

## **SDEP Webinar FAQ**

### **When will we be sent the SDEP Access Agreement?**

Parties should have already received it, if not received it then send an email to Support.SDEP@Gemserv.com and Gemserv will send a copy of the access agreement and confirm who the original communication was sent to.

### **If ECOES is down for whatever reason, is there a process in place to communicate information?**

Yes, there is a requirement in the MRA Clause 58 for Gemserv to communicate this and take all reasonable steps to try to get the ECOES back up and running. If the issue cannot be resolved in a day, service availability notifications will be sent and managed. There is also a requirement for these notifications to be sent to SPAA.

### **Will the training sessions in June 2020 be via webinar?**

Yes, to avoid limitation on the number of attendees. The sessions will also be recorded so that anyone who is unable to attend the webinar will be able to access the recording along with the training materials, which will be sent out at the same time as the User Guides and finalised documents.

### **Can you put all customer personal information into a message if required?**

Yes, it is completely up to Parties what they put in the message.

### **If we sign 3 application forms, will we need to send 3 signed versions of the access agreement?**

Yes.

### **After go-live if there is enough support for a bulk escalation process to be integrated via file upload or other method would an issue need to be brought to SEG/IREG with a view to following the normal change process?**

Yes, Parties would need to raise an MRA Issue Form and both MRA and SPAA Parties would consider the best solution in order to proceed. This would be followed by an Impact Assessment, solution approval, cost approval and subject to no issues with the SCR it would go through the standard Change Process.

### **Is there an SDEP contact we can use when we experience a technical fault?**

Yes, it is Support.SDEP@Gemserv.com. After go-live this will be the helpdesk for any technical issues or general queries.

### **When selecting a company to send a request to, can you send to more than one person as you would for an email?**

No, this is a direct communication relating to procedures set out in the MRA and SPAA so Parties would be sending communication to one party at a time. This is not a replacement for email, as there are some scenarios where an email would be more appropriate.

**What encryption levels are used?**

Secure transfer of all communications between the server and client is managed through a TLS v1.2 connection protocol, providing robust encryption for data in transit across the public internet. Once a file has been received, it is stored within an encrypted Binary Large Object (B.L.O.B) in the database. The file is encrypted at rest on the disk as well as any backup of the database that is taken.

**What file format can be used as an attachment?**

All standard file types are accepted. Zip files can be uploaded but the system will scan these for any prohibited file formats. For a list of prohibited file formats refer to the User Requirements Specification.

**You have confirmed we will receive notifications for any down time by Gemserv, but who will this notification be sent to?**

Notifications will be sent to the MRA and SPAA distribution lists, including Contract Managers. A new SDEP distribution list will be set up in due course.

**Is it possible to automate the raising of cases or raise multiple cases via spreadsheet merge?**

It's not within the initial scope of the delivery, so it would have to be investigated as a future enhancement if Parties felt there was a need and a business case will be created.

**I believe you mentioned that data for escalations is only retained for a limited period? - is this correct and what happens for escalations for queries that are for prolonged periods of time?**

The current rule is that the data is kept live for 30 days from the last message. The user will also have 30 days to access the archived messages and make them live again, after which time they will be deleted. Users need to manage this themselves, so if they need access to the content of a message that has been archived then they must ensure that they download this themselves and manage any messages that are approaching the 30 days limit.

**Is there view to bring ECOES and Xoserve's Data Enquiry Service (DES) together eventually as there will still be the 2 systems? Although all of the Gas queries will be through this system.**

This is out of the scope for this project; however, it could be considered as a future project under the REC.

**Is there a preferred browser to use the portal on (Microsoft Edge, Internet Explorer, Google Chrome)?**

No, we are not currently aware of any compatibility issues.

**Will gas Suppliers who have not acceded to the SPAA be able to carry on sending emails for Supplier to Supplier communications?**

Yes, if Parties are a Gas I&C Supplier who have not elected to a particular Schedule then Parties do not have to follow the rules of that particular SPAA Schedule. However, those I&C suppliers that aren't elected to the schedule, but use the process, should consider that to continue doing this access will be required to the SDEP. It should also be noted that the current rules around I&C Suppliers voluntarily electing to these Schedules may change in the REC.

**If not possible for >1 person as on email, can some Contract Manager escalations go via email if to > 1 person or should they go via SDEP?**

The requirement in the MRA is that if you send personal data relating to a consumer as a requirement of something in the agreement then it needs to be sent via a secure means. If the communication does not hold personal data, then this is not a requirement.

**What is the process for unresponsive Suppliers through the SDEP? Is it the same as per SPAA/MRA now?**

Yes, the rules of the processes are not changing, just the method of the communication.

**Is there a maximum number of users per organisation?**

No, it works the same as ECOES and Parties can create the users that they need.

**Do MPRN and MPAN count as customer personal information? Even if the MPAN/MPRN is not associated with a customer name/phone number etc. in that communication?**

Yes, the MPAN and the MPRN is considered personally identifiable data as it can be used to identify a living person.

**Will we be notified which Suppliers won't be using SDEP? Or will they be absent from the list of Suppliers to send a message to?**

MEC and SPAA EC will be notified which Suppliers won't be using SDEP and these Suppliers will be absent from the list. Gemserv will be providing reports to the relevant ECs as it does concern the Supplier's compliance with the code. Any issues with lack of response will be discussed with the relevant ECs to consider how they wish to manage that risk and how to deal with escalating any issues with non-respondents.