Switching Programme
Change Request Form

Ofgem use only:

Change request No.	CR-E13	**Date CR submitted**	28/09/18
Change request status:	Approved	**Current CR version:**	V0.1
Change Window:	7	**Version date:**	27/09/18

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 / Phil Bryan
Organisation: DCC Switching Programme
Email address: jenny.boothe@ofgem.gov.uk / phil.bryan@smartdcc.co.uk

Telephone number: 020 3263 9818 / 07743816702

Please note that by default, we will include the name and organisation of the Change Requestor in Switching Programme has published Change Log. If you do not wish to be identified please tick this box ☐

Change Title – Change Requestor to complete

CSS Data Archival Interval Text Clarification

Change summary – Change Requestor to complete

Some confusion has arisen as to the consistency of NFR0560 ("The software solution shall be capable of holding 7 years'-worth of transactions in an archive, from which information can be recovered within 1 working day.") with NFR0550 ("The software solution shall be capable of holding 28 months'-worth of transactions online").

This change request applies to NFR0560 text, to make it clearer than the interval over which CSS data may be retained is 7 years in total. The archived data interval is 7 years less the interval over which online data is held.

Proposed new NFR0560 text is given below:

The software solution shall be capable of retaining data for 7 years in total, held in an archive when no longer held online, from which information can be recovered within 1 working day.

This change is to clarify the text only and therefore will only impact documentation.

Justification for change – Change Requestor to complete

Avoidance of misinterpretation of the data archival requirement during procurement and contractual engagement.

Requested Decision Timing – Change Requestor to complete

Immediate to be included at BAFO

Programme Products affected by proposed change – Change Requestor to complete

4.2.2 CSS Detailed Non-Functional Requirements v2.0 22 June 2018

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

Change Assessment Team – Initial Assessment (Triage)	
Design Impact and resource input required for IA? None	
Implementation Impact (including impacts to industry readiness, procurement timelines and the Programme Plan) and resource input required for IA? None	
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? None	
Security Impact and resource input required for IA? None	
Confirm Programme Products impacted by the change request? None	
Major or Minor Change?	Minor
Change Process Route	Full
Change Window	7
To be submitted to the Design Forum on:	05/10/18 12/10/18
Approval Authority:	DA
Target Change Decision Date:	26/10/18

Checked for completeness by: (Name & Role)	**Date:**

Impact Assessment – Overall
<Insert/embed a summary of overall impacts resulting from the change, for example industry/consumer costs and benefits etc. The CR is a house-keeping change making the NFR more precise and clearer.

Assessment completed By: (Name & Role)	**Date:**

Jenny Boothe Design Lead	29/09/18

Impact Assessment – Resource Effort

<Insert/embed the resource costs in £ or FTE required to enact the change e.g. update documents etc. Covering - Who will bear the costs of making the change? Is resource available to do the work on the required timescales? Does the change significantly divert resource in the programme or within industry away from established plans.>

0.25FTE over one day

Assessment completed By: (Name & Role)	**Date:**
Jenny Boothe Design Lead	29/09/18

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.>

None

Assessment completed By: (Name & Role)	**Date:**
Jenny Boothe Design Lead	29/09/18

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
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.	N/A
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.	N/A

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:**

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?>

None

Assessment completed By: (Name & Role)	**Date:**

Impact Assessment – Security

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

None

Assessment completed By: (Name & Role)	**Date:**
Jenny Boothe Design Lead	29/09/18

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	29/09/18

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> *Approve*

Change Request Decision	
Approve	
Change Approved:	**Yes**
Decision maker: (Name & Role)	**Date:**
Jenny Boothe Design Lead	29/09/18