

Future Service Management

DCC conclusions on a revised
designation date for the
enduring SEC changes

Date: 20 April 2026

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Classification: DCC Public

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1. Background and context

1. The purpose of this document is to conclude on a revised date for the implementation of the enduring changes to the Smart Energy Code (SEC) required for the delivery of the Future Service Management (FSM) Programme. It also concludes on further amendments to SEC Appendix AU 'Network Evolution Transition and Migration Approach Document' (NETMAD) in response to this change of date.¹

1.1. The FSM Programme

2. The DCC Service Management System (DSMS) is a critical part of DCC's infrastructure, used to track and resolve issues across the smart metering network. Customers use the DSMS to request DCC services, raise incidents, and access reporting and diagnostics information. This system handles a high volume of activity, with around 25,000 separate requests or incidents raised through it each month. The current DSMS service is supported under the existing Data Service Provider (DSP) contract.² However, the tool on which the DSMS is currently built is now coming to the end of its life and so a new tool is required to mitigate service and security risks to the smart meter network.
3. 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 scope of this programme is to:
 - Replace the existing scope of DSMS including the Self-Service Interface (SSI) and the Self-Service Management Interface (SSMI);
 - Replace the underlying Service Management tool which is 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 (SMETS) 2+ CHs.
4. The current DSMS service is built upon a BMC Remedy platform, which is an IT Service Management tool. The support contract for Remedy is due to expire and DCC has procured a new platform as a replacement for the existing DSMS. Following it being recommended by all bidders during our procurement exercise, DCC selected ServiceNow as the platform to be used for FSM. 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.
5. The OMS functionality for 4G CHs is included within the scope of the FSM Programme, leveraging the same ServiceNow solution as for Service Management. The 4G OMS will therefore be delivered through the replacement tool at the same time, replacing the existing solution. Any future technologies would also be incorporated into the ServiceNow solution in the same way. The functionality to return all SMETS2+ CHs is 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 will not be replaced within this programme. Each will instead be retired independently in the future as they reach their final dates for ordering the respective products.
6. In addition to replacing the existing DSMS, DCC will be retiring the use of User Interface (UI) DCC Key Infrastructure (DCCKI) personnel certificates to access the DSMS and replacing them with multi-factor authentication (MFA). MFA is a widely used and trusted approach to authenticating

¹ [FSM consultation on a revised designation date for the enduring SEC changes | Smart DCC](#)

² 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.

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).

1.2. Consultation responses and next steps

7. The consultation, which ran from 17 March 2026 to 31 March 2026, sought views on:
 - The proposed revised date for the designation of the enduring SEC changes to deliver the FSM solution;¹ and
 - Further amendments to the NETMAD in response to this change of go-live date and a proposed date for the designation of these changes.
8. A summary of the comments received and DCC's responses to these are set out in Section 2 of this document. DCC has not made any amendments to the changes that it consulted upon, and its conclusions on this are set out in Section 3 of this document.
9. DCC will submit its conclusions to the Secretary of State on 20 April 2026. Subject to the Department's approval, the changes will be incorporated into the SEC on 25 April 2026 (or within one month thereafter). These changes will be delivered following Direction from the Department using powers under Condition 22 of the Smart Meter Communication Licence and SEC Section X5 'Incorporation of Certain Documents into this Code'.

2. Analysis of responses

10. DCC received seven responses to this consultation: four from Large Suppliers, two from Small Suppliers and one from the SEC Panel.
11. DCC has analysed the feedback provided. This section sets out an overview of the responses received to this consultation and DCC's response.

2.1. Question 1

12. DCC sought views on the proposed revised date for designating the enduring changes for the FSM solution into the SEC.

Q1

Do you agree with the proposed revised designation date for the enduring SEC changes for the FSM Programme of 25 April 2026 (or as soon as reasonably practicable within one month thereafter)?

Respondent views

13. Two respondents were supportive of aligning the designation date with the proposed FSM Go-Live date, acknowledging that the enduring SEC changes have been drafted on the basis that they will take effect on the FSM Go-Live date. One of these respondents noted that the revised timeline is required to complete fixes, reset critical items, and ensure Users are fully prepared, which would reduce risk and support a stable transition to the new FSM platform.
14. Three respondents disagreed with the proposed revised date, considering it unlikely that DCC and Users would be ready to go live on 25 April 2026. They highlighted the number of defects that remain outstanding for which fixes need to be delivered before go-live. One of these respondents requested a list of all the outstanding defects and their fix dates, to support their assessing the impact on their business operations. Another respondent noted that several larger Parties have

¹ [FSM conclusions on the transitional and enduring regulatory changes | Smart DCC](#)

not yet been able to begin testing. They also sought more information on the mapping for user roles and capabilities, and on the maintenance release schedule and what will be included in each release.

15. The third of these respondents felt a May 2026 implementation date could be achievable provided all critical issues were resolved, all Additional User Testing for FSM was completed and there was confirmation there will be no impact on users' connectivity set-up via Gamma due to DCC Connect going live. They believed it important that DCC establishes and maintains achievable delivery dates, as changes to these dates have a direct and material cost impact on Parties and can cause significant operational disruption.
16. Two respondents expressed neither support nor disagreement. One of these respondents cautioned that Users may have reduced availability during April 2026 due to the Easter bank holidays and noted that no implementation plan of activities required ahead of go-live had been communicated to Users. They also noted the number of outstanding issues and defects awaiting fixes. The other respondent highlighted several areas including:
 - The core FSM email interaction functionality being untested in the User Integration Testing (UIT) environment. If it fails, users will need to manually check FSM for updates, causing operational inefficiency, delays, and a poorer service than currently provided.
 - Numerous defects being closed with 'data issues' as the root cause, raising concerns about data quality and UIT environment consistency, as issues often impact only one Supplier.
 - Lack of clarity over how user roles map between SSI and FSM or what the new roles being introduced under FSM constitute.
 - Lack of clarity over what functionality is new, enhanced, pre-existing or being removed. Without training documentation, this poses a risk to any user of FSM.
17. One respondent also emphasised the importance of DCC delivering the FSM Programme on time. The existing DSMS platform is approaching the end of its life, and timely implementation of its replacement remains crucial for continuity and security across the smart metering network. The respondent believed it essential that the DCC now adheres to the revised schedule to maintain industry confidence and avoid further disruption.

DCC response

18. DCC acknowledges the concerns raised, particularly around User readiness. DCC feels that the progress being made and the controls being put in place to prevent go live unless sufficient User readiness is demonstrated are adequate, and that pursuing a go live date of the 25 April 2026 remains appropriate.
19. DCC achieved agreement for Systems Integration Testing (SIT) exit from the Testing Advisory Group (TAG) and conditional endorsement of go-live from the Operations Group (OPSG) at the respective meetings held on 14 April 2026. DCC is tracking User readiness with evidence to show that:
 - The six largest Suppliers are included in the organisations that are on track to complete the Additional User Testing for FSM ahead of 25 April 2026 (DCC will confirm to the Department on the day before go-live that this condition has been met);
 - At least one Small Supplier has completed this testing;
 - At least one Electricity Network Party has completed this testing;
 - At least one Other User has completed this testing; and
 - All Managed Service Providers (MSPs) have completed or are on track to complete this testing ahead of 25 April 2026 (DCC will confirm to the Department on the day before go-live that this condition has been met).

20. These organisations account for over 97% of the issues that were raised in Remedy over the past 12 months.
21. DCC is working closely with the FSM Readiness Working Group to assess the status of UIT and the resolution of critical defects. Lower-severity defects will be implemented through one of two planned maintenance releases on 28 May 2026 or 16 June 2026; details of these releases will be shared once agreed. DCC has committed to reviewing User readiness prior to the final go-live decision and will not proceed to go-live unless sufficient readiness is confirmed.
22. DCC would like to reassure the industry that comprehensive resource planning has been undertaken, regularly reviewed, and updated throughout, ensuring every deliverable has a clearly assigned owner. DCC recognises that the existing DSMS platform is nearing the end of its lifecycle and remains fully focused on delivering the outstanding defect-resolution plan and ensuring successful implementation on 25 April 2026.
23. One respondent highlighted the issues identified during UIT, including email configuration and the classification of certain defect closures as data-related. DCC welcomes this feedback and is committed to considering these points through its established governance arrangements with the TAG, the FSM Readiness Working Group and the OPSG. These matters will be considered as part of the overall assessment ahead of any go-live decision.
24. Respondents also provided feedback on user roles and the comparative functionality of ServiceNow and Remedy. DCC is actively addressing these points through the FSM Readiness Working Group, with appropriate controls in place to ensure that any critical issues are identified and resolved ahead of service go-live.
25. Noting these responses, DCC will continue to propose that the enduring SEC changes to deliver the FSM solution be designated on 25 April 2026 (or as soon as reasonably practicable within one month thereafter as a contingency measure), to align with the planned go-live date.

2.2. Question 2

26. DCC sought views on further amendments to the NETMAD in relation to the migration of historic data in response to the change of go-live date.

Q2

Do you agree with DCC's proposed revised amendments to the NETMAD for the migration of historical DSMS data?

Respondent views

27. Five of the respondents were supportive of the proposed amendments to the NETMAD. One of these respondents also noted that the approach for how Users could request historic data will need to be communicated out by DCC.
28. Two respondents disagreed with the changes. One of these considered the six-month period for migrating the remaining historic data to be too long. The other respondent understood DCC's previous position to be that all data could be migrated ahead of go-live and so expected these activities to continue as originally planned given the delay to go-live. They also considered that the workaround proposed for Users to access historical data is not operationally viable, and there is no associated time to indicate when such data would be returned to the requesting party.

DCC response

29. DCC is in the process of migrating historical and all active data from Remedy. It is on track to complete the migration of one year of historical data before go-live and will complete migration of all remaining historical data by the end of June 2026. If Service Users need access to older data

before it is available in production, DCC will be able to retrieve this from Remedy on their behalf. Users should contact the DCC Service Desk via the normal method.

30. DCC notes the broad support for the updates to the NETMAD and is not proposing any changes to the text that was consulted upon.

2.3. Question 3

31. DCC sought views on the proposed date for designating these further amendments to the NETMAD into the SEC.

Q3

Do you agree with the proposed redesignation date for the NETMAD of 25 April 2026 (or as soon as reasonably practicable within one month thereafter)?

Respondent views

32. Five respondents supported the proposed redesignation date for the NETMAD. Two respondents disagreed for the same reasons set out in paragraph 14 above.

DCC response

33. Please see DCC's responses to question 1 above.
34. Noting these responses, DCC will continue to propose that the updates to the NETMAD be designated on 25 April 2026 (or as soon as reasonably practicable within one month thereafter as a contingency measure).

3. Summary of changes to the regulatory drafting

35. After reviewing the responses received, DCC does not consider that any changes are needed to the proposed changes to the NETMAD that it consulted on.
36. The changes to the NETMAD that DCC is submitting to the Department for approval can be found in Attachment 1 to this document.

4. Next steps

37. DCC is of the view that it has had appropriate engagement and consultation with industry on the revised designation date for the enduring changes and the proposed changes to the NETMAD for the FSM Programme.
38. DCC has, where necessary, addressed the comments that have been received from industry. DCC does not believe that the views expressed result in fundamental amendments to the proposed changes and, as such, further consultation is neither necessary nor appropriate. DCC will therefore submit these proposed changes to the Department for approval.
39. DCC recognises the concerns raised by Service Users in relation to readiness and is committed to continued engagement with the SEC Panel and its Sub-Committees to support a comprehensive assessment ahead of any go-live decision.

5. Attachments

40. This document includes one attachment:

- **Attachment 1:** Proposed changes to SEC Appendix AU for FSM