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REFERENCE	RECCHIG_24_0704_04_01
STATUS	FOR DISCUSSION

BEST PRACTICE DOCUMENT FOR I0168: CLARIFY AND STRENGTHEN CRS PROVIDERS' REQUIREMENTS

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1 PURPOSE

The purpose of this paper is to provide the Change Issues Group with a summary of the previous discussions on I0168 – *Clarify and Strengthen CRS Providers' Requirements*, and to present a straw-man proposal of the Switching Operator Major Switching Incident (MSI) Best Practice Document that was agreed upon during the first Change Issues Group on 06 June 2024.

2 PREVIOUS DISCUSSIONS

In the first Change Issues Group meeting on 06 June 2024, the Code Manager presented attendees with the following five recommendation areas to function as first requirements for this Issue. These were agreed upon by the group to be taken forward as part of I0168.

1) Root Cause Communication
2) Switching Operators' End-Consumer Communication
3) Switching Operator Switching Impact Assessment
4) Incident Wide Switching Impact Assessment
5) Refresh and testing of Switching Operator's incident related policies, processes and procedures, to ensure they remain fit for purpose.

The desired outcomes, and the requirements for the REC, for each of these areas were set out and agreed upon by the group. The group expressed a desire to have less codification of the requirements and instead expressed support for a Major Switching Incident (MSI) Best Practice Document to be introduced, incorporating the requirements for the Switching Operator in each of the five recommendation areas.

Further details of previous this discussion can be found in the 06 June 2024 Change Issues Group meeting minutes here.

3 SWITCHING OPERATOR MAJOR SWITCHING INCIDENT BEST PRACTICE DOCUMENT (STRAW-MAN PROPOSAL)

The Code Manager has produced a straw-man proposal of how a Switching Operator Major Switching Incident (MSI) Best Practice document may look. This has been included in the material published for the Change Issues Groups Meeting on 04 July 2024 (RECCHIG_24_0704_04_01).

The document has been drafted as a REC Category 3 document and is to be structured around the five key outcomes noted in section 2 of this paper and as discussed in the earlier Change Issues Group meeting. The document has also included other possible sections of information that may be included.

Please note, this is not a fully formed draft of the Best Practice document. Instead, this is a simple, draft proposal (straw-man) to support further development and to generate further consideration of the structure, ownership, and of the expectations that should be included.

4 NEXT STEPS

The Change Issues Group is expected to come to the meeting having acknowledge the Switching Operator MSI Best Practice document included in the meeting material.

The Change Issues group is invited to comment on the straw-man proposal and discuss the current content, and provide their opinions on the structure, the outcomes included, and any additional items for consideration. The Change Issues Group is also invited to consider any requirements that should also be codified.

Following the Change Issues Group meeting on 04 July 2024, the Code Manager will work to complete the full draft that will be issued for a Party Impact Assessment.

5 ACTIONS

Change Issues Group Members are invited to:

- **NOTE** the contents of this paper and the MSI Best Practice straw-man proposal document; and
- **DISCUSS** the Major Switching Incident Best Practice straw-man proposal noted in Section 3 and agree a course of action.