

Switching Programme Change Request Form



Ofgem use only:

Change request No.	CR-E11	Current CR version:	0.1
Change request status:	Approved	Version date:	13/09/2018
Change Window:	7		

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/Kate Goodman
Organisation: DCC Switching Programme
Email address: jenny.boothe@ofgem.gov.uk / kate.goodman@smartdcc.co.uk
Telephone number: 020 3263 9818 / 07342 975 140

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

Network requirements additions

Change summary – Change Requestor to complete

Background

The Switching Programme is reliant on the effective exchange of data between a number of interconnected systems. In the event of any of these systems becoming off line it is necessary for the success of a customer switch that no data is lost. This is a necessary requirement if the data is in transit or within the mastery system.

The purpose of this change request is to augment this policy requirement by ensuring the communication network, across which data is transferred, ensures the zero loss of data should it become unavailable for a period of time.

The changes required are:

1. D-4.2.1 CSS User Requirements Specification

- a. Modify requirement FR6065 to state the following "The Switching Network shall allow network access to companies operating in, but not restricted to, the following roles that participate in the Switching Arrangements: Suppliers, Gas Central Data Service (UK Link currently), Gas Data Enquiry Service (DES), Shippers, Meter Point Administration Service, Electricity Central Online Enquiry Service (ECOES), Smart Metering, Data Collectors, Data Aggregators, MAPs, MEMs and Switching Domain Data Services."

2. D-4.2.2 CSS Non-Functional Requirements

- a. Insert new requirement NFR0651 "There shall be a mechanism in place that shall ensure there is no data loss in the event of a network or system failure."
- b. Insert new requirement NFR1031 "The switching network shall offer and support multiple connection types, configurable quality and class of service, and bandwidth options as part of its offerings."

- c. Modify requirement NFR0590 to qualify the network latency of 200ms as to peak throughput - "Latency across the Switching Network shall be 200ms or less, including during periods of peak data throughput."
- d. Modify requirement NFR0592 "Latency across the Switching Network shall be measured using a declared and agreed method. A round trip is measured by the local clock in the pinging system, from when the request left to when the reply arrived."
- e. Modify requirement NFR0640 to address the specific importance of the CSS-connection - "The service shall have 99.75% overall availability and 99.99% CSS-connection availability, outside scheduled maintenance periods."
- f. Insert new requirement NFR0851 "The Switching Network shall provide a resilient and redundant connection to the CSS"
- g. Insert new requirement NFR0852 "Where a combined switching network is provided (i.e. 'the Bridge'), each Service Provider shall ensure that there is a resilient and redundant connection between the networks"
- h. Insert new requirement NFR0535 "The Switching Network shall support the network traffic volumes specified within D-4.2.2 CSS NFR Volumetrics."
- i. Insert new requirement NFR1180 "The Switching Network shall conform to the requirements of product D-10.2 CSS Service Management Requirements, located at <https://www.ofgem.gov.uk/publications-and-updates/css-service-management-products>"

Justification for change – Change Requestor to complete

These changes have arisen following discussions with existing Providers of Central Data Services and Switching Programme workstreams. They provide necessary refinements to meet the needs of the new Switching Arrangements.

Requested Decision Timing – Change Requestor to complete

As soon as possible so that the requirements are available to industry participants and to ensure the communication network providers can meet these requirements prior to DBT.

Programme Products affected by proposed change – Change Requestor to complete

<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>

D-4.1.2 E2E Detailed Design Models V2.0 22nd June 2018

D-4.1.3 E2E Data Architecture and Data Governance V2.0 22nd June 2018

D-4.2.1 CSS User Requirements Specification V2.0 22nd June 2018

Change Advisory Team (CAT) Lead:	Jenny Boothe OfGEM
Contact details:	Email address: jenny.boothe@ofgem.gov.uk Telephone number:02032639818
PMO Lead:	Sharina Begum
Contact details:	Sharina .begum@ofgem.gov.uk

Change Assessment Team – Initial Assessment (Triage)													
<p><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. NB - THIS MUST DETAIL THE PROGRAMME PRODUCTS IMPACTED BY THE CHANGE REQUEST.></p>													
<p>Change has a Design Impact? This CR makes the design robust and more flexible by adding in additional capability within the network communication layer.</p> <p>Name: Jenny Boothe Date: 14/11/18 Role: Design Lead</p>													
<p>Change has an Implementation Impact (including Programme Plan)? <Would the change impact programme timelines, procurement process, other parties implementation activity?> No. The networks currently exists and have most of the capabilities set out in the CR. These requirements can be delivered as soon as the CR is approved</p> <p>Name: Jenny Boothe Date:14/11/18 Role: Design</p>													
<p>Change has an Alignment Impact? No</p> <p>Name: Jenny Boothe Date:14/11/18 Role: Design Lead</p>													
<p>Change has a Commercial/Procurement Impact? No</p> <p>Name: Jenny Boothe Date:14/11/18 Role: Design Lead</p>													
<p>Change has a Regulatory Impact? No</p> <p>Name: Jenny Boothe Date:14/11/18 Role: Design Lead</p>													
<p>Change has a Security Impact? No</p> <p>Name: Jenny Boothe Date:14/11/18 Role: Design Lead</p>													
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Change IA Effort</td> <td>Minor</td> </tr> <tr> <td>Change Process Route</td> <td>Full</td> </tr> <tr> <td>Change Window</td> <td>6</td> </tr> <tr> <td>To be submitted to the Design Forum on:</td> <td>8 October 2018 15 October 2018</td> </tr> <tr> <td>Approval Authority:</td> <td>DA</td> </tr> <tr> <td>Target Change Decision Date:</td> <td>26 October 2018</td> </tr> </table>		Change IA Effort	Minor	Change Process Route	Full	Change Window	6	To be submitted to the Design Forum on:	8 October 2018 15 October 2018	Approval Authority:	DA	Target Change Decision Date:	26 October 2018
Change IA Effort	Minor												
Change Process Route	Full												
Change Window	6												
To be submitted to the Design Forum on:	8 October 2018 15 October 2018												
Approval Authority:	DA												
Target Change Decision Date:	26 October 2018												
Checked for completeness by: (Name & Role)	Date:												

Jenny Boothe Design Lead	8 October 2018
------------------------------------	----------------

Impact Assessment – Overall

Implementing this change request will ensure the communication networks support faster reliable and accurate exchanges between the CSS and other CDSs. In particular, should there be a network outage the new elements of this CR will ensure that data is retained and available when the network is back on-line. Unless these attributes are not included now there is an expectation that the network providers will incur additional cost to meet these new requirements which may be socialised across the entire industry.

Assessment completed By: (Name & Role)	Date:
Kate Goodman DCC Design Lead	7 October 2018

Impact Assessment – Resource Effort

0.5 FTE over 3 working days to update products

Assessment completed By: (Name & Role)	Date:
Kate Goodman DCC Design Lead	7 October 2018

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 Design Lead	7 October 2018

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.	Green – having a robust communication network will ensure the consumer switch data is secured and managed effectively
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.	Ensures the speed of the switch and the security and appropriate treatment of the switching data
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
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.	Ensures a robust and effective communication layer that securely manages the switching data
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.	
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.	

Impact Assessment –Programme Plan

<Insert/embed the assessment of impacts against the Programme Plan. Ensure coverage of what the change does to programme timelines, taking into account impact on the procurement process, parties’ implementation activities or diversion of programme resources?>

No impact

Assessment completed By: (Name & Role)	Date:
Jenny Boothe Design Lead	07/10/18

Impact Assessment – Security

<Insert/embed the assessment of impacts against the Programme’s Security Strategy and baselined security products.>

No impact

Assessment completed By: (Name & Role)	Date:
Jenny Boothe Design Lead	07/10/18

Programme Recommendation

<Insert the Programme’s recommendation for decision, note this could be a minded to decision in advance of Design Forum>

Approve

Assessment completed By: (Name & Role)	Date:
Jenny Boothe Design Lead	07/10/18

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

Approved

Change Approved:	Yes
Decision maker: (Name & Role)	Date:
Arik Dondi DA Chair	26/10/18
