Switching Programme
Change Request Form

Ofgem use only:

Change request No.	CR-E07	**Date CR submitted**	4 September 2018
Change request status:	Approved	**Current CR version:**	0.1
Change Window:	6	**Version date:**	4 September 2018

Please submit this completed form to the Ofgem Switching Programme PMO Team (SwitchingPMO@ofgem.gov.uk)

Change Requestor's details – Change Requestor to complete

Name: Jenny Boothe

Organisation: Ofgem

Email address: jenny.boothe@ofgem.gov.uk

Telephone number:

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 – Change Requestor to complete

DSP Fault Tolerance Omission from the E2E NFRs

Change summary – Change Requestor to complete

All the central data service are required to ensure their respective systems are designed to be able to detect loss or duplication of messages to and from it. Additionally, for synchronisation messages, these systems must be able to detect any mis-alignment of data between itself and other systems and shall facilities in place for rectification.

All the central data services are set out in the current end to end non-functional requirements products except the smart metering data service provider (DSP). This is an omission that this change request seeks to rectify.

Proposed change is to add the DSP as a system to which the relevant E2E NFR applies:

NFR Category	Reference	Requirement Description	System or Service to which requirement applies	MoSCoW Rating [1]	Derivation of requirement and notes
Fault Tolerance	REL080	The system shall be able to detect loss and duplication of messages transferred from/to it and shall have facilities for rectification.	CSS, DSP, ECOES, DES, MPAS, UK Link, Supplier	M	Switching Programme proposal
Fault Tolerance	REL090	The system shall be able to detect mis-alignment of data	CSS, DSP, ECOES, DES,	M	Switching Programme proposal

		between itself and other systems with which it exchanges synchronisations and shall have facilities for rectification.	MPAS, UK Link, Supplier		

Amendment in red.

Justification for change – Change Requestor to complete

The new switching arrangements are predicated on the accurate and timely exchange of data between a number of systems. Instances may arise where the data may be corrupted, duplicated or lost. The risk of these events happening cannot be 100% eradicated therefore the capability to detect and rectify these occurrences have been designed into the new arrangements.

This ability to detect and rectify message anomalies and synchronisation mis-alignments is a function that is particularly important for the DSP to undertake. The DSP is responsible for access control to smart meters enrolled with the DCC. Should it act on inaccurate messages this could lead to the wrong supplier or meter agent being able to access a device where it is not the authorised user which may lead to a poor experience for consumers.

Therefore it is necessary for the DSP to have the capability to detect and rectify message anomalies and REL080 and REL 090 should be applicable.

Requested Decision Timing – Change Requestor to complete

A decision is required as soon as possible so that the change can be fed into the procurement process before BAFO.

Programme Products affected by proposed change – Change Requestor to complete

The only product to be affected by this change is D-4.1.4 E2E Non-Functional Requirements Spreadsheet

Change Advisory Team (CAT) Lead:	Jenny Boothe, Ofgem
Contact details:	Jenny.boothe@ofgem.gov.uk
PMO Lead:	Sharina Begum - Ofgem
Contact details:	sharina.begum@ofgem.gov.uk

Change Assessment Team – Initial Assessment (Triage)

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

Design Impact and resource input required for IA?

Implementation Impact (including impacts to industry readiness, procurement timelines and the Programme Plan) and resource input required for IA?

No

Alignment Impact and resource input required for IA?

None

Commercial/Procurement Impact and resource input required for IA? None
Regulatory Impact and resource input required for IA? The regulatory framework may need to be updated to reflect that the NFRs are now applicable to the DSP
Security Impact and resource input required for IA? None
Confirm Programme Products impacted by the change request? D-4.1.4 E2E Non-Functional Requirements Spreadsheet

Major or Minor Change?	Minor
Change Process Route	Full
Change Window	6
To be submitted to the Design Forum on:	24 September 2018 01 October 2018
Approval Authority:	Programme Manager (DA Chair)
Target Change Decision Date:	12 October 2018

Checked for completeness by: (Name & Role)	**Date:**
Sharina Begum Switching PMO Manager, Ofgem	05/10/18

Impact Assessment – Overall

The benefit of this change is that the DSP will now be required to check for and resolve messaging anomalies and also be required to ensure synchronised messages are aligned between itself and the transmitting system. This will ensure that any message inaccuracies are readily identified and resolved in a timely manner and therefore minimise the risk of access being granted to a user in error.

This approach will ensure that the end to end switching lifecycle, from when a gaining supplier submits a switch request to the switch taking effect on the smart meter is undertaken as accurately as possible.

There will be costs to the DSP to undertake this role but these should be minimal.

Assessment completed By: (Name & Role)	**Date:**
Jenny Boothe/ DCC Design Team	25 September 2018

Impact Assessment – Resource Effort

Effort required to update the D-4.1.4 E2E Non-Functional Requirements is estimated to be 0.25 FTE.

Assessment completed By: (Name & Role)	**Date:**
Jenny Boothe, Ofgem	05/10/18

Impact Assessment – Programme OBC

<Insert/embed the assessment of impacts against the Programme's Outline Business Case (OBC), especially taking account of any costs and/or benefits to external parties.>

No impact

Assessment completed By: (Name & Role)	**Date:**
Jenny Boothe	05/10/18

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.	This change will ensure that the majority of switches are given effect in a reliable manner and message errors readily identified and rectified.
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.	Should support the consumer having the switch executed in the timeframe they require.
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.	All customers that have a smart meter are covered by this CR
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.	Should support a positive switching experience for consumers
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.	This will be supported by ensuring that any identified messaging anomalies are readily rectified.
6 Design – simplicity	The new supply point register and arrangements should be as simple as possible.	N/A

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.	The
8 Design – flexibility	The new arrangements should be capable of efficiently adapting to future requirements and accommodating the needs of new business models.	
9 Solution cost/benefit	The new arrangements should be designed and implemented so as to maximise the net benefits for customers.	Positive impact on the DSP to ensure it can accurately and effectively undertake access control to smart meters
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	
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	This CR ensures that messages and therefore the data within them is managed appropriately and rectified when any anomaly is detected
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.	This CR ensures that shared messages and therefore data is managed appropriately.
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: -

Assessment completed By: (Name & Role)	**Date:**
Jenny Boothe, Ofgem	05/10/18

Impact Assessment –Programme Plan

No impact on the delivery plan, assumed that activity is incorporated into broader DSP development activity.

Assessment completed By: (Name & Role)	Date:
Switching Programme PMO Lead, Ofgem	05/10/18

Impact Assessment – Security
No impact

Assessment completed By: (Name & Role)	Date:
Switching Programme Security Lead, Ofgem	05/10/18

Programme Recommendation
Recommend approval (subject to DSP Costs)

Assessment completed By: (Name & Role)	Date:
Switching Programme Design Lead, Ofgem	05/10/18

Next Steps
<If the change is approved, insert a summary of next steps including which products are to be updated as a result of this CR and details of any stakeholder engagement required>

Change Request Decision
DA Approval

Change Approved:	Yes
Decision maker: (Name & Role)	**Date:**
Switching Programme Manager, Ofgem	05/10/18