. These requirements will be reviewed and considered for inclusion in the next iteration of this document.

3. Business Functional Domains and Functional Components

Business Functional Domains means a grouping of one of more Functional Components which is used to describe and deliver the functional requirements of Self-Service Interface Users. Business Functional Domains are further described in the SSI Baseline Requirements document.

Functional Component means a specific item or a set of functionality provided by the Self-Service Interface which is subject to the access controls set out in this document.

BFD ID	Business Functional Domain Name	Service Capability	Functional Component	DCC Defined Access
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 • Track and view detailed Problem information related to Incidents	Raise service management incidents UC_RaiseSMI_001 UC_RaiseSMI_002 UC_RaiseSMI_003 UC_RaiseSMI_004 Update service management incidents UC_UpdateSMI_001 View service management incidents UC_ViewSMI_001 UC_ViewSMI_002 Problem Management UC_ProblemManagement_001 UC_ProblemManagement_002	Full Conditional as set out in Section H9 Conditional as set out in Section H9 Conditional as set out in Section H9
		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	UC_Schedule_001 UC_Schedule_002 UC_Schedule_003	Full

BFD ID	Business Functional Domain Name	Service Capability	Functional Component	DCC Defined Access
		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.	Service catalogue publication and call off UC_ServiceCatalogue_001 UC_ServiceCatalogue_002 UC_ServiceCatalogue_003	Full
		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	Communications Hub availability and diagnostics UC_HubStatus_001 UC_HubStatus_002	Full

BFD ID	Business Functional Domain Name	Service Capability	Functional Component	DCC Defined Access
		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. Search capability, allowing Users to search for content provided by the SSI using tagged keywords, or textual content of page titles and descriptions.	Knowledge management UC_KnowledgeManagement_001 FAQs UC_FAQ_001 DCC user manuals UC_Manuals_001 UC_Search_001	Full Full Full Full
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.	Smart metering inventory UC_Inventory_001, UC_Inventory_002	Full
BFD03	DCC Service Status	Provide Users with a dashboard of component availability for DCC Services in accordance with H8.16(g).	DCC service status UC_ServiceDashboard_001	Full

BFD ID	Business Functional Domain Name	Service Capability	Functional Component	DCC Defined Access
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. Allows User Personnel to view information for traffic management alerts relating to their devices Allows User Personnel to view information related to the status of recently requested Firmware Distribution requests Allows User Personnel to upload Anomaly Detection Threshold (ADT) files directly into ServiceNow.	Service Audit Trails UC_ServiceAudit_001, UC_ServiceAudit_002 Traffic Management UC_TrafficManagement_001 Firmware Distribution UC_FirmwareDistribution_001	Conditional. Access shall be granted as set out in Section H8.16(b). Conditional. Access shall be granted as set out in Section H8.16(b). Conditional. Access shall be granted as set out in Section H8.16(b).
BFD05	BFD05 is no longer in use	BFD05 is no longer in use	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	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).	SM WAN network coverage UC_CSPCoverage_001 UC_CSPCoverage_002	Full
BFD08	BFD08 is no longer in use	BFD08 is no longer in use	BFD08 is no longer in use	BFD08 is no longer in use

BFD ID	Business Functional Domain Name	Service Capability	Functional Component	DCC Defined Access
BFD09	BFD09 is no longer in use	BFD09 is no longer in use	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	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.	Reporting UC_Reports_001	Conditional. Users will only be permitted to view reports which pertain to them.
BFD12	BFD12 is no longer in use	BFD12 is no longer in use	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.	Forecasting and ordering of Communications Hubs and auxiliary equipment UC_CSPOMS_001	Conditional Access shall be granted to Users with Comms Hub Order / Comms Hub Return / Comms Hub Query Roles.
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	Log In UC_Login_001 User account management UC_OrgManager_001, UC_OrgManager_002, UC_OrgManager_003 User profile information UC_Profile_001 Audit Data Analysis UC_PFAudit_001	Full Conditional. Access shall be granted to Administration Users. Full Conditional. Access shall be granted to Administration Users.

BFD ID	Business Functional Domain Name	Service Capability	Functional Component	DCC Defined Access
		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. • Allows an organisational administrator to produce a report on the usage of users within their DSP corporation (under their SEC Lead Party)		
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.	Device Certificate realignment UC_CertificateAlign_001	Conditional. Access shall be granted to the Responsible Supplier.
BFD16	Comms Hub Returns	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	Comms Hub Return UC_AssetReturn_001	Conditional Access shall be granted to Users with Comms Hub Return Role.

Table 1 – Business Functional Domains

4. Job Type Roles

SSI Accounts shall be managed by Administration Users (also known as Organisational Administrator) via the Self-Service Interface.

The table below shows which Functional Components that User Personnel with a given Job Type Role are only permitted to access (User Personnel with a given Job Type Role may only access those Functional Components where there is a 'Y' in the corresponding box).

Business Functional Domain	Job Type Roles												
	All Access	Organisational Administrator	Security User	Lead Agent	Call Centre User	MI User	Service Management User	Smart meter operations User	Comms Hub Order	SEC Contract Manager	Comms Hub Query	Comms Hub Returns	Certificate Alignment
BFD01 UC_RaiseSMI_001 UC_RaiseSMI_002 UC_RaiseSMI_003 UC_RaiseSMI_004 UC_UpdateSMI_001 UC_ViewSMI_001 UC_ViewSMI_002 UC_ProblemManagement_001 UC_ProblemManagement_002 UC_Schedule_001 UC_Schedule_002 UC_Schedule_003 UC_ServiceCatalogue_001 UC_ServiceCatalogue_002 UC_ServiceCatalogue_003 UC_HubStatus_001 UC_HubStatus_002 UC_KnowledgeManagement_001 UC_FAQ_001 UC_Manuals_001 UC_Search_001	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
BFD02 UC_Inventory_001 UC_Inventory_002	Y	Y	Y	Y	Y	Y	Y	Y		Y			

Business Functional Domain	Job Type Roles													
	All Access	Organisational Administrator	Security User	Lead Agent	Call Centre User	MI User	Service Management User	Smart meter operations User	Comms Hub Order	SEC Contract Manager	Comms Hub Query	Comms Hub Returns	Certificate Alignment
BFD03 UC_ServiceDashboard_001	Y	Y	Y	Y	Y		Y	Y					
BFD04 UC_ServiceAudit_001 UC_ServiceAudit_002	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y			
BFD07 UC_CSPCoverage_001 UC_CSPCoverage_002	Y	Y		Y	Y	Y	Y	Y					
BFD11 UC_Reports_001	Y	Y		Y		Y				Y			
BFD13 UC_CSPOMS_001									Y				
BFD14 UC_OrgManager_001 UC_OrgManager_002		Y											
BFD15 UC_CertificateAlign_001													Y
BFD16 UC_AssetReturn_001												Y	

Table 2 – Job Type Roles

5. DCC Managed Job Type Roles

The DCC will manage the initial set up of a user for a new SEC Party as part of the on-boarding process. This initial user for an organisation will be granted the 'All Access '' Job Type Role and set up as a Lead in the Nominated Contact List. and will be responsible for creating, amending and deactivating users within their own organisation, and assigning them to Job Type Roles in accordance with the process set out in Section 6 below.

6. Assignment / Removal of Job Type Roles to SSI Accounts

Administration Users with the 'All Access '' Job Type Role have the ability to utilise the *Service User Access Management* SMSR to add new users, update existing users and de-activate existing users. Note: these users also needs to be set up as a SSI Admin, Lead or Backup in the Nominated Contact List.

6.1. Create SSI User

Organisation Administrators can create new SSI users within their own organisation as defined in section 3.1.21 of the SSI Baseline Requirements document.

6.2. Update SSI User

Organisation Administrators can update SSI user accounts within their own organisation as defined in section 3.1.22 of the SSI Baseline Requirements document.

6.3. De-activate SSI User

Organisation Administrators can de-activate SSI users within their own organisation as defined in section 3.1.24 of the SSI Baseline Requirements document.