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REFERENCE	**RECPAB_25_1125_02**
STATUS	**For Information**
PAGES	**3**

THE SCOPE AND TIMETABLE FOR RECCO UPDATES ON SERVICE PROVIDER IT PERFORMANCE AND CAPACITY AND THE SECURITY OF REC SERVICES

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FOR INFORMATION 	• This paper provides the PAB with the scope and timetable for RECCo updates on Service Provider IT performance and capacity and security for REC Services. The PAB is invited to provide comments on the proposed scope.

1 BACKGROUND AND OBJECTIVES

The 2025-2026 Performance Assurance Operating Plan provides an opportunity for RECCo to provide the Performance Assurance Board with updates on IT performance and capacity and security for REC Services.

The objectives of these updates are to:

- Ensure that REC Services are adequately planned for (IT performance and capacity Management);
- Ensure REC Services are secure and meet the standards expected within the Code (Security);
- Build stakeholder confidence; and
- Identify opportunities for improvement

2 HOW WE PLAN TO UPDATE THE PAB

The Performance Assurance Operating Plan currently sets out that RECCo will provide semi-annual updates for IT Capacity in November 2025 and May 2026 and for REC Service Security in February and August 2026. RECCo has considered the best approach to updating the PAB on these areas and we propose the schedule below. This schedule enables us to set out an appropriate scope for both areas with the PAB and receive any comments. We will then work with our Service Providers to complete a review against that agreed scope and provide the PAB with a robust update, clear next steps and recommendations.

PAB Meeting	RECCo update
November	Scoping proposed for both IT Performance and Capacity; and Security of REC Services
February	Progress update on both areas
May	Full update, findings and recommendations- IT capacity and performance management for REC Services
August	Full update, findings and recommendations -REC Service Security

3 EXPECTED SCOPE OF OUR REVIEW

Areas covered by the review:

We plan to review IT performance and capacity management and security with our Service Providers with the following scope and provide the PAB with an update on the outcomes of our review and our next steps:

- RECCo's approach to IT Performance and Capacity Management and Security;
- REC Obligations in these areas discharged by our Service Providers and how these are monitored;
- Relevant SLAs for our Service Providers and performance against them;
- How well Service Providers are meeting RECCo contractual obligations in these areas; and
- Future developments which will impact our services through the lens of IT Performance and Capacity Management and Security or which can offer opportunities for improvement. The review will take a pragmatic approach to services that are undergoing fundamental changes.

IT performance and capacity management will focus principally on the agreed metrics and requirements to monitor Service Providers systems to the required service levels and manage system capacity ensuring services are user focused, responsive in line with needs; available and stable; and where issues or incidents do occur, plans and processes are in place to manage them.

Security will focus on the requirements and obligations in place to keep REC Service Provider systems safe from unauthorised access, data breaches, outages, attacks and other information security events, ensuring the confidentiality, availability and integrity of RECCo data.

Service Providers covered by the review:

- RECCo including RECCo Market Schemes;
- The Code Manager Service Providers;
- DCC as Central Registration Service Provider, Switching Operator and Central Switching Service Provider; and
- The Enquiry Services

4 NEXT STEPS

PAB INFORMATION

RECCo requests PAB Members to **NOTE** the proposed scope and timings of RECCo's future updates on IT Performance Management and security and provide RECCo with comments