

Future Service Management

Consultation on updates to
the go-live arrangements

Issued: 5 January 2026

Respond by: 17:00 on 30 January 2026

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1. Background and context

1. This consultation sets out and seeks your views on updates to SEC Appendix AU 'Network Evolution Transition and Migration Approach Document' (NETMAD) to amend the requirements for the migration of the historical data from the current DCC Service Management System (DSMS) to the replacement platform being delivered under the Future Service Management (FSM) Programme.
2. We are seeking your responses to the questions set out in this consultation by **17:00 on Friday 30 January 2026**.

1.1. The FSM Programme

3. The 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.¹ 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.
4. The FSM Programme was initiated in June 2023 to competitively procure and implement a replacement tool ahead of the new DSP service commissioning in 2026. The scope of this programme is to:
 - Replace the existing scope of DSMS including the 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.
5. 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.
6. 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.
7. In addition to replacing the tool, DCC will be retiring the use of User Interface (UI) DCC Key Infrastructure (DCKI) personnel certificates to access the DSMS and replacing them with multi-factor authentication (MFA). MFA is a widely used and trusted approach to authenticating the

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.

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. Previous consultation and engagement

8. DCC previously consulted on the transitional and enduring changes to the SEC required to deliver the FSM solution, and its conclusions were published on 25 April 2025.² The transitional arrangements were designated into the live SEC on 29 May 2025, and the enduring changes will be designated on 21 March 2026 alongside FSM Go-Live.
9. The transitional arrangements currently set out in the NETMAD require DCC to migrate all SSI user accounts from the current DSMS platform to the new FSM platform by the day the FSM solution goes live. The data that is to be included in this migration is:
 - Foundation data from the current DSMS
 - All historical and active Service Desk tickets from the current DSMS
 - All historical and active CH returns data from the current DSMS
 - All historical and active CH orders and associated records from the interim OMS for 4G CHs
 - User identity data from the existing DCC Identity Provider Service
10. The FSM Programme has subsequently experienced delays in exiting Systems Integration Testing (SIT), which has constrained the time for the remaining activities ahead of FSM Go-Live. DCC has assessed the remaining activities required to enable the FSM solution to continue to be able to go live on 21 March 2026. DCC is now taking a phased approach to SIT exit, to allow User Integration Testing (UIT) to take place for User-facing functionality whilst SIT for non-User facing functionality completes in parallel. However, DCC's assessment has concluded that it may not be possible to complete the migration of all the historical data set out above in time for FSM Go-Live.
11. DCC considered options which would allow it to migrate all data prior to FSM Go-Live. This would have involved commencing migration prior to penetration testing completing. DCC engaged the Security Sub-Committee (SSC), who raised legitimate concerns around Data Privacy and the security of executing the migration of the data prior to proving the solution was secure. DCC accepted this feedback and began exploring alternative options.
12. DCC subsequently discussed the operational impacts of not migrating all the historical data prior to FSM Go-Live with the Operations Group (OPSG) in December 2025. DCC highlighted and validated that the prioritisation of the data to be migrated was the correct one. The OPSG raised no concerns with limiting the data migrated at FSM Go-Live in the way proposed by DCC.

1.3. Scope and structure of this consultation

13. This consultation seeks your views on the proposed changes to the NETMAD to deliver DCC's proposed revised approach to the migration of historical DSMS data under the FSM Programme. The changes proposed are described in Section 2 of this document and set out in Attachment 1. The proposed designation date for these changes is set out in Section 3 of this document.
14. This consultation is expected to impact all SEC Parties that use the DSMS and the interim OMS.
15. This consultation will close at **17:00 on Friday 30 January 2026**. Following this, DCC will provide a report to the Department containing its consideration of the responses and its conclusion on the regulatory changes set out in this consultation. We will publish this conclusions document on the DCC website.

² [FSM conclusions on the transitional and enduring regulatory changes | Smart DCC](#)

2. Regulatory changes for the migration of historical DSMS data

16. Following the delays to SIT exit, DCC has assessed the remaining activities required to enable the FSM solution to successfully go live on 21 March 2026. This assessment has concluded that it may not be possible to complete the migration of all historical data in time for FSM Go-Live. However, DCC has concluded that it will be able to provide, as a minimum, the last three years' historical data as well as all live data on the day the FSM solution goes live.
17. Therefore, to protect the current go live date and to minimise any customer impacts, DCC is proposing that, as a minimum, the following data will be migrated to the new platform at the time the FSM solution goes live:
 - Foundation data from the current DSMS
 - The most recent three years of historical and all active Service Desk tickets from the current DSMS
 - The most recent three years of historical and all active CH returns data from the current DSMS
 - All historical and active CH orders and associated records from the interim OMS for 4G CHs
 - User identity data from the existing DCC Identity Provider Service
18. All the remaining data that was in scope of the original data migration (i.e. the remaining historical Service Desk tickets, CH returns and CH orders) will be made available on the new platform no later than six months following FSM Go Live. During this time, DCC Users will be able to request DCC to provide them with any of their historical data that has not yet been migrated.

3. Designation of the SEC changes

19. The transitional measures that are the subject of this consultation are due to be applied on the day that the FSM solution goes live. As such, the changes to the NETMAD will need to be made before this date. DCC believes these changes should be implemented as soon as reasonably practicable ahead of this date to provide greater clarity in advance of go-live.
20. We are therefore proposing that, subject to the timely receipt of DCC's conclusions report on this consultation, the Department will designate the changes to the NETMAD on 27 February 2026, or as soon as reasonably practicable within one month thereafter as a contingency measure if required. A draft direction for the designation of the SEC documents can be found in Appendix A of this consultation document.
21. Please note that changes to the NETMAD in relation to the 'DCC Connect' workstream under the DSP Programme are also undergoing parallel consultation.³ The changes shown in Attachment 1 to this document have been drafted against the current live version of the NETMAD (version 7.0) and do not include the separate changes being consulted upon under the DSP Programme. There is no overlap or conflict between these two sets of changes.

³ [DSP consultation on the regulatory changes for DCC Connect | Smart DCC](#)

4. Next steps

22. Following the closure of this consultation, DCC will assess respondents' views and amend the draft SEC changes as required. DCC will then submit an amended version of these changes to the Department that it considers suitable for designation by the Secretary of State.
23. DCC is aiming to provide a report to the Department by no later than 13 February 2026. This report will contain DCC's consideration of the responses to this consultation as well as the proposed updated version of the SEC changes and the proposed date for the designation of these. DCC will publish its conclusions document on its website.

5. Consultation questions and how to respond

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

Q1	<p>Do you agree with DCC's proposed amendments to the NETMAD for the migration of historical DSMS data?</p> <p><i>Please provide any comments you may have on the proposed changes and your rationale for your views</i></p>
Q2	<p>Do you agree with the proposed redesignation date for the NETMAD of 27 February 2026 (or as soon as reasonably practicable within one month thereafter)?</p> <p><i>Please provide your rationale for your response</i></p>

25. Please provide responses using the attached response form by **17:00 on Friday 30 January 2026** to DCC at consultations@smartdcc.co.uk.
26. 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.
27. If you have any questions about this consultation, please contact us at consultations@smartdcc.co.uk.

6. Attachments

28. This consultation includes two attachments:
 - Attachment 1: Proposed changes to SEC Appendix AU
 - Attachment 2: Consultation response template

Appendix A – Draft direction text

This appendix contains the text that the Department plans to use for the approval of the NETMAD changes for FSM.

This direction is made for the purposes of the smart meter communications licences granted under the Electricity Act 1989 and the Gas Act 1986 (such licences being the “DCC Licence”) and the Smart Energy Code designated by the Secretary of State pursuant to the DCC Licence (such code being the “SEC”).

Words and expressions used in this direction shall be interpreted in accordance with Section A (Definitions and Interpretation) of the SEC.

Pursuant to Condition 22 of the DCC Licence and Section X5 (Incorporation of Certain Documents into this Code) of the SEC, the Secretary of State directs that, with effect from 27 February 2026 the Network Evolution Transition and Migration Approach Document (NETMAD) previously designated and incorporated into the SEC as Appendix AU is hereby re-designated and incorporated in the form set out in Annex [XX] to this direction.

For the avoidance of doubt such re-designation of the NETMAD shall be without prejudice to anything done under the DCC Licence or the SEC on or after this document being re-designated, or the continuing effectiveness of anything done in this document prior to its re-designation (which shall have effect as if done under the re-designated document).

This direction is also being notified to the SEC Administrator.