

ELEXON

MARKET-WIDE HALF HOURLY SETTLEMENT LOW-LEVEL SERVICE DEFINITION DOCUMENT (LLSD)

MHHS TARGET OPERATING MODEL SERVICE USERS

Document Control

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Documents & References

Ref	Item	Location/Name
1		MHHS-DEL2124 - MHHS Service Management Strategy
2		Elexon Service Definition Document
3		Elexon Service Management Policies

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1 Summary

1.1 Introduction

The purpose of the Low-Level Service Design is to compliment the Service Design Document but provides greater granularity on the support model and its associated key support processes. It will provide more qualitative measures around Incident response times and associated service levels as well as RACI matrices outlining support teams accountabilities.

Neither document is intended to provide detailed operating processes and procedures, as these will form part of the Operation Guides due to be published in December.

1.2 Service Terminology

Category	Subject	For Example
Service User	This is an individual or a company, which utilises the service being provided. 3 rd parties can also raise cases on behalf of the Service Users (e.g. software providers)	LDSO, Recco, Market Participants

Service Provider	This is an external entity or organisation that collaborates with Elexon to provide the Service or who is involved in the resolution of Incidents	Multiple Service Providers including CGI, BJSS, Cognizant, DCC, DIP Service Provider. For resolution of Incidents, this could also include central parties
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2 Solution Overview

2.1 Solution Overview

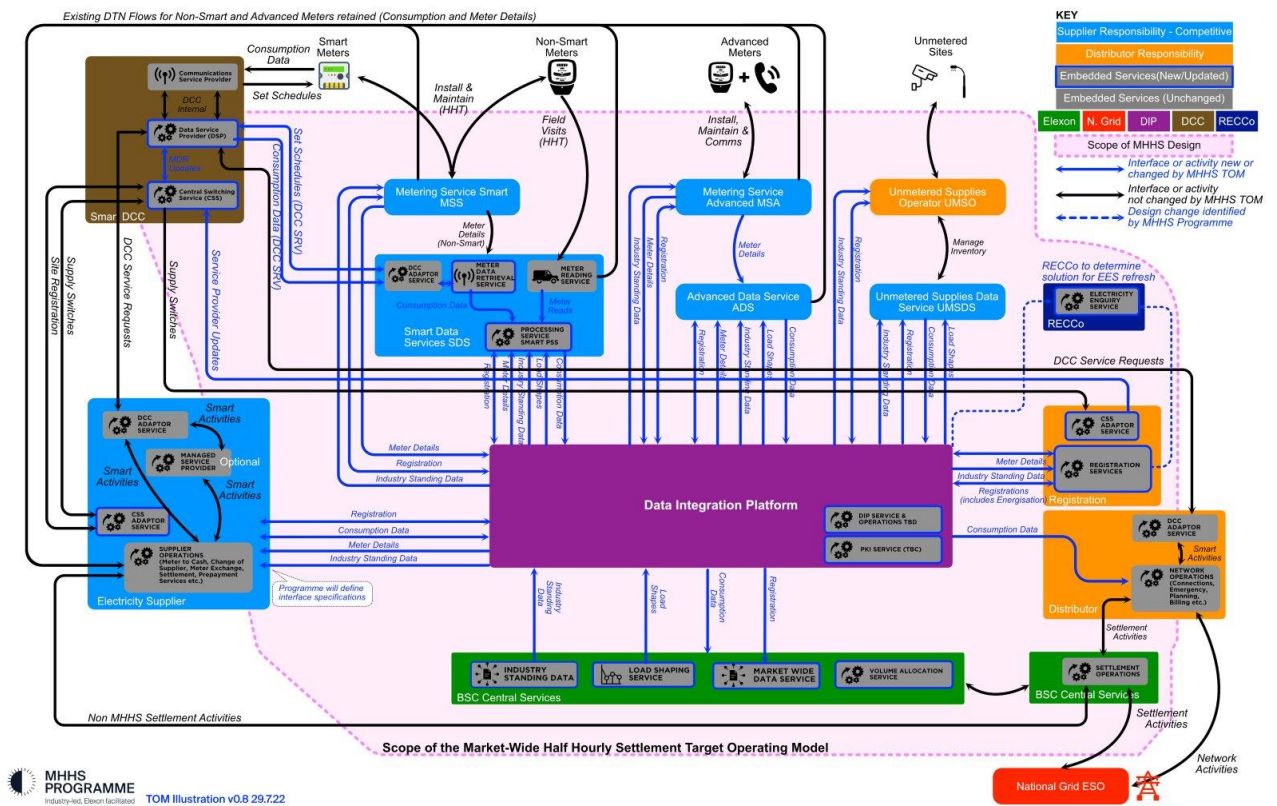
The UK electricity industry's move to the MHHS Target Operating Model (Section 2.2) will be one of the biggest overhauls of electricity systems and processes since privatisation and the introduction of the competitive market in 1998.

This transition will see the introduction of key new systems and a major transformation in the ways of working of Market Participants and fundamental industry processes. Suppliers, Registration Services, Agents, Metering Point Registration System (MPRS), Electricity Enquiry Service (EES), Smart metering and settlement processes, just to name a few examples, will all undergo significant change.

This document is designed in reference to the MHHS Hybrid support model

2.2 Target Operating Model

The below Target Operating Model describes the MMHS Hybrid approach. Elexon Service Management will support the BSC Central Services elements of the below (shaded in green below) and coordinate potential impact to the wider model (Example: Major Incidents)

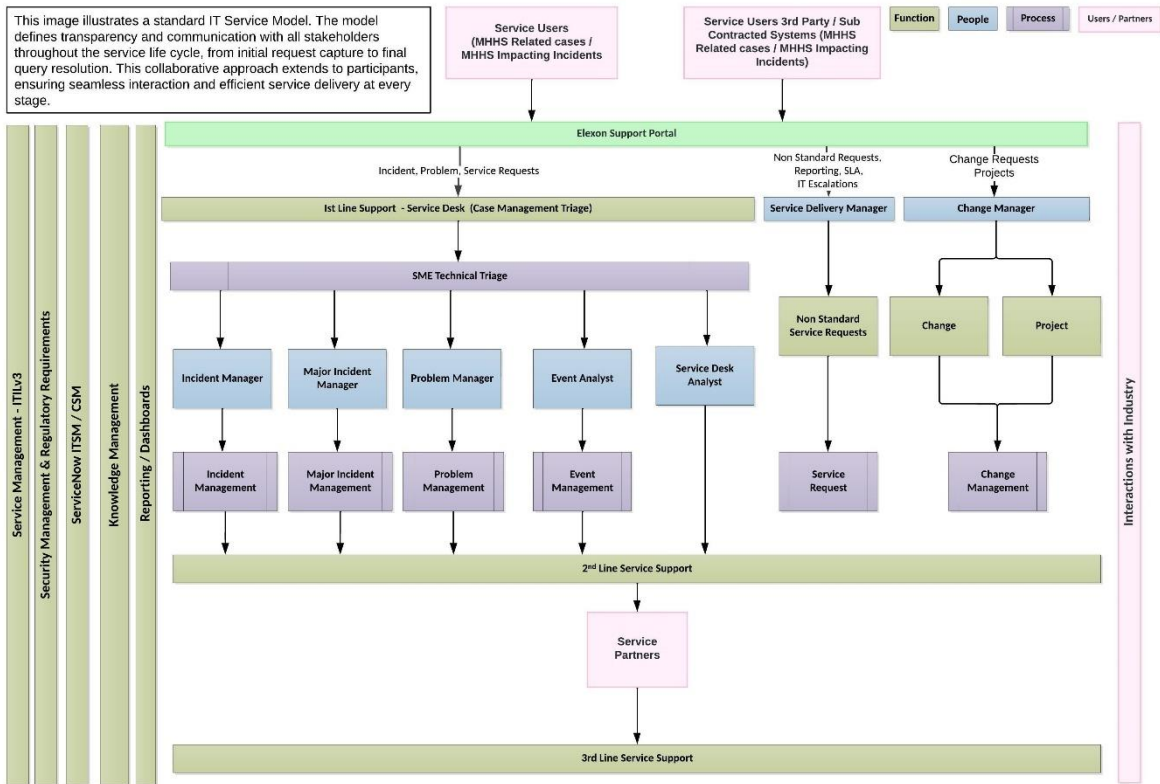


3 Service Users - High Level Service Model

3.1 Purpose

Below is a High-Level Service Model for Service Users, showing the example of the core ITILV3 processes.

Each core processes including the additional ITILV3 processes will be detailed further in this document.

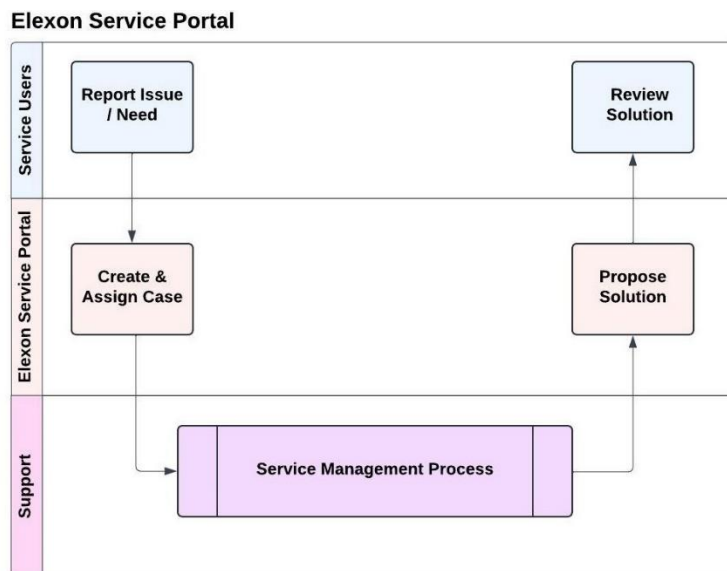


4 Exelon Service Portal – Case Management

Service User and their relevant partners (3rd parties) issues and needs will be raised via the Exelon Service Portal. All Service Users will raise a case in the portal which will then be assigned to the path.

Exelon Service Providers will be able to raise a case direct into the ITSM toolset without the use of the portal.

The below flow is detailing the Case Management structure in the Service Portal.



4.1 Registering an Account in Elexon Service Portal

The link to access the Elexon Service Portal registration page is: [Registration Request - Elexon Support](#). All Service users will be able to register an account if not previously registered. A one-time access code is sent to your email address once validated to confirm the account.

The screenshot displays the 'Register an account' page. At the top, a dark blue header contains the text 'Register an account'. Below this, the page is divided into two main sections: 'Step 1' and 'Step 2'.
Step 1: This section contains four input fields. The first is 'First Name', the second is 'Last Name', and the third is 'Email' with the placeholder 'example@email.com'. Below these is a 'Verification Password' field with a 'Get OTP' button and a text box for 'enter the 6 digit verification password'.
Step 2: This section starts with a search box for 'Search for Organisation Name or Party ID'. Below it is a 'Party ID' field with the placeholder 'Your company Party ID'. A checkbox option 'I do not have a Party ID' is present. A confirmation checkbox states: 'By creating an account you confirm that you have read the [Privacy Policy](#) and accept the [Terms and Conditions](#)'. Below this is a reCAPTCHA verification box with the text 'I'm not a robot' and a reCAPTCHA logo. A 'Submit' button is located at the bottom of the form. At the very bottom, there is a link: 'Already have an account? [Log In](#)'.

4.2 Raising a Case in Elexon Service Portal

The link to access the Elexon Service Portal raising case page is: [CSM Service Catalog - Elexon Support](#). You must have an account registered in the support portal to raise a case.

Report a Service Issue

Create case for service issue

* Indicates required

Requested By

Organisation Details

Organisation name/Party ID ⓘ

Party ID ⓘ

I do not have a Party ID

Unregistered Organisation name ⓘ

I do not have an Organisation name

Market Participant ID

I do not have Market Participant ID

CRA Market Role ⓘ

What is your request about

Category

Subject ⓘ

Description

URL of related page or document

5 Service Desk

5.1 Service Desk -Purpose

The purpose of the Service Desk is to serve as the initial point of contact between Service Users and Service Providers via the Elexon Service Portal.

The Service Desk is also responsible for managing tickets, ensuring they are assigned to the correct resolver group throughout their lifecycle. This includes overseeing the management of incidents, problems, change integrations, and workflows.

5.2 RACI Matrix - Service Desk Function

Service Desk	Service Desk	CGI Service Desk Staff	Service Users	Service Provider
Incident Logging and Categorisation	A	R	C/I	I
Initial Incident Response	A	R	C/I	I
Incident Escalation	A	C	C/I	R
Incident Resolution	A	R	C/II	R

Problem Identification	A	C	C/I	I
Problem Resolution	A	C	C/I	I
Service Request Fulfilment	A	C	C/I	I
User Communication and Updates	A	R	C	I
Knowledge Management	A	R	C/I	I
Quality Assurance and Review	A	A	C/I	C
Reporting and Metrics	A	C	C/I	C
Process Improvement	A	C	C/I	C

6 Incident Management

6.1 Incident Management - Purpose

The purpose of Incident Management is to minimise the negative impact of incidents by restoring normal service as quickly as possible. An incident is defined as ‘an unplanned interruption to a service or reduction in the quality of a service.

A detailed Incident Management flow is available in the Service Definition Document. Examples of the Incident Categories and Resolver groups have been added to the Appendix and final definition will be available in the Operations Manual

6.2 Incident Management - Support Model

Topics	Description	
Support Hours	Elexon Service Portal & Service Desk with operate 24x7x365 to raise a case on the portal.	
Contact Methods	Service User: Elexon Service Portal Service Partner: CGI Service Desk	
Incident tracking	<ul style="list-style-type: none"> The status of all requests logged. Any breaches of the SLAs. 	
Resource Allocation	<ul style="list-style-type: none"> Service Management / Elexon Service Portal - Elexon Service Desk – CGI Service Provider 	
Point of Contact: Elexon	Name	Contact Details
	Elexon Service Desk	https://support.elexon.co.uk/csm
Incident Logging	<p>Incident Records are created via the Elexon Service Portal</p> <p>The information recorded during Incident logging will contain but not be limited to the following:</p> <ul style="list-style-type: none"> Incident Reference Contact Name Severity Level Incident start time/date SLA: (within scope of contract) SLA Status: (In SLA/Breached) 	

	<ul style="list-style-type: none"> • Summary of Incident (Incident title, what has been reported) • Impact Statement • If applicable, Next Steps (details on next plan of action times and other parallel activities)
Providing Information when Logging	When raising an Incident, Service Users and Service Providers will be asked to provide answers to some questions to enable response to that Incident in the most efficient and appropriate manner.
Incident Manager	Elexon Service Management

6.3 Elexon Incident Classification & Prioritisation

		Impact		
		High <i>System Wide</i>	Medium <i>Multiple Users</i>	Low <i>Single User</i>
Urgency	High <i>Primary functions not working</i>	P1 6 Hours	P2 1 Day	P3 5 Days
	Medium <i>Work functions are impaired but workaround in place</i>	P2 1 Day	P3 5 Days	P4 20 Days
	Low <i>Inconvenient</i>	P3 5 Days	P4 20 Days	P4 20 Days

Definition	Description
System Wide	This is a critical disruption that impacts the entire settlement process and its associated systems, preventing normal operations across all market participants involved
Multiple Users	This is a significant issue that affects several, but not all, market participants or processes. Unlike a system-wide failure, this type of issue is localised to a subset of users, meaning it disrupts the settlement process for specific market participants
Single Users	This type of issue is isolated to an individual, without affecting other participants.

6.4 Elexon Incident Priority Definitions

Service	Service Level
Priority 1	Complete loss of network infrastructure or systems, or unauthorised data breach due to a security incident or suspected security incident.

Priority 2	Moderate operational impact on customer system(s) or a security incident/ suspected security incident. Specified and identified threat to the customer system(s).
Priority 3	Minor operational impact on customer system(s) or a security incident/ suspected security incident. Specified and identified threat to the customer system(s).
Priority 4	Service Request

6.5 Elexon Incident Service Levels

Service	Service Level
Priority 1	For Priority Level 1 Incidents, a work around or enduring fix tested and implemented with 6 hours
Priority 2	For Priority Level 2 Incidents, a work around or enduring fix tested and implemented with 1 Day
Priority 3	For Priority Level 3 Incidents, a work around or enduring fix tested and implemented with 5 Business Days
Priority 4	For Priority Level 4 Incidents, a work around or enduring fix tested and implemented with 20 Business Days

6.6 Incident Management – RACI

Incident Management	Elexon Service Management	Service User / Service Provider	CGI Incident Management	Elexon Service MGR.	CGI Service Desk
Incident Diagnosis	R	C	C/I	A	I
Incident Logging	R	C	C/I	A	I
Incident Categorization	C/I	C/I	C/I	A/R	I
Incident Prioritisation	C/I	C/I	C/I	A/R	I
Incident Assignment	C/I	C/I	C/I	A/R	I
Task Creation and Management	C/I	C/I	A/R	C	I
SLA Management and Escalation	C/I	C/I	C/I	A	I
Incident Resolution	C	C/I	C	A/R	I
Incident Closure	I	I	A	R	I

7 Major Incident Management

7.1 Major Incident Management – Purpose

The purpose of ITIL Major Incident Management is to rapidly coordinate with relevant internal and external resources to restore operations to service as normal as soon as possible by removing, repairing, or eliminating the disruption to live operations.

A detailed Major Incident Management flow is available in the Service Definition Document. A detailed Incident Management flow is available in the Service Definition Document. Examples of the Incident Scenarios have been added to the Appendix and final definition will be available in the Operations Manual

7.2 Major Incident Management - Support Model

Topics	Description	
Support Hours	Elexon Service Portal & Service Desk with operate 24x7x365 to raise a case on the portal.	
Contact Methods	Service User: Elexon Service Portal Service Partner: CGI Service Desk	
Incident tracking	<ul style="list-style-type: none"> The status of all requests logged. Any breaches of the SLAs. 	
Resource Allocation	<ul style="list-style-type: none"> Service Management / Elexon Service Portal - Elexon Service Desk – CGI 	
Point of Contact: Elexon	Name	Contact Details
	Elexon Service Desk	https://support.elexon.co.uk/csm
Major Incident Logging	<p>Major Incident Records are created via the Elexon Service Portal</p> <p>The information recorded during Incident logging will contain but not be limited to the following:</p> <ul style="list-style-type: none"> Incident Reference Contact Name Severity Level Incident start time/date SLA: (within scope of contract) SLA Status: (In SLA/Breached) Summary of Incident (Incident title, what has been reported) Impact Statement (If applicable, Next Steps (details on next plan of action times and other parallel activities) 	
Providing Information when Logging	When raising a Major Incident, Service Users and Service Provider will be asked to provide answers to some questions to enable response to that Incident in the most efficient and appropriate manner.	
Major Incident Manager	Elexon Service Management	

7.3 Major Incident Management - RACI

Major Incident Management	Elexon Service Management	Service Users / Service Provider	Major Incident Manager	Elexon Service Mgr.	Resolver / Product Owner	CGI Service Desk
Major Incident Diagnosis	R	C	C/I	A	I	I
Major Incident Logging	R	C	C/I	A	I	I
Major Incident Categorization	C/I	C/I	C/I	A/R	I	I
Major Incident Prioritisation	C/I	C/I	C/I	A/R	I	I
Major Incident Assignment	C/I	C/I	C/I	A/R	I	I
Task Creation and Management	C/I	C/I	C/I	C	I	A/R
SLA Management and Escalation	C/I	C/I	C/I	A	I	I
Major Incident Resolution	C	C	C	R	A	I
Major Incident Closure	I	C/I	A/R	I	I	I
Communication and Updates	I	C/I	A/R	I	I	I

8 Problem Management

8.1 Problem Management - Purpose

The purpose of ITIL Problem Management is to identify the root causes of recurring incidents within the IT infrastructure and services, with the aim of preventing their recurrence and minimising their impact on business operations.

8.2 Problem Management - Process Flow

The below process flow is the interlocking Problem Management Flow for Problems raised in relation with Service Providers and Support Teams.

Any case/ticket update within the process will result in a push notification to the case/ticket raiser.

8.3 Problem Management - Support Model

Topics	Description	
Support Hours	Elexon Service Portal & Service Desk will operate during working hours 9.00am till 5.00pm	
Contact Methods	Service User: Elexon Service Portal Service Partner: CGI Service Desk	
Incident tracking	<ul style="list-style-type: none"> The status of all requests logged. Any breaches of the SLAs. 	
Resource Allocation	<ul style="list-style-type: none"> Service Management / Elexon Service Portal - Elexon Service Desk – CGI Service Providers 	
Point of Contact: Elexon	Name	Contact Details
	Elexon Service Portal	https://support.elexon.co.uk/csm
Problem Logging	<p>When raising a Problem record in Elexon Service Portal, a Problem Statement needs to be provided covering the below</p> <ul style="list-style-type: none"> Description of Problem Related incident References e.g. ServiceNow ticket / case number Scope and Impact Background Information Urgency and Priority Stakeholders Expected Outcome Any additional details to clarify problem 	
Providing Information when Logging	When raising a Problem, Service Provider will be asked to provide answers to some questions to enable response to that Incident in the most efficient and appropriate manner.	
Problem Manager	Elexon Service Management	

8.4 Problem Priority Definitions

Service	Service Level
Level 1	For one or many related Incidents of Level 1 that affect a particular Service with no known permanent fix for such Incidents and with a high probability of recurrence.
Level 2	For one or many related Incidents of Severity Level 1 or Level 2 that partially affect a particular service with either a: <ul style="list-style-type: none"> (a) Work Around in place for such Severity Level 1 Incidents but with high probability of recurrence: or (b) No known permanent fix for such Severity Level 2 Incidents and with a high probability recurrence.

Level 3	Several related Incidents with a no known Work Around or permanent fix and with a low probability of reoccurrence.
Level 4	Several related Incidents with a Work Around but no permanent fix in place and with a low probability of reoccurrence

8.5 Problem Management Key Performance Indicators

Description	KPI
Time taken to identify the root cause from the Work Around being put in place for Problems of Level 1	5 Business Days
Time taken to identify the root cause from the Work Around being put in place for Problems of Level 2	10 Business Days
Time taken to identify the root cause from the Work Around being put in place for Problems of Level 3	20 Business Days
Time taken to identify the root cause from the Work Around being put in place for Problems of Level 4	60 Business Days
Time taken to identify long term solution including recommended timeframe for implementation for Problems of Level 1	30 Business Days
Time taken to identify long term solution including recommended timeframe for implementation for Problems of Level 2	45 Business Days
Time taken to identify long term solution including recommended timeframe for implementation for Problems of Level 3	60 Business Days
Time taken to identify long term solution including recommended timeframe for implementation for Problems of Level 4	120 Business Days

8.6 Problem Management - RACI

Problem Management	Service Provider	Elexon Service Mgr.	CGI Service Desk	CGI / Elexon Problem Management.	Elexon Service SMEs
Raise Problem	C/I	C	R	A/R	C
Categorise Problem according to service and priority	C/I	I	C	A/R	C
Perform Root Cause Analyse	C/I	I	I	A/R	C
Develop Solution	R	I	I	R	A
Document conditions for known problem record	C/I	I	I	A/R	C
Create known problem record	C/I	I	I	A/R	C
Document workaround solution	C/I	I	I	A/R	I
Enter workaround solutions into Knowledge Management	I	I	I	A/R	I
Update Problem record in ServiceNow	I	I	I	A/R	I
Verify solution with Supplier or Customer	I	C/I	I	A/R	I

9 Request Fulfilment

9.1 Request Fulfilment – Purpose

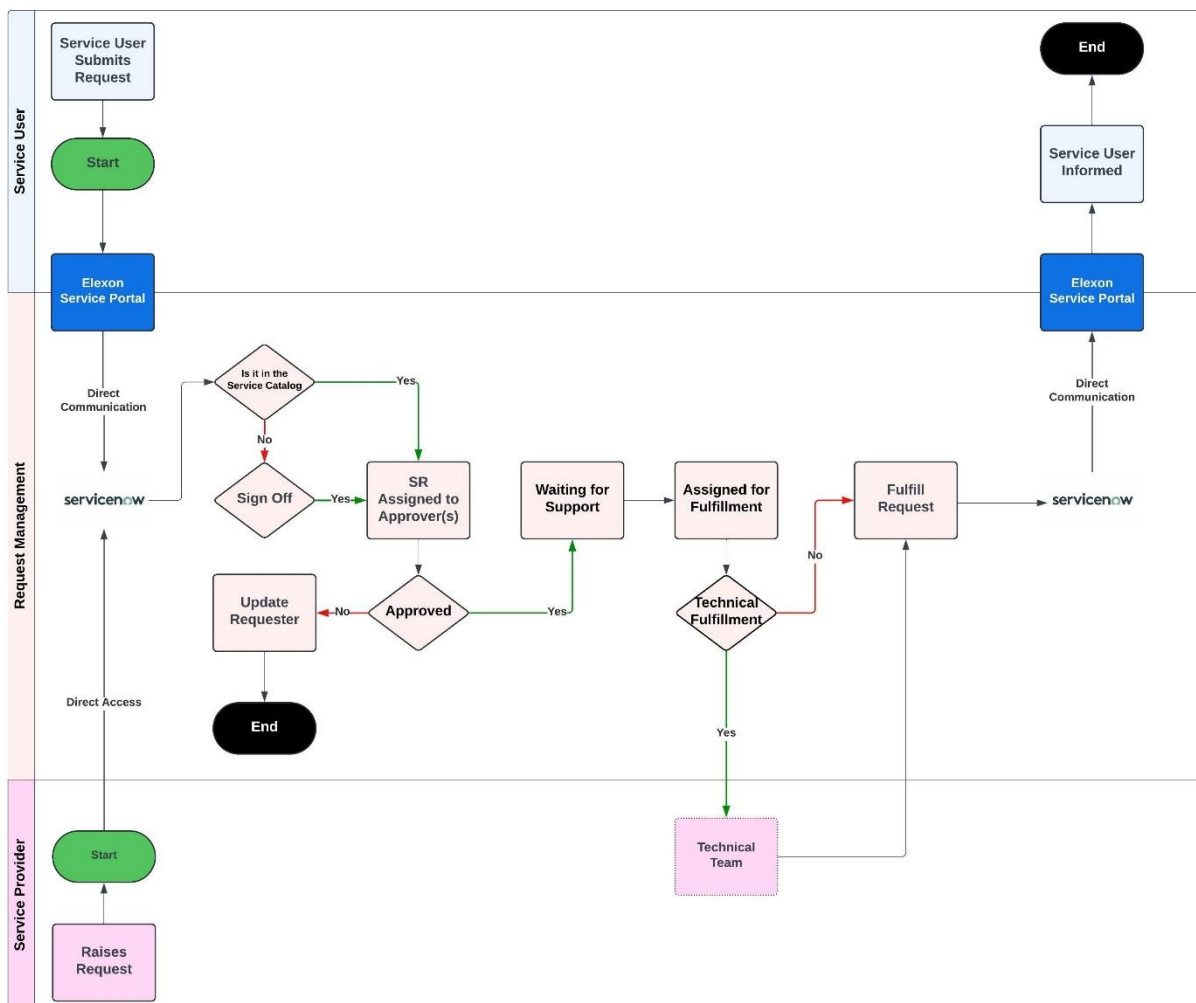
The purpose of the Request Fulfilment process is efficiently handling service requests from Service Users and Service Providers to provide an open and transparent update on the status of Service Requests

Examples of the Service Requests has been added to the Appendix and final definition will be available in the Operations Manual

9.2 Request Fulfilment - Process Flow

The below process flow is the interlocking Request Fulfilment Flow for Requests raised in relation with Service Provider and Service User

Any case/ticket update within the process will result in a push notification to the case/ticket raiser.



9.3 Request Fulfilment - Support Model

Topics	Description	
Contact Methods	<ul style="list-style-type: none"> • Service User: Elexon Service Portal • Service Partner: CGI Service Desk 	
Request Tracking	<ul style="list-style-type: none"> • Service User: Elexon Service Portal • Service Partner: CGI Service Desk 	
Resource Allocation	<ul style="list-style-type: none"> • Service Management / Elexon Service Portal - Elexon • Service Desk – CGI • Service Providers 	
Point of Contact: Elexon	Name	Contact Details
	Elexon Service Portal	https://support.elexon.co.uk/csm
Request Logging	<p>Below is an example of fields that would need to be completed when sending a Service Request</p> <ul style="list-style-type: none"> • Name of the person making the request • Contact details (email, phone number) • Department or business unit • Location (if applicable) • Request Details: • Description of the request • Category and subcategory • Priority • Attachments • Additional Information (if applicable) • Configuration item (CI) • Related incident or change • Requested due date. • Approval (if required): 	
Request Manager	Elexon Service Management	

9.4 Request Fulfilment- RACI

Request Fulfilment	Service User / Requester	CGI Service Desk	Request Fulfiler (Service Provider or Elexon)	Service Manager	Head of Service Management
Submit Service Request	A/R	I	I	I	I
Log & Categorise Service Request	C/I	A/R	I	I	I
Initial Assessment	C/I	A/R	I	I	I
Approve/Reject Request	C/I	A	I	I	I
Assign Request to Support Team	C/I	A/R	I	I	I
Fulfil Request	C/I	I	A/R	I	I
Monitor & Track Progress	C/I	A/R	C	I	I

Update Requestor on Status	C/I	A/R	I	I	I
Close Request	C/I	A/R	C	I	I
Review & Report	C/I	A/R	C	A	I

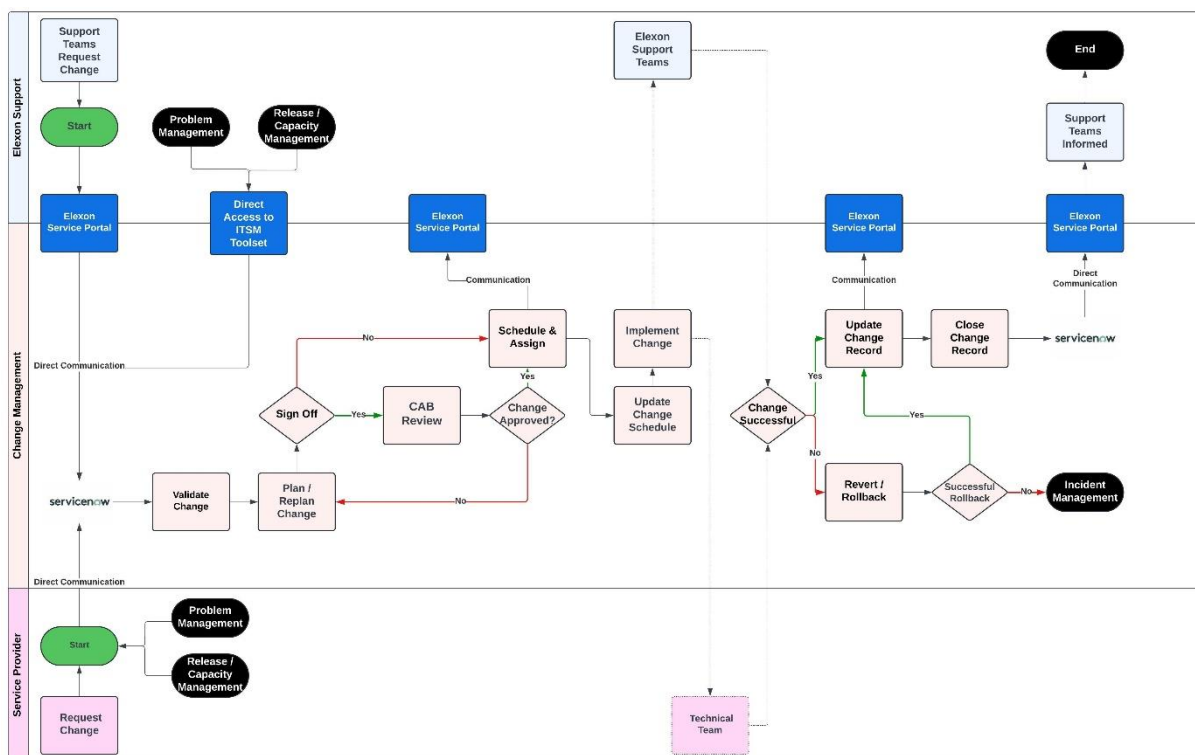
10 Change Management

10.1 Change Management - Purpose

The purpose of ITIL Change Management is to assess, plan, authorise and implement changes to live services in a controlled manner whilst understanding the risks and minimising the impact of change.

10.2 Change Management – Process Flow

The below process flow is the interlocking Change Management Flow for Requests raised in relation with Service Provider and Service User.



10.3 Change Management - Support Model

Topics	Description	
Contact Methods	Service User: Elexon Service Portal Service Partner: CGI Service Desk	
Resource Allocation	<ul style="list-style-type: none"> • Service Management / Elexon Service Portal - Elexon • Service Desk – CGI • Service Providers 	
Point of Contact:		
Elexon	Name	Contact Details
	Elexon Service Portal	https://support.elexon.co.uk/csm
Change Logging	Below is the standard information needed to log a Change Request.	

	<ul style="list-style-type: none"> • Description • Requested By • Assignment Group • Priority • Configuration Item (CI) • Implementation Plan • Backout Plan • Risk Assessment • Approvals
Change Manager	Elexon Service Management

10.4 Change Management – RACI

Change Management	Change Initiator (Service User / Service Provider / Internal Elexon Support)	CGI / Elexon Change Manager	Change Advisory Board (CAB)	Service Provider / Elexon Support Team	Service Owner
Identify need for Change	A/R	I	I	I	I
Raise Change Request	A/R	I	I	I	I
Log Change Request	I	A/R	I	I	I
Initial Assessment	C/I	A/R	I	I	I
Categorise and Prioritise Change	C/I	A/R	I	I	C
Schedule CAB Meeting	I	A/R	I	I	I
Review Change Request	C/I	A/R	C	I	I
Approve / Reject Change	C/I	A	C	I	I
Coordinate Change Implementation	I	R	I	A/R	I
Implement Change	C/I	I	I	A/R	I
Monitor Change Implementation	I	R	I	A/R	I
Review & Close Change	C/I	A/R	I	I	I
Document Change Details	I	A/R	I	I	I
Communicate Change Status	C/I	A/R	I	I	I
Post Implementation Review	C/I	A/R	C	I	C
Report on Change Metrics	I	A/R	I	I	I

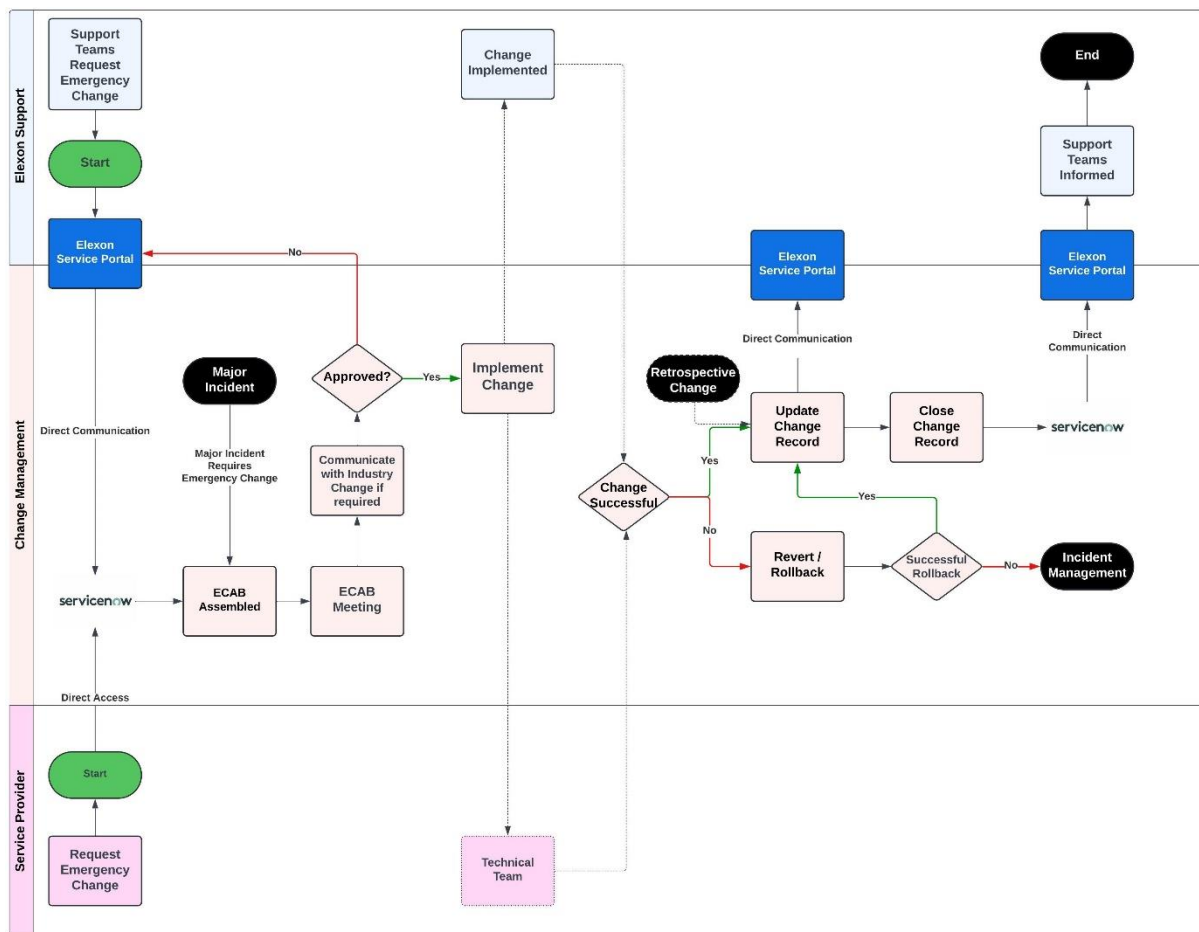
11 Emergency Change Management

11.1 Emergency Change Management – Purpose

The purpose of Emergency Change Management is to swiftly authorise changes to the service if significant disruptions have taken place or an incident has been detected. This also applies to any changes to the service that were not formally raised, agreed, and approved.

11.2 Emergency Change Management – Process Flow

The below process flow is the interlocking Change Management Flow for Emergency Changes raised in relation with Service Provider and Service Users.



11.3 Emergency Change – Support Model

Topics	Description	
Contact Methods	Service User: Elexon Service Portal Service Partner: CGI Service Desk	
Resource Allocation	<ul style="list-style-type: none"> • Service Management / Elexon Service Portal - Elexon • Service Desk – CGI • Service Providers 	
Point of Contact: Elexon	Name	Contact Details
	Elexon Service Desk	https://support.elexon.co.uk/csm
Emergency Change Logging	Below is the standard information needed to record an Emergency Change Request. <ul style="list-style-type: none"> • Description • Requested By • Assignment Group • Priority • Configuration Item (CI) • Implementation Plan • Backout Plan • Risk Assessment • Approvals 	
Emergency Change Manager	Elexon Service Management	

11.4 Emergency Change Management - RACI

Emergency Change Management	Change Initiator (Service User / Service Provider / Internal Elexon Support)	CGI / Elexon Change Manager	Change Advisory Board (CAB)	Service Provider / Elexon Support Team	Service Owner
Identify Emergency Change	A/R	I	I	I	I
Raise Emergency Change Request	R	A/R	I	I	I
Emergency Change Request	C/I	A/R	I	I	I
Initial Assessment	C/I	A/R	I	I	I
Schedule ECAB Meeting	I	A/R	C	C	I
Review Change Request	C/I	A/R	C	C	I
Approve / Reject Change	C/I	A/R	C	I	I
Communicate Decision	I	A/R	I	I	I
Plan Change Implementation	C/I	A/R	I	R	I
Implement Emergency Change	C/I	C	I	A/R	I

Monitor Implementation	I	A/R		I	I
Validate Change Outcome	C/I	A/R		I	I
Communicate Outcome	I	A/R		I	I
Post Implementation Review	C/I	A/R		I	C
Emergency Change Report	C/I	A/R		I	C

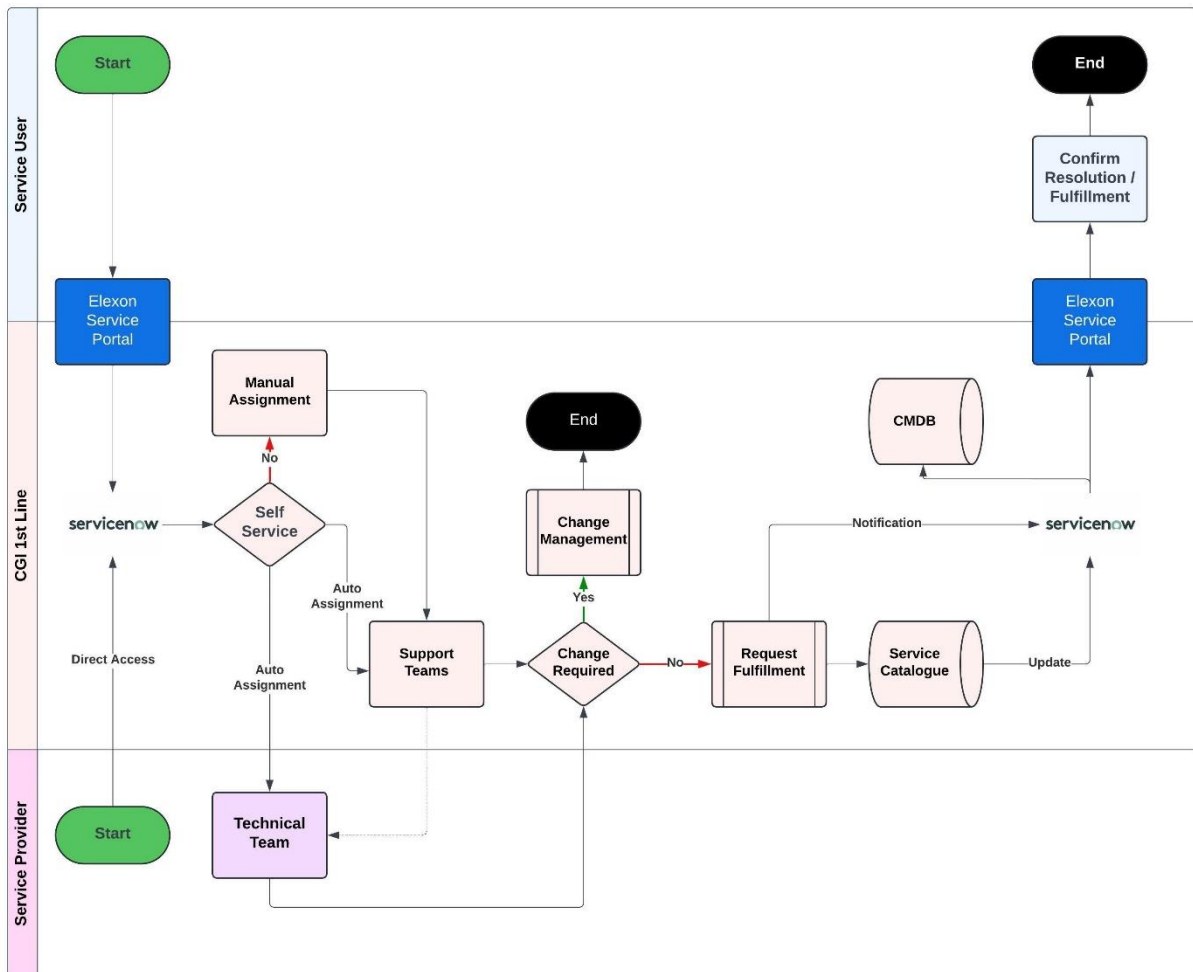
12 Service Catalogue

12.1 Service Catalogue – Purpose

The purpose of a service catalogue is to provide a comprehensive and organised listing of services available to Service Users along with expected response times for when the request should be fulfilled

12.2 Service Catalogue – Process Flow

The below process flow is the interlocking Service Catalogue Flow in relation to Service Providers and Service Users



12.3 Service Catalogue - Support Model

Topics	Description	
Contact Methods	Service User: Elexon Service Portal Service Partner: CGI Service Desk	
Resource Allocation	<ul style="list-style-type: none"> Service Management / Elexon Service Portal - Elexon Service Desk – CGI Service Partner - Service Provider 	
Point of Contact: Elexon	Name	Contact Details
	Elexon Service Portal	https://support.elexon.co.uk/csm
Service Catalogue Request	Below is the standard information needed: <ul style="list-style-type: none"> Navigate to the Service Catalogue Select the Service Category which is required (e.g. IT Support, Hardware Request, Business Service) Complete the required form Submit the request Request will be accepted, and confirmation email will be sent A URL link will be provided to track your request 	
Service Catalogue Manager	Elexon Service Management	

12.4 Service Catalogue – RACI

Service Catalogue	Service Owner	CGI Service Catalog Manager	CGI Service Desk	Elexon Service Management	Service Users
Define Services	A	R	C	I	C/I
Create Service Catalogue Entries	C	R	I	A	I
Update Service Catalogue Entries	C	R	I	A	I
Review Service Catalogue	C	R	I	A	I
Publish Service Catalogue	I	R	C	A	R
Manage Service Requests	I	I	R	A	R
Provide Feedback on Services	I	C	I	I	A/R
Approve New Services	C	A	I	R	C/I
Retire Services	C	R	I	A	C/I
Service Performance Monitoring	C	R	I	A	C/I

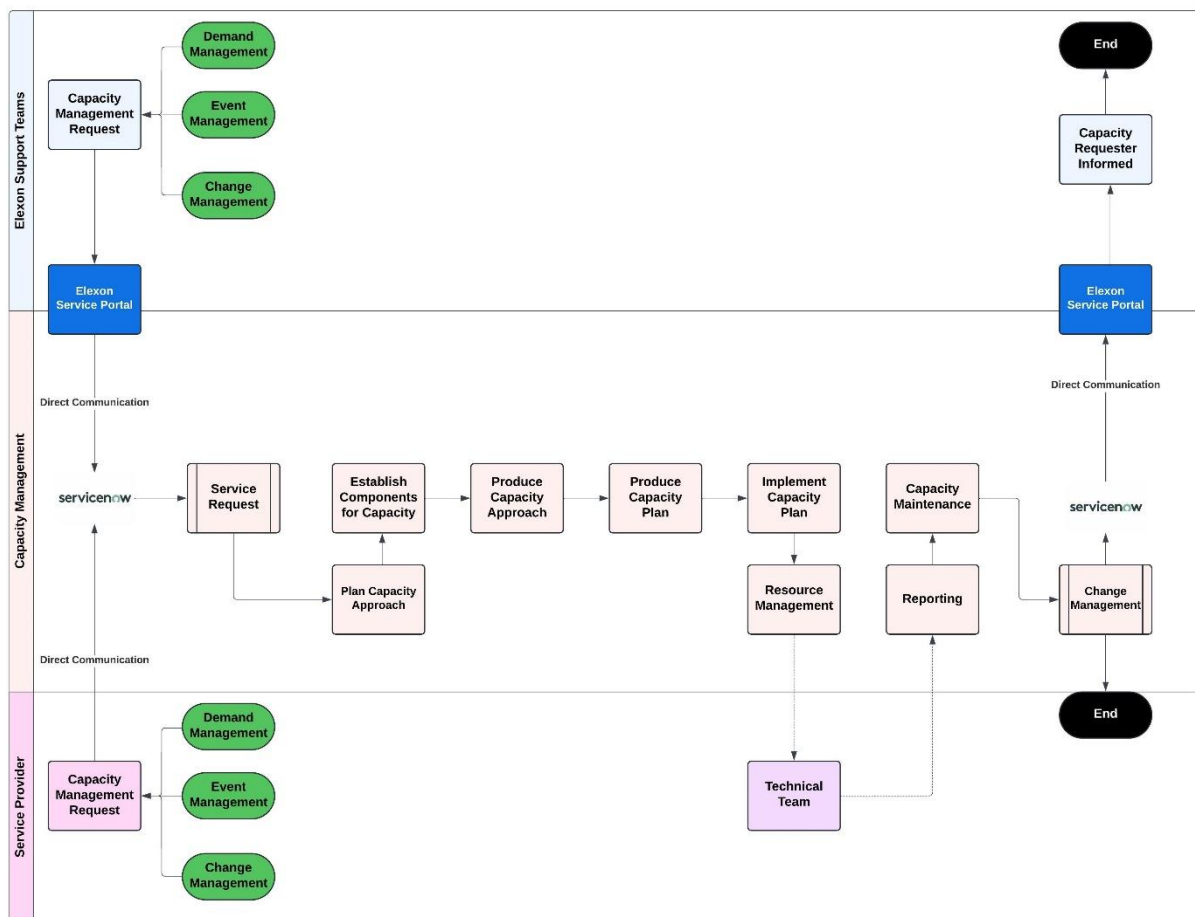
13 Capacity Management

13.1 Capacity Management – Purpose

The purpose of a Capacity management is the practice of right-sizing IT resources to meet current and future needs.

13.2 Capacity Management - Process Flow

The below process flow for Capacity Management.



13.3 Capacity Management - Support Model

Topics	Description	
Contact Methods	Service User: Elexon Service Portal Service Partner: CGI Service Desk	
Resource Allocation	<ul style="list-style-type: none"> • Service Management / Elexon Service Portal - Elexon • Service Desk – CGI • Service Provider 	
Point of Contact: Elexon	Name	Contact Details
	Elexon Service Portal	https://support.elexon.co.uk/csm
Capacity Management Request	Below is the standard information needed: <ul style="list-style-type: none"> • Business Justification • Impact Analysis • Current Capacity Status • Current Utilisation • Detail of Performance Issues • Expected Growth • Resource Specifications • Technical Assessment • Costing • Implementation Plan 	
Capacity Manager	Elexon Service Management	

13.4 RACI Matrix – Capacity Management

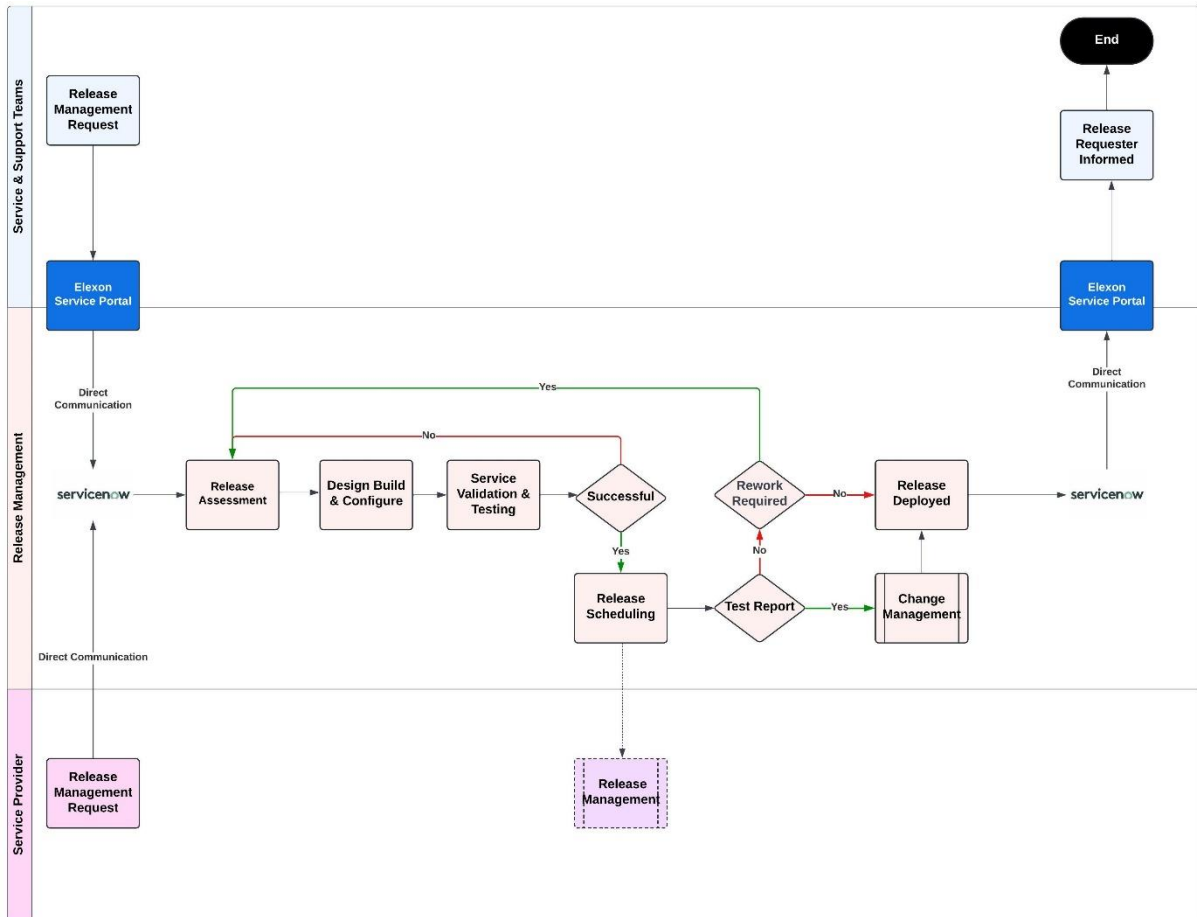
Capacity Management	Capacity Manager	Service Provider / Elexon Support	Service Owner	Elexon Service Management
Identify Capacity Requirements	A/R	C	C	I
Forecast Capacity Needs	A/R	C	C	I
Monitor Current Capacity	A/R	R	C	I
Analyse Capacity Trends	A/R	R	C	I
Create Capacity Plan	A/R	R	C	I
Implement Capacity Changes	A/R	R	C	I
Report on Capacity Metrics	A/R	R	C	I

14 Release Management

The Release Management process focuses on quality and customer experience as primary to product and service deployment.

14.1 Release Management – Process Flow

The below process flow is the interlocking Release Management Flow for in relation to Service Provider and Service Users



14.2 Release Management – Support Model

Topics	Description	
Contact Methods	Service User: Elexon Service Portal Service Partner: CGI Service Desk	
Resource Allocation	<ul style="list-style-type: none"> • Service Management / Elexon Service Portal - Elexon • Service Desk – CGI • Service Provider 	
Point of Contact: Elexon	Name	Contact Details
	Elexon Service Portal	https://support.elexon.co.uk/csm
Release Management Logging	Below is the standard information needed: <ul style="list-style-type: none"> • Identify the need for the release • Create a Release Request • Gather detailed information including description, type and components • Set target release date • Risk Assessment • Create a Release Plan • Submit Release Request 	
Release Manager	Elexon Service Management	

14.3 RACI Matrix – Release Management

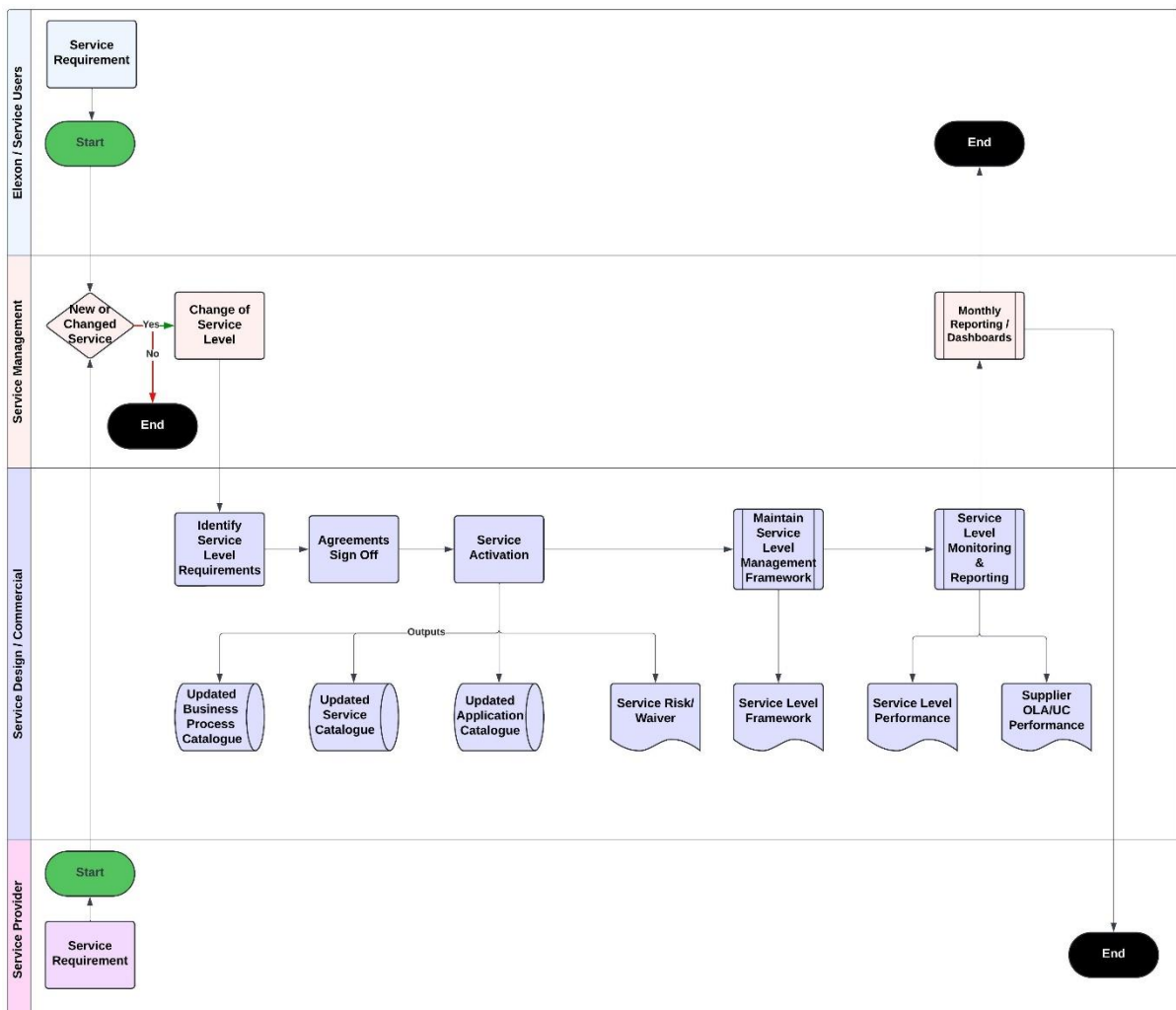
Release Management	Release Manager	Deployment Manager	Change Manager	Service Owner	IT Operations	Development Team	QA/Testing Team	Service Users / Service Providers	CGI Service Desk
Planning Release and Deployment	A/R	C	C	C	C	C	C	I	I
Designing Release Packages	A	R	C	C	I	R	C	I	I
Build and Test Release Packages	A	C	C	I	I	R	R	I	I
Update Release Records	A/R	R	C	I	I	I	I	I	I
Communicate Release Status	A/R	C	I	I	I	I	I	I	I
Designing Release Packages	A	R	C	C	I	R	C	I	I

15 Service Level Management (SLM)

Service Level Management ensures that IT services meet agreed-upon performance standards by defining, negotiating, and managing service level agreements (SLAs) both internally and with the interaction of Service Users and Service Providers. It involves monitoring service performance, reviewing SLAs, and implementing improvements to align IT services.

15.1 Service Level Management- Process Flow

The below process flow is the interlocking Service Level Management Flow in relation to Service Providers and Service Users



15.2 Service Level Management- Support Model

Topics	Description	
Contact Methods	Service User: Elexon Service Portal Service Partner: CGI Service Desk	
Resource Allocation	<ul style="list-style-type: none"> Service Management / Elexon Service Portal - Elexon 	
Point of Contact: Elexon	Name	Contact Details
	Elexon Service Portal	https://support.elexon.co.uk/csm
Service Level Management Details	<p>The ITIL Service Level Management (SLM) lifecycle involves several stages that ensure Service are defined, negotiated, monitored, and improved to meet agreed service levels.</p> <ul style="list-style-type: none"> Service Level Requirements (SLR) Gathering Develop Service Level Agreement (SLA) – Analyse, Draft, Negotiate, Finalise Develop Operational Level Agreements (OLA) and Underpinning Contracts (UC) Define Service Level Monitoring and Reporting Define and Agree Service Reviews and Reporting Continuously analyse performance to Identify Improvement Opportunities Service Level Management Review and Refinement 	
Service Manager	Elexon Service Management	

15.3 RACI Matrix – Service Level Management

Service Level Management	Service Owner	SLM Manager	IT Manager	Service Desk	Service Users	Suppliers
Define SLA requirements	C	A/R	C	I	C	C
Negotiate SLAs	A	R	C	I	C	C
Document SLAs	C	A/R	I	I	I	I
Monitor SLA performance	I	A/R	C	R	I	I
Review SLA performance	A	R	C	I	C	C
Report on SLA performance	I	A/R	I	I	C	I
Manage SLA breaches	A	R	C	R	I	C
Conduct SLA review meetings	A	R	C	I	C	I
Update SLAs	C	A/R	I	I	I	I
Define SLA requirements	C	A/R	C	I	C	C
Negotiate SLAs	A	R	C	I	C	C
Document SLAs	C	A/R	I	I	I	I

16 Knowledge Management

16.1 Knowledge Management – Purpose

The purpose of Knowledge Management is to ensure that information and knowledge within an organization are effectively captured, stored, shared, and utilised to support decision-making, improve efficiency, and enhance service management processes.

Examples of Knowledge Articles has been added to the Appendix and final definition will be available in the Operations Manual

16.2 Knowledge Management – Knowledge Access

The Elexon Knowledgebase for Service Users is accessible via the Elexon Support Portal, <https://support.elexon.co.uk/csm>

Currently you will access the Knowledge Base on the below toolbar referencing ‘Glossary’

ELEXON SUPPORT

ELEXON BSC WEBSITE BSC STATUS UPDATE DASHBOARD

Log in

Welcome to Elexon Support where you can submit and track a case

To ensure that you are able to access all of the options available from the Elexon Support service, we recommend that you register an account ahead of submitting an enquiry. By registering an account you will receive email updates on the progress of your case and can view and track other cases you submit.

Register an account
Register an individual user account to obtain case management functionality, such as tracking your case as it progresses.

Submit a case
Send a new enquiry to Elexon and obtain a case reference.

Track an existing case
View all your enquiries, track their individual progress and see closed enquiries when complete.

COOKIES SETTINGS

Elexon corporate policies Privacy policy Cookie policy Copyright Using this website Glossary Contact us

Once clicked you will access the Knowledge Base and can search for your item / Topic

Glossary

This is not a comprehensive glossary but it outlines a large number of terms and acronyms found in the BSC or terms related to working within the electricity market. If a term is not represented in the Glossary and you need further advice about the term you are searching for, please [contact the Communications Team](#).

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z 0-9 All

Glossary terms beginning with 'A'

(Showing items 1-10 of 56)

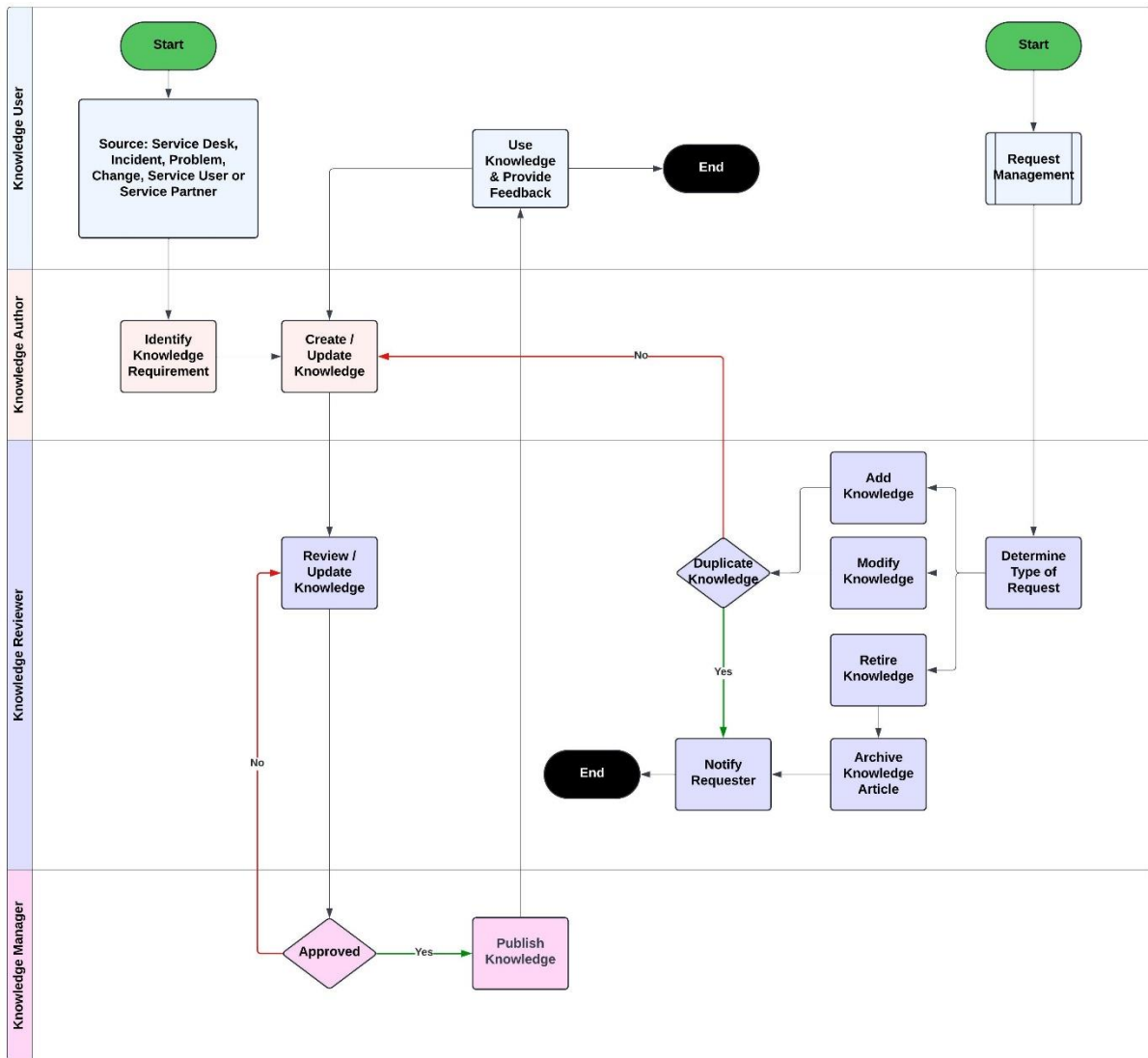
Show 10 | 20 | 50 | All

- ▶ [Acceptance](#)
- ▶ [Acceptance Data](#)
- ▶ [Acceptance Volume](#)
Acronym: qAkij(t)
- ▶ [Acceptance Volume Pair](#)
- ▶ [Accepted Bid](#)
- ▶ [Accepted Bid-Offer Volume](#)
Acronym: ABO
- ▶ [Accepted Bid Volume](#)
Acronym: qABknij(t)
- ▶ [Accepted Offer](#)
- ▶ [Accepted Offer Volume](#)
Acronym: qAOknij(t)
- ▶ [Accession Agreement](#)

1 2 3 ... 6 >

**The Knowledge Base is currently under development.*

16.3 Knowledge Management – Process Flow – Knowledge Creation



16.4 Knowledge Management - Support Model

Topics	Description	
Contact Methods	Service User: Elexon Service Portal Service Provider: Elexon Service Portal	
Resource Allocation	Service Management / Elexon Service Portal - Elexon	
Point of Contact: Elexon	Name	Contact Details
	Elexon Service Portal	https://support.elexon.co.uk/csm
Knowledge Management Details	Knowledge Management focuses on systematically collecting, storing, sharing, and leveraging knowledge within IT service management	
Knowledge Manager	Elexon Service Management	

16.5 Knowledge Management – RACI

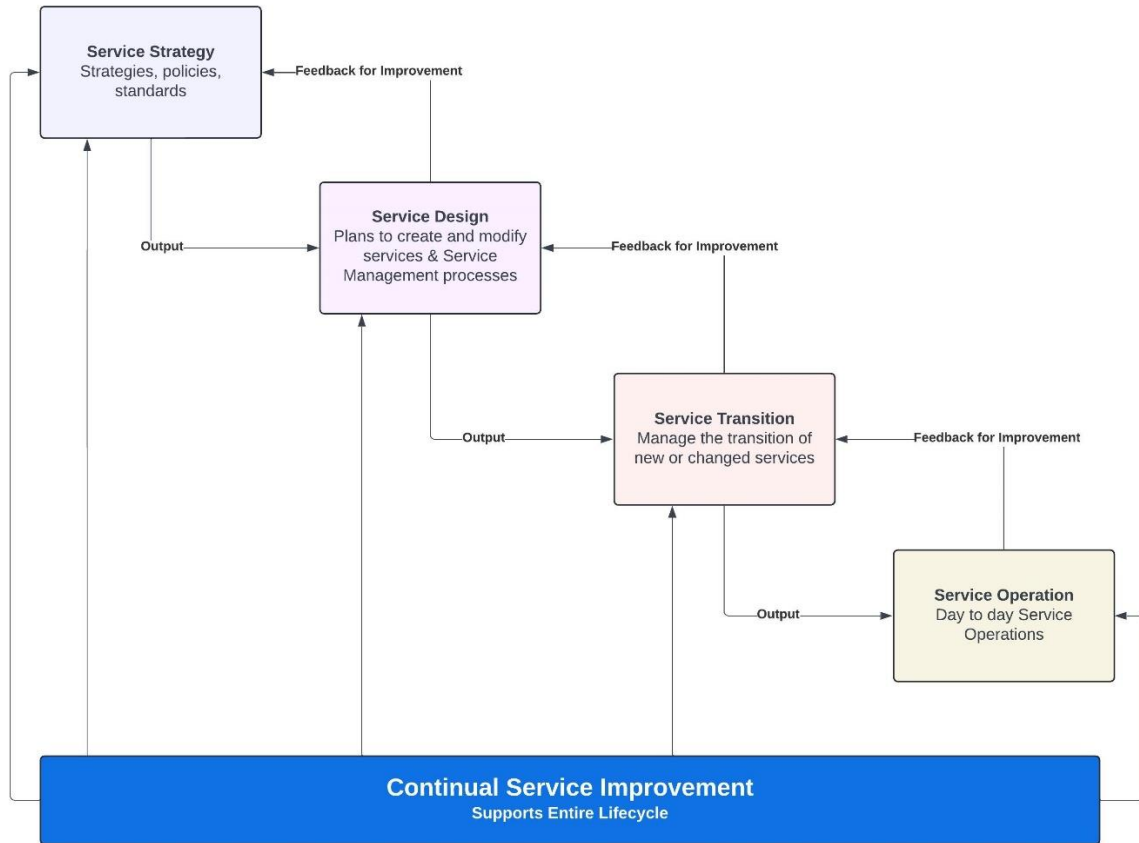
Knowledge Management	Knowledge Manager	Service Desk	Knowledge Author	Service Users	Process Owner
Create and update knowledge articles	R	C	C	C/I	A
Review and approve knowledge articles	A	R	R	C/I	C
Identify knowledge gaps	A	C	C	C/I	C
Maintain the Knowledge Base	A	C	C	C/I	C
Knowledge sharing	A	C	C	C/I	C

17 Continual Service Improvement (CSI)

Continual Service Improvement (CSI) is a process aimed at continuously enhancing IT services and processes by identifying and implementing improvements that align IT services with changing business needs.

17.1 Continual Service Improvement- Overview Flow

The below overview flow for Continual Service Improvement



17.2 Continual Service Improvement Support Model

Topics	Description
Contact Methods	Elexon Service Management
Resource Allocation	Service Management - Elexon
Continual Service Improvement Details	<p>The Continual Service Improvement aligns with changing business needs and improving services</p> <ul style="list-style-type: none"> • Ensure that IT services are continually aligned with evolving business requirements and objectives. • Improve the effectiveness and efficiency of IT services through ongoing refinement. • Streamline IT processes and service delivery to reduce costs and increase value.
CSI Manager	Elexon Service Management

18 Major Incident Scenarios

Below is an example representation of Major Incident Scenarios. Please note that this list is not final and is currently under review. The finalised list of scenarios will be included in the Operations Manual

#	Industry Impacting Outages	Variations (incl. market share impact)	When an incident occurs?	Downtime	Who raises Issue with Service Now	Notes	Category
SC1	DIP	DIP service failure	In Hours - within Secure Active window	2 Settlement Period downtime (impacting incoming consumption and registration data) = hour	SDS receiving http error message (e.g. Callisto)	Impact: (1) DIP secondary routing tables are not updated when in the secure active window*. Response: Therefore need to manage the recovery sequence. This is to avoid misrouting of flows. *5-8pm (tbc) - when registration service is sending out the key appointment flows (IF036)	Choreography
SC2	DIP	DIP service failure	Out of Hours	3 Settlement Period downtime (impacting incoming consumption and registration data) = 90 mins	DIP monitoring triggers incident report	Impact: As per SC1 Response: Is on call support sufficient or available to deal with a problem like SC1	Time or Market Share Thresholds

#	Industry Impacting Outages	Variations (incl. market share impact)	When an incident occurs?	Downtime	Who raises Issue with Service Now	Notes	Category
SC3	DIP	Security Incident	Within Working Hours	Either unauthorised data breach due to a security incident or suspected security incident at DIP. Unauthorised penetration of customer system(s) at DIP	DIP monitoring triggers incident report	Impact: Potential downtime if penetration occurring. Data breach could be actively managed while platform remains up. Response: Engage Security & act according to the security policy of the organisation impacted	Service Provider Definition of Impact
SC4	Registration	Single LDSO failure (e.g. DNO Adaptor instance)	In Hours - within Secure Active window	2 hours	Supplier not receiving PUB responses	Impact: Any response from the LDSO Registration service would be delayed and that would impact what DIP can send out. So, a secondary routing issue appears on a smaller scale to SC1. Response: Therefore, need to manage the recovery sequence for a particular DNO area (e.g. Yorkshire). This is to avoid misrouting of flows. Need to ensure correct sequence of	Choreography/Time or Market Share Thresholds

#	Industry Impacting Outages	Variations (incl. market share impact)	When an incident occurs?	Downtime	Who raises Issue with Service Now	Notes	Category
						processing in the DIP via manual intervention (TBC - functionality not there at moment but in backlog).	
SC5	Registration	Single LDSO failure (e.g. DNO Adaptor instance)	Out of hours	2 hours	Supplier's service provider (e.g. ESG) not receiving PUB responses	Impact: Asper SC4 Response: Is on call support sufficient or available to deal with a problem like SC1 We recognise LDSOs do not run Service Desks out of hours, so this test to run through what happens in these circumstances	Time or Market Share Thresholds

#	Industry Impacting Outages	Variations (incl. market share impact)	When an incident occurs?	Downtime	Who raises Issue with Service Now	Notes	Category
SC8	CSS	CSS System failure	As per prior operational incident	As per prior operational incident	DCC raise from TOC diagnostics	<p>Impact:</p> <p>Large Problem = messages not getting to registration and therefore Registration Service ceases to function. Appointments, Change of supplier etc aren't updated (like SC6).</p> <p>Smaller Problem = Meter Data Retriever (MDR's) not getting updated to DCC and therefore not able to collect data. As attempts to change the MDR and not been concluded successfully. Therefore, out of sync.</p> <p>Response: Sequencing & Volume management</p> <p>A CSS outage would be managed by the Switching Operator and we would expect Elexon Service Management to liaise with</p>	

#	Industry Impacting Outages	Variations (incl. market share impact)	When an incident occurs?	Downtime	Who raises Issue with Service Now	Notes	Category
						the Switching Operator to understand any knock on impacts on DIP messages and settlement data so these can be resolved.	
SC9	VAS - Helix	VAS System failure	Working Day as per settlement calendar	48-hour weekdays	Supplier raises no receipt of REP003 reports	<p>Impact: Suppliers & LDSO's not receive reports. Some of these reports support DUoS Billing (distribution use of system - billing supps for using network).</p> <p>Response: Participants flag to Elexon SM, then Elexon would ultimately engage the Helix SD process. Though we'd expect Helix to have noticed this!</p>	Service Provider Definition of Impact

#	Industry Impacting Outages	Variations (incl. market share impact)	When an incident occurs?	Downtime	Who raises Issue with Service Now	Notes	Category
SC10	MDS - Helix	MDS System failure	Working Day as per settlement calendar	48-hour weekdays	LDSO raises no receipt of REPO02a reports	<p>Impact: Suppliers & LDSO's not receive reports. Some of these reports support Duos Billing (distribution use of system - billing supps for using network).</p> <p>Response: Participants flag to Elexon SM, then Elexon would ultimately engage the Helix SD process. Though we'd expect Helix to have noticed this!</p>	Service Provider Definition of Impact
SC11	LSS - Helix	LSS System failure	Working Day as per settlement calendar	48 hour weekdays	ADS raises no receipt of LSS data	<p>Impact: SDS & ADS wouldn't receive data allowing them to estimate consumption. So the IF021's would be delayed for estimation only. Also a volume allocation impact as shifting bulk of IF021 to later in the day after that normal expected peak time (5am to 8am)</p> <p>Response: Elexon would ultimately engage the</p>	Service Provider Definition of Impact

#	Industry Impacting Outages	Variations (incl. market share impact)	When an incident occurs?	Downtime	Who raises Issue with Service Now	Notes	Category
						Helix SD process. Though we'd expect Helix to have noticed this!	
SC12	ISD - Helix	Incorrect data sent impacting PPs	In accordance with ISD timetable (monthly or fortnightly updates)	48 hour weekdays	LDSO raises processing issue due to ISD mismatches	Impact: Increased validation failures. As everyone is using this data set for many processes, we'd expect many unpredictable impacts Response: Get new ISD issued	Choreography
SC13	ISD - Helix	ISD system failure	In accordance with ISD timetable (monthly or fortnightly updates)	System down during ISD publication window	Newly Qualified Party raises lack of data to start migration	Impact: Similar to above but on a larger scale Response: Return service to working state	Choreography

#	Industry Impacting Outages	Variations (incl. market share impact)	When an incident occurs?	Downtime	Who raises Issue with Service Now	Notes	Category
SC14	DAH - Helix	Data Acquisition Hub System failure	5am to 8am weekday = Peak Data Flow as per the Message Model (31.3M messages)	3 hours	Helix Internal and/or DIP	<p>Impact: MHHS Consumption & Registration messages will be backing up & retrying for 72 hours on the DIP. Helix's Zone redundancy should ensure no data loss internally</p> <p>Response: Elexon would ultimately engage the Helix SD process. Though we'd expect Helix to have noticed this!</p>	Time or Market Share Thresholds
SC15	SDS	Failure of major SDS (e.g. Callisto)	Working Days	2 Settlement Days	Supplier raises lack of actual data in REPO03 reports	<p>Similar to SC17 DCC but on a smaller scale. Volume allocation displacement. Shifting 2 days of IF21 volume and then having to manage the re-introduction of the backlog</p> <p>To test criteria of whether Major Incident - may expect this would go to Incident Management</p>	Time or Market Share Thresholds

#	Industry Impacting Outages	Variations (incl. market share impact)	When an incident occurs?	Downtime	Who raises Issue with Service Now	Notes	Category
SC16	EES	EES Service Failure	Working Days	2 days	Supplier gets REGS failures as result of inconsistent data	EES out of synch with REG To test criteria of whether Major Incident - if not, could go to Incident Management maybe	Choreography /Service Provider Definition of Impact
SC17	DCC	DCC Service Failure	IF-021's cannot be issued	1/2 day	DIP identify requirements for increased IF-021 volumes (e.g. in the afternoon)	Impact: Ability for DIP & Helix to flex message volume profile . DIP & Helix are expecting high volumes from 5am to 8.30am . If this peak is moved by a system outage can DIP & Helix manage recovery in such a way that they are not overwhelmed. Response: Might need a staged recovery from all or key participants to manage the volume backlog	Time or Market Share Thresholds

#	Industry Impacting Outages	Variations (incl. market share impact)	When an incident occurs?	Downtime	Who raises Issue with Service Now	Notes	Category
SC18	DTN	DTN Service Failure	e.g. D0010 (Meter Readings), D0030 (DUOS report) cannot be issued	1/2 day	Electralink raises call to advising of a significant DTN outage	Impact: One of awareness to participants who may call ELEXON service desk, example during migration that PP will receive Reports for migrated meters but not for non-half-hourly	Choreography

19 Appendix – DIP Scenarios

Below is an example representation of DIP Scenarios. Please note that this list is not final and is currently under review. The finalised list of scenarios will be included in the Operations Manual

Category	Description	Type	Report to	Priority	Channel	Level 1 Steps	Level 2 Steps	Level 3 Steps
DIP – Registration / General Portal	Why haven't I received my invitation link yet despite my request hitting delivery SLA?	Service Request	DIP Manager via Elexon Portal	P3	PORTAL	Triage & allocate to	DIP Manager for further triage/progression	

Category	Description	Type	Report to	Priority	Channel	Level 1 Steps	Level 2 Steps	Level 3 Steps
DIP – Registration / General Portal	I am a Market Participant, and I don't see any DIP IDs listed; how do I assign my roles? OTHER - Self Serve - Knowledge Article to underpin.	OTHER	N/A	N/A	N/A	N/A	N/A	N/A
DIP – Registration / General Portal	As a Market Participant, how do I nominate my DCP, I don't see mine in the list?	Incident	DIP Manager via Elexon Portal	P3	PORTAL	Triage & allocate to	DIP Manager for further triage/progression	
DIP – Registration / General Portal	My DCP status is stuck in Pending, what should I do?	Incident	DIP Manager via Elexon Portal	P3	PORTAL	Triage & allocate to	DIP Manager for further triage/progression	
DIP – Registration / General Portal	As a MP User Admin, I have assigned myself additional roles, yet cannot see them reflected in the portal?	Incident	DIP Manager via Elexon Portal	P3	PORTAL	Triage & allocate to	DIP Manager for further triage/progression	
DIP – Registration / General Portal	Delay in promotion to production environment	Incident	DIP Manager via	P3	PORTAL	Triage & allocate to	DIP Manager for further triage/progression	

Category	Description	Type	Report to	Priority	Channel	Level 1 Steps	Level 2 Steps	Level 3 Steps
			<i>Elexon Portal</i>					
Certificate Admin Reg & Vetting	I have not received a vetting call from GlobalSign	<i>Incident</i>	<i>DIP Manager via Elexon Portal</i>	<i>P3</i>	<i>PORTAL</i>	<i>Triage & allocate to</i>	<i>DIP Manager for further triage/progression</i>	
Certificate Admin Reg & Vetting	My cert upload to GlobalSign keeps failing	<i>Incident</i>	<i>Service Provider</i>	<i>P3</i>	<i>PORTAL</i>	<i>Triage & allocate to</i>	Service Provider for L2 Support	Service Provider for L3 Support
Certificate Admin Reg & Vetting	What should I do if I have not received my onboarding email for User Admin?	<i>Incident</i>	<i>DIP Manager via Elexon Portal</i>	<i>P3</i>	<i>PORTAL</i>	<i>Triage & allocate to</i>	<i>DIP Manager for further triage/progression</i>	
Certificate Admin Reg & Vetting	Why do I get a "Domain creation failed" message when I try to register my domain in the DIP - portal? Underpin with KA for self-serve option.	<i>Incident</i>	<i>Service Provider</i>	<i>P3</i>	<i>PORTAL</i>	<i>Triage & allocate to</i>	Service Provider for L2 Support	Service Provider for L3 Support
Certificate Admin Reg & Vetting	Can the domain used for vetting be different from the domain used for certificates during the certificate and	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Category	Description	Type	Report to	Priority	Channel	Level 1 Steps	Level 2 Steps	Level 3 Steps
	vetting process? Knowledge article/FAQ's not a support issue							
Certificate Admin Reg & Vetting	We received a Domain name failure error message. Should we use the Atlas portal to create and validate a domain? Knowledge article/FAQ's not a support issue	N/A	N/A	N/A	N/A	N/A	N/A	N/A
DIP – Send Message	User Error - Self Help guidance and then escalate into support DIP Manager	<i>Incident</i>	<i>DIP Manager via Elexon Portal</i>	<i>P3</i>	<i>PORTAL</i>	<i>Triage & allocate to</i>	<i>DIP Manager for further triage/progression</i>	
DIP – Send Message	Keys not working - KA initially Self Help	<i>Incident</i>	<i>Service Provider</i>	<i>P3</i>	<i>PORTAL</i>	<i>Triage & allocate to</i>	<i>Service Provider for L2 Support</i>	<i>Service Provider for L3 Support</i>
DIP – Send Message	API Not Working - Self Help guidance via response codes and then escalate into support	<i>Incident</i>	<i>Service Provider</i>	<i>P3</i>	<i>PORTAL</i>	<i>Triage & allocate to</i>	<i>Service Provider for L2 Support</i>	<i>Service Provider for L3 Support</i>
DIP – Send Message	Bounce Back - Self Help guidance via	<i>Incident</i>	<i>Service Provider</i>	<i>P3</i>	<i>PORTAL</i>	<i>Triage & allocate to</i>	<i>Service Provider for L2 Support</i>	<i>Service Provider for L3 Support</i>

Category	Description	Type	Report to	Priority	Channel	Level 1 Steps	Level 2 Steps	Level 3 Steps
	response codes and then escalate into support							
DIP – Send Message	Back Off and Retry - Self Help guidance via response codes and then escalate into support	<i>Incident</i>	<i>Service Provider</i>	<i>P3</i>	<i>PORTAL</i>	<i>Triage & allocate to</i>	Service Provider for L2 Support	Service Provider for L3 Support
DIP – Send Message	Message Recipient L3 & L4 - Self Help guidance via response codes and then escalate into support (DIP Manager coordination)	<i>Incident</i>	<i>DIP Manager via Elexon Portal</i>	<i>P3</i>	<i>PORTAL</i>	<i>Triage & allocate to</i>	<i>DIP Manager for further triage/progression</i>	
DIP – Send Message	DIP L1 & L2 Rejection - Self Help guidance via response codes and then escalate into support	<i>Incident</i>	<i>Service Provider</i>	<i>P3</i>	<i>PORTAL</i>	<i>Triage & allocate to</i>	Service Provider for L2 Support	Service Provider for L3 Support
DIP – Receive Message	Error Messages - Self Help guidance and then escalate into support	<i>Incident</i>	<i>Service Provider</i>	<i>P3</i>	<i>PORTAL</i>	<i>Triage & allocate to</i>	Service Provider for L2 Support	Service Provider for L3 Support
DIP – Receive Message	Keys not working - Self Help guidance	<i>Incident</i>	<i>Service Provider</i>	<i>P3</i>	<i>PORTAL</i>	<i>Triage & allocate to</i>	Service Provider for L2 Support	Service Provider for L3 Support

Category	Description	Type	Report to	Priority	Channel	Level 1 Steps	Level 2 Steps	Level 3 Steps
	and then escalate into support							
DIP – Receive Message	Webhook not working - Self Help guidance and then escalate into support	<i>Incident</i>	<i>Service Provider</i>	<i>P3</i>	<i>PORTAL</i>	<i>Triage & allocate to</i>	Service Provider for L2 Support	Service Provider for L3 Support
DIP – Receive Message	Replay Failure - Self Help guidance and then escalate into support	<i>Incident</i>	<i>Service Provider</i>	<i>P3</i>	<i>PORTAL</i>	<i>Triage & allocate to</i>	Service Provider for L2 Support	Service Provider for L3 Support
DIP – Use of Third Party (DIP Connection Provider)	Incorrect Digital Keys - Self Help guidance and then escalate into support	<i>Incident</i>	<i>DIP Manager via Elexon Portal</i>	<i>P3</i>	<i>PORTAL</i>	<i>Triage & allocate to</i>	<i>DIP Manager for further triage/progression</i>	
DIP – Use of Third Party (DIP Connection Provider)	Key Sharing - Self Help guidance (Not an Elexon Support responsibility)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
DIP – Use of Third Party (DIP Connection Provider)	Data not forwarded / Received - Self Help guidance (Not an Elexon Support responsibility)	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Category	Description	Type	Report to	Priority	Channel	Level 1 Steps	Level 2 Steps	Level 3 Steps
DIP – Annual Events	Certificate Renewal - Self Help guidance Knowledge article and then escalate into support	<i>Incident</i>	<i>Service Provider</i>	<i>P3</i>	<i>PORTAL</i>	<i>Triage & allocate to</i>	Service Provider for L2 Support	Service Provider for L3 Support
DIP – Annual Events	Global Sign T&C's - Self Help guidance Knowledge article/FAQ's not a support issue							
DIP – Appeal Decisions	Submissions - Procedure in DIP rules managed by DIP Manager	<i>OTHER</i>	<i>DIP Manager via Elexon Portal</i>	<i>P3</i>	<i>PORTAL</i>	<i>Triage & allocate to</i>	<i>DIP Manager for further triage/progression</i>	
DIP – Appeal Decisions	Determination - Procedure in DIP rules managed by DIP Manager	<i>OTHER</i>	<i>DIP Manager via Elexon Portal</i>	<i>P3</i>	<i>PORTAL</i>	<i>Triage & allocate to</i>	<i>DIP Manager for further triage/progression</i>	
DIP - Assurance	Notice of Checks - Procedure in DIP rules managed by DIP Manager	<i>OTHER</i>	<i>DIP Manager via Elexon Portal</i>	<i>P3</i>	<i>PORTAL</i>	<i>Triage & allocate to</i>	<i>DIP Manager for further triage/progression</i>	
DIP - Assurance	Assurance Resolution - Procedure in DIP	<i>OTHER</i>	<i>DIP Manager via</i>	<i>P3</i>	<i>PORTAL</i>	<i>Triage & allocate to</i>	<i>DIP Manager for further triage/progression</i>	

Category	Description	Type	Report to	Priority	Channel	Level 1 Steps	Level 2 Steps	Level 3 Steps
	rules managed by DIP Manager		<i>Elexon Portal</i>					
DIP - Assurance	DIP User Dashboard - Procedure in DIP rules managed by DIP Manager	<i>OTHER</i>	<i>DIP Manager via Elexon Portal</i>	<i>P3</i>	<i>PORTAL</i>	<i>Triage & allocate to</i>	<i>DIP Manager for further triage/progression</i>	
DIP - Change	Submit CR - Procedure in DIP rules managed by DIP Manager	<i>Change</i>	<i>DIP Manager via Elexon Portal</i>	<i>P3</i>	<i>PORTAL</i>	<i>Triage & allocate to</i>	<i>DIP Manager for further triage/progression</i>	
DIP - Change	Amend / Update CR	<i>Change</i>	<i>DIP Manager via Elexon Portal</i>	<i>P3</i>	<i>PORTAL</i>	<i>Triage & allocate to</i>	<i>DIP Manager for further triage/progression</i>	
DIP - Change	Close CR	<i>Change</i>	<i>DIP Manager via Elexon Portal</i>	<i>P3</i>	<i>PORTAL</i>	<i>Triage & allocate to</i>	<i>DIP Manager for further triage/progression</i>	
DIP - Funding	Invoice Receipt -	<i>Service Request</i>	<i>DIP Manager via Elexon Portal</i>	<i>P3</i>	<i>PORTAL</i>	<i>Triage & allocate to</i>	<i>DIP Manager for further triage/progression</i>	
DIP - Funding	Payments - Query based	<i>OTHER</i>	<i>DIP Manager via</i>	<i>P3</i>	<i>PORTAL</i>	<i>Triage & allocate to</i>	<i>DIP Manager for further triage/progression</i>	

Category	Description	Type	Report to	Priority	Channel	Level 1 Steps	Level 2 Steps	Level 3 Steps
			<i>Elexon Portal</i>					
DIP - Funding	Update Bank Details	<i>Service Request</i>	<i>DIP Manager via Elexon Portal</i>	<i>P3</i>	<i>PORTAL</i>	<i>Triage & allocate to</i>	<i>DIP Manager for further triage/progression</i>	
DIP - Funding	Item Queries - Query based	<i>OTHER</i>	<i>DIP Manager via Elexon Portal</i>	<i>P3</i>	<i>PORTAL</i>	<i>Triage & allocate to</i>	<i>DIP Manager for further triage/progression</i>	
DIP Data Request	Submission	<i>Service Request</i>	<i>DIP Manager via Elexon Portal</i>	<i>P3</i>	<i>PORTAL</i>	<i>Triage & allocate to</i>	<i>DIP Manager for further triage/progression</i>	

20 Appendix – Incident Categories - Example

Below is an example of the Categories we are creating. Currently this work is still under definition and final categories will be documented in the Operations Manual

Category	Subcategory
Choreography	DIP Service Failures (In Hours)
Choreography	Registration Failures (Single LDSO Failure, MPRS Software Failure)
Choreography	ISD Failures (Incorrect Data Sent, System Failure)
Choreography	DTN Service Failure
Time or Market Share Thresholds	DIP Service Failures (Out of Hours)
Time or Market Share Thresholds	Registration Failures (Out of Hours)
Time or Market Share Thresholds	CSS System Failures
Time or Market Share Thresholds	DAH System Failures
Time or Market Share Thresholds	SDS System Failure
Time or Market Share Thresholds	DCC Service Failure
Service Provider Definition of Impact	DIP Security Incidents
Service Provider Definition of Impact	Helix System Failures (VAS, MDS, LSS)
Service Provider Definition of Impact	EES Service Failure

21 Appendix – Resolver Groups - Example

Below is an example of the Resolver Groups we are creating. Currently this work is still under definition and final resolver groups will be documented in the Operations Manual

Resolver Groups	Description
SDS Team (Callisto)	Handles DIP Service Failures within Secure Active Window.
DIP Monitoring Team	Manages DIP Service Failures during Out of Hours and Security Incidents.
Supplier Service Providers (e.g., ESG)	Handles out-of-hours issues for registration and software failures.
PUB Response Team	Responds to incidents where suppliers are not receiving PUB responses.
DCC Team (TOC Diagnostics)	Manages CSS System Failures and raises diagnostics issues.
Helix Internal Team	Handles DAH System Failures, monitoring for data flow disruptions.
Electralink Team	Manages DTN Service Failures affecting meter readings and DUOS reports.
St Clements	Responsible for handling ISD mismatches and processing issues.

22 Appendix – Service Requests - Example

Below is an example of the Service Requests we are creating. Currently this work is still under definition and final requests will be documented in the Operations Manual

Category	Service Request
Service Users	New Data Submission: Request to submit new data flows to the DIP (e.g., meter readings, settlement data).
	Bulk Data Upload: Request for bulk data uploads for large datasets (e.g., half-hourly data).
	Amendment to Submitted Data: Request to amend or correct data that has already been submitted.
	Data Extraction: Request to retrieve specific data from the DIP (e.g., historical data, settlement reports).
	Scheduled Data Feeds: Request for regular, automated data exports (e.g., daily, weekly reports).
	Real-Time Data Access: Request for real-time access to data feeds (e.g., balancing market data).
	Data Validation Service: Request for validation of submitted data against market rules and formats.
	Quality Assurance Checks: Request to perform data quality checks on specific datasets.
	Error Report Submission: Request to report an issue with a data submission or processing error.
	Error Resolution Assistance: Request for support in resolving specific errors in data flows.
	Data Reconciliation: Request to perform data reconciliation between DIP and participant systems.
	New User Access Request: Request to create a new user account for DIP access.
	User Permissions Update: Request to modify user roles and access levels.
	Account Deactivation: Request to deactivate or remove a user account.
	API Access Request: Request for access to DIP APIs, including credentials and documentation.
	System Integration Support: Request for technical assistance in integrating participant systems with DIP.
	Service Outage Notification: Request to notify participants of scheduled maintenance or unscheduled outages.
	Incident Management: Request to report and manage incidents affecting DIP services.
Data Audit Request: Request for audit trails or logs related to data submissions.	
Compliance Reporting: Request for reports demonstrating compliance with regulatory requirements.	

	Security Audit Request: Request for security-related audits of data handled by DIP.
	Training Session Request: Request for on-site or virtual training on using DIP.
	Documentation Access Request: Request for user manuals, technical documentation, or process guides.
	Best Practices Consultation: Request for consultation on best practices for using DIP efficiently.
	New Feature Request: Request for new functionalities or enhancements to existing DIP services.
	System Upgrade Request: Request for information or involvement in upcoming system upgrades.
	General Inquiry: Request for general information or clarification regarding DIP operations.
	Feedback Submission: Request to submit feedback or suggestions for improving DIP services.
	Data Privacy Inquiry: Request regarding the handling of personal or sensitive data.
	Security Incident Reporting: Request to report a security breach or concern related to DIP.
	GDPR Data Access Request: Request for data access or deletion in accordance with GDPR.
	Dispute Resolution Request: Request to initiate a dispute resolution process regarding DIP-related issues.
	Issue Escalation: Request to escalate an unresolved issue to higher levels of management.
	Notification Subscription: Request to subscribe to updates or notifications regarding DIP (e.g., service alerts, regulatory changes).
	Alert Configuration: Request to set up or customize alert preferences (e.g., email alerts, SMS notifications).
	Billing Inquiry: Request for information or clarification on billing related to DIP services.
	Payment Dispute: Request to resolve disputes related to DIP service charges or payments.
	Third-Party Access Approval: Request to allow a third-party service provider access to DIP data on behalf of a participant.
	Vendor Support Request: Request for support in integrating third-party vendor systems with DIP.

23 Appendix – Service Requests - Example

Below is an example of the Knowledge Articles we are creating. Currently this work is still under definition and final articles will be documented in the Operations Manual

Category	Knowledge Articles / Documentation
	What is the Data Integration Platform (DIP)?
	Importance of DIP in the market (e.g., improving data exchange between market participants).
	High-level architecture overview of DIP.
	Key components and services involved (e.g., data hubs, APIs, data flows).
	Technologies used in DIP (e.g., data formats, messaging protocols).
	How DIP supports data exchanges in the electricity market.
	Role of DIP in settlements, balancing, and market operations.
	Scalability and flexibility features of DIP.
	Key performance indicators (KPIs) for monitoring DIP efficiency.
	How energy suppliers, distribution network operators (DNOs), and other participants interact with DIP.
	Data submission processes through DIP.
	Data validation and error handling.
	Typical data flows within DIP (e.g., meter readings, settlement data).
	Case studies showing DIP in action (e.g., handling half-hourly data, balancing mechanisms).
	Examples of data types and how they are processed.
	Overview of compliance requirements for market participants using DIP.
	How DIP ensures compliance with UK energy regulations.
	Data privacy and security within DIP.
	Monitoring and managing DIP services.
	Incident management and support for market participants.
	Performance metrics and troubleshooting.
	Security measures implemented within DIP.
	How data is encrypted and protected.
	Compliance with GDPR and other data protection regulations.
	Planned upgrades or future enhancements to DIP.
	Potential impact of emerging technologies (e.g., AI, blockchain) on DIP.
	Elexon's roadmap for DIP.
	Available resources and training materials for participants.
	How to get support from Elexon regarding DIP issues.
	FAQs and troubleshooting guides.
	Frequently asked questions about DIP.
	Common issues faced by market participants and solutions.
	Tips and best practices for effectively using DIP.
	Elexon support channels for DIP-related inquiries.