

# Data Integration Platform (DIP) Manager System Release Process

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## Synopsis

The DIP Manager Release System Process sets out the:

- Purpose;
- Process overview;
- Release Readiness Criteria;
- Rollback and Recovery; and
- Release review(s).

The DIP Manager uses this process when a system change occurs. It enables industry or market participants to understand how system changes are developed, tested, and implemented.

## 1. Purpose of DIP Manager System Release Strategy

- 1.1. The DIP is a middleware service that support electricity market participants in sending and receiving messages. Importantly, it is a software that is continually improved. To ensure that electricity market participants are aware of the process used when system changes, **DIP Manager System Release Process** outlines the end-to-end change lifecycle, release readiness criteria, rollback and recovery, and release review(s).

## 2. End-to-end Change Lifecycle

- 2.1. Each system change follows a similar end-to-end process path, namely:

### Raising a system change

- **Step 1:** DIP Change Request (CR) is raised (which can be anyone per the DIP Rules<sup>1</sup>).

### Supporting a Proposer and initial validation of a system change request

- **Step 2:** The request is assessed by the DIP Manager, who acts as a ‘critical friend’ to the proposer<sup>2</sup>; the **DIP Change and Advisory Board** (DCAB) also provides a ‘critical friend<sup>3</sup>’ function to the DIP Manager, who can ask for their support to assess a DIP CR (if applicable).

### Impact assessment of a system change

<sup>1</sup> [DSD004 – DIP Change and Document Management](#) (hereafter DSD004), 2.3. Submitting a DIP Change Request states “Any person may submit a DIP CR (regardless of whether they are a DIP User). For the avoidance of doubt, this includes the DIP Manager, DCAB and the Authority. DIP CRs shall be submitted electronically via the DIP Portal but may be submitted by other means as agreed with the DIP Manager”.

<sup>2</sup> DSD004, 2.2 Process Overview outlines the DIP Manager will as part of validating a CR acts as a ‘critical friend’.

<sup>3</sup> [DSD001 – Governance](#) (hereafter DSD001), 4.1 [DCAB] Roles and Purpose is to provide advice, and act as critical friend, to the DIP Manager.

- **Step 3:** The DIP CR is impact assessed. The DIP Manager will assess the request against the criteria set out in [DSD004 – DIP Change and Document Management](#) (hereafter DSD004), **2.1.5** (DIP CR criteria), and **2.4.3** (initial assessment factors to consider); the DIP Service Provider will provide input on the impact of a system change to understand whether its cost to the DIP manager whether it is DIP User-impacting (i.e., will it enhance their use of the system, will it affect their business operating model and require a change to it, what is the cost of the change).

### Classifying a system change request

- **Step 4:** Once a system change has been impact assessed, the DIP Manager will determine whether it is:
  - System-only change (doesn't impact DIP Users);
  - Tier 2 DIP CR (all other changes impacting DIP Users that do not fulfil the materiality criteria);
  - Tier 1 DIP CR (material change);
  - DIP Message Definition Change (material change governed by the change process of the message owner, such as the Balancing and Settlement Code (BSC), Retail Energy Code (REC), or Distribution Connection and System Use Agreement (DCSUA)).

### System baselined

- **Step 5:** The DIP Manager will first validate and classify the proposed DIP Change Request (CR). After this initial step, they will ask the DIP Service Provider to perform an impact assessment before publishing the Initial Assessment. This impact assessment should evaluate the change and its potential effects on both functional and non-functional requirements, along with a delivery plan outlining when the change could be implemented.

### Initial Assessment and raising

- **Step 6:** The DIP Manager will raise the DIP CR once validated and classified (i.e., Tier 1/2, system only). In addition to this, the DIP Manager will draft and publish an Initial Assessment of the DIP CR. The assessment will include:
  - Issue;
  - History of the issue (if any);
  - Impact; and
  - Solution.

### Further and/or Final Assessment

- **Step 7:** Once the DIP Change Request (CR) is submitted and the Initial Assessment has been published, the DIP Manager may consult on the change based on the classification of the DIP CR. Any feedback received during this consultation will be incorporated into a subsequent or final assessment. If the DIP CR does not require consultation, the DIP Manager will seek input at industry forums and from other relevant stakeholder committees. Additionally, all system changes are included in the Forward Schedule of System Changes (FSSC), allowing external parties to identify, assess, and provide feedback on any changes that could positively or negatively impact them.
- The DIP Manager will review any feedback received and will prepare either a further assessment or a final assessment. Both will be published externally. If a further assessment is needed, it will respond to the feedback and explain how it was addressed. Respondents to a DIP CR—whether through consultation, direct engagement with the DIP Manager, or other methods—will have the chance to see how their feedback was considered before the final assessment is completed. The final assessment will be published with a recommendation to the decision-maker (DIP Manager, DCAB, Ofgem).

### Determination

- **Step 8:** The DIP Manager will present its recommendation to the decision-maker who will determine whether to approve the DIP CR.

### **System build and internal testing**

- **Step 9:** If the DIP CR is approved, the DIP Manager will work with the DIP Service Provider to initiate or further develop the necessary system changes. In some cases, when a change is low in complexity and cost, development may begin even before formal approval; these changes are typically considered system enhancements. The system will be tested to ensure that defects

### **External Testing (where required)**

- **Step 10:** If the DIP Manager and DIP Service Provider determine that external testing is necessary to support a system change, they will invite external DIP participants to assist with the testing. Participation in this testing is entirely optional; there is no requirement for DIP participants to volunteer, support, or take part in the testing activities.

### **System Release Readiness**

- **Step 11:** Before introducing the system release into a live environment, the DIP Manager and the DIP Service Provider will take measures to ensure the system is ready. This includes reviewing any faults, defects, and other issues that may have arisen during testing. The DIP Manager and the DIP Service Provider will ensure that these issues are resolved, making the system ready for the change.

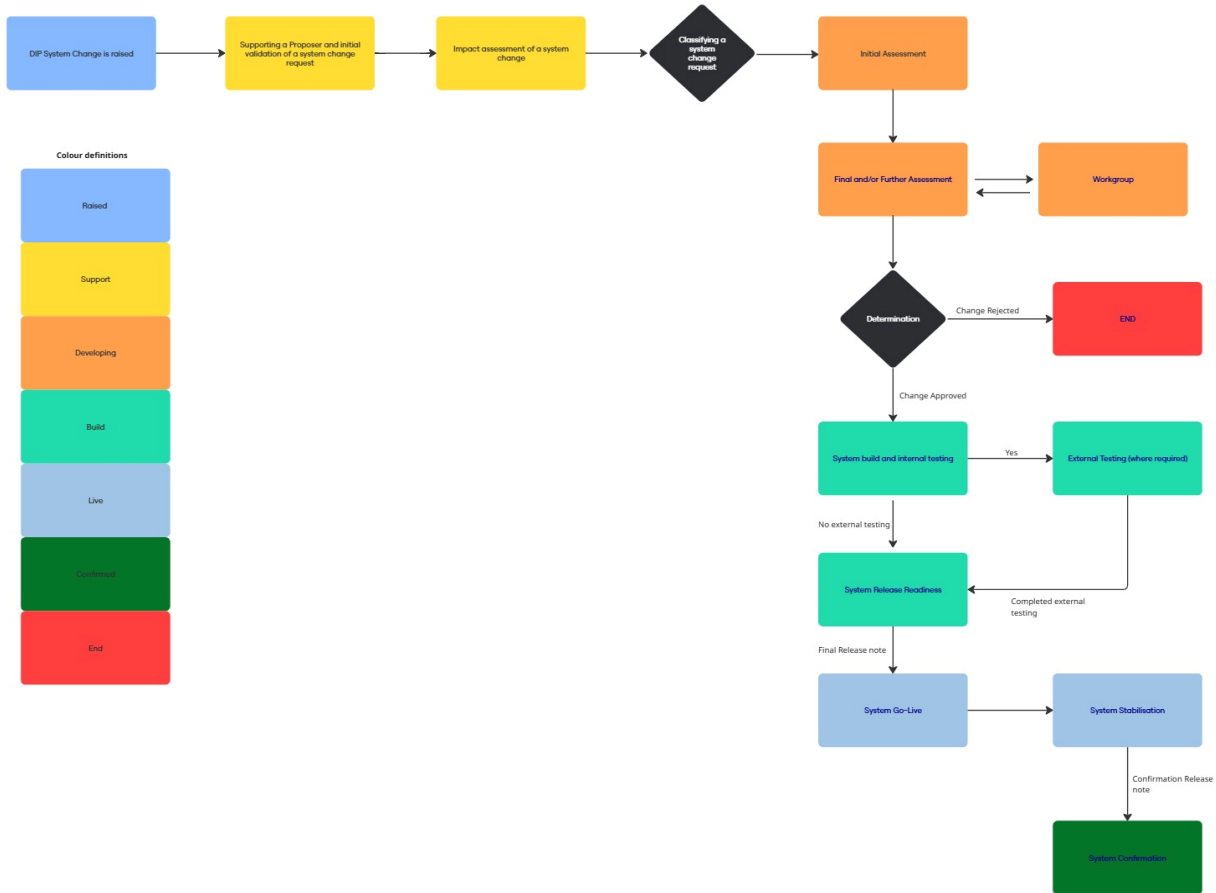
### **System Go-Live**

- **Step 12:** System Go-Live is the point at which the approved and tested change is formally deployed into the live production environment and made available to DIP Users (where applicable). This step follows confirmation of release readiness and completion of any required external testing. During Go-Live, the DIP Service Provider executes the deployment plan, implements any data migrations or configuration updates, and ensures monitoring and support arrangements are in place. Governance sign-off is confirmed, communications are issued to stakeholders, and contingency or rollback plans remain on standby. Successful completion of this step transitions the change from delivery into live operation, moving into the stabilisation phase

### **System Stabilisation and Confirmation**

- **Step 13:** System Stabilisation and System Confirmation represent the post-implementation phase of the change lifecycle. During System Stabilisation the live release is closely monitored to ensure it is operating as intended, with performance, data integrity, and user impacts reviewed against expected outcomes. Any defects, incidents, or unforeseen issues are logged, prioritised, and resolved, and additional support may be provided to DIP Users where required.
- Once the solution is proven stable and all material issues are addressed, System Confirmation formally closes the change. This includes confirming that acceptance criteria have been met, governance documentation is updated, lessons learned are captured where appropriate, and final sign-off is obtained. The change is then transitioned fully into business-as-usual operations and formally closed within the DIP change management framework.

## Data Integration Platform (DIP) System Change process end-to-end overview



### Responsible, Accountable, Consult, Inform (RACI) for DIP System Change(s)

| Activity  | Proposer | DIP Manager | DIP Service Provider | DIP Change and Advisory Board | The Authority | DIP Participants |
|---|----------|-------------|----------------------|-------------------------------|---------------|------------------|
| DIP System Change is raised   | R        | C           | C                    | I                             | I             | I                |
| Supporting a Proposer and initial validation of a system change request | A        | RA          | C                    | I                             | I             | I                |
| Impact assessment of a system change                                    | A        | RA          | RA                   | I                             | I             | I                |
| Classify change: Initial Assessment                                     | A        | RA          | I                    | C                             | C             | C                |
| Final and/or Further Assessment   | I        | RA          | I                    | I                             | I             | C                |

|                                   |   |    |   |   |   |   |
|-----------------------------------|---|----|---|---|---|---|
| Workgroup                         | I | RA | I | I | I | I |
| Determination                     | A | RA | A | R | R | A |
| System build and internal testing | I | RA | R | I | I | I |
| System Release Readiness          | I | RA | R | I | I | I |
| External Testing (where required) | I | RA | R | I | I | I |
| System Release Readiness          | I | RA | R | I | I | I |
| System Go-Live                    | I | RA | R | I | I | I |
| System Stabilisation              | I | RA | R | I | I | I |
| System Confirmation               | I | RA | R | I | I | I |