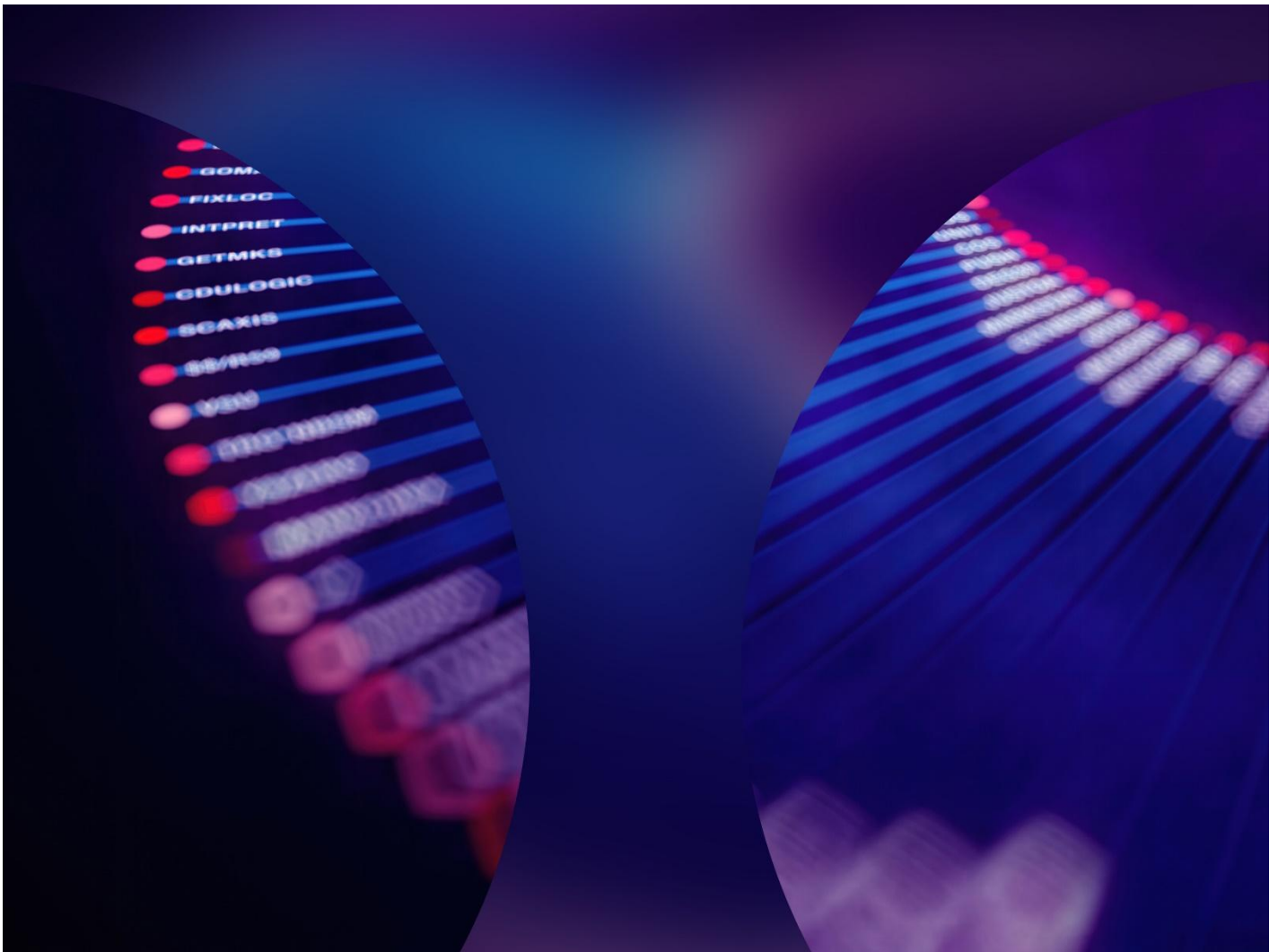


# DIP CR ‘Operational and Resilience Enhancements’ Initial Assessment

Public

Assessment

Document owner	Document number	Date	Document status
DIP Manager	1.0	23 June 2026	Initial Assessment



ELEXON | DIP

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# Summary

## About this document

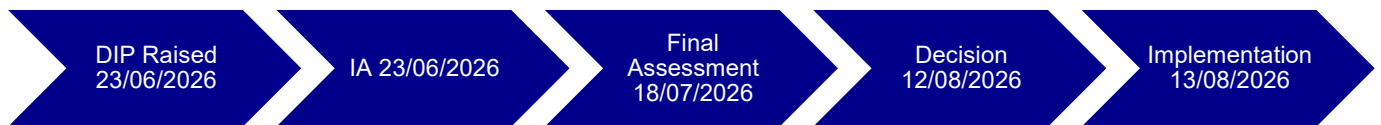
You can find the definitions of the terms and acronyms used in this document in the [DIP Glossary](#)<sup>1</sup>.

This document provides information on a DIP CR. It provides an assessment of the proposed change and its progression.

There are two parts to this document, which are:

- This document. It is the main document providing insight into the change, solution, and progression.
- **Attachment A** contains the DIP CR Proposal Form.

## Timeline



## Executive summary

This Change Request proposes operational and resilience enhancements to the Data Integration Platform (DIP) based on insights from ongoing service operations by the DIP Manager and Service Provider.

Key improvements include enhanced retry and back-off configuration, aligned retry behavior, better dead-letter queue alerting, new operational dashboard capabilities, downloadable Market Participant role information, and fixes for broken links in the DIP Portal.

These changes aim to boost operational efficiency, strengthen system resilience, and improve visibility for the DIP Manager, all without altering DIP Rules or business processes. The enhancements are non-invasive, primarily internal, and will not impose new obligations on Market Participants.

The Change Request is deemed suitable for a Tier 2 progression and is scheduled for implementation in the August 2026 DIP release, targeting deployment on 13 August 2026.

## Overview

### Background

Since go-live, the DIP Manager and DIP Service Provider have continued to identify opportunities to improve the resilience, operational efficiency, and usability of the DIP.

### What is the issue?

Since go-live, the DIP Manager and DIP Service Provider have continued to identify opportunities to improve the resilience, operational efficiency, and usability of the DIP.

Operational experience has highlighted areas where existing functionality can be enhanced, including:

- retry and back-off behaviour during transient failures;
- visibility and alerting for dead-letter queue (DLQ) messages;
- monitoring and governance reporting capabilities;
- access to Market Participant role information;
- usability issues within the DIP Portal; and
- alignment of implemented retry logic with the approved design.

Without these improvements, operational processes may be less efficient, system behaviour may be inconsistent with design intent, and support teams may experience unnecessary effort when managing incidents.

### Solution

Introduce a package of system enhancements comprising:

- Retry Configuration Improvements
  - Introduce configurable retry and back-off parameters to improve resilience during transient failures.
- DLQ Alerting Enhancements
  - Enhance operational alerting so dead-letter queue messages are surfaced earlier for investigation.
- System and Operational Dashboard
  - Provide additional monitoring and governance dashboards for DIP Manager operational teams.
- Market Participant List Download
  - Enable download of Market Participant role information through the DIP Portal.
- Quick Links Portal Fixes
  - Correct broken or invalid links within the DIP Portal Quick Links section.
- Alignment of Retry Behaviour with Design
  - Update webhook retry processing so retries are only performed for HTTP response codes 408, 429, and 5xx, with retry limits and back-off timings aligned to the approved design.

Change Title	Description of Change	Market Roles Impacted	Impact Summary
Retry Configuration Update	Introduces configurable retry/back-off timing to improve platform resilience during transient failures or incidents.	DIP Manager	Retry and back-off configuration updated to improve system resilience during transient failures.
DLQ Alerting Enhancement	Improves alerting so DLQ items are surfaced faster to DIP Manager operations.	DIP Manager	Enhances operational alerting so dead-letter queue messages are surfaced earlier for investigation.

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Change Title	Description of Change	Market Roles Impacted	Impact Summary
Duplicate SUR Status Feedback	Adds status messages when duplicate SUR submissions occur.	All DIP Users	Duplicate message submissions will return explicit status responses clarifying processing outcomes
System & Operational Dashboard	Provides DIP Manager operational dashboard for governance and assurance visibility.	DIP Manager	Introduces an operational dashboard providing enhanced monitoring and assurance visibility.
MP List Download	Enables download of MP list and roles for operational transparency.	DIP Manager	Enables download of Market Participant role information from the DIP Portal.
Portal Announcements Section	Adds announcements area to centralise official DIP communications.	All DIP Users / DIP Manager	Adds a centralised announcements section to communicate official DIP updates.
Fix broken links in Quick Links section – DIP Portal	Corrects invalid or broken URLs within the Quick Links section of the DIP Portal Home page to restore access to documentation and support resources.	All DIP Users	Restores functionality of broken links within the DIP Portal's quick links section.
Align DIP retry and back-off behaviour with design for HTTP response codes	Update DIP webhook retry logic to align with design, retrying only for 408, 429, and 5xx responses, preventing retries for non-retryable codes, and enforcing the defined back-off schedule and retry limits.	All DIP Users	No functional change to message flows, but improves the correctness of retry behaviour. Reduces unnecessary retry attempts for client-side errors and ensures predictable, standards-aligned processing.

### Proposers rationale

Since the introduction of the DIP, operational experience has identified a number of opportunities to improve the efficiency, resilience and usability of the service. While the existing functionality is operating as intended, several enhancements have been identified that would strengthen operational processes, improve visibility of issues and ensure system behaviour remains aligned with the approved design.

The proposed changes are intended to support the continued reliable operation of the DIP by reducing unnecessary retry activity, enabling earlier identification of processing issues, improving governance and assurance capabilities, and enhancing the overall user experience of the DIP Portal.

The proposer considers that implementing these enhancements will contribute to the long-term stability and maintainability of the platform while delivering benefits to the DIP Manager and Market Participants without introducing additional obligations or changes to existing business processes.

## Impacts, benefits, and risks

### Impacts

The current implementation may result in unnecessary retry traffic being generated for non-retryable HTTP responses, leading to avoidable operational noise and inefficiencies. Existing arrangements may also delay the identification and investigation of dead-letter queue (DLQ) messages and limit the operational visibility available to the DIP Manager during incident management and service assurance activities. In addition, obtaining Market Participant role information currently requires manual processes, while broken links within the DIP Portal can adversely affect the user experience. Collectively, these factors may create additional operational overhead during incidents and routine support activities. No impacts have been identified to message definitions, the DIP Rules, or participant business operating models.

### Benefits

The proposed enhancements are expected to improve the overall resilience and quality of the DIP service by reducing unnecessary retry traffic and operational noise, providing earlier visibility of processing issues, and enhancing operational governance and monitoring capabilities. The changes will also improve transparency through the provision of Market Participant information, restore usability within the DIP Portal, and ensure that system behaviour remains aligned with the approved design. Collectively, these improvements support the continued reliable operation of the platform while introducing no new obligations or implementation requirements for DIP Users. The proposed enhancements are expected to improve the overall resilience and quality of the DIP service by reducing unnecessary retry traffic and operational noise, providing earlier visibility of processing issues, and enhancing operational governance and monitoring capabilities. The changes will also improve transparency through the provision of Market Participant information, restore usability within the DIP Portal, and ensure that system behaviour remains aligned with the approved design. Collectively, these improvements support the continued reliable operation of the platform while introducing no new obligations or implementation requirements for DIP Users.

### Risks

The risks associated with this Change Request are considered low, as the proposed changes are primarily internal operational enhancements and do not require changes to DIP Rules, message definitions or participant systems. There is a risk that changes to retry configurations, alerting mechanisms or operational tooling could introduce unintended behaviour or configuration issues following deployment. However, these risks will be mitigated through established development, testing and release assurance processes, including validation against the approved design and the use of standard rollback procedures. If the changes are not implemented, existing inefficiencies, unnecessary retry activity and limitations in operational visibility would remain, potentially increasing support overhead and reducing the overall resilience of the DIP service.

Affected party/area	Impact, benefit, or risk	Explanation
DIP Rules	Neutral	The proposed enhancements do not require any amendments to the DIP Rules or introduce any new obligations on Market Participants.
DIP System	Positive	The changes improve system resilience, operational monitoring and overall reliability through enhanced retry behaviour, improved alerting and additional operational tooling.
DIP User	Positive	DIP Users benefit from improved platform stability and usability. User-facing impacts are limited to enhanced portal functionality and restored access to resources. No

changes are required to participant systems or processes.

DIP Manager	Positive	The DIP Manager gains improved operational visibility, governance capabilities and access to information through enhanced dashboards, earlier DLQ alerting and Market Participant reporting functionality.
DIP Service Provider	Positive	The changes support more efficient operation and support activities by reducing unnecessary retry traffic, improving issue detection and aligning system behaviour with the approved design.
Industry Codes	Neutral	The proposed enhancements do not impact industry codes, code obligations or existing governance arrangements.
DIP Manager Cost	Positive	The changes are expected to deliver operational efficiencies and reduce support overheads. Implementation costs are expected to be accommodated within existing budgets and release processes.
DIP User Cost	Neutral	No implementation activity or system changes are required by DIP Users and no additional costs are expected to be incurred by Market Participants.

## DIP CR tier, progression, and implementation/recommendation

### Change Tier

Tier	Criteria	Explanation
Tier 1	<ul style="list-style-type: none"> <li>an implementation cost greater than £500,000 for the DIP Manager and/or £250,000 for DIP Users;</li> <li>placing new obligations on DIP Users and/or the DIP Manager that will require a change to the DIP User's business operating model;</li> <li>an Implementation Date will be more than 24 months after the date on which the decision is made.</li> </ul>	This CR is not high cost, adding new obligations that would require a business operating model change or will be implemented far in the future. Thus, it is not a Tier One change.
Tier 2	<ul style="list-style-type: none"> <li>All other changes</li> </ul>	This CR is considered all other changes and is a Tier 2 change.

### DIP Objectives

Objective	Positive/negative/neutral	Explanation
<p>Applicable <b>DIP Objective (a)</b></p> <p>Provide accurate and timely support for the sharing of applicable market data.</p>	Neutral	
<p>Applicable <b>DIP Objective (b)</b></p> <p>Further consumer interests through the appropriately governed sharing of data.</p>	Neutral	
<p>Applicable <b>DIP Objective (c)</b></p> <p>Facilitate competitive change and innovation through the efficient and economic delivery of reliable and adaptable services.</p>	Positive	The proposed enhancements improve the resilience, monitoring and operational efficiency of the DIP by strengthening retry behaviour, enhancing alerting capabilities and providing improved operational tooling. These changes support the ongoing evolution of the platform and ensure that the DIP remains reliable, adaptable and capable of supporting future market requirements.

### Progression timeline

Event	Date
Initial Assessment published	23/06/2026
Final Assessment published	18/07/2026
DIP CR presented for decision	12/08/2026

DIP CR 'Operational and Resilience Enhancements' Initial Assessment

Decision published 12/08/2026

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Proposed Implementation Date 13/08/2026

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**Implementation**

DIP Manager initially recommends an Implementation Date for CR0022 of:

- 13 August 2026 as part of the standard August DIP Release.