



Business Continuity and Disaster Recover Test Approach Document

An overview of the approach to testing and customer
communication

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Document control heading

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Reviews

Name	Title / Responsibility	Release Date	Version number
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Approvals

Name	Title / Responsibility	Release Date	Version number
Bilal Ali	Head of Service Management	July 2024	V0.1
Gareth Swift	BCDR Manager	February 2026	V0.6
Helen Tang	BCDR Manager	February 2026	V0.7
Moses Ndukwe	BCDR Manager	February 2026	V0.6
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1. Introduction

1. Business Continuity Disaster Recovery (BCDR) is a vital part of DCC services that ensures resilience to unforeseen outages which ensures services can continue to be provided with as little disruption for DCC customers and consumers as possible.
2. In addition, the Smart Energy Code (SEC) requires that DCC has in place BCDR procedures and to test those procedures. Testing often results in downtime where the Services, or more often a subset of them, are unavailable for the duration of the test and so there can be an impact to users. Over time DCC has changed the approach to BCDR Testing in response to User feedback where those changes have been targeted at reducing the impact on customers.
3. BCDR Testing is a key part of ensuring and proving DCC System resilience so that the services can continue to be provided in the event of an unplanned outage or disaster.
4. The content of this document is centred on the approach to BCDR Testing on live, production and disaster recovery environments. Alternative methods of testing and exercising methods are discussed for the purposes of comparison and substitution where a Live Exercise may not be the appropriate approach.

2. Background

5. The most important purpose of completing BCDR Tests is to prove system resilience and that services to DCC customers can continue or be recovered in a timely manner in the event of an unplanned outage. There are also regulatory requirements for DCC to consider in completing testing.
6. Smart Energy Code (SEC) H10.9 requires DCC to have BCDR Procedures in place to ensure that in the event of a disaster there is no significant disruption to Services and that Services can be restored as soon as possible.
7. SEC H10.11 places an obligation on DCC to periodically test, at least annually, the BCDR arrangements in order to assess whether they remain suitable for achieving the objectives set out in SEC H10.9.
8. DCC is required to comply with, and be certified for, ISO22301:2019 the international standard for Business Continuity Management Systems which provides a level of assurance that DCC is compliant with industry and best practise requirements. As part of ISO 22301, clause 8.5 covers how a BCDR Testing and exercising programme is a key component of maintaining the standard and demonstrating best practice.
9. SEC H10 requires that DCC consult with Parties and SEC Panel before completing any BCDR Testing and to provide Parties with 60 working days' notice of any test.
10. BCDR Testing results in downtime of DCC services, and DCC is aware of the need to keep downtime to a minimum to reduce service disruption for customers. Overall downtime can be impacted by other activities such as Planned and Unplanned Maintenance.

3. Reviews

11. This approach document will be reviewed at least annually and updated regularly as our approach changes in response to best practice and technological developments.

4. DCC Resilience

4.1. DCC Network Complexity and Capability

12. DCC's network is provided by multiple Service Providers and has been designed for resilience, comprised of individual, inter-operable, geographically separated solutions to isolate the service impact of any failures or downtime.
13. Each individual component solution has the capability to respond to faults with localised redundancy within its primary, Production environment, e.g. paired network devices, to provide service continuity.
14. Additionally, each component solution can respond to a major disaster within its primary infrastructure, by moving all its services to a secondary instance of Production.
15. BCDR Testing is focused on proving the capability of each component solution to move services to its secondary environment, whilst maintaining interoperability across the network.
16. To minimise the impact of disruption, BCDR Testing is usually conducted to avoid the colder winter months, outside normal office hours, where the volume of critical services on DCC systems is at its lowest, and the procedures invoked are designed to protect critical data.

4.2. Benefits of BCDR Testing

17. With individual component technologies evolving and changing, regular BCDR Testing on the 'live' environments provides confidence that a service can be restored within acceptable timeframes, minimising potential disruption across the ecosystem should a real-world disaster occur.
18. Ultimately, BCDR Testing provides assurance and mitigation that the risk of disruption is being effectively controlled across the DCC network in the event of an unplanned outage.
19. Other benefits of testing include:
 - Validation that secondary infrastructure is maintained in line with primary infrastructure and in a ready state.
 - Development of the competence and skill required to respond to incidents or disasters effectively and efficiently and learn from unexpected scenarios so that improvements to the process and planning can be made.
 - Identification of improvements to BCDR plans, runbooks, and recovery solutions.
 - Capture of learnings and knowledge for future reference and adaptation e.g. in a different failure scenario.
 - Insight to system behaviours and alerts so that these are known and expected ahead of an incident.
 - A greater understanding of how interrelated response plans should function alongside each other in a larger scale disruptive incident or crisis
 - Supports continued ISO22301 and ISO27001 certification and is aligned with the BCI Good Practice Guidelines.

4.3. Disadvantages of BCDR Testing

20. Most of the DCC's network solutions are deployed in an Active/Standby configuration, requiring service downtime during testing, impacting multiple service users and service providers. Such a test would be considered as a Service Impacting BCDR Test.
21. To manage risk and protect data, testing is often carried out gracefully¹, but a graceful failover is not always fully representative of an invocation or disaster and can also extend the time required from outage windows.
22. Preparation, governance and execution of live tests on Production environments is time and resource intensive. If service is not recovered at the end of testing, incident management will consume further time and resource.
23. Service disruption exceeding RTOs is unacceptable to DCC and its customers, may harm end users and harms the reputation of smart metering.
24. Not all parties can support testing outside normal working hours, leading to a delay in the identification of post-test issues.
25. Absence of pre-production environments to simulate testing, introduces unpredictability to every test due to the rate or volume of change of solutions in the period between tests.
26. Testing can challenge customers own change management and DR testing plans.
27. Potential for loss of knowledge and experience in between tests, e.g. a key SME leaves the service provider.
28. If testing does not go to plan, confidence in the resilience of the solution is reduced and testing failover may not be trusted as a robust incident response until retested.

4.4. BCDR Testing Constraints and Restrictions

29. With no SEC requirement for pre-production environments testing opportunities are limited to live Disaster Recovery testing on Production environments, or paper-based desktop exercises.
30. DCC work to reduce the impact of testing and SEC obligations in respect of maximum tolerance to Disruption, Recovery Time Objectives and Recovery Point Objectives ensure that outage windows are kept to a minimum.
31. The degree of inter-dependency between solutions requires a co-ordinated approach and forward planning between multiple solution Service Providers to agree an annual schedule.
32. To support Customers the annual schedule is planned to avoid the winter months, quarterly tariff events and major change and release activities.
33. Any BCDR Test must be consulted on by DCC and customers provided with 60 working days notification. DCC chooses to complete an annual BCDR Testing schedule and issue a single consultation to cover the full 12-month schedule.
34. Where amendments are required DCC will aim to consult and provide the 60 working day notice period. Where that cannot happen as much notice as is possible will be provided and DCC will consider the impact of a shorter notice period before scheduling the test.
35. Where additional testing is agreed to as part of a new services go Live Service Criteria DCC will consult with customers and issue the required 60 working days' notice.

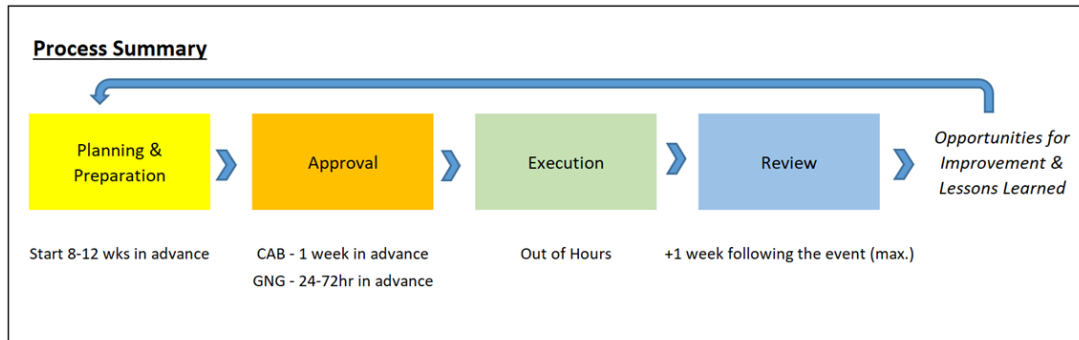
¹ A graceful failover requires that both primary and secondary infrastructure are confirmed as synchronised prior to failover, before service traffic or processing is stopped, and all systems brought up online in the secondary instance or location. Service traffic or processing will recommence as soon as all SMEs have completed the agreed system health checks. If there are no processing errors, a formal return to service is communicated.

36. A planned BCDR Test will not proceed if, during Planning (see below), a solution review and risk assessment concludes that proceeding is outside of DCC Operations and Security risk appetite.

5. BCDR Testing Approach

5.1. Planning and Approval

37. The planning cycle for each component solution test commences eight to twelve weeks in advance of an individual test date, in line with the BCDR Annual Testing Schedule.



38. A standard approach is taken to planning all BCDR Tests, including but not limited to:

- Engagement of all Service Providers impacted, or required to support, the BCDR Test in weekly planning meetings and during the actual test event on bridge calls.
- Engagement of a multi-disciplined DCC team across Operations, CTO and Security in planning and execution.
- Requests for voluntary participation from DCC Users in conducting health checks post-exercise.
- A full solution review and risk assessment for the period since the last BCDR Test based on:
 - Service impacts.
 - Incidents.
 - Problems (especially where there is no known root cause).
 - Changes.
 - Learnings and performance from the last BCDR Test.
 - Service Provider performance.
 - Other environmental impacts e.g. material changes in the volume of traffic.
- Desktop reviews of the BCDR plan, test plan and runbook procedures to ensure that the target Recovery Time and Recovery Point Objectives are achievable, and that testing will be completed within the agreed Outage Window.
- Development and execution of checklists for critical pre and post-test activities such as health-checks.
- Delivery of Communications to ensure that DCC Users are aware of the test date, outage window and services impacts, with the opportunity to raise queries in advance.

- DCC Problem Management raise a proactive Problem record for each BCDR Test event to ensure that issues and lessons learned are captured and tracked to conclusion.
- Approval from the DCC Change Approval Board (subject to DCC Senior Leadership Team final approval).
- Final approval from the DCC Senior Leadership Team (SLT), 24-72 hours prior to the test date, taking into account the risk assessment outcomes, weather warnings and confirmation that the testing documentation and resource is in place.
- A formal communication will be sent from DCC Service Desk to confirm the decision to proceed or stand down.

5.2. Execution

39. To minimise disruption, BCDR Testing usually occurs at the weekend or overnight, when volumes of critical service requests are typically at their lowest. Refer to [Appendix 2](#) for information on current volumes for installations.
40. There is a final Go-No Go decision prior to the start of the Outage Window, and the decision to proceed with the test will be dependent on the results from pre-test checks, latest weather warnings, resource availability and wider network health. A formal communication will be sent from DCC Service Desk to confirm the decision to proceed or stand down.
41. Evidence of the implementation of the BCDR Test runbook and procedures will be captured, including any unexpected behaviour, delays or issues for inclusion in the final BCDR Test Report.
42. Post-test checks are completed by all impacted service providers and DCC Operations and Security personnel and if all health-checks return the expected response, formal approval is given for the return to service communications to be distributed by DCC Service Desk.

5.3. Review and Reporting

43. Evidence of the execution of the testing procedures is captured by the Service Provider as agreed in each test runbook.
44. Service Providers are required to submit a Test Report to provide an assessment of the test outcomes against test objectives and identify any learnings to be carried forward. The Test Report is available for DCC's review within 20 working days of the BCDR Test completion date.
45. DCC's Technical Operations Centre will provide an event report to show the actual impact of testing on critical service requests for internal review.
46. If there is an incident following, or because of a BCDR Test, the incident will be managed in accordance with DCC's Incident Management, Major Incident Management and Problem Management procedures.
47. DCC BCDR will report the outcome of each test and provide an annual summary of BCDR Testing outcomes to the SEC Panel.

5.4. Testing of New Services Pre and Post Go Live

48. New Services and solutions are resilience tested before go-live, with BCDR Test outcomes included in the Live Service Criteria for final approval to transition to Production.

49. BCDR Testing on new Services and solutions once they are in Production, is often agreed to be conducted within three months of the service going live. This is subject to consultation and a 60-day notice period, and adherence to standard planning and execution processes as outlined.
50. BCDR Testing of new Services and solutions will form part of the Annual Outage schedule once the first Production test has completed and met defined testing objectives.

6. Future Considerations and Opportunities

6.1. Alternative Methods of Testing or Proving Resilience

51. Where a live test on Production environments is assessed as outside of DCC's risk appetite, or resilience can be proven via other means, alternative methods of testing and exercising will be considered. Once controls or mitigating actions have been implemented live tests will be considered.
52. The decision to select an alternative method of testing or proving in place of an annual, live BCDR event will be made on a solution-by-solution basis.
53. Such alternatives include:
 - **Desktop walkthrough of BCDR Plans and disaster recovery (DR) runbooks.** This is already conducted as part of the planning activity prior to any BCDR Test and would be the minimum requirement in respect of testing.
 - **Desktop based simulation and scenario-based exercises.** As a follow on from the desktop walkthrough of BCDR Plans and DR runbooks, it is beneficial to run a scenario exercise to introduce variety and breadth to testing. Additionally, scenario exercises can engage a wider audience in preparing for potential disruptions- without impacting live services.
 - **Planned Maintenance activities** i.e., where a solution is failed over and back to implement a change, there should be no requirement to plan towards a standalone BCDR Test. Evidence of capability can be captured during the Maintenance window and reported to DCC. This method is already being adopted with Service Providers.
 - **Live incidents requiring a failover of a solution.** If successful, a live invocation may replace the contractual requirement to complete an annual BCDR Test.
 - **Cloud environment testing and cloud provider documented assurance.** These can be used to prove cloud solution resilience or assurance, especially for availability zone resilience or cloud-managed services.
 - **Pre-Production environment BCDR Testing.** Pre-Production is not currently available for solutions within the DCC network.
54. With the exception of Live Incidents, these types of BCDR Test would not impact the availability of DCC Services, they are therefore considered Non-Service Impacting BCDR Tests.

6.2. Assessing the need for live BCDR Testing in Production

55. In addition to conducting solution reviews and risk assessments there are other factors which will influence the design of an annual BCDR Test:

- **Outcomes from the last BCDR Test or invocation**, e.g. a successful outcome and low volume of change may mean that an alternative method to live testing can be considered to minimise service impact and deferral of a live test to the next annual cycle.
- **Solution design improvements** provide opportunities conduct testing as part of the implementation programme, or as part of business-as-usual Planned Maintenance.
- **Technology constraints** requiring an alternative approach to live testing.
- **ISO22301:2019** supports testing and exercising over time to ensure that solutions are tested at both '*planned intervals and when there are significant changes*'.
- **Consolidated testing opportunities are identified, either for complementary or non-conflicting solutions, requiring a single outage window, rather than multiple windows.**

7. Customer engagement with Planning

56. Customers currently inform DCC of their own Planned Maintenance or testing and submit queries via email if they have concerns about any conflicts with DCC planned outages. We have adapted the approach to BCDR Tests based on the feedback received historically and continue to welcome customer feedback.
57. DCC provide an annual consultation, published on the DCC website and this is also sent to all lead and backup contacts on the nominated contact list, to provide details of the proposed BCDR Test Schedule for the next regulatory year (April to March). We aim to issue this consultation before the end of the calendar year. Consultation responses are considered and changes made where necessary.
58. BCDR Tests that are expected to result in service disruption are also included in the annual outage plan that is regularly updated on the DCC SharePoint, and which combines other causes of service disruption (e.g. Maintenance activity) into a single view. The annual outage plan is presented to the SEC Operations Sub-Committee and further feedback sought which may result in further changes to the schedule.
59. Once finalised, we will provide confirmation of the annual BCDR Test Schedule and provide at least 60 working days advance notice of the first Service Impacting BCDR Test date. This notification is published on the DCC website and is sent to all lead and backup contacts. The confirmed BCDR Test dates are also retained on the annual outage plan available to Parties on the DCC SharePoint.
60. Following this we provide additional notice to customers in the monthly Maintenance communications which are provided at least 28-days in advance. This communication details outages that will arise from both Planned Maintenance and Service Impacting BCDR Tests.
61. In each of the notifications highlighted above, DCC provides specific information to Parties, which will include, but not be limited to:
 - Dates and times of the scheduled Outage Windows.
 - Services to be impacted, by region and by cohort (where applicable)
 - DCC contact details for parties to raise queries to about the testing and impacts.
62. Examples of the current format of communications is supplied in Appendix 1.
63. Customers are actively involved in the planning of a BCDR Test when they are required to make changes, and invited to perform post-test health checks, subject to their availability outside of normal office hours.

7.1. Future Opportunities to Engage DCC Customers

64. Customers provided feedback to DCC in Q1 2024 that improvements in BCDR Test communications are required to ensure that all parties understand the service impacts of planned testing. Customers have expressed a particular interest in testing which affects meter installations and prepayment activities.
65. See Appendix 3 for details on the impact of different BCDR Tests, including those anticipated to impact customers' ability to install meters.
66. Real world service impact data is being captured and planned any improvements to communications will be shared with the SEC and customers at the earliest opportunity. The current format of relevant communications is supplied in [Appendix 1](#).

8. Continuous Improvement and Review

8.1. Commitment to review

67. DCC strives for continuous improvement, and the BCDR Testing approach document will be reviewed regularly, with input requested from key stakeholders, including those engaged with the annual BCDR Test Schedule consultation process.
68. In addition to the review of the document, DCC will endeavour to make regular requests for parties to ensure that relevant contact details are supplied to DCC for inclusion in all future communications for BCDR Testing.
69. As new DCC network solutions are introduced, DCC will work with Service Providers to ensure that designs and BCDR Testing requirements are aligned with the objective of minimising service disruption and planned annual downtime. Where this objective is challenged, DCC will assess the impact and risk and consult with customers on the BCDR Testing approach to be adopted.

9. Glossary

The capitalised terms in this document are either defined in the SEC or in the table below.

Term	Definition
Active/Standby	<p>When systems are deployed in an active/standby configuration, there are pairs (or identical clusters) of devices and infrastructure deployed within environments, with only one of the pair receiving and processing traffic, while the other remains ready to take over processing if the 'active' one fails.</p> <p>There are different forms of 'standby' modes in terms of readiness. Some standby devices or infrastructure will be ready to failover to automatically, whilst others will be identical but require manual intervention to bring into service.</p> <p>Planned Maintenance must ensure that both Active and Standby infrastructure is kept in alignment.</p>
Live Exercise	Another term for a Live Test
Live Test	A live test requires that a service provider proves that if the primary infrastructure for a solution is unavailable, the service can be recovered to an alternative location and/or set of infrastructure within agreed recovery targets.
Non-Service Impacting BCDR Test	Tests such are those detailed in Section 6.1 or were proven in pre-production.
Primary Environment / Primary Infrastructure	The primary environment or infrastructure is usually where service traffic is routed to and processed, as well as replicated to the secondary environment or secondary infrastructure.
Production Environment	A Production environment is where real-time data is processed and managed to meet operational and service requirements.
Secondary Environment / Secondary infrastructure	A secondary environment or infrastructure is sometimes described as the disaster recovery environment. Unless any components are deployed as 'Active', the secondary environment will be maintained in a standby mode.
Service Impacting BCDR Test	Is a BCDR Test which is conducted on DCC Live System, and which causes an impact to the availability of Services. See Appendix 3 for detail on Service Provider testing and the Service Impact cause by a live system BCDR Test.

10. Appendices

10.1. Appendix 1: BCDR Testing Service Impact Communications

10.1.1. Monthly Maintenance and BCDR Communication (extract)

Below is an extract from the ‘DCC Monthly Maintenance and BCDR Communication’ that is issued by DCC Service Centre at least one-month in advance.

Planned BCDR activities (June 2024)	
6 th June 2024 20:00 to 7 th June 2024 02:00	BT (TSP) BCDR Event – Failover from Production to DR. During the event the following services will be unavailable: For SMETS 2 across all regions, the following services will be unavailable for the times specified: SMKI Internet Portal & SMKI Portal
13 th June 2024 20:00 to 14 th June 2024 02:00	BT (TSP) BCDR Event – Failback from DR to Production. During the event the following services will be unavailable: For SMETS 2 across all regions, the following services will be unavailable for the times specified: SMKI Internet Portal & SMKI Portal
If you have any queries regarding this then please email them to: ServiceCentre@SmartDCC.co.uk .	

10.1.2. Individual Test Communication (example)

Below is an example of the service impact table that is issued by DCC Service Centre at the start of any Planned Maintenance or BCDR Test.

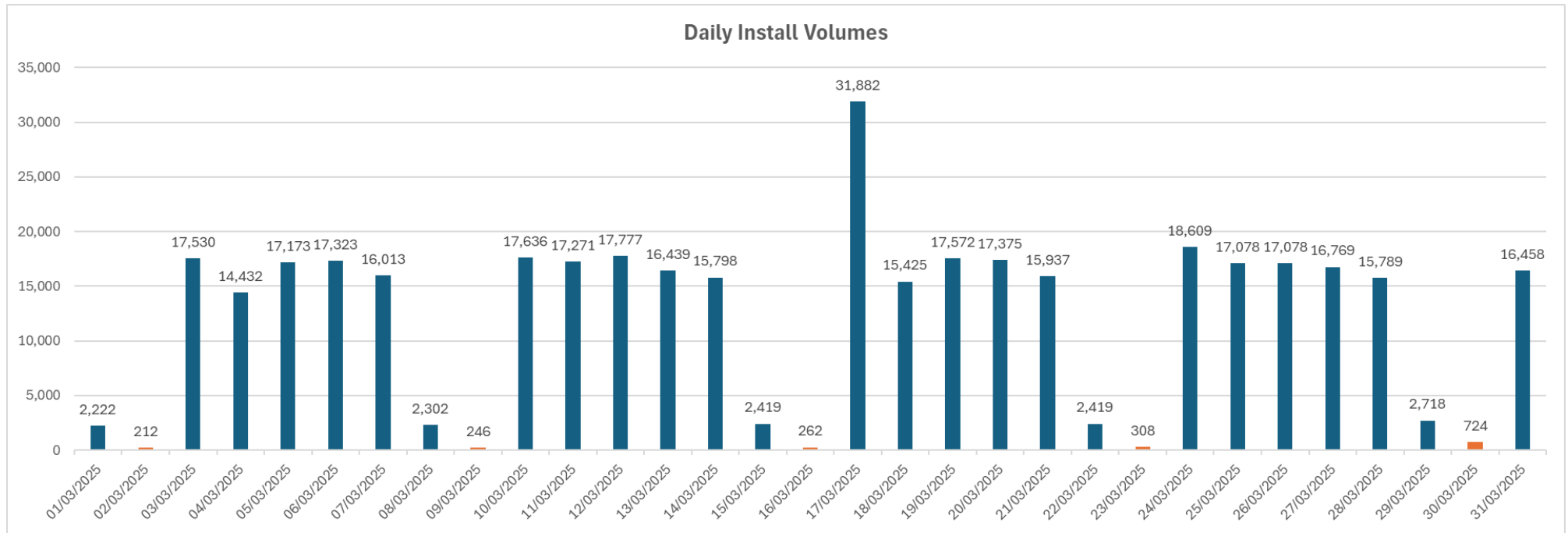
DCC – Planned Maintenance Activity: Changes Due to Start

Outage Start: 29/01/2026 20:00:00 - Outage End: 30/01/2026 02:00:00

Key Services – SMETS 2	Current Service Status	Impacted Region
DSP CSS Gateway	Unavailable	UK Wide
Install & Commissions	Unavailable	UK Wide
ADI Power Outage Alerts	Unavailable	UK Wide
Prepayment	Unavailable	UK Wide
Service Requests Scheduled	Unavailable	UK Wide
On Demand Service requests	Unavailable	UK Wide
Enduring Change of Supply (ECOS)	Unavailable	UK Wide
OTA Firmware Updates	Unavailable	UK Wide
SMKI Repository	Unavailable	UK Wide
SMKI Internet Portal	Available	UK Wide
SMKI Portal	Available	UK Wide
Post Code Lookup	Unavailable	UK Wide
Key Services – SMETS 1	Current Service Status	Impacted Cohort
S1SP Gateway	Unavailable	IOC/MOC/FOC
Service Requests Scheduled	Unavailable	IOC/MOC/FOC
On Demand Service Requests	Unavailable	IOC/MOC/FOC
Prepayment	Unavailable	IOC/MOC/FOC
Enduring Change of Supply (ECOS)	Unavailable	IOC/MOC/FOC
OTA Firmware Updates	Unavailable	IOC/MOC/FOC
Shared Services	Current Service Status	Impact
DCC Service Management Tool (Remedy)	Unavailable	UK Wide
Comms Hub Diagnostics	Unavailable	UK Wide
SSI/SSMI	Unavailable	UK Wide

10.2. Appendix 2: BCDR Testing Potential Impact - Installations

Below is an illustration of actual meter installations in March 2025 to show typical weekday and weekend volumes.



Observations:

- Weekend installs volumes are significantly lower than weekday volumes. Installation volumes are reviewed regularly to ensure that this has not changed over time.
- Sunday volumes in March 2025 are presented above for illustration and averaged c.350 installations (across 5 dates).
- Assuming the above installation volumes remain representative, a typical DCC BCDR Annual Testing Schedule including four events with potential to impact four days' worth of Customers' ability to install meters – or less than 1,500 installs if March 2025 is representative. Please see [Appendix 3](#) for an Impact Matrix of individual tests.

10.3. Appendix 3: BCDR Testing Service Impact Matrix

BCDR Event: Service Impact	CSP - N (Arqiva)	TSP (BT - SMKI)	ECoS (Accenture)	CSP C/S (VMo2)	DSP (CGI)	Cappemini (CP SMETS 1)	FSM (Cappemini)	DCO (Cappemini)	S1SP- FOC (DXC)	S1SP- FOC (CGI)	S1SP-IOC (SIE)	S1SP - MOC (Secure)	S1CSP (Vodafone)	4G - NEWAN (Vodafone)	4G - Device Manager/OMS (Accenture)
SMETS 2															
DSP CSS Gateway	Available	Available	Available	Available	Unavailable UK Wide	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available
Install and Commissions	Unavailable for North	Available	Available	Unavailable for Central & South	Unavailable UK Wide	Available	Available	Available	Available	Available	Available	Available	Available	Unavailable UK Wide for 4G only	Unavailable UK Wide for 4G only
AD1 Power Outage Alerts	Unavailable for North	Available	Available	Unavailable for Central & South	Unavailable UK Wide	Available	Available	Available	Available	Available	Available	Available	Available	Unavailable UK Wide for 4G only	Unavailable UK Wide for 4G only
Prepayment	Unavailable for North	Available	Available	Unavailable for Central & South	Unavailable UK Wide	Available	Available	Available	Available	Available	Available	Available	Available	Unavailable UK Wide for 4G only	Available
Scheduled Service Requests	Unavailable for North	Available	Available	Unavailable for Central & South	Unavailable UK Wide	Available	Available	Available	Available	Available	Available	Available	Available	Unavailable UK Wide for 4G only	Available
On Demand Service Requests	Unavailable for North	Available	Available	Unavailable for Central & South	Unavailable UK Wide	Available	Available	Available	Available	Available	Available	Available	Available	Unavailable UK Wide for 4G only	Available
Enduring Change of Supply (ECOS)	Unavailable for North	Available	Unavailable UK Wide	Unavailable for Central & South	Unavailable UK Wide	Available	Available	Available	Available	Available	Available	Available	Available	Unavailable UK Wide for 4G only	Available
OTA Firmware Updates	Unavailable for North	Available	Available	Unavailable for Central & South	Unavailable UK Wide	Available	Available	Available	Available	Available	Available	Available	Available	Unavailable UK Wide for 4G only	Unavailable UK Wide
SMKI Repository	Available	Available	Available	Available	Unavailable UK Wide	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available
SMKI Internet Portal	Available	Unavailable UK Wide	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available
SMKI Portal	Available	Unavailable UK Wide	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available
Postcode Lookup	Unavailable for North	Available	Available	Unavailable for Central & South	Unavailable UK Wide	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available
SMETS 1															
S1SP Gateway	Available	Available	Available	Available	Unavailable for IOC, MOC and FOC	Unavailable for MOC	Available	Unavailable for IOC, MOC and FOC	Unavailable for FOC	Unavailable for FOC	Unavailable for IOC	Unavailable for MOC	Unavailable for FOC and IOC	Available	Available
Schedule Service Requests	Available	Available	Available	Available	Unavailable for IOC, MOC and FOC	Unavailable for MOC	Available	Unavailable for IOC, MOC and FOC	Unavailable for FOC	Unavailable for FOC	Unavailable for IOC	Unavailable for MOC	Unavailable for FOC and IOC	Available	Available
On Demand Service Requests	Available	Available	Available	Available	Unavailable for IOC, MOC and FOC	Unavailable for MOC	Available	Unavailable for IOC, MOC and FOC	Unavailable for FOC	Unavailable for FOC	Unavailable for IOC	Unavailable for MOC	Unavailable for FOC and IOC	Available	Available
Prepayment	Available	Available	Available	Available	Unavailable for IOC, MOC and FOC	Unavailable for MOC	Available	Unavailable for IOC, MOC and FOC	Unavailable for FOC	Unavailable for FOC	Unavailable for IOC	Unavailable for MOC	Unavailable for FOC and IOC	Available	Available
Enduring Change of Supply (ECOS)	Available	Available	Available	Available	Unavailable for IOC, MOC and FOC	Unavailable for MOC	Available	Unavailable for IOC, MOC and FOC	Unavailable for FOC	Unavailable for FOC	Unavailable for IOC	Unavailable for MOC	Unavailable for FOC and IOC	Available	Available
OTA Firmware Updates	Available	Available	Available	Available	Unavailable for IOC, MOC and FOC	Unavailable for MOC	Available	Unavailable for IOC, MOC and FOC	Unavailable for FOC	Unavailable for FOC	Unavailable for IOC	Unavailable for MOC	Unavailable for FOC and IOC	Available	Available
SHARED SERVICES															
SSI/SSMI	Available	Available	Available	Available	Unavailable UK Wide	Available	Unavailable UK Wide	Available	Available	Available	Available	Available	Available	Available	Available
DCC Service Management Tool (Remedy)	Available	Available	Available	Available	Unavailable UK Wide	Available	Unavailable UK Wide	Available	Available	Available	Available	Available	Available	Available	Available
Comms Hub Diagnostics	Unavailable for North	Available	Available	Unavailable for Central & South	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available

Service Impacting BCDR Test

An individual BCDR Test will be considered as Service impacting where the test will result in an impact to the availability of one or more of the Service impacts areas highlighted in the table above (first column). This may be, for example, where a service is failed over from a primary data centre to a secondary data centre and service disruption occurs during that activity.

An individual BCDR Test will not be considered as Service impacting where the test will not result in an impact to the availability of one or more of the Service impacts areas highlighted in the table above. This may be, for example, desk based exercises where DCC systems are not actively tested, tests which utilise systems where BCDR procedures do not result in loss of Service, or tests which run in parallel with other Service impacting activity and that activity impacts the same service area(s) and has activity been notified to Parties.

Observations & Rationale for BCDR Testing at weekends or outside normal office hours:

- Installations:
 - BCDR Tests are occasionally completed over the weekend at a time when installations would normally be planned. Installation rates are reviewed at least annually to confirm that installation volumes remain low at weekends before the next year's Schedule is published.
- Prepayment activities:
 - DCC recognises that BCDR Testing is impactful for prepayment activity and avoids testing during the winter months (November to March).
 - DCC has responded to customer feedback to move testing into Windows where the impact to prepayment activity is at its lowest wherever possible.
- 'Non-disconnection hours' is often applied to prepayment meters at weekends, on Bank Holidays and between 18:00-11:00 on weekdays. Utilising this functionality can help protect consumers from disconnection during BCDR Test events.

10.4. Appendix 4: ISO22301:2019 (clause 8.5 extract)

8.5 Exercise programme

The organization shall implement and maintain a programme of exercising and testing to validate over time the effectiveness of its business continuity strategies and solutions.

The organization shall conduct exercises and tests that:

- a) are consistent with its business continuity objectives;
- b) are based on appropriate scenarios that are well planned with clearly defined aims and objectives;
- c) develop teamwork, competence, confidence and knowledge for those who have roles to perform in relation to disruptions;
- d) taken together over time, validate its business continuity strategies and solutions;
- e) produce formalized post-exercise reports that contain outcomes, recommendations and actions to implement improvements;
- f) are reviewed within the context of promoting continual improvement;
- g) are performed at planned intervals and when there are significant changes within the organization or the context in which it operates.

The organization shall act on the results of its exercising and testing to implement changes and improvements.