Switching Programme Change Request Form

Part A – For the requestor to fill in

Change Requestor's Details
Name: DCC
Organisation: DCC Smart and DCC Switching
Email address: mark.deacon@smartdcc.co.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 ☐

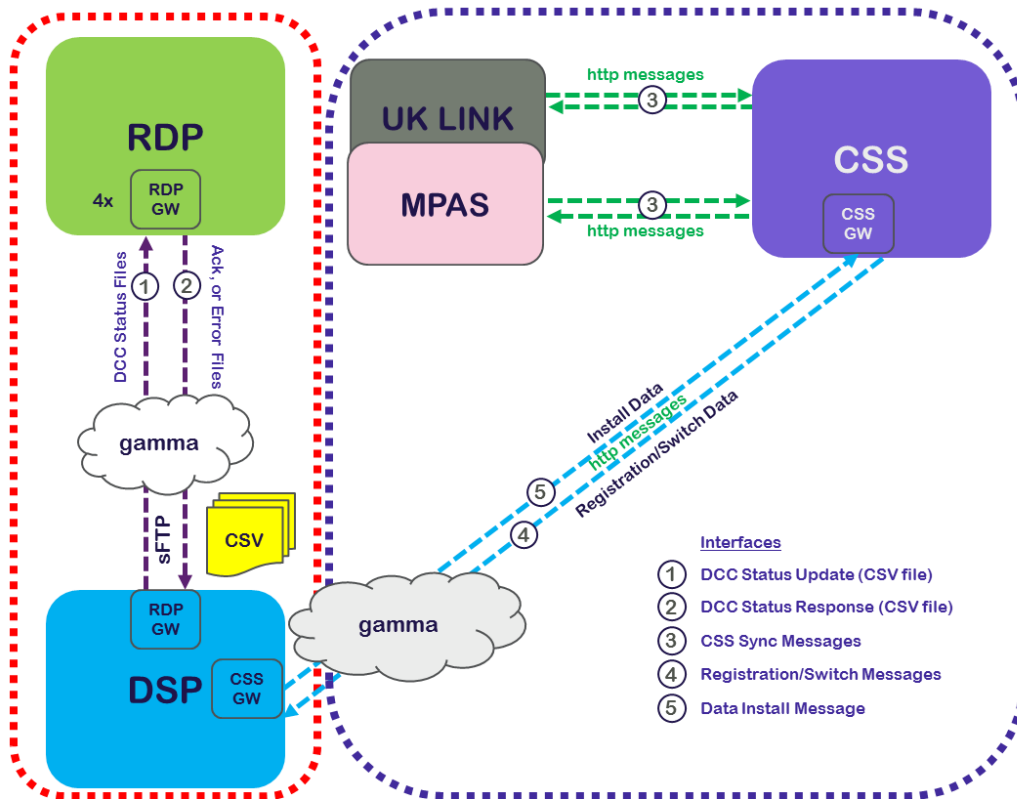| Change Title |
|---|
| Decommissioning of Existing (SEC) Registration Data Provider Communication Links |

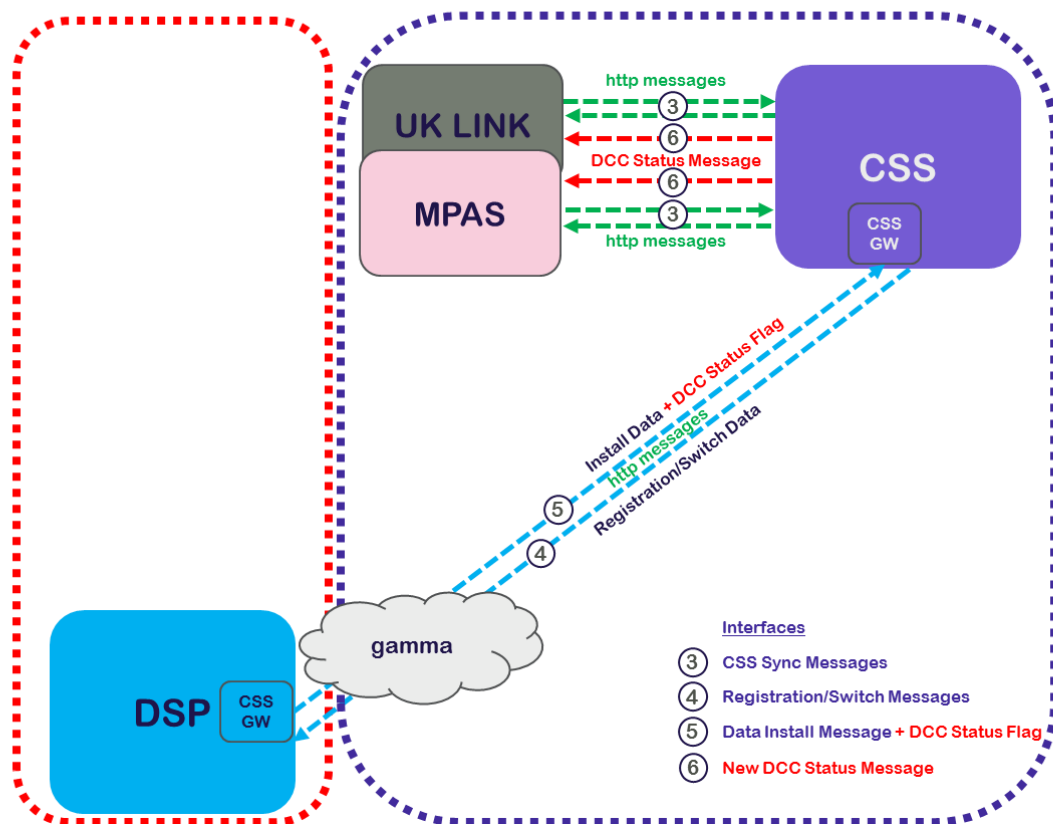| Change Summary |
|---|
| *<Please provide an explanation of the change to be made. Please include details of any dependencies and impacts of the change if known e.g. likely timescales and costs, should the change go ahead>*

Currently there are four (4) Registration data providers (RDPs) that provide switching (registration) data to the Smart Metering Data Service Provider (DSP).The RDPs provide the DSP with information relating to confirm switches, objection status and other meter point parameters. Also, the DSP conveys data to the RDPs on meter installs and IHD provision. This approach ensures that the DSP has the necessary information to manage access control to smart meters and the network operators know what devices are connected to their network and when they were installed.

The new switching arrangements will introduce a new Central Switching Service (CSS) that will manage switching for both the gas and electricity retail market. Once operational it will provide the switching (registration) data to the DSP across the existing GAMMA network and replace the current RDP to DSP data flows.

As a consequence the dataflow from RDP to DSP will become redundant. However, DSP to RDP flow will remain unchanged resulting in the architecture highlighted in figure 1 below. |

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

Figure 1: Solution at CSS Go-Live

This change request (CR) proposes that the new CSS will provide capability to transfer DSP data to the current RDP, or their successors on a regular basis, once it has become operational as highlighted in figure 2 below.

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

Figure 2: Proposed Solution

Assumptions:

1. It is assumed in this CR that the DCC Status Update information only needs to be provided to UK Link and MPAS and not directly to the original RDPs. If this is not the case, then additional communication links to provide the DCC Update will be required between UK Link and MPAS to four RDPs, and these additional connections will need to be included in the impact assessments

2. The DCC Status Update information will be sent from the DSP to the CSS by extending the Install Data message with two additional attributes (DCC Status Flag and Effective from Date), while the remaining status update information is already included in the Install Data message

3. The CSS will perform parameter validation on the Install Data message to ensure all attributes are in the correct format, contain valid values and in the case of Supply Meter Point Reference Number/MPAN Core are valid entries. This will avoid the requirement for MPAS and UK Link to provide acknowledgement, or error responses back to the DSP

4. The CSS will send a new DCC Status Update message over the existing CSS to MPAS/UK Link http connection and this message will contain the same information that was previously provided via the original DSP CSV files

5. The new DSP Status Update messages will be delivered as the status changes occur and will not be packaged as a batch of changes. It will then be the responsibility of MPAS and UK Link to determine how the information then is managed and forwarded within their systems

It should also be noted that this CR is not a fundamental or necessary requirement for the new switching arrangements to proceed. However, as discussed in Justification for Change (below), there are potential efficiency savings for the wider market should this change be implemented

New requirement to the URS functional requirements spreadsheet:

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

"The Service Provider shall provide the capability to accept DCC Status Update data across the GAMMA network."

"The Service Provider must convey the DCC Status Update data and any error responses to the CDSs within 24 hours" (as per the existing DSP/RDP SLAs).

Solution Architecture:

Include a new interface to manage the data transfer from the DSP to the CSS in section XXX

ABACUS

Modify the data mastership in relation to the conveyance of the data from the DSP to the CSS.

The model must include the new interface and message variant to give effect to the conveyance of the DCC Status Update data.

Note: It is expected that this CR will be implemented in a subsequent maintenance, or upgrade release, probably six to twelve months after the initial launch of the live system

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 **Potentially an important opportunity to improve on programme cost, schedule or quality**	This change could lead to efficiency and process savings for the wider industry, plus security benefits of transitioning from legacy (FTP) file-based exchanges to message-based transactions. A message based interface should also include payload parameter validation removing the requirement for RDPs to provide Acknowledgement or Rejection files following receipt on a DCC Status Update file
Base reason for Change **Design - Additional requirements/functionality being addedd to the programme's scope**	As indicated, this change will not impact on the scope of the programme but adds additional functionality into the CSS.

Rating of Change implementation MEDIUM - Significant consequences requiring redesign or rework; Significant cost impact ; Significant impact to schedule	The CSS will need to deliver a new function on behalf of the DSP and GTs/NOs.
"Do nothing" implications	Unnecessary GAMMA gateway links will be maintained between the DSP and RDPs, Multiple flows will need to be maintained by the DSP to the RDPs
Potential stakeholders affected by the Change	DSP, CSS, RDPs and their successors, regarding the receiving and validating of the DCC Status Update messages Note: If required a further update to the CR may be required following more detailed review with the stakeholders
Alternative sought to reduce negative impact	No alternative at this stage other than do nothing option, i.e. retain the status quo
Identify any risks to the implementation of the Change	This Cr creates a single point of failure between the CSS and the DSP.
Specialists and/or stakeholders consulted	RDPs, CGI, DCC Smart, DCC Switching Design Team, MPRS, Xoserve

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:

Currently there are 4 RDPs that have 7 (seven) gateway connections to the DSP across the GAMMA network. The current annual cost to the DSP for the provision of these connections is approximately £71,000. This CR proposes that there should be one connection between the DSP and the CSS that will accommodate the conveyance of the registration data from the CSS to the DSP and the flow-back of data from the DSP to the networks.

As the current end to end switching arrangements design already includes a requirement for an interface between CSS and the DSP, and an interface between the CSS and network operators (and their agents), this CR may be implemented by augmenting these existing interfaces.

Therefore, with the reduction of the number of gateway connections from 7 to 1 and subject to the final analysis and completion of the physical design, there is an expectation that there should be saving to the industry as a whole.

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 (including Data Model)

D-4.1.5 E2E Solution Architecture

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

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-E24	Date CR submitted	08/11/18
Change request status:	Submitted to DF	Current CR version:	0.4
Change Window:	10	Version date:	07/01/19

Change Advisory Team (CAT) Lead:	Name and organisation: Jenny Boothe - Ofgem
Contact details:	Email address: jenny.boothe@ogem.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 data mastership responsibilities will need to be updated in ABACUS. The overall switching design does not change but a new capability is added to the requirements of the registration agent

Implementation Impact (including impacts to industry readiness, procurement timelines and the Programme Plan) and resource input required for IA?
Not impacted at this time. Further consideration needs to be given to the priority of testing this functionality relative to other SIT testing requirements and the date of implementation.

Alignment Impact and resource input required for IA?
IA input already utilised and captured in the 'Justification for change' section.

Commercial/Procurement Impact and resource input required for IA?
A new function will need to be added at the BAFO stage of procurement.

Regulatory Impact and resource input required for IA?
There will be additional work to determine the nature of the interaction between the REC and the SEC and the obligations that will sit on CSS and DSP.

Security Impact and resource input required for IA?
None. Security requirements will not be changed by as the GAMMA link will be the communication platform utilised

Confirm Programme Products impacted by the change request?
D-4.1.2 E2E Detailed Design Model (including Data Model) D-4.1.5 E2E Solution Architecture D-4.2.1 CSS User Requirements Specification

Major or Minor Change?	Minor change due to decommissioning of existing gateway connections

Change Process Route	Urgent
Change Window	10
To be submitted to the Design Forum on:	15/11/18 <Paper Date> 22/11/18 <Date of Design Forum>
Approval Authority:	Chair - Design Authority
Target Change Decision Date:	30/11/18
Checked for completeness (Name & Role):	**Date:**

Impact Assessment

<Insert/embed a summary of overall impacts resulting from the change, for example industry/consumer costs and benefits etc.

Ensure coverage of Benefits - what will be achieved by making the change, who do those benefits accrue to; Costs - what sort of cost will be imposed as a result of the change, who will those costs fall to, what impact does that have on the programme business case, is there a clear cost benefit equation?>

There will be a development cost for DSP that have not yet been quantified however there are likely to be operational cost savings across the industry. This is due the rationalisation of the interfaces and places the industry architecture in a better construct to potentially satisfy future market requirements*.*

Checked for completeness (Name & Role):	Date:

Impact Assessment – Industry cost

<Insert/embed the details of industry costs/benefits resulting from this change, including details of costs impacts if the change is not made. Does the change significantly divert industry resource away from established plans.>

As noted there are likely to be operational savings to the rationalisation of the number of active interfaces.

Checked for completeness (Name & Role):	Date:

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 away from established plans.>

3 FTE over 1.5 days

Checked for completeness (Name & Role):	Date:

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

Potential marginal savings to the cost of the programme

Checked for completeness (Name & Role):	Date:

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		

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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.	This Cr will rationalise and reduce the number of system and process interactions across the CDSs.
8 Design – flexibility	The new arrangements should be capable of efficiently adapting to future requirements and accommodating the needs of new business models.	If necessary the new connection could be added to or new connections could be added between the CSS and DSP
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.	Wider industry operational cost savings will be realised
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.	TBD

Checked for completeness (Name & Role):	Date:

Impact Assessment – Data cleansing / migration

<Insert/embed the assessment of impacts in relation to planned data migration or cleansing activities.>

N/A

Checked for completeness (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, testing or diversion of programme resources? Is the change necessary for go-live?>

Limited impact subject to priority for SIT.

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

Impact Assessment – Security

<Insert/embed the assessment of impacts against the Programme's Security Strategy and baselined security products.> *N/A*	
Checked for completeness (Name & Role):	**Date:**

Programme Recommendation

<Insert the Programme's recommendation for decision, note this could be a minded to decision in advance of Design Forum>	
Checked for completeness (Name & Role):	**Date:**

Change Request Decision

<Insert the decision of the Approval Authority together with any conditions of the approval>	
Changed Approved:	**Yes / No**
Decision Maker (Name & Role):	**Date:**

Next Steps

<If the change is approved, insert a summary of next steps here including which products are to be updated as a result of this CR and details of any stakeholder engagement required. Complete the table below detailing agreed timescales for product update, review & approval>		
If Change Request is approved:-	**Role**	**Date**
Products updates to be completed by:		
Ofgem review dates:		
Product approval to be completed by:		

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