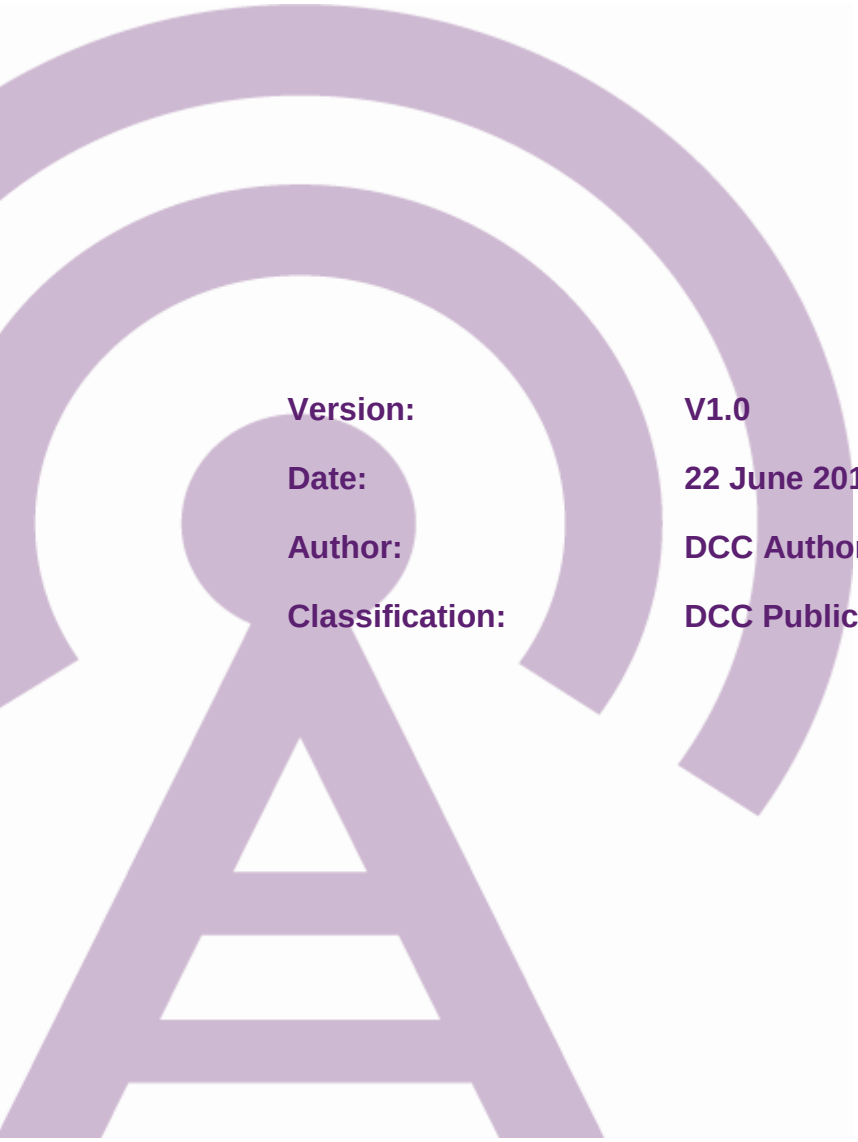
Data Communications Company

Switching Programme

D-10.4 CSS Service Management Tools Requirements



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1 Introduction

The current change of supplier processes for gas and electricity operate independently, and are based predominantly on batch systems. Each organisation involved operates its own Service Management (SM) processes.

The Ofgem Switching Programme will deliver faster switching – including the capability for next-day switching and improved reliability of the switching process through better management and oversight of industry data.

It will introduce a new, flexible Central Switching Service (CSS) for all gas and electricity switches.

1.1 Service Management and Switching

The proposed Service Management approach for the new Switching Arrangements will effectively manage, operate and provide quality support for the CSS to meet the needs of Market Participants (MPs).

This is described in the Switching Service Management Strategy and Approach (D-4.1.9 and D-4.2.3) and will be provided by all service providers through an appropriate mix of people, processes and information technology.

It will be underpinned by a new Service Management System (SMS) for ticket management (including incident, request, problem and change), and a new Switching Portal (CSS Portal) to enable users to self-serve for incidents and requests.

It will follow an ITIL-based lifecycle and will provide a set of best practices to effectively manage delivery of all Switching services

Service Management is the joint responsibility of all service providers, and each CSS Service Provider and existing Central Data Service (CDS) provider will be required to provide service management support for the switching services it provides. In order for the Switching Operator to coordinate Service Management activities, the SMS will need the functionality to enable multiple SPs to connect, via different methods, to add data to form a central location to store SM related information.

The overall switching SM will be co-ordinated and managed by the Switching Operator (under licence conditions from Ofgem).

A centralised Switching Service Desk (Switching SD) will be provided and managed by the Switching Operator and this will provide a single point of contact for MPs.

This Switching SD will work with MPs, CSS SPs and CDS providers to deliver all SM activities and to ensure that all requests and incidents are resolved effectively and within Service Level Agreements (SLAs).

1.2 SM Tools Requirements Scope

The scope of this product includes:

- the CSS Service Management System, and
- the CSS Self Service Portal.

The document purpose is to define the requirements and features that are required in the CSS technology that will be used to support Service Management.

It will be included in the tender packs for prospective CSS Service Providers.

The providers of the CSS SMS and CSS Portal will also be required to meet the SM requirements as defined in the SM Requirements product (D-10.2) for their SMS and Portal services.

D-10.2 will also provide context and understanding on how the SMS shall be used to ensure that any incidents, requests and changes are managed effectively and that the required Switching reports can be produced.

The CSS SMS and Portal are key components of SM for the Switching Arrangements.

Bidders are also encouraged to propose additional tools as part of their responses e.g. in the areas of automation or analytics.

1.2.1 Service Management System

The CSS SMS will store all tickets raised, detailing the activities carried out as part of resolution with an appropriate audit trail.

It will be used by the Switching SD and the service provider service desks, to log and resolve all Switching incidents, requests, and problems.

It will also support the Switching Operator by logging and tracking Change Requests,

The SMS shall provide most of the SM reports that are required by the Switching Operator to manage live services and ensure that SLAs are achieved.

1.2.2 CSS Portal

The Portal is intended to be a single system that enables Market Participants to access all the systems and services for CSS.

It will:

- enable MPs to request and receive services without manual intervention by the Switching Operator, service providers or the Switching Service Desk
- enable MPs to raise, review and see the progress of their incidents
- provide self-help information to Market Participants to guide them and reduce the number of requests that need to be processed by the Switching
- provide links to other useful information or systems.

It will also provide the mechanism for Switching Operator admin users to change CSS parameters or Switching Domain data.

The CSS Portal can be a feature of the procured SMS or it could be a separate solution.

However, it should be noted that the development and configuration of both products must be carefully coordinated to ensure that they seamlessly interact with each other to provide a great customer experience for all users, including MPs, the Switching Operator, CSS SPs and existing CDS Providers.

1.3 Key Outcomes Required

1.3.1 Overall

The CSS SMS and CSS Portal may be provided by the same, or different, service providers.

Either way, they must operate together seamlessly to provide a best in class service to Market Participants, the Switching Operator and Service Providers.

Operationally, the strategy is to use a single Portal and SMS to support any services and programmes that the Switching Operator and its Service Desk operate.

So, although these services are being procured as part of the Switching Programme, and primarily must deliver all the Switching functionality, the Switching Operator is looking for highly flexible, strategic framework solutions that over time can be enhanced or configured to seamlessly support all its operational services, programmes and users. This flexibility must be designed into each offering.

The user community for each programme will be defined by the Industry Code under which the service operates and will be potentially different for each set of services and each may have its own set of roles.

Even though initially, the systems will only support Switching, there must be separation of data between programmes, so that new service sets can be added or removed without affecting Switching, and that reports shall be available both by individual service set and across the whole system.

1.3.2 Service Management System

The Service Management System Service Provider shall provide a Service Management System (SMS) that will deliver the following outcomes:

- a highly responsive, efficient and digital age system that is easy to use for both end users (via the Portal) and SMS operators (including Switching Operator, Service Providers and Service Desk);
- alignment to ITIL processes (e.g. Incident, Change, Problem, Request & knowledge Management etc.);
- easily configurable and flexible without the need for programming skills;
- a mechanism to easily and quickly define new incident and service request templates that will facilitate resolution automation and monitor SLAs;
- automation of standard SM activities to reduce manual activities and overheads;
- compatible with multiple service providers that use different systems but need to interface directly to the SMS to transfer SM data;
- fully compatible with a CSS Portal to offer a highly efficient and robust service that is available for both the end user and resolver groups;
- central repository that will hold all SM data that relates to Switching for reporting and other purposes;
- provision for the separation of Switching data from that of other industry programmes;
- provide the framework for the subsequent addition of support for other industry programmes.

1.3.3 Self Service Portal

The Self-Service Portal Service Provider shall provide a User Portal that will deliver the following outcomes:

- a highly responsive, efficient and leading-edge system that is easy to use for both end users and SMS operators (including Switching Operator, Service Providers and Service Desk);
- a window on to the SMS for users to raise incidents and requests using templates, review ticket progress and allow the submission of supporting evidence;
- easily configurable and flexible without the need for programming skills;

- fully compatible with the CSS SMS to offer a highly efficient and robust service that is available for both the end user, and Switching Operator and Service Provider resolver groups;
- enable searching and reporting across SM data that relates to Switching;
- the portal should provide the ability to link to 3rd party applications and websites
- enable access to the other portals currently used by the Switching Operator and Market Participants;
- supporting role-based access to ensure that each user and each type of user has the access permitted;
- provision for the separation of Switching data from that of other industry programmes;
- provide the framework for the subsequent addition of support for other industry programmes.

1.4 Service Management Product Set

This document and its associated spreadsheet should be read in conjunction with the following products:

- CSS Service Management Requirements (D-10.2)
- CSS Operational Requirements (D-10.3).

These requirements products follow on from the Switching Service Management Strategy (D-4.1.9) and Switching Service Management Approach (D-4.2.3) that defined Service Management for the new Switching Arrangements.

The following diagram shows the Service Management and Operations product set.

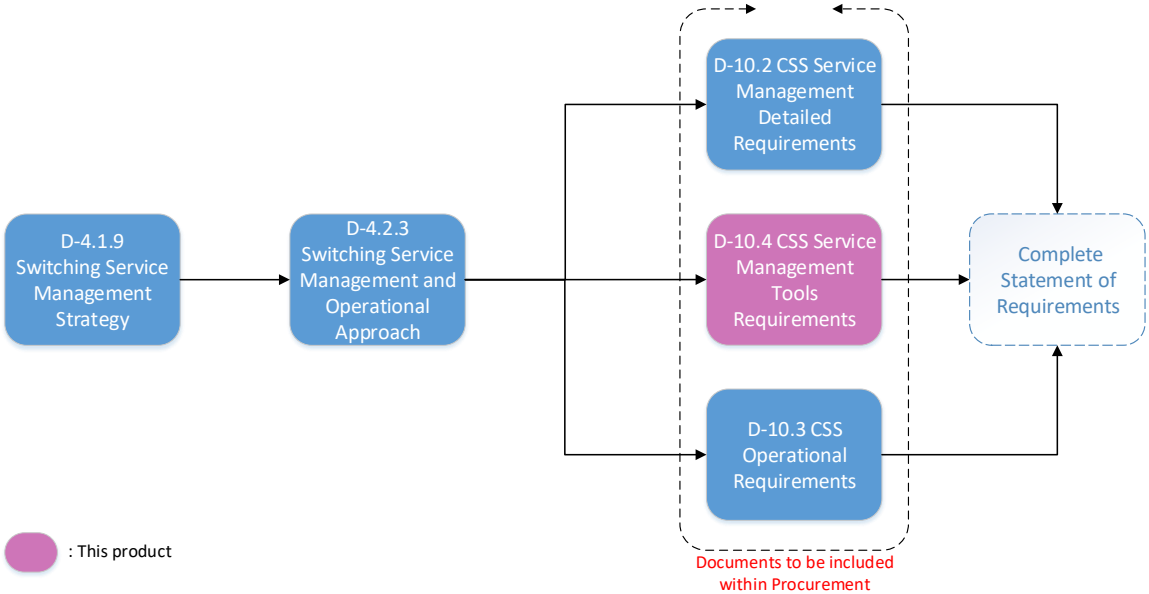

Figure 1 – Service Management and Operations Products

Each of the three requirements products consists of:

- a word document that sets the context and provides explanatory text and diagrams.
- a spreadsheet that includes the detailed requirements.

Product & Audience	Product Name	Description
CSS Service Management Requirements (D-10.2) ***For all service providers***	CSS Service Management Requirements (D-10.2)	This product contains the detailed requirements for all Service Management functions that are to be fulfilled, for the procurement of CSS services and the statement of requirements for existing CDS Providers.
CSS Service Management Tools Requirements (D-10.4) ***For SPs that want to provide/develop the CSS SM Tools***	CSS Service Management Tools Requirements (D-10.4)	This product defines the requirements for the SM technology that is required to underpin Switching Service Management, including a SM System (SMS) and a User Portal. The successful bidders will also be required to meet the overall SM requirements as defined in D-10.2)
CSS Operational Detailed Requirements (D-10.3) ***For the Switching Operator and SD***	CSS Operational Requirements (D-10.3)	This defines the requirements to be fulfilled by the Switching Operator that will monitor, co-ordinate and report on Service Management across all service providers. This will also include: • the operation of workarounds and manual business processes, and • the requirements of the central Switching Service Desk.

1.5 Terminology

To avoid confusion between the requirements on each service provider and the requirements on the organisation that is operating the CSS, the following terminology is used:

Term	Description
CSS Service Providers	Any organisation that is awarded one of the new services that is procured by DCC e.g. CSS Registration Service, CSS Self Service Portal.
CDSs	All central data services in the new Switching Arrangements. Existing CDSs include: UK Link, MPAS, DES, ECOES. As part of the Switching Programme, CSS will become a single new CDS, (containing a number of CSS SPs).
Providers of Central Data Services (CDSs)	Any organisation that provides a central data service as part of the Switching processes e.g. Xoserve for UK Link, Gemserv for ECOES and the provider of CSS.
Switching Operator	The single organisation that has the obligations to operate, manage and co-ordinate the CSS and who will manage the end to end service management.
Market Participants	The industry parties involved in Switching.

2 Service Management Model

The overall Switching SM model is shown below:

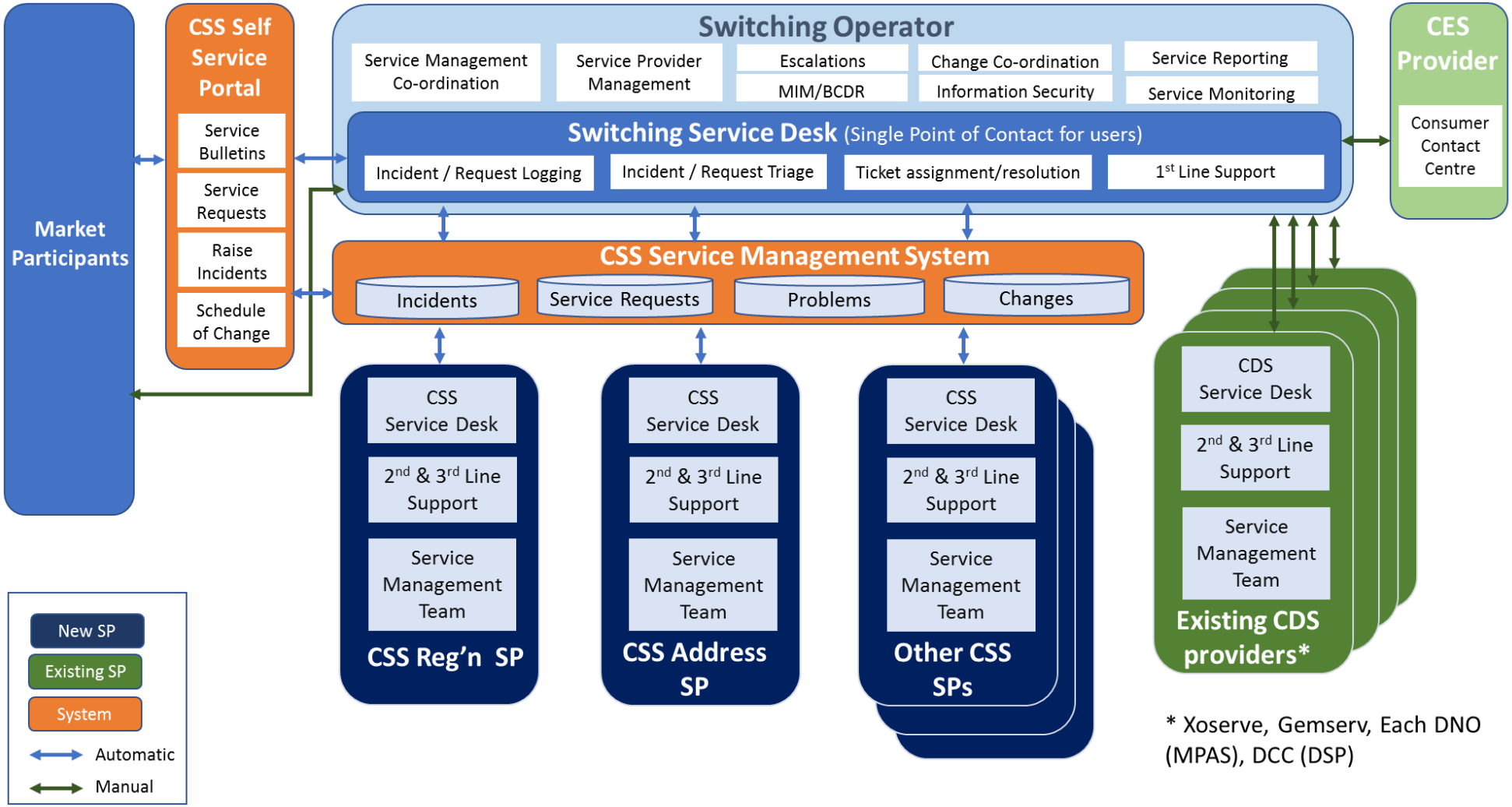

Figure 2 - Service Management Model

2.1 Switching Operator

The **Switching Operator** will have responsibility for live operation of CSS. Its primary role will be to manage the delivery of CSS services effectively. The team will manage the new CSS SPs and co-ordinate information from these and existing providers of CDSs.

It will monitor and review the service performance of each service provider to ensure that the overall obligations, requirements, data stewardship activities and SLAs are met.

2.2 Switching Service Desk

There will be a new **Switching Service Desk** that is provided and managed by the Switching Operator. This will provide a single point of contact (SPOC) for market participants for all Switching-related queries, incidents and service requests. It will work with all CSS SPs and CDSs to resolve all Switching incidents and requests.

2.3 Service Management System

Switching will be supported by a **Service Management System (SMS)**.

This will be a central repository or database that will store all incidents, requests, changes and queries for CSS and will provide the history and audit trail of the resolution of each ticket. The SMS will consist of a number of applications, reports and interfaces that together will provide full Service Management support for Switching.

2.4 Self-Service Portal

Switching will provide a **Self-Service Portal** that authorised representatives of Market Participants can use. It will be the first point of contact for general Switching queries and requests and will enable MPs to become largely self-sufficient.

The portal will enable users to view service announcements, raise and review progress of incidents, request available switching services, access reports, and provide data to CSS.

2.5 New CSS Service Providers

As part of Switching, a number of new service providers (SPs) will be procured e.g. CSS Registration Service.

Each SP will be responsible for the design, build, testing and maintenance of their individual services plus a full, operational service management function as defined in the SM requirements document (D-10.2).

2.6 Existing Central Data Services Providers

CSS will also utilise existing systems and services that currently support the change of supplier processes. These are referred to as Central Data Service (CDS) Providers, e.g. UK Link, ECOES.

Each existing CDS will be responsible for its own parts of the new Switching Arrangements and will manage its own services, technology and tools to support these. But will be required to provide data, support and reports to the Switching Operator.

2.7 Consumer Enquiry Service (CES)

Ofgem has made provision for a central Consumer Enquiry Service to provide a customer's energy supplier and MPxN for both gas and electric. This is currently on hold.

3 Service Management System

3.1 Overview

It is likely that the base SMS will be a service management package that is commonly used for SM, but it will be configurable to support the requirements of the Switching Programme.

It must be flexible and easy to:

- add new services
- add new Incident and Request templates
- add Market Participant and people data
- define and change SLAs
- define support groups for CSS SPs and CDS Providers
- automate Incident resolutions and Request Fulfilment
- add and change resolver groups.

It must operate seamlessly with the CSS Portal, so that once a user logs on to the Portal, access to their tickets on SMS is provided without additional sign-on. MPs will not access the SMS directly; only through the Portal.

The SMS will also provide self-help information to be published via the CSS Portal to aid in the resolution of tickets by Market Participants

3.2 Applications within SMS

The Service Management System will incorporate and be capable of providing the following system functions/modules to support the Service Management capabilities. The list below is not an exhaustive list of capabilities which the SMS shall be able to support:

Enable a set of Service Management processes namely:

- Incident Management;
- Service Request Management;
- Problem Management;
- Knowledge Management;
- Change Management.

Provide functionality to underpin the following processes:

- User Access Management using role-based access;
- User Enter and User Exit fulfilment;
- Self-Service (via the Portal).

Provide functionality to perform the following:

- Dashboard reporting;
- Service Level Management;
- Service Catalogue.
- Any complex workflow which spans Service Management processes e.g. Service Request and Change Management.

3.3 Users

The CSS users (Market Participants) will not have direct access to the SMS; however, they must be able to raise new tickets and to view previous tickets and resolutions using SMS data, via the CSS Portal.

SMS Users shall also be able to run queries against their incidents and tickets with the output being displayed via the CSS Portal.

3.4 CSS Service Providers

The CSS Service Providers and the Switching Operator are required to use the same Service Management System to support their Service Management capabilities.

Adding the requirement to jointly use the same SMS will enable the Switching Operator, 1st Line Service Desk, and CSS Service Providers to perform their Service Management responsibilities collaboratively to log, resolve, report on, and close tickets.

3.5 Central Data Service Providers

Although CSS requires that all Switching-related incidents and requests are stored on its SMS, it is not possible to mandate that existing CDS Providers use it directly.

This is because each existing CDS Provider already has its own SM systems and processes in place to support its services, for both Switching and non-Switching services.

It would not be cost-effective to mandate that they log their Switching issues on the CSS SMS, and their non-Switching ones on their current systems.

However, it is a CSS requirement that all Switching tickets are held in a single place. There are two main options for this:

- Tickets are rekeyed into the CDS Provider system and the CSS SMS
- An interface between the CDS Provider system and CSS SMS is developed to automatically transfer updates between the two systems (preferred option)

The CSS SMS solution must be able to accommodate an interface from existing CDS providers to allow automated ticket exchange.

3.6 Data and Configuration

System data for the configuration of the Service Management System will be identified within the system design/build phase and will be loaded into the Service Management System during the operational acceptance phase. Additional configuration such as the Knowledge articles, diagnostic tools and self-help information will be dependent on obtaining data from service providers and understanding the known errors and any workarounds that come out from the system integration testing phase

The data within the tools falls into a number of categories:

- Tooling Configuration e.g.
  - the setup of process workflows
  - SLA definitions
  - Incident and request templates;
- Static Data e.g.
  - Service Catalogue

  - Resolver groups
  - Severities/Priority levels
  - Product and Operational categorisations
  - Role based access
- Enabling Data
  - People Data
  - Organisations
  - Roles for users
  - Contact levels
- Operational Data e.g.
  - Tickets,
  - Knowledge articles
  - Data for reports

Switching Data must be separated from any other data that the Switching Operator holds.

Data is confidential to each Market Participant organisation and the tools must ensure that data for one user is not made available to other users unless Switching Operator permission has been given.

Data is not commercially sensitive between service providers, but the system must ensure that tickets are correctly resolved rather than batted back and forward been SPs.

3.7 Non-Functional Requirements

The following provides a high-level view of the non-functional requirements that are contained within the Requirements Spreadsheet that accompanies this document.

Access validation

Some CSS users are authorised agents of multiple Market Participants. CSS SMS must enable these users to switch between their Market Participants, without requiring the use of multiple user ids and passwords.

Security

These requirements describe the extent to which the system is safeguarded against unauthorised access from internal and external sources**.**

- Login requirements - access levels
- Password requirements - length, special characters, expiry, recycling policies
- Self-serve password resets – user ability
- Audited elements – the business elements that will be audited.

Performance

These requirements define the extent to which the system handles capacity, throughput, and response time. Under performance requirements, each requirement is further classified to include response time, scalability, and throughput:

- Response times – e.g. application loading, screen open and refresh times
- Processing times – functions, calculations, imports, exports

- Query and Reporting times – initial loads and subsequent loads
- Throughput – the number of transactions per hour that the system needs to be able to handle

Availability

These requirements describe the extent to which the software system consistently performs the specified functions without failure. Under reliability requirements, each requirement is further classified to availability, fault tolerance and recoverability.

- Hours of operation – when it must be available
- Locations of operation – where it should be available from, what the connection requirements are
- Mean Time Between Failures –the acceptable threshold for down-time
- Mean Time to Recovery – if broken, how much time is available to get the system back up again?

This does not preclude the provision of the solution being a 'Software as a Service' tool.

Recovery

These requirements show the extent to which the system is able to recover from data loss, error or failures and disasters.

- Recovery process – how recoveries work, what the process is
- Recovery time scales – how quickly a recovery should take to perform
- Backup frequencies – how often the data, and system is to be backed-up
- Backup success – there should be no loss of data

Compatibility

These requirements describe the extent to which the software system is able to couple or facilitate the interface with other systems.

- Compatibility with shared applications – What other systems it needs to talk to
- Compatibility with 3rd party applications – What other systems it has to co-exist with

Maintainability

These requirements describe the ease with which faults in the system can be found and fixed.

- User-Configurability – How easy it must be to make changes
- Call centre technology – How the system must keep pace with latest technologies

Usability

These requirements describe the quality of a user's experience when interacting with the service management system:

- Provision of a user-friendly interface that can be learned quickly with minimal training
- Facilitating the efficient and effective integration to other technology solutions
- Supporting multiple access levels with configurable role-based security mechanisms
- Tracking multiple, concurrent incidents across multiple service providers
- Provision of configurable staff notification options
- Ability to share, request and submit information between stakeholders

- Ability to restrict information shared with users and sensitive information between service providers
- Ability to display summary information visually across the system
- Enabling task management and assignment

4 Self-Service Portal

The Self-Service Portal (Portal) is the first point of contact for Switching service related queries. It enables users to become self-sufficient by allowing direct access to useful data and diagnostic tools.

The Portal provides the mechanism for service users to gain access to services, including service announcements, updates, and alerts regarding Incidents raised, service communications and reporting.

The Portal will also be a tool for the Switching Operator, CDS providers and CSS SPs to utilise to access or link through to 3rd party services or applications. e.g. ECOES, DES.

4.1 Role Based Access

The Portal must support role-based access to ensure that each Portal user only has access to functions that it should have.

The Portal will be used by:

- Market Participants
- Service Providers
- Switching Service Desk and
- Switching Operator.

Each type of user will have access to different functionality,

e.g.

- Market Participants will be able to view service bulletins and incidents that relate to their organisation.
- Service Providers will be able to access the Portal to undertake agreed manual processes or workarounds
- Service Desk will be able to setup new users and Parties and update bulletins
- Service Operator will be able to undertake administration functions such as Supplier of Last Resort arrangements and the update of Switching domain data.

Not all staff from an organisation will be able to undertake the full set of activities that its organisation could do. Therefore, different roles within each organisation type are also required.

4.2 Data Confidentiality

In additional to providing different roles, data confidentiality by user type is also vital.

Each Market Participant must only be able to see reports, incidents and requests etc that relate to its organisation.

4.3 Services for Market Participants

The Portal will provide the following services for Market Participants:

ow provides an indicative view of the type of information that will be available to Market Participants via the Portal:

- Links to supporting tools referenced in self-help articles
- Service bulletins
- Forward change schedules
- Frequently Asked Questions

4.3.1 Self-help

Self-help information will be available to Market Participants, via the Portal to enable them to search and access self-help materials and provide links to other systems.

Knowledge Articles

CSS will provide a comprehensive knowledge base that users can search before they contact the Switching SD for support. This must be accessible from the Portal with a effective search facility.

Knowledge articles will be created based on process and procedure documents, work instructions, anticipated contact reasons and the experience and learning taken from the test phases. Knowledge will be stored in the SMS or within a document management solution, depending on the content and purpose of the knowledge. All incident and query resolution knowledge will be stored in the SMS, but must be accessible via the Portal.

Links

The Portal must support access to all CSS functions and related systems plus other useful information, including:

- Links to other systems that are part of Switching e.g. DES, ECOES, UK Link.
- Links to other useful locations (e.g. REC Co and the REC).
- Links to SharePoint (for receiving reports, or uploading files
- Links to the Smart Metering Portal to reduce the number of separate access points
- URL forwarding.

Self-help Tooling

Where possible automated diagnostic tools will be available to Market Participants via the CSS Portal, as well as the Switching Operator, 1st, 2nd and 3rd line support agents. These diagnostics will be available to be called both manually and automatically and shall permit the initial confirmation of service availability to ensure that the ownership of incidents and their correct allocation can be confirmed.

The information will also be accessible by the Switching Operator and Service Provider resolver groups for reference purposes.

The Switching Operator will have the responsibility of providing this information and functionality to increase efficiency and maximise first line fix levels.

The service providers have the responsibility to ensure that any information pertinent to the areas which they support shall be kept up to date in the Knowledge Database always. The Switching Operator will review the Knowledge Management data supplied by Service Providers and make self-help information available to the Market Participants.

4.3.2 Support

Incidents

The Portal (using defined templates) must include functionality to MPs for:

- Raising an Incident
- Reviewing status of an Incident
- Providing evidence
- Searching their incidents
- Reviewing historic incidents for their organisation.

Templates will be defined in the SMS but must be able for use via the Portal. There must be different templates for different incident types, to enable resolution to be automated.

Reports

The Portal must provide MP access to view:

- overall CSS reports
- MP-specific reports

4.3.3 Requests

The Portal (using defined templates) must include functionality to MPs for:

- Raising a query
- Requesting a service
- Reviewing status of a service request
- Providing supporting forms and approvals
- Searching their requests
- Reviewing the progress of requests for their organisation.

Templates will be defined in the SMS but must be able for use via the Portal. There must be different templates for different incident types, to enable resolution to be automated.

4.3.4 Service Status

- Service Status dashboards
- Service Bulletins
- Service Availability, including the forward schedule of change

4.4 Additional Functionality for Switching Operator, CSS and CDS Providers

The Portal must also provide access for the Switching Operator and its service providers to undertake administrative activities, including:

- Setup and maintenance of Switching Domain Data
- Switching specific business processes e.g. forced registrations, supplier of last resort
- Creation of Service Bulletins (alerts, warning or events)
- Input of Switching availability
- Access to systems to perform Data Stewardship
- Access to customer facing 3rd party services/applications
- Publication and storage of (i.e. reports, form templates and knowledge articles).

These activities must not be available to MPs (see Section 4.1 above).

5 Switching Support Model

Switching will operate a 3 Tier Support Model, in order to best serve Market Participants.

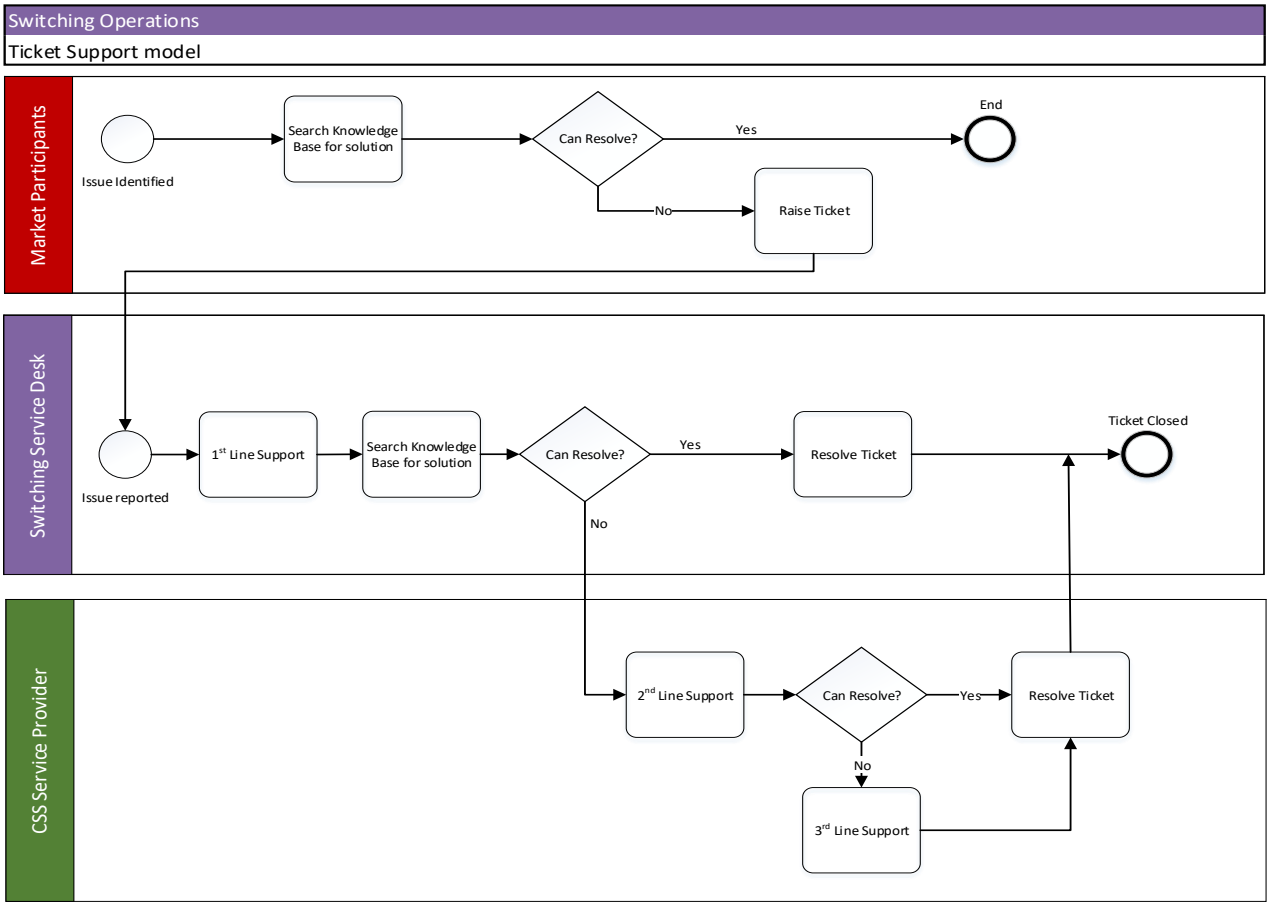

Figure 3 - Switching Support Model in Practice

5.1.1 Self Help (or Tier 0 support)

CSS will create and publish knowledge articles via the Self-Service Portal. Market Participants will be encouraged to use this knowledge base to resolve their own issues, before contacting the Switching Service Desk or raising a ticket.

5.1.2 First Line Support – Switching SD

Switching aims to resolve Incidents as part of a 'log, triage and first line resolution' process carried out by the Switching SD. To enable this, CSS SPs and CDS Providers will be required to provide knowledge, tools and access to data. SD will then be able to:

- provide 1st line support using knowledge provided by each SP.
- resolve a high proportion of incidents without recourse to the 2nd line support teams;

5.1.3 Second and Third Line Support – Service Providers

This will be provided by the CSS SPs and existing CDS Providers, who will provide detailed knowledge of their systems and services to enable resolution of all issues.

The Switching SD will monitor and escalate Incident resolution to ensure that the required timescales and SLAs are met.

6 Service Management System Reporting

The reporting services from CSS will be aligned with Licence obligations of the Switching Operator and will deliver both regulatory and operational reports required to manage the E2E Switching Arrangements Service Management effectively.

The scope of CSS reporting required includes:

- Reporting on the performance of the E2E Switching Service and CSS along with its Service Providers against their explicit contractual measures
  - REC Performance Measures
  - Service Provider Performance Measures
- Reporting on the operational performance of the Switching Operator against its licence obligations.

There will be a REC requirement for existing CDS Providers and CSS SPs are required to make data available to the Switching Operator to enable a suite of internal and external Service Management reports to be produced.

6.1.1 CSS SMS

The information stored in the CSS SMS will be key to enable the external regulatory reports to be produced. It is also fundamental to the production of the internal SM reports that are required to monitor CSS and ensure that it is operating effectively and within SLAs.

This must be factored in to the requirements of the CSS SMS.

6.1.2 CSS Portal

The Portal will be the mechanism by which reports are accessed and viewed by MPs. Access to reports will depend on permissions granted to Market Participants.

6.2 Proposed Reports

The proposed SM reports are detailed in the table below.

6.2.1 External

To be confirmed when the Retail Energy Code (REC) is finalised.

Recipient	Report Name	Frequency	Key Contents of Report
Ofgem, BEIS, REC Panel	Monthly Raised Problems Summary Report	Monthly	• Problems raised • Details • Status
Ofgem, BEIS, REC Panel	Switching KPIs	Weekly	• Status of Incidents, • Switching Components Availability, • Portal Availability, • Switching requests processed, • Address issues identified • Users on boarded,

Recipient	Report Name	Frequency	Key Contents of Report
Ofgem, BEIS, REC Panel	Weekly Incident Reports	Weekly	• Raised/Closed Incidents, • Incident ID/Category, • Summary of Incident, • Status/ Status Reason, • Resolution details
Ofgem	Security Incident Report	6 Monthly	• Number of Major vs Non-Major Incidents • Incident Details
Ofgem, BEIS, REC Panel	Switching Major Incident Review Report	Weekly	• Description of Major Incident • Incident details • Resolution details • Root Cause • REC Mods Required
Ofgem BEIS, REC Panel	Switching Major Incident Summary Report	Weekly	• Description of Major Incident • Incident details • Resolution details • Root Cause • SLAs Met?
Ofgem, BEIS, REC Panel	Switching Performance Measurement Report	Monthly	• Details of Service Levels as per REC • Performance Measures • Service Levels required/met • Exceptions permitted
REC Panel	Registration Data Incident Report	Monthly	• Registration Data Incidents • Incidents details
REC Panel	REC Panel Quarterly Report	Quarterly	• Significant and/or Impacting Open Problem Records, • Problem details

6.2.2 Internal within CSS

The following list details the typical reports that would be expected, and hence the data that would be required to manage the Switching Arrangements.

Service Management Area	Report Name	Frequency
Security Management	• Anomaly Detection Thresholds Set • Access Management Report	Weekly Real Time
Change Management	• Number of Changes - All, Successful, Failed • Number of emergency/expedited/latent Changes • Notification of Planned Maintenance • Delivery of Risk & Impact Assessments • Open Changes by Status and Status Reason • Live Change Management Internal Dashboard	Real Time
Capacity Management	• Capacity Management Internal Dashboard • Demand Management Internal Dashboard	Monthly Up to 1 hour

Incident Management	• SP Incident Compliance Metrics • Incidents by User Organisation • Average time to assign, by priority, by SP • MP Incident Resolution Metrics • Incident Breach Reason Profiles • Incident Trend Report • Incidents Raised - Recent Hour • Weekly Incident Management Pack • Live Incident Management Internal Dashboard • Incident Management First Time Fix Report	Real Time Real Time Real Time Real Time Real Time Real Time Real Time Weekly Real Time Real Time
Performance Management	• Switching Network Performance Report (user) • Monthly Performance Measurement Report • Monthly Performance Measurement Data • Performance Measurement Internal Dashboard • Service Failures for Provider Internal Dashboard • Monthly Switching SD Performance Pack • Provider Monthly Incident Performance Report	Monthly Monthly & Annual Monthly Monthly Monthly Monthly Monthly
Problem Management	• Volumetric report on All Open Problems • Number of Problems resulting in a CR	Monthly Monthly
Knowledge Management	• Knowledge Performance Internal Dashboard • Knowledge Management Performance Monitoring	Real Time Monthly
Release Management	• Number of successful/failed releases	Real Time
Service Desk	• Service Desk Performance Dashboard • Switching Incidents Raised Assigned to SD • Switching Incidents - First Time Fixed (%) • Open Incidents by Severity DCC Service Desk • Open Incidents Approaching Thresholds	Monthly Real Time Real Time Real Time Real Time
Service Management	• Switching Service Management Dashboard • User Major Incident Report • User Monthly Open Incident Report • Number of Service Requests Raised / Completed • Open Work Orders by Severity by SP	Real Time, Week Major Incident Monthly Weekly Real Time

Appendix A – Glossary of Terms

Acronym / Term	Definition
CDS	Central Data Service (including new and existing providers)
CES	Consumer Enquiry Service
CSMS	CSS Service Management System
CSS	Central Switching Service
CSS SP	All new CSS Service Providers.
DES	Data Enquiry Service, operated by Xoserve
DSP	Data Services Provider
E2E	End-to-End
ECOES	Electricity Central Online Enquiry Service
ITIL	Information Technology Infrastructure Library
Market Participant	Means the combination of a Retail Energy Company and a Role Code and includes Energy Suppliers, Gas Transporters, DNOs and Supplier Agents.
REC	Retail Energy Code
SLA	Service Level Agreement
SM	Service Management
SMS	Service Management System
SPOC	Single Point of Contact
SSP	Self Service Portal
Switching Operator	The organisation or team that operates the Centralised Switching Services and will manage and co-ordinate the SM Model.
Switching User	Any organisation that is allowed to ‘use’ the CSS under REC
UK Link	Provider of systems that support the competitive gas market, operated by Xoserve.