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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

Rejection of cosmetic change proposed under CR E-35 to include unique identifiers for data elements included in messages.

### Change Summary

Change item C207, included in CR-E35 defined a cosmetic change to include a unique identifier for each data element for each instance of that element in any message.

Change item C245 included in CR-E35 proposed the removal of the 'Registration Change of Occupancy Indicator' from message RECM_SN_CSS01800. This change is proposed to be rejected as it has subsequently been clarified that the data element is required.

Change item C286 included in CR-E35 proposed the inclusion of the 'Registration Event Shipper Market Participant Role' to message CSS02990 (Smart Metering RMP Sync). This change is proposed to be rejected as it has been identified as unnecessary.

| 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**<br><br>**A Nice-to Have but not vital, cosmetic change; of no importance** | This change is a cosmetic change, that reverses a change set out in CR-E35. |
| **Base reason for Change**<br><br>**Design - Additional requirements/functionality being addedd to the programme's scope** | Reducing effort and timeline to release design products |

| | |
|---|---|
| **Rating of Change implementation**<br><br>Rating<br>**Very Low** | Very Low |
| **"Do nothing" implications** | Design Products will be updated in line with ALL changes set out in CR E-35, including those requiring a high degree of effort relative to the value added to the detailed switching repository |
| **Potential stakeholders affected by the Change** | N/a – minor cosmetic change only |
| **Alternative sought to reduce negative impact** | N/a |
| **Identify any risks to the implementation of the Change** | N/a |
| **Specialists and/or stakeholders consulted** | DCC Design Lead and DCC Data Architect |

| Justification for Change |
|---|
| Reducing volume of change to Design Products to those changes with clear, identifiable value.<br><br>Change item C207 - The effort required to complete this has been fully assessed and is considered high relative to the value the change would add. It is therefore proposed to reject this change in order to expedite publication of the design products containing other changes defined in CRs E33-E36.<br><br>Change item C245 is proposed to be rejected due to 'Registration Change of Occupancy Indicator' in message RECM_SN_CSS01800 (Switch Request) being identified as required.<br><br>Change Item C286 is proposed to be rejected as it has been identified that the introduction of the data element to the stated message is not required. |

| Programme Products affected by proposed change |
|---|
| D-4.1.2 E2E Detailed Design Models<br>D-4.1.3 E2E Data Architecture and Data Governance |

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-E44 | **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:<br>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 |

| Inital assessment/Triage | |
|---|---|
| **Design & Data Impact and resource input required for IA?**<br>Yes | |
| **Implementation Impact (including impacts to industry readiness, procurement timelines and the Programme Plan) and resource input required for IA?**<br>No | |
| **Alignment Impact and resource input required for IA?**<br>No | |
| **Commercial/Procurement Impact and resource input required for IA?**<br>No | |
| **Regulatory Impact and resource input required for IA?**<br>No | |
| **Security Impact and resource input required for IA?**<br>No | |
| **Confirm Programme Products impacted by the change request?**<br>D-4.1.2 E2E Detailed Design Models<br>D-4.1.3 E2E Data Architecture and Data Governance | |
| **Major or Minor Change?** | Minor |

| | |
|---|---|
| **Change Process Route** | Standard |
| **Change Window** | 24 |
| **To be submitted to the Design Forum on:** | Paper Date: 10th June<br>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 | |
|---|---|
| Minor change with no discernible impacts | |
| **Checked for completeness (Name & Role):** | **Date:** |
| Matthew Finlay | 07/06/2019 |

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

| 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 CR will reduce the amount of effort required to complete CR E-35. | |
| **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. |
| 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<br>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.<br>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 |
| 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.<br>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 | 07/06/019 |

| **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 |

| 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 | |