RETAIL ENERGY CODE

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CONCLUSION OF THE SDEP REVIEW

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1 INTRODUCTION

The REC Code Manager has completed a review of the Secure Data Exchange Portal (SDEP) and published a set of recommended changes to improve and enhance the current system. The REC Change Panel (RECCP) endorsed the proposed recommendations at its meeting on 2 May 2023.

The full set of recommendations and supporting information including background and how the review was undertaken, is available on the REC Portal with the Change Panel papers. This paper sets out a summary of the key changes proposed and describes the next steps.

2 REVIEW RECOMMENDATIONS

The changes are proposed to be progressed in two workstreams:

- **Immediate Action** – raising Change Proposals to implement improvements to the current SDEP system, with minimal functional impact and therefore lower cost/effort, which will include detailed party and service provider impact assessments; and
- **Future Work** - to be progressed alongside RECCo to consider the medium to long-term future of secure communications under the REC. This will include consideration of which platform will be most appropriate in delivering RECCo's Digitalisation and Data Strategy.

2.1 IMMEDIATE ACTION

The table below sets out the six Change Proposals that we believe can be actioned and implemented in the short to medium-term (dependent on progression and approval under the standard REC Change Process).

CP Grouping	Change Type	Nature of Change	Recommendations included
1	Process Type Changes	New PTs; merge general & escalation.	Merge General Query/Escalation Additional Process Type - Missing Read Additional Process Type - Multiple Supplier Report Additional Process Type - Address Management Additional Process Type - Theft
2	Useability	Notifications, statuses, and filtering	Solved Status Filter for Unread Filter for Escalatable Additional Statuses Enhanced Notification Emails Enhanced filter for age Enhanced Query Function Notification of Status Change Filter by MPID
3	Look & Feel	Escalation, Search, Screen changes and dashboard	Merge General Query/Escalation - User Guide Selecting MPID over Company Group Readability of Fields View of time left to respond View of Summary info/dashboard
4	Reporting		Enhanced filter and export View of time left to respond - Report Report selection Reporting
5	Multilateral Comms	Fundamental re-write of SDEP	Multilateral Erroneous Switches
6	Guidance	Training and documentation	Clarification of SDEP Obligations Review of SDEP User Guides

The individual Change Proposals and the identified benefits cases for the groups described in more detail in the Change Panel paper.

2.2 FUTURE WORK

In addition to progressing the Change Proposals above, we recommend that RECCO consider re-procurement of a system to host SDEP.

Through the review, it became apparent that the existing system does not meet some of the principles of the recent RECCo Data and Digitalisation strategy. Whilst short term fixes will result in improvements for users, more fundamental grass roots redesign and future consideration for the platform will allow for broader, more enduring and extensible solutions.

3 COMMITTEE ACTIONS

Committee Members are invited to take the following actions:

- **NOTE** the proposed progression of six REC Change Proposals introduce changes to existing SDEP functionality and processes; and
- **NOTE** that users are invited to comment on the recommendations, which will be factored into the CP drafting and/or during CP development as appropriate.