Paper Overview

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DCC Operations
Your Smart Partner

- In October 2025 the following PAB action was raised:

RECPAB_25_1028_03	The CSS Service Provider to provide the assumptions and risks used to define the CRS Improvement Plan activities and timeframes.

- This for information paper provides these assumptions and risks. If there are any questions relating to this paper please share them with the PAB secretary, who will liaise with DCC on the matter.
- In February 2026 further detail will be provided to PAB on the progress of the CRS Improvement Plan, in the anticipation of it concluding in March 2026. DCC will attend PAB to discuss this paper.

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CRS Improvement Plan

Key Assumptions

- The CRS IP is a body of work and a list of improvements created jointly between DCC and RECCo. We assume to demonstrate improvements across 5 key workstreams:
  - Address Data Quality
  - Change Management
  - Engagement & Comms
  - Incident Management
  - Reporting
- The project aims to deliver improvements by the end of March 2026, post which a period of benefit realisation will be defined, tracked and monitored.
- The project will be delivered with existing resources across RECCo and DCC, where operational service issues occur, this would take precedence, in terms of resource allocation and the CRS improvement plan will be re-baselined.
- The project assumes focus on process and tactical improvements rather than fundamental systematic changes. In areas where large system developments are required, these will follow the existing REC change process
- The output of the project are due to be completed by the end of March 2026
  - In the event that it's necessary for some activity to continue past this point, items will continue to be tracked in the RECCo/ DCC Forward Looking Plan'

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CRS Improvement Plan

Key Risks

- **Risk** - The key risk that has been called out for the duration of the project is the lack of dedicated resource
  - The project output and deliverables are being progressed in addition to BAU activity
  - In the event of high priority work (incidents etc), there is a direct impact on project timelines. This is an extra consideration as the re-phased plan has backloaded a lot of the deliverables
  - The team are currently on track to deliver the key outputs this financial year, and there have already been some big wins (ie small change process defined, signed off and budget ringfenced)

  - **Mitigation** – This has been partly mitigated across workstreams by getting additional support allocated by RECCo to support in the following areas;
    - Process Mapping – Currently until the end of January, there is additional support and resource being provided by RECCo for process mapping
    - Comms & Engagement – Additional support has been put in place to lead and drive certain workstreams

- **Risk -** There is a requirement for 3rd party engagement, input and feedback from market participants in order to maximise the value of the outputs of the project across multiple workstreams. Industry often have limited resources/availability to support in switching asks and are concerned that we may ask too much of them, too often

  - **Mitigation –** Run feedback sessions that include the needs across workstreams to ensure 3rd parties aren't getting bombarded with requests from different project workstreams. Forward looking plans/asks shared with them, giving enough time to react.

- **Risk -** 3rd Party requirement to update details on the Switching Portal. Delivering updates are therefore not fully in our control

  - **Mitigation –** Early and often engagement and through various channels such and the Switching Operator Forum/ e-mail notification etc.

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