



## About this document

This document details a DIP Change Request (CR) that the DIP Manager has received, either digitally or provided in any other appropriate means. The CR details the background, issue, solution, and impacts. In addition, it also provides details on the progression routes of the CR as well as any other supporting information (if provided).

## Information on the DIP Change Process

The DIP Change Process is detailed on the DIP Manager's website [here](#). Moreover, the process is outlined in [DIP Subsidiary Document \(DSD\) 004, DIP Change and Document Management](#).

## Personal Details

Anyone can raise a DIP CR<sup>1</sup>. This includes (but is not limited to) individuals, companies, or organisations. The information provided will be made public when the CR is raised and published to the [DIP Manager's website](#).

Details	Answer
Name	Ayi Edet
Organization (if applicable)	DIP Manager
Company (delete as required/if applicable)	Other
Email	Ayi.edet@elexon.co.uk

## Change Request

To enable a CR to progress, the DIP Manager needs information that it can assess. This enables the DIP Manager to determine whether a request is valid; where further information is needed, the DIP Manager will request it<sup>2</sup> Please answer the information below.

If you need support with your CR, the DIP Manager can act as a 'critical friend' to support the development of a CR<sup>3</sup>.

Information	Answer
Title (mandatory)	Operational and Resilience Enhancements
Background (mandatory)	<p>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.</p> <p>Operational experience has highlighted areas where existing functionality can be enhanced,</p>

<sup>1</sup> DSD004, 2.3.1 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, 2.4

<sup>3</sup> DSD003, 2.4.1.

	<p>including:</p> <p>retry and back-off behaviour during transient failures;</p> <p>visibility and alerting for dead-letter queue (DLQ) messages;</p> <p>monitoring and governance reporting capabilities;</p> <p>access to Market Participant role information;</p> <p>usability issues within the DIP Portal; and</p> <p>alignment of implemented retry logic with the approved design.</p> <p>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.</p>
Issue (mandatory)	
Solution (mandatory)	<p>Introduce a package of system enhancements comprising:</p> <ul style="list-style-type: none"> <li>• Retry Configuration Improvements</li> <li>• Introduce configurable retry and back-off parameters to improve resilience during transient failures.</li> <li>• DLQ Alerting Enhancements</li> <li>• Enhance operational alerting so dead-letter queue messages are surfaced earlier for investigation.</li> <li>• System and Operational Dashboard</li> <li>• Provide additional monitoring and governance dashboards for DIP Manager operational teams.</li> <li>• Market Participant List Download</li> <li>• Enable download of Market Participant role information through the DIP Portal.</li> <li>• Quick Links Portal Fixes</li> <li>• Correct broken or invalid links within the DIP Portal Quick Links section.</li> <li>• Alignment of Retry Behaviour with Design</li> <li>• Update webhook retry processing so retries</li> </ul>

	are only performed for HTTP response
Rationale	<p>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.</p>
Impacts(s) (if known)	<p>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</p>

	Rules, or participant business operating models.
Benefits (if known)	<p>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.</p>
Risks (if known)	<p>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</p>

	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
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## DIP Rules, DIP, and DIP Portal

When submitting a CR, the DIP Manager must evaluate it according to the DIP Rules. This helps the DIP Manager understand how to move forward with the CR and identify any necessary changes not only to the DIP Rules but also to the DIP itself, or the DIP Portal, or any other change area, as detailed on the [DIP Website](#).

### *DIP CR Objectives*

Please determine one or all of the objectives the DIP CR will fulfil.

Objectives	Answer
(a) Provide accurate and timely support for the sharing of applicable market data.	
(b) Further consumer interests through the appropriately governed sharing of data.	
(c) Facilitate competitive change and innovation through the efficient and economic delivery of reliable and adaptable services.	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.

### [DIP Rules](#) (link to all DIP Rules)

Please determine the document that the DIP CR will impact. Provide amended text (if available).

Document	Answer
DSD001 – Governance	N/A
DSD001, Annex 1	
DSD002 – Operation and Connection	
DSD002, Annex 1	
DSD002, Annex 2	
DSD002, Annex 3	
DSD002, Annex 4	

DSD003 – Assurance and Reporting	
DSD004 – DIP Change and Document Management	
DSD005 – Funding and Budgeting	
DSD006 – DIP Data Management	
DD007 – Glossary	

### *DIP and/or DIP Portal*

Please determine that there will need to be system changes due to your CR.

Impacted area	Answer
DIP System	Yes, see above
DIP Portal	Yes, see above
DIP Message Interface	N/A

### DIP Users

To enable the DIP Manager to impact assess whether there will be impacts to DIP Users, please identify how the change could affect them (if at all).

Impacted area	Answer
Funding	N/A
DIP Change and Advisory Board (DCAB membership)	
DIP Assurance Strategy	
Other (please specify)	

### Industry Codes

To support the development of your CR, please answer whether there are any impacts on Industry Codes (if any).

Code	Answer
Balancing and Settlement Code (BSC)	N/A
Retail Energy Code (REC)	
Smart Energy Code (SEC)	
Distribution Connection Use and Connection Agreement	

Other (if applicable)	
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## Tier

The DIP Rules set out who will decide for DIP CRs. This is determined by the 'tier' of change to which they are classified. The table below details the different tiers of DIP Changes.

Please determine the tier of your change and whether there are timeliness considerations.

Tier	Description	Answer
One	<p>A material change.</p> <p>Criteria include, but are not limited to:</p> <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>	
Two	All other changes.	2