Switching Programme Change Request Form

Part A – For the requestor to fill in

Change Requestor's Details
Name: Jenny Boothe
Organisation: Ofgem
Email address: jenny.boothe@ofgem.gov.uk
Telephone number: 0203 263 9818
Please note that by default we will include the name and organisation of the Change Requestor in Switching Programme's published Change Log. If you do not wish to be identified please tick this box ☐

Change Title
Removal of the Registration 'confirmed' synchronisation to the Smart Metering Data Service Provider and related design-consistency improvements

Change Summary
<Please provide an explanation of the change to be made. Please include details of any dependencies and impacts of the change if known e.g. likely timescales and costs, should the change go ahead>
This change request seeks to clarify what data is actually being synchronised to the Smart Metering Data Service Provider and Central Data Services (CDSs) and seeks to remove the 'confirmed' synch to the Smart Metering Data Service Provider (DSP) only as it is not necessary for the effective management of Smart Metering activities.
This change request will be removing a process step and clarifying Registration Lifecycle Statuses within the existing logical design. Without this change, the current design and associated terminology will lead to confusion about the data that is being synchronised, increase the risk of bidders submitting an incorrect solution and retain a process step that could make next-day switching more cumbersome.

Change considerations & viewpoint	
Please provide your considerations and views on change using information available to you and stakeholders you have engaged.	
Priority assessment for Change Request **An important change; its absence would be very inconvenient, although a 'work-around' is possible**	The existing Registration Lifecycle processes and data content is inconsistent
Base reason for Change **Design - Additional requirements/functionality being addedd to the programme's scope**	NB: Processes and data are BEING *rationalised*.

Rating of Change implementation MEDIUM - Significant consequences requiring redesign or rework; Significant cost impact ; Significant impact to schedule	This is a medium change as it relates to rationalising processes and clarifying the nature of the data that will be included in the synchronisation messages.
"Do nothing" implications	Will lead to confusion about the data that is being synchronised, increase the risk of bidders submitting an incorrect solution and retain a process step that could make next-day switching more cumbersome
Potential stakeholders affected by the Change	Switching Service provider and the Smart Metering Data Service Provider
Alternative sought to reduce negative impact	The alternative solution is to remove the validated synch message but this will reduce the time that the gaining supplier would have to co-ordinate its activities including preparing commands to the smart meter.
Identify any risks to the implementation of the Change	Minimal risks due to rationalising processes and clarifying the nature of the data
Specialists and/or stakeholders consulted	Ofgem Design Lead Ofgem DIAT DCC Design Team DCC Data Architect

Justification for Change
<Please provide your rationale for why the change is necessary and any consequences of not making the change> Please expand and comment on the following points:
The current design includes the synchronisation of messages to the CDSs and the Smart Metering Data Service Provider that identified the Registration Lifecycle Status (Pending, Active, Inactive, Cancelled). Equally, the design included the notification of Registration Request Lifecycle Status (Validated, Confirmed, Secured, Completed, Rejected, Annulled, Withdrawn) to each of the specific Market Participants involved in a switch. Comparison of the values of these

states with the processes revealed inconsistencies between the Registration Lifecycle Status values and the synchronisation processes.

To resolve these inconsistencies this change request proposes to extend the values of Registration Lifecycle Status to include "Registration Confirmed", "Secured Active" and "Secured Inactive", which will be set by CSS at the same time as the Confirmed and Secured statuses of the Registration Request Lifecycle. The complete set of statuses becomes:

- Pending
- Registration Confirmed
- Secured Active
- Active
- Secured Inactive
- Inactive
- Cancelled.

All decision rules concerning synchronisation will utilise the Registration Lifecycle Status (comparably to the utilisation of Registration Request Lifecycle Status by the rules for notification). Synchronisation decision rules will be expressed to specify which data service is synchronised with respect to each Registration Lifecycle Status value e.g. Smart Metering Data Service Provider will receive only status values "Pending", "Secured Active" and "Secured Inactive" (and not value "Registration Confirmed"). These rules will be made consistent with the processes. By way of explanation, the omission of particular status values is made feasible by recipient data services' use of inference based upon the current time; a method to be confirmed throughout physical design.

Not including this change would result in an inconsistent proposal for state transition update from the CSS, and bidders would have incorrectly designed their solution on this premise

Registration Lifecycle Status values are in summary synchronised to switching central data services as follows:

Registration Lifecycle Status	Smart Metering	UK Link	MPAS	DES	ECOES
Pending	Y	Y	Y	Y	Y
Registration Confirmed	N	Y	Y	Y	Y
Secured Active	Y	Y	Y	Y	Y
Active	N	Y	Y	Y	Y
Secured Inactive	Y	Y	Y	Y	Y
Inactive	N	Y	Y	Y	Y

Textual changes to the URS Requirements Specification Document:

1Remove all references to the confirmed synchronisation messages being sent to the DSP from the CSS.

2. Add new Registration Life Cycle statuses of 'confirmed', 'secured active' and 'secured inactive' at sections 4.3 and 4.4

In ABACUS update the Status lifecycle diagrams to reflect the new Registration Lifecycles of

'Registration confirmed', 'secured active' and 'secured inactive'

Solution Architecture:

Update section 4.32 – Interface Patterns, to include 'Registration confirmed', 'secured active' and 'secured inactive'.

Operational Choreography:

Update section 3.84 to include new states and explain which are sent to Smart Metering.

Programme Products affected by proposed change
*<Please outline which product(s) are expected to be impacted by the proposed change. You **must** include the relevant product version number(s) and publication date(s) here. If possible, can you please also identify which section(s) of the document(s) would need to be changed>* D-4.1.2 E2E Detailed Design Model D-4.1.5 E2E Solution Architecture D-4.1.6 E2E Operational Choreography D-4.2.1 CSS User Requirements Specification

Please submit this completed form to the Ofgem Switching Programme PMO Team
(SwitchingPMO@ofgem.gov.uk) with the subject as the Change Request number and
title.

Part B – For Ofgem Use Only

Change request No.	CR-E23	Date CR submitted	01/11/2018
Change request status:	Approved	Current CR version:	0.3
Change Window:	10	Version date:	14/11/2018

Change Advisory Team (CAT) Lead:	Name and organisation: Jenny Boothe - Ofgem
Contact details:	Email address: jenny.boothe@ofgem.gov.uk
PMO Lead:	Name: Sharina Begum - Ofgem
Contact details:	Email address: SwitchingPMO@ofgem.gov.uk

Green - Requestor to complete   **Orange** – Ofgem to complete   **Blue** - Impact Assessment Team to complete

Initial assessment/Triage
Please provide a summary of the initial assessment, detailing any changes made by the Change Advisory Team (CAT), which includes Ofgem PMO, Design, Implementation, Alignment, Commercial, Regulatory and Security Workstream Leads and DCC.

Design & Data Impact and resource input required for IA?
The design will be amended removing a functionality from the DSP, as it will receive one less synchronisation message from the CSS. IN addition new registration states will be added to the data model to make the state of the registration requests more explicit and will make the notification and synchronisation messages have more value to the recipient system as the explicit nature of the data will trigger the appropriate action.

Implementation Impact (including impacts to industry readiness, procurement timelines and the Programme Plan) and resource input required for IA?
None. This is captured in the design prior to DTB.

Alignment Impact and resource input required for IA?
A number of design products will need to be updated. A robust QA approach will need to be undertaken to assure product alignment. Expect approximately 3 FTEs over 2 days.

Commercial/Procurement Impact and resource input required for IA?
This CR will need to be reflected in the BAFO update to ensure the design takes account of the data changes required.

Regulatory Impact and resource input required for IA?
None

Security Impact and resource input required for IA?
None

Confirm Programme Products impacted by the change request?
D-4.1.2 E2E Detailed Design Model
D-4.1.5 E2E Solution Architecture
D-4.1.6 E2E Operational Choreography
D-4.2.1 CSS User Requirements Specification

Major or Minor Change?	minor

Change Process Route	Urgent
Change Window	10
To be submitted to the Design Forum on:	14/11/18 - Submitted 22/11/18 – Design Forum
Approval Authority:	Chair - Design Authority
Target Change Decision Date:	30/11/18
Checked for completeness (Name & Role):	**Date:**
Andrew Amato	**23/11/18**

Impact Assessment

The benefits of making this change are that the DSP systems will not need to be updated to include a synchronised message for which no business activity will be generated. Therefore, it is envisaged that there will be cost saving due to the reduced functional requirements needed within the DSP systems.

These changes lead to improvement of the consistency between the data model and the processes. The inclusion of the new status of 'secured inactive' will automatically close out the losing supplier's registration and ensure that only one registration can be active at any point in time.

Checked for completeness (Name & Role):	Date:
Andrew Amato	**23/11/18**

Impact Assessment – Industry cost

Envisage that there will be saving to industry as there will be clarity of the registration life cycle status associated with a customer's switch and removes the risk of any confusion or inferences of who the registered supplier is at any point in time.

Checked for completeness (Name & Role):	Date:
Andrew Amato	**23/11/18**

Impact Assessment – Programme

No impact to programme timeline

Checked for completeness (Name & Role):	Date:
Andrew Amato	**23/11/18**

Impact Assessment – Resource Effort

Green - Requestor to complete   **Orange** – Ofgem to complete   **Blue** - Impact Assessment Team to complete

Estimated at 3 FTE resource for 1 day	
Checked for completeness (Name & Role):	**Date:**
Andrew Amato	**23/11/18**

Impact Assessment –Programme Design & Architectural Principles		
Design Principle	**Description**	**RAG Status & Summary**
Impact on Consumers		
1 Reliability for customers	All switches should occur at the time agreed between the customer and their new supplier. The new arrangements should facilitate complete and accurate communication and billing with customers. Any errors in the switching process should be minimised and where they do occur, the issue should be resolved quickly and with the minimum of effort from the customer. The customer should be alerted in a timely manner if any issues arise that will impact on their switching experience.	N/A
2 Speed for customers	Customers should be able to choose when they switch. The arrangements should enable fast switching, consistent with protecting and empowering customers currently and as their expectations evolve.	N/A
3 Customer Coverage	Any differences in customer access to a quick, easy and reliable switching process should be minimised and justified against the other Design Principles.	N/A
4 Switching Experience	Customers should be able to have confidence in the switching process. The process should meet or exceed expectations, be simple and intuitive for customers and encourage engagement in the market. Once a customer has chosen a new supplier, the switching process should require the minimum of effort from the customer. The customer should be informed of the progress of the switch in a timely manner.	N/A
Impact on Market Participants		
5 Competition	The new supply point register and switching arrangements should support and promote effective competition between market participants. Where possible, processes should be harmonised between the gas and electricity markets and the success of the switching process should not be dependent on the incumbent supplier or its agents.	N/A
6 Design – simplicity	The new supply point register and arrangements should be as simple as possible.	N/A

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7 Design – robustness	The end-to-end solution should be technically robust and integrate efficiently with other related systems. It should be clearly documented, with effective governance. The new arrangements should proactively identify and resolve impediments to meeting consumers' and industry requirements. These arrangements should be secure and protect the privacy of personal data.	This CR will ensure the correct data is being synchronised to the relevant systems to ensure there is a consistent understanding of the state of a registration.
8 Design – flexibility	The new arrangements should be capable of efficiently adapting to future requirements and accommodating the needs of new business models.	N/A

Impact on Delivery, Costs and Risks		
9 Solution cost/benefit	The new arrangements should be designed and implemented so as to maximise the net benefits for customers.	N/A
10 Implementation	The plan for delivery should be robust, and provide a high degree of confidence, taking into account risks and issues. It should have clear and appropriate allocation of roles and responsibilities and effective governance.	N/A

Architectural Principle	Description	RAG Status & Summary
1 Secure by default & design	All risks documented & managed to within the tolerance defined by the organisation or accepted by the Senior Risk Owner	N/A
2 Future Proof Design	Common design approaches will better enable designs to support future developments e.g. A mechanism for achieving non-repudiation	N/A
3 Standards Adoption	Adopt appropriate standards for products, services or processes. e.g. ISO/IEC 11179 for data definition	N/A
4 One Architecture	One single definitive architecture prevails	N/A
5 Data is an asset	Data is an asset that has value to the enterprise and is managed accordingly	N/A
6 Data is shared & accessible	Users have access to the data necessary to perform their duties; therefore, data is shared across enterprise functions and departments.	Ensures the accurate registration state data is being transferred.
7 Common vocabulary & data definitions	Data is defined consistently throughout the enterprise, the definitions being understandable and available to all users.	N/A
8 Requirements-based change	Only in response to business needs are changes to applications and technology made. E.g. only industry arrangements affecting switching will be impacted.	N/A
9 Quality Characteristics	Maintain a comprehensive set of quality characteristics by which to gauge the completeness of requirements for Applications and Services.	N/A

Summary: -

Checked for completeness (Name & Role):	Date:
Andrew Amato	*23/11/18*

Green - Requestor to complete   **Orange –** Ofgem to complete   **Blue -** Impact Assessment Team to complete

Impact Assessment – Data cleansing / migration	
No anticipated impact	
Checked for completeness (Name & Role):	**Date:**
Andrew Amato	*23/11/18*

Impact Assessment – Programme Plan	
No anticipated Impact	
Checked for completeness (Name & Role):	**Date:**
Andrew Amato	*23/11/18*

Impact Assessment – Security	
No anticipated Impact	
Checked for completeness (Name & Role):	**Date:**
Andrew Amato	*23/11/18*

Programme Recommendation	
Recommendation for approval	
Checked for completeness (Name & Role):	**Date:**
Andrew Amato	*23/11/18*

Change Request Decision	
<Insert the decision of the Approval Authority together with any conditions of the approval>	
Changed Approved:	**Yes**
Decision Maker (Name & Role): Chair DA	**Date:** 30/11/2018

Green - Requestor to complete   **Orange** – Ofgem to complete   **Blue** - Impact Assessment Team to complete

Next Steps		
Product updates to reflect the change will be made and published after the CSS BAFO process		
If Change Request is approved:-	**Role**	**Date**
Products updates to be completed by:	*BAFO*	*07/12/18*
Ofgem review dates:		*07/12/18*
Product approval to be completed by:		*07/12/18*

Green - Requestor to complete   **Orange –** Ofgem to complete   **Blue -** Impact Assessment Team to complete