

Future Service Management

DCC conclusions on updates
to the go-live arrangements

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1. Background and context

1. The purpose of this document is to conclude on the Data Communication Company's (DCC's) recent consultation on updates to Smart Energy Code (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.¹

1.1. The FSM Programme

2. 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.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 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.
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 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 [FSM consultation on updates to the go-live arrangements | 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.

1.2. Consultation responses and next steps

7. The consultation, which ran from 5 January 2026 to 30 January 2026, sought 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; and
 - The proposed designation date for incorporating these changes into the SEC.
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 16 February 2026. Subject to the Department's approval, the changes will be incorporated into the SEC on 27 February 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 one response to this consultation, 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 changes to the NETMAD to reflect the revised approach to the migration of historical DSMS data.

Q1

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

Respondent views

13. The respondent agreed with DCC's proposed approach. They believed this to be operationally sensible to preserve the current 21 March 2026 go-live date, aligning with Parties' need for stability and continuity of core operations. They appreciated that DCC had engaged with the Operations Group (OPSG) and the Security Sub-Committee (SSC) prior to issuing the consultation, to validate prioritisation and address security considerations around data migration.

DCC response

14. DCC notes the support for its proposed approach and is not proposing to change this from that which it consulted upon.

2.2. Question 2

15. DCC sought views on the proposed date for designating these changes into the SEC.

Q2

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)?

Respondent views

16. The respondent agreed with the proposed redesignation date and acknowledged the separate changes to the NETMAD implemented under the DSP Programme while the consultation was underway.

DCC response

17. DCC notes the support for the proposed redesignation date and intends for this to be redesignated on 27 February 2026 (or as soon as reasonably practicable within one month thereafter).

3. Summary of changes to the regulatory drafting

18. 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.
19. The changes to the NETMAD that DCC is submitting to the Department for approval can be found in Attachment 1 to this document. This has been re-baselined on the version of the NETMAD designated for the DSP Programme in January 2026 (version 8.0) but is otherwise unchanged from that which was consulted upon.

4. Next steps

20. DCC is of the view that it has had appropriate engagement and consultation with industry on the proposed changes to the NETMAD for the FSM Programme. As the response to the consultation and engagement with the industry were all broadly supportive of the proposed changes, DCC will submit these to the Department for approval.
21. 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.

5. Attachments

22. This consultation includes one attachment:
 - Attachment 1: Proposed changes to SEC Appendix AU for FSM