![ofgem — Making a positive difference for energy consumers]

Switching Programme Change Request Form

Part A – For the requestor to fill in

Change Requestor's Details
Name: Andy Boojers Organisation: Smart DCC Email address: andy.boojers@smartdcc.co.uk Telephone number: 07855 277 841 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 changes proposed under CR-E33

Change Summary
CR-E33 included a set of 23 changes to be introduced to the CSS URS and the E2E SA. 17 of these referred to updating references to an interface called 'RegMgmtRequestNotification' to an interface 'called 'RegNotification'. This interface was originally proposed as an option during the analysis and design to support CRs CR-E08 and CR-E09, but not taken forward into the design. The proposed changes to update references are therefore obsolete and the existing references are correct. URS P56 Figure 10 Outbound Interfaces also includes a reference to this obsolete interface in the diagram. This CR proposes to remove this. In addition, this CR proposes to reject a change set out in CR E-33 to amend references from 'CSS operations' to 'Switching Operator'. Finally, to support a proposed change to the E2E Solution Architecture included in CR-E33 to remove Appendix 2, references to this, and realignment of appendix references is proposed. The 'Justification for Change' section further elaborates on all of these changes.

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 **A Nice-to Have but not vital, cosmetic change; of no importance**	The changes included are considered cosmetic, comprising minor updates to design products only.
Base reason for Change **Design - Additional requirements/functionality being addedd to the programme's scope**	Ensuring accuracy and consistency of design products

Rating of Change implementation *Rating*	Low level changes proposed in previous CR that are being withdrawn.
"Do nothing" implications	Changes proposed in CR E-33 would be implemented in full, resulting in obsolete and incorrect references being introduced to the design products
Potential stakeholders affected by the Change	N/a
Alternative sought to reduce negative impact	N/a
Identify any risks to the implementation of the Change	N/a
Specialists and/or stakeholders consulted	Internal DCC Design resources have assessed and proposed this change

Justification for Change
URS: - Rejecting change item C321 as defined in CR-E33. This change proposed to amend a reference within the URS from 'RegMgmtRequestNotification' interface to 'RegNotification' interface, which DCC has clarified is not required as this interface, which was proposed in CR-E08/09, was never introduced.   - Adding a change to P56 of the URS (pdf version) Figure 10 Outbound Interfaces to remove the obsolete reference to 'RegNotification' interface from the diagram.   - Item C179 in CR-E33 proposed to update references relating to 'CSS operations' to 'Switching Operator' in section 4.9.2 only. It is proposed to reject this change as it was originally proposed to support the CSS procurement process, whereby the use of various terms (including 'CSS Operator', 'CSS Operations', 'CSS Operations User') was considered ambiguous. However, the procurement of the CSS has now completed, and clarification on the meaning of the aforementioned terms has been included within the appropriate contractual agreements between DCC and CSS Service Provider, therefore the value of this change has been negated. Given the extent to which these terms proliferate through the various design products, it is proposed to leave these as is.

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

E2E Solution Architecture:

- Rejecting change items C326-C342 as set out in CR-E33 (16 items) that refer to updating tabular references to a 'RegNotification' interface – DCC has clarified that this change is not required as this interface that was proposed in CR-E08/09 was never introduced.

- Remove a reference to 'Appendix 2' in section 3.7 (the Appendix is being removed by CR item C195), and realign Appendix numbering and references

Programme Products affected by proposed change
D-4.2.1 CSS User Requirements Specification
D-4.1.5 E2E Solution Architecture

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-E42	Date CR submitted	28/05/2019
Change request status:	Approved	Current CR version:	v1.0
Change Window:	24	Version date:	14/06/2019

Change Advisory Team (CAT) Lead:	Name and organisation: Jenny Boothe, Ofgem
Contact details:	Email address: jenny.boothe@ofgem.gov.uk
PMO Lead:	Name: Matthew Finlay - Ofgem
Contact details:	Email address: matthew.finlay@ofgem.gov.uk

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

Initial assessment/Triage	
Design & Data Impact and resource input required for IA?	
Yes	
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?	
No	
Commercial/Procurement Impact and resource input required for IA?	
No	
Regulatory Impact and resource input required for IA?	
No	
Security Impact and resource input required for IA?	
No	
Confirm Programme Products impacted by the change request?	
D-4.2.1 CSS User Requirements Specification	
D-4.1.5 E2E Solution Architecture	
Major or Minor Change?	Minor

Change Process Route	Standard
Change Window	24
To be submitted to the Design Forum on:	Paper Date: 10th June
	Date of Design Forum: 17th June
Approval Authority:	Arik Dondi – Chair, Design Authority
Target Change Decision Date:	28th June 2019
Checked for completeness (Name & Role):	**Date:**
Matthew Finlay	06/06/2019

Impact Assessment	
No material impacts identified.	
Checked for completeness (Name & Role):	**Date:**
Matthew Finlay	07/06/2019

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Impact Assessment – Industry cost	
None identified – change raised to reverse obsolete changes raised in previous CR and make several cosmetic adjustments	
Checked for completeness (Name & Role):	**Date:**
Matthew Finlay	07/06/2019

Impact Assessment – Programme	
No impact identified.	
Checked for completeness (Name & Role):	**Date:**
Matthew Finlay	07/06/2019

Impact Assessment – Resource Effort	
No impact on DCC resources identified – this will be accommodated as part of the effort allocated to complete CR-E33	
Checked for completeness (Name & Role):	**Date:**
Matthew Finlay	07/06/2019

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.	Low level changes with no material impact, so higher principles unaffected.
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.	Low level changes with no material impact, so higher principles unaffected.
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.	Low level changes with no material impact, so higher principles unaffected.

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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.	Low level changes with no material impact, so higher principles unaffected.
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.	Low level changes with no material impact, so higher principles unaffected.
6 Design – simplicity	The new supply point register and arrangements should be as simple as possible.	Low level changes with no material impact, so higher principles unaffected.
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.	Low level changes with no material impact, so higher principles unaffected.
8 Design – flexibility	The new arrangements should be capable of efficiently adapting to future requirements and accommodating the needs of new business models.	Low level changes with no material impact, so higher principles unaffected.
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.	Low level changes with no material impact, so higher principles unaffected.
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.	Low level changes with no material impact, so higher principles unaffected.

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	Low level changes that do not impact architecture principles
2 Future Proof Design	Common design approaches will better enable designs to support future developments e.g. A mechanism for achieving non-repudiation	Low level changes that do not impact architecture principles
3 Standards Adoption	Adopt appropriate standards for products, services or processes. e.g. ISO/IEC 11179 for data definition	Low level changes that do not impact architecture principles
4 One Architecture	One single definitive architecture prevails	Low level changes that do not impact architecture principles
5 Data is an asset	Data is an asset that has value to the enterprise and is managed accordingly	Low level changes that do not impact architecture principles
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.	Low level changes that do not impact architecture principles

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7 Common vocabulary & data definitions	Data is defined consistently throughout the enterprise, the definitions being understandable and available to all users.	Low level changes that do not impact architecture principles
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.	Low level changes that do not impact architecture principles
9 Quality Characteristics	Maintain a comprehensive set of quality characteristics by which to gauge the completeness of requirements for Applications and Services.	Low level changes that do not impact architecture principles

Summary: -

Checked for completeness (Name & Role):	Date:
Matthew Finlay	07/06/2019

Impact Assessment – Data cleansing / migration

No impact identified.	
Checked for completeness (Name & Role):	**Date:**
Matthew Finlay	07/06/2019

Impact Assessment – Programme Plan

No impact identified.	
Checked for completeness (Name & Role):	**Date:**
Matthew Finlay	07/06/2019

Impact Assessment – Security

No impact identified.	
Checked for completeness (Name & Role):	**Date:**
Matthew Finlay	07/06/2019

Programme Recommendation

Recommendation for Approval received.	
Checked for completeness (Name & Role):	**Date:**
Matthew Finlay	14/06/2019

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Change Request Decision	
Approved	
Changed Approved:	**Yes**
Decision Maker (Name & Role):	**Date:**
Arik Dondi	14/06/2019

Next Steps		
Change Request Approved.		
If Change Request is approved:-	**Role**	**Date**
Products updates to be completed by:	DCC	
Ofgem review dates:		
Product approval to be completed by:	Ofgem	

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