

## DIP CR Proposal Form

Date **01/12/25**

Document version **1.0**

Once the DIP CR Proposal Form has been completed it should be submitted to the DIP Manager via email to [DIPManager@elexon.co.uk](mailto:DIPManager@elexon.co.uk)

Guidance is provided below in Section 6 of this document.

### 1. Personal Details

Proposer Name (mandatory)	Nigel Roberts	
Company (mandatory)	ESG Global Limited	
Company type (mandatory)	<input type="checkbox"/> Supplier	
	<input type="checkbox"/> Metering Services Smart	
	<input type="checkbox"/> Metering Services Advanced	
	<input type="checkbox"/> Smart Data Services	
	<input type="checkbox"/> Advanced Data Service	
	<input type="checkbox"/> Unmetered Supplies Data Service	
	<input type="checkbox"/> Registration Service	
	<input type="checkbox"/> Unmetered Supplies Operator	
	<input type="checkbox"/> Distributor	
	<input checked="" type="checkbox"/> DIP Connection Provider	
	<input type="checkbox"/> Meter Data Recorders	
	<input type="checkbox"/> Code Body/Code Administrator	
	<input type="checkbox"/> Regulator	
	<input type="checkbox"/> Government	
<input type="checkbox"/> Other (specify)		
Telephone Number (mandatory)	+44 (0) 7766 053 742	
Email Address (mandatory)	Nigel.Roberts@esglobal.com	

### 2. DIP CR Summary

DIP CR Title (mandatory)	Change to DIP Portal controls to allow Lead Admin to manage organisation MFA reset
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<p>Description of issue (mandatory)</p>	<p>This CR is being raised following Elexon’s response to the case raised in ServiceDesk, Ticket # CS0016259</p> <p>This CR is to provide additional support for resetting MFA issues allowing Lead Admins to provide front line support before having to escalate to via the ServiceDesk.</p> <p>The current process where a DIP MFA becomes unusable.</p> <ul style="list-style-type: none"> <li>• MFA application corruption / failure.</li> <li>• Personal / company devices are lost, stolen or fails.</li> <li>• Portal MFA fails to recognise a request.</li> </ul> <p>is for the DIP Portal Lead Admin to request an MFA reset from Elexon via the ServiceNow portal and for the Elexon ServiceDesk to manage this change with Avanade.</p> <p>Whilst this process works,</p> <ul style="list-style-type: none"> <li>• it is “slow” relying on multiple inter business communications,</li> <li>• places additional workload on personnel that could potentially be removed by introducing self-management of MFA resets,</li> <li>• is subject to SLA and the ability of the service desk team to recognise the issue quickly enough.</li> </ul> <p>We also note that Elexon have stated only Microsoft Authenticator is supported and unlike other native authenticators such as Google or Apple, Microsoft does not allow copying of MFA across devices and will only allow a backup where the user has a personal Microsoft account.</p> <ul style="list-style-type: none"> <li>• Users may not have a company provisioned Personal device requiring they run MFA on their Personal devices.</li> <li>• Many users do not own a Personal Microsoft Account and should not be required to create any additional accounts purely for the purpose of backing up work data from their personal device.</li> <li>• Due to the Elexon requirement for the use of Microsoft Authenticator and coupled with the fact that parties cannot legally require end users to install software on their own personal devices, this will result in additional costs to organisations through the purchase and provision, with on-going maintenance and management costs, for suitable devices per user.</li> </ul>
<p>Impact of this issue (mandatory)</p>	<p>Whilst a user has a MFA or related device issue, they are unable to login to the DIP Portal and therefore will not be able to undertake the responsibilities of their role.</p> <p>The current process involves multiple touchpoints which if not dealt with in timely fashion results in not being able to carry out their activities. Once MHHS is in full production, there will be multiple competes of cases raised. By providing a UI change, the above challenge would expediated.</p>
<p>Proposed solution (mandatory)</p>	<p>The solution is to provide all User Admin within an organisation access to functionality within the DIP portal that allows them to “reset” the MFA for users within their own organisation.</p> <p>We recognise that an organisation may have numerous resources assigned, not all of whom are persons that are employees of that organisation E.g. a participant using a DCP will have their own resources registered in the DIP portal as well as resources from other organisations such as a DCP, registered within their DIP portal.</p>

	<p>The solution should</p> <ul style="list-style-type: none"> <li>• validate the email address of the organisation and that of the resource and only offer the functionality where there is a match.</li> <li>• It should only be available to User Admins</li> </ul>
Benefits of this solution (mandatory)	<ul style="list-style-type: none"> <li>• Provide a self-managed MFA reset capability.</li> <li>• Reduced tickets raised on the Elexon Servicedesk</li> <li>• Reduce workloads on the Elexon Servicedesk staff.</li> </ul>
Useful background information	

### 3. Impacts

		Summary of anticipated impact
Impacts to Applicable DIP Objectives	<input checked="" type="checkbox"/> (a) Provide accurate and timely support for the sharing of applicable market data.	<p>This change will provide a more expedient process thus reducing the demand on Elexon resource and provides industry with a simpler and more accessible process to improve response times for a potential blocking issue, moving the responsibility for MFA reset management to the user and away from the multiple teams that currently manage this.</p> <p>By minimising potential MHHS impact due to users not being able to access the DIP Portals, this CR falls into this category.</p>
	<input type="checkbox"/> (b) Further consumer interests through the appropriately governed sharing of data.	
	<input type="checkbox"/> (c) Facilitate competitive change and innovation through the efficient and economic delivery of reliable and adaptable services.	
Impacts to DIP User roles	<input checked="" type="checkbox"/> Supplier	As a DIP user they will benefit from such functionality
	<input checked="" type="checkbox"/> Metering Services Smart	As a DIP user they will benefit from such functionality
	<input checked="" type="checkbox"/> Metering Services Advanced	As a DIP user they will benefit from such functionality
	<input checked="" type="checkbox"/> Smart Data Services	As a DIP user they will benefit from such functionality
	<input checked="" type="checkbox"/> Advanced Data Service	As a DIP user they will benefit from such functionality
	<input checked="" type="checkbox"/> Unmetered Supplies Data Service	As a DIP user they will benefit from such functionality

	<input checked="" type="checkbox"/> Electricity Enquiry Service	As a DIP user they will benefit from such functionality
	<input checked="" type="checkbox"/> Registration Service	As a DIP user they will benefit from such functionality
	<input checked="" type="checkbox"/> Unmetered Supplies Operator	As a DIP user they will benefit from such functionality
	<input checked="" type="checkbox"/> Distributor	As a DIP user they will benefit from such functionality
	<input checked="" type="checkbox"/> DIP Connection Provider	As a DIP user they will benefit from such functionality
	<input checked="" type="checkbox"/> Data Acquisition Hub	As a DIP user they will benefit from such functionality
	<input checked="" type="checkbox"/> Meter Data Recorders	As a DIP user they will benefit from such functionality
Impacts to DIP documents	<input type="checkbox"/> DIP Supplement or Code Embedded DIP Rules	None
	<input type="checkbox"/> DSD001 Governance	None
	<input type="checkbox"/> DSD001 A1 DIP Rules Implementation Dates and Transition Arrangements	None
	<input type="checkbox"/> DSD002 DIP Connection and Operation	None
	<input type="checkbox"/> DSD002 A1 DIP On-Boarding Non-Functional Checks	None
	<input type="checkbox"/> DSD002 A2 Detailed DIP Operational Requirements	None
	<input type="checkbox"/> DSD002 A3 The DIP PKI Policy	None
	<input type="checkbox"/> DSD002 A4 Access Agreement	None
	<input type="checkbox"/> DSD003 Assurance and Reporting	None
	<input type="checkbox"/> DSD004 DIP Change and Document Management	None
	<input type="checkbox"/> DSD005 Funding and Budgeting	None
	<input type="checkbox"/> DSD006 DIP Data Management	None
	<input type="checkbox"/> DSD007 DIP Glossary	None
	<input checked="" type="checkbox"/> Other (specify)	Update of related user guidance and process documentation.
DIP system impacts	Improved user management, enabling self-management.	
DIP Message impacts	None	
DIP arrangement impacts	<input type="checkbox"/> DIP funding arrangements	None
	<input type="checkbox"/> DCAB membership	None
	<input type="checkbox"/> DIP Assurance Strategy and/or DIP Risk Register	None

	<input type="checkbox"/> Other (specify)	None
Impacts to other industry codes	<input type="checkbox"/> BSC	None
	<input type="checkbox"/> DCUSA	None
	<input type="checkbox"/> REC	None
	<input type="checkbox"/> SEC	None
	<input type="checkbox"/> Other (specify)	None
Any other impacts	Reduction in Elexon and Avanade resources to manage the process.	

#### 4. Progression Route

Materiality	<input type="checkbox"/> Significant costs to DIP Users (over £250,000)	No
	<input type="checkbox"/> Significant costs to DIP Manager (over £500,000)	No
	<input type="checkbox"/> New obligations on DIP Users requiring a significant change to operating model	No
	<input type="checkbox"/> New obligations on DIP Manager requiring a significant change to operating model	No
	<input type="checkbox"/> Significant system development time (over 24 months)	No
	<input type="checkbox"/> Other (specify)	No
Optional further assessment	<input type="checkbox"/> Industry workgroup	No
	<input checked="" type="checkbox"/> Industry consultation	As a courtesy to other DIP users this proposal should be brought to suitable forum for review and awareness.
Timeline considerations	Recommend be considered for inclusion in a scheduled DIP Release Q3 2026 or earlier, ahead of full MHHS Production volumes.	

#### 5. Other

Other relevant information	None
Attachments	None

#### 6. Guidance

These guidelines are to be used to assist in the completion of the DIP CR Proposal Form. For further guidance please contact DIP Manager.

##### 6.1 Personal Details

The **Personal Details**, including the name, organisation, email address and telephone number of the proposer, are mandatory. These details are necessary to allow the DIP Manager to discuss the DIP CR with the Proposer. Please note that the Proposer details will be publicly available when the DIP CR is published.

##### 6.2 DIP CR Summary

The **DIP CR Title** is mandatory. It should be succinct and include key words relating to the issue and/or solution so that it is easily identifiable.

The **Description of issue** is mandatory and should be a statement of the issue or problem that the DIP CR looks to address.

The **Impact of this issue** is mandatory, and should summarise why the issue is a problem, and to who. This section should also include a brief assessment of the risk associated with leaving the problem/issue unresolved, in terms of materiality and probability of occurrence.

The **Proposed solution** is mandatory and should be a fully defined description of the proposed solution.

The **Benefits of this solution** is mandatory, and should summarise any benefits that will be realised by the proposed solution. In some cases this may just be removal of the impact of the issue, but some DIP CRs may also have additional positive impacts.

Any **Useful background information** is optional, but could include context that will assist the DIP Manager in assessing the DIP CR. For example, links with other industry change.

### 6.3 Impacts

Your assessment of impacts is not mandatory, and is only required to advise the DIP Manager of your views. The DIP Manager will assess the impacts fully during assessment of any DIP CRs that are raised.

**Impacts to Applicable DIP Objectives** – for each Applicable DIP Objective, consider whether you believe this DIP CR will have an impact. Specify whether the impact is positive or negative, and include your rationale.

**Impacts to DIP User roles** – for each DIP User role, consider whether you believe this DIP CR will have an impact. Remember that impacts could include benefits, changes to processes and system development, and may have associated costs. Include a description of the impacts.

**Impacts to DIP documents** – for each DIP document, consider whether you believe this DIP CR will have an impact. Include an explanation for the impact.

**DIP system impacts** – consider whether you believe this DIP CR will have an impact on the DIP system. Include an explanation for the impact.

**DIP Message impacts** – consider whether you believe this DIP CR will have an impact on any DIP Messages. Include the specific Messages where known and an explanation for the impact. Also consider whether an Energy Market Data Specification (EMDS) change will be required.

**DIP arrangement impacts** – consider whether you believe this DIP CR will have an impact on any DIP arrangements. Include an explanation for the impact.

**Impacts to other industry codes** – consider whether you believe this DIP CR will have an impact on any industry codes. Include an explanation for the impact.

**Any other impacts** – consider whether you believe this DIP CR will have an impacts that have not been listed. Specify and include an explanation for the impact.

### 6.4 Progression Route

Your assessment of progression route considerations is not mandatory, and is only required to advise the DIP Manager of your views. The DIP Manager will assess the progression route options fully during assessment of any DIP CRs that are raised.

**Materiality** – consider whether the DIP CR will have a material effect on how DIP Users interact with the DIP and/or how Messages are shared. This will determine whether the change is considered a Tier One DIP CR, for which the DCAB will decide on implementation, or a Tier Two DIP CR, for which the DIP Manager will decide on implementation. Include your rationale.

**Optional further assessment** – consider whether further assessment may be required for this DIP CR. Include your rationale.

**Timeline considerations** – summarise any considerations relevant to the timeline of this DIP CR. This could include any urgency to resolve the issue, any dependencies which may impact its priority or progression, any insights into industry development timelines, and any required/desired timescales for the development or implementation of this DIP CR.

### 6.5 Other

**Other relevant information** – include any other information that may aid the DIP Manager in assessing the Proposal or support the case for it being raised.

**Attachments** – list any attached supporting documents here. This could include proposed redlined changes to documents.