RETAIL ENERGY CODE

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REFERENCE	**RECPAB_24_1217_02**
STATUS	**FOR DECISION**

DATA ACCESS REQUEST – SWITCHING SERVICE DESK

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FOR DECISION	PAB Members are invited to take the following actions: • **AGREE** the proposed alterations to the Electricity Data Access Matrix; • **AGREE** the implementation date of **20 December 2024.**	
APPENDICES	Electricity Data Access Matrix	

1 BACKGROUND

As the Switching Operator, the CRS Provider (the DCC) is required to provide a Service Desk to facilitate the resolution of Switching Data queries (as set out in Schedule 26 - Switching Service Management). In order to operate their service as efficiently as possible, the Switching Service Desk aims to resolve as many service desk tickets as they can at point of contact. Tickets that need to be designated as second and/or third line tickets within the Service Desk (as defined in the SO Service Definition) are passed to the relevant Switching Data Service Provider and may take longer to resolve.

The Service Switching Desk were given access to EES as part of R0071 DCC access to EES and GES, however it has been identified that the data items within this change do not effectively resolve the problem statement for that Change Proposal. Therefore, we have carried out an additional review.

2 THE ROLE OF THE PAB

PAB is responsible for specifying REC Party, Non-Party REC Service User and REC Service Provider security and data protection requirements under the REC.

One area for consideration is whether the appropriate process has been followed, for example some changes require additional information security analysis, whereas others might require consultation with industry participants.

3 JUSTIFICATION FOR USE CASE

The Switching Service Desk has requested a broader view of EES access. This Data available through the Enquiry Services will allow the service desk to resolve more tickets at point of contact and reduce the need to refer to 3rd parties. This will result in efficiencies within the Switching Service Desk operation as tickets can be resolved faster, resulting in better performance against Switching Service Desk Service Level Agreements (SLA's). Furthermore, more efficient Switching Service Desk ticket resolution results in users being able to resolve Consumer issues more efficiently.

4 DELIVERY OF THE REQUEST

The request is to provide online portal access to EES. The Switching Service Provider will have access to these data items as part of a community view, i.e., for any Registrable Measurement Point (RMP) across the market.

5 DATA ITEMS REQUESTED

Electricity - supplier view – this is so the DCC can resolve tickets that come in from Supplier's, so they do not have to be designated to second/ and or third line. Please see attached DAM.

6 SERVICE PROVIDER COMMENTS

As the Switching Service Desk is already a user category within EES, this is a straightforward request, and no Service Provider IA is needed.

7 DATA PROTECTION, INFORMATION SECURITY AND ANY SPECIFIC CONSIDERATIONS

The DCC are not subject to ISDP assurance, but instead have security requirements established within REC Schedules. DCC already process sensitive data at volume, and this does not increase the overall security or data protection risk their activities represent. Additional assurance is not required in this instance.

8 NEXT STEPS

Due to the straightforward nature of this change, the Code Manger does not feel a consultation is necessary and therefor will implement the change to the Electricity DAM on the 20 December 2024.

9 PAB ACTIONS

PAB Members are invited to take the following actions:

- **AGREE** the proposed alterations to the Electricity Data Access Matrix;
- **AGREE** the implementation date of **20 December 2024**.