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1 Executive Summary

1.1 New Status Options

A communication will have a status, unique to each party, that tracks the progress of the communication throughout its lifecycle. The available statuses will comprise of Awaiting Response, Action Required, Raised Incorrectly and Solved.

Awaiting Response and Action Required will be applied as default statuses while both parties work towards a resolution.

Solved will give the user the agency to resolve the query.

Raised Incorrectly is available for a party to flag and close down communications that has been for example, created using the wrong process type.

1.2 Trigger-Based Statuses

The changing of a communication's status will be incorporated into the existing Send Message functionality, and a party must respond to the other party in order to affect a change of status.

The Send Message function will include a question for the responding party that asks if they believe that the communication is now resolved. By default, the response is set to 'No'.

If the answer is no, default statuses of Awaiting Response and Action Required are applied to the responding and recipient parties respectively. If the answer is yes, the recipient party will be asked if they agree. If no agreement is found at that point, then the workflow will apply the default statues, otherwise the communication will be solved and closed.

A similar workflow will exist if the Raised Incorrectly status is selected.

1.3 Escalation

A new flag allows the user to indicate that a communication has been escalated to the code manager if escalation levels 1 and 2 have failed to achieve a resolution. This function is for user tracking rather than introducing a third escalation level.

The communications list view will show the SLA in working days when a communication is escalated to level 2.

1.4 Filters

Users will have more filter options for criteria such as by status and escalation eligibility. Users will also be able to sort communications by date received so cases can be responded to and managed based on time criteria and SLAs.

1.5 Assignment of Owner

New configurable functionality will allow communication creators to be automatically assigned as the communication owner.

MAU's will be given more functionality to assign and reassign communications.

1.6 Assignment of User

The ability for a MAU to create a group of process types into a template that can be applied to multiple users will streamline the assignment of process types.

The ability for a MAU to apply one user's process type profile to multiple users will also be delivered.

1.7 Data

- **Raw Data** - users will be given the ability to download the raw data for their communications based on configurable parameters.
- **Standard Reports** - users will have a new report that will be an addition to the existing User Reports function.
- **Dashboard** - users will have access to a dashboard through the downloadable filters functionality allowing users to export results of any applied filter, with a count badge displaying the total number of communications meeting the filter condition.

1.8 Miscellaneous

- **Email Notifications** – Emails will be generated for a change of status and will include information such as SDEP case number and Process Type.
- **Audit Log** – The log will record more information such as changes to the status of a communication.
- **Selecting MPID** – streamlining the selection of a recipient when creating a new communication.
- **MPXNs / Original Query reference for CMGQs** – new fields for process types.
- **Other Archiving** – live requests over 12 months old will be automatically archived. Manual archiving ability will be removed from all users.
- **Readability of fields** – Currently an unclarified requirement (potentially different screen resolutions may truncate data for users in the Communications List view). The addition of new data items to the communication list view means a streamlining of the current data items (e.g., removing message title and preview information) will be required.

2 Current State

2.1 New Status Options

No functionality currently exists.

2.2 Trigger-Based Statuses

No functionality currently exists.

2.3 Escalation

2.3.1 Escalation PT (Level 1)

No change to existing functionality

2.3.2 Level 2 Escalation

No change to existing functionality.

2.3.3 Level 3 Escalated to Code Manager status

No functionality currently exists.

2.3.4 View of Time Left to Respond (SLA) – Screen

No functionality currently exists.

2.4 Filters

2.4.1 Filter Types

Reference: Secure Data Exchange Portal (SDEP) User Guide, section 4, Navigating Secure Communications

The SDEP communications list screen currently contains two sets of filters.

Viewing Tabs

Four viewing tabs are arranged horizontally across the top area of the search screen.

1. ALL - Displays all communications to which a user has access.
2. OWNED BY ME - Displays only communication to which the user has been assigned as owner.
3. MY ESCALATION LEVEL - Displays only communications current at the Escalation Level to which the current user is assigned.
4. UPDATED TODAY - Displays only communication that have been created or updated today.

Side Panel Filters

Seven sets of filters further refine the results displayed in the viewing tabs when applied. These filters can be applied singularly or in combination.

1. COMMUNICATION FOLDERS - Allows the user to view communications that are in either an Archived or Deleted state.
2. COMMUNICATION FILTERS - Allows the user to view communications which they have either initiated, are the recipient party, communications that have an owner assigned and communication that have no owner assigned.
3. CREATED DATE – Allows the user to select communications created within a user-specified date range.
4. PROCESS TYPES - Allows the user to refine their search by specified process types. Multiple process types can be selected.

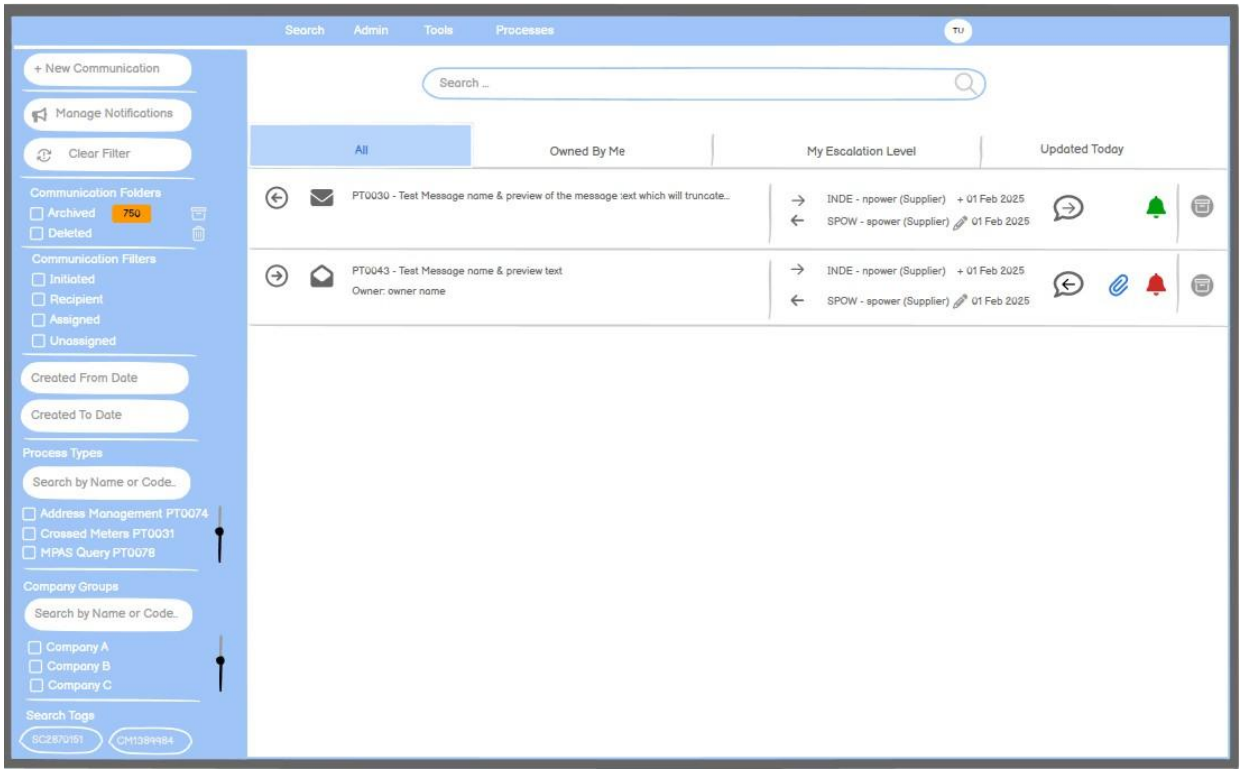
5. ESCALATION LEVEL – For process types that are able to be escalated, this filter allows the user to select communications currently at Level 1 escalation or Level 2 escalation.
6. COMPANY GROUP – Allows the user to filter by a specific company group.
7. SEARCH TAGS – Allow the users to select previously created tags (MPANS etc) as a filtering tool.

2.4.2 Filter Layout

The placement of the current tab and panel filters are shown below in the figure below.

The filters in the panel section currently fill the available screen space, therefore, depending upon the users' screen resolution, the user may be required to scroll downwards to access the filters located at the bottom of the panel.

FIGURE: Current tab and panel filters



2.5 Email Notifications

Currently SDEP users receive an email in the following situations:

1. When they are assigned as the owner of a communication
2. When a new message is received from the other party, observing a caveat is that the Unread/Read status of the message must be Unread.

Option two is subject to the SDEP users' preferences in the existing notification management functionality that is accessed using the 'Manage Notifications' in the communications list view.

2.6 Audit Log

Reference: Secure Data Exchange Portal (SDEP) User Guide, section 5.3, Viewing The Audit History

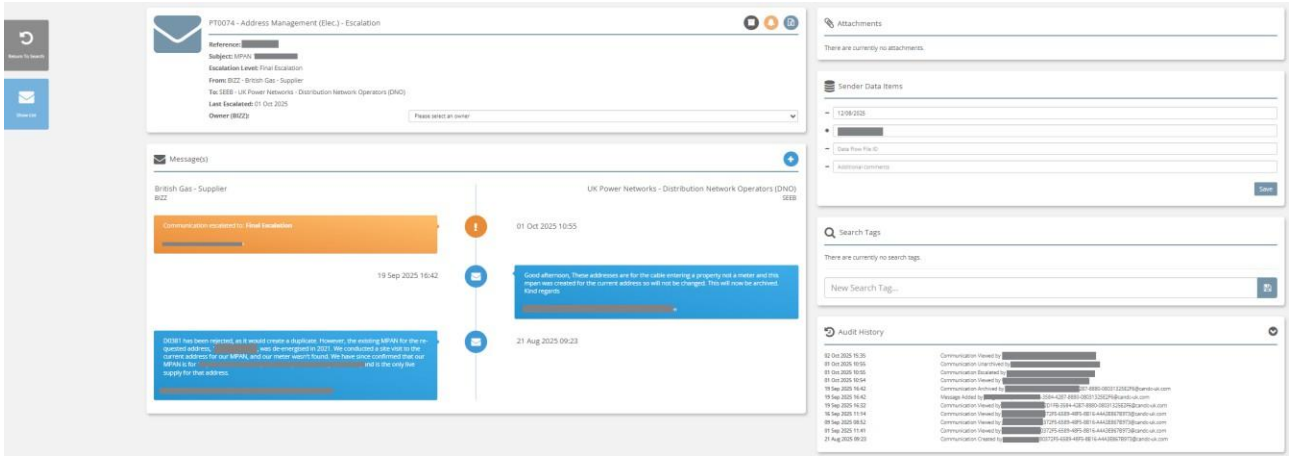
SDEP currently records various actions that happened to a communication during its lifecycle. The actions include but are not limited to the creation of a communication, viewing a communication, assignment of an owner to a communication and the addition of a message to an application.

The data in the Audit History comprises of three elements:

1. Date / time stamp
2. Action (e.g., creation of a communication)
3. Username (user who performed the action)

These actions are viewed in the Audit History located in the Message Screen.

FIGURE: Audit History visible lower right section of the message screen



2.7 Selecting MPID

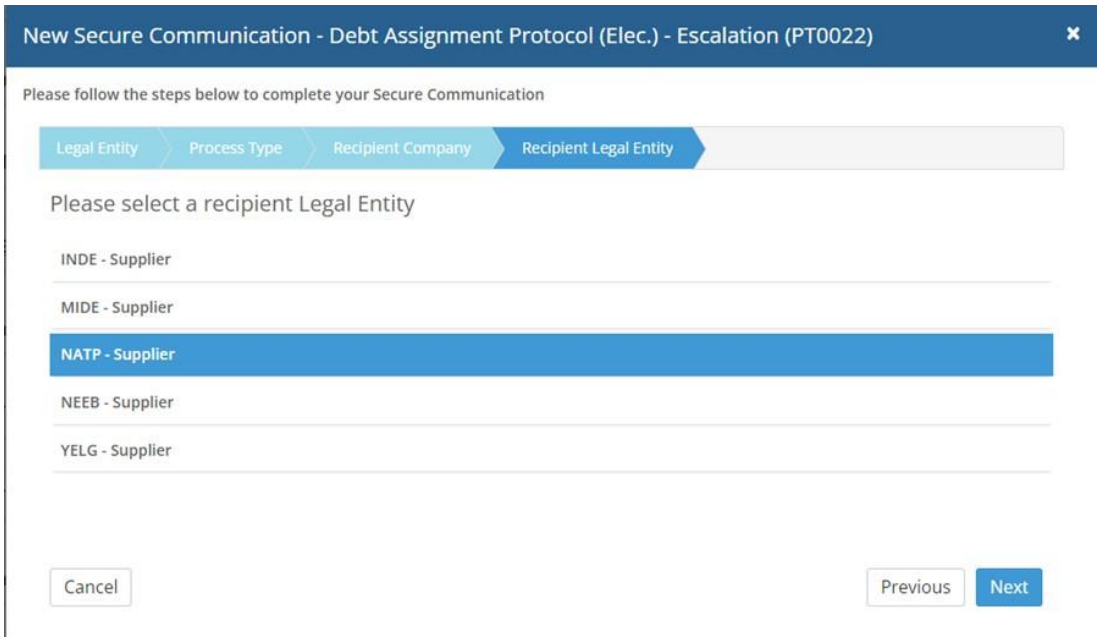
Reference: Secure Data Exchange Portal (SDEP) User Guide, section 4.3, Raising A New Communication

This refers to the process of creating a new communication within SDEP.

A user initiates the process by selecting the NEW COMMUNICATION button in the main SDEP Communications List view. This opens a new screen titled 'New Secure Communication' and guides the user through a series of steps to create a communication.

1. **LEGAL ENTITY** – The user is presented with the MPID(s) in their Company Group. The user will select the appropriate MPID.
2. **PROCESS TYPE** – The user selects a single process type from the available options.
3. **RECIPIENT COMPANY** – The user selects a Company with a list of recipient Company Groups.
4. **RECIPIENT LEGAL ENTITY** – The user is presented with the MPID(s) in the Recipient Company. The user will select the appropriate MPID.

FIGURE: New Secure Communications



Once the recipient legal entity is selected the user is presented with a new screen where the message is composed.

2.8 Readability of Fields

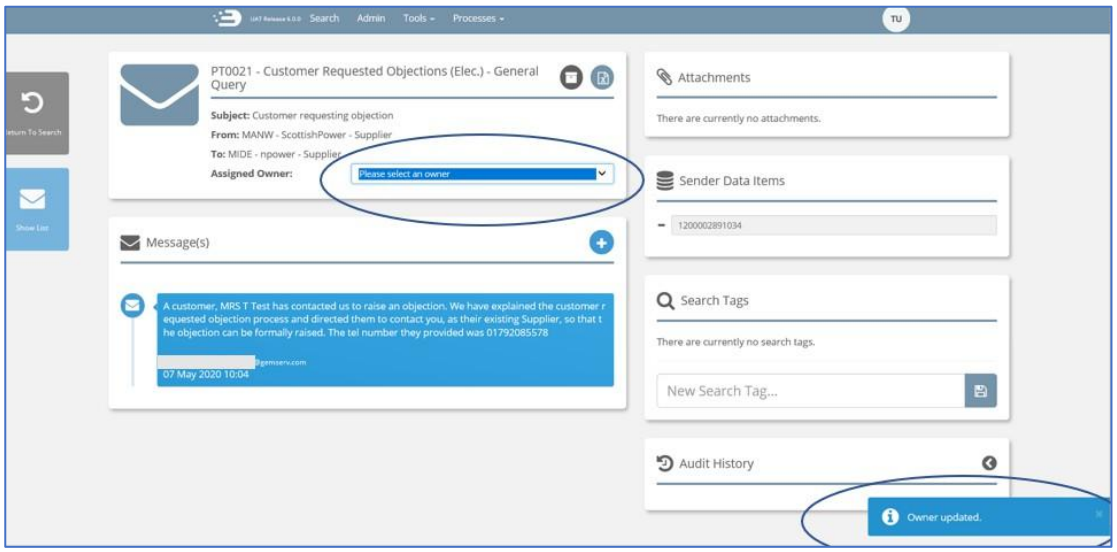
No current state.

2.9 Assignment of Owner

Ownership of a communication can be assigned in two ways.

2.9.1 Message View

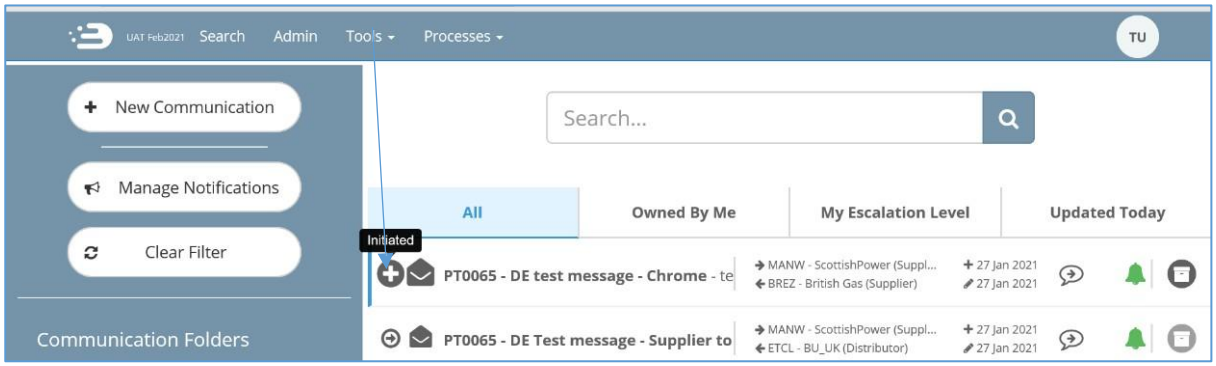
The Assigned Owner function can be used to assigned or de-assign the owner of a communication.



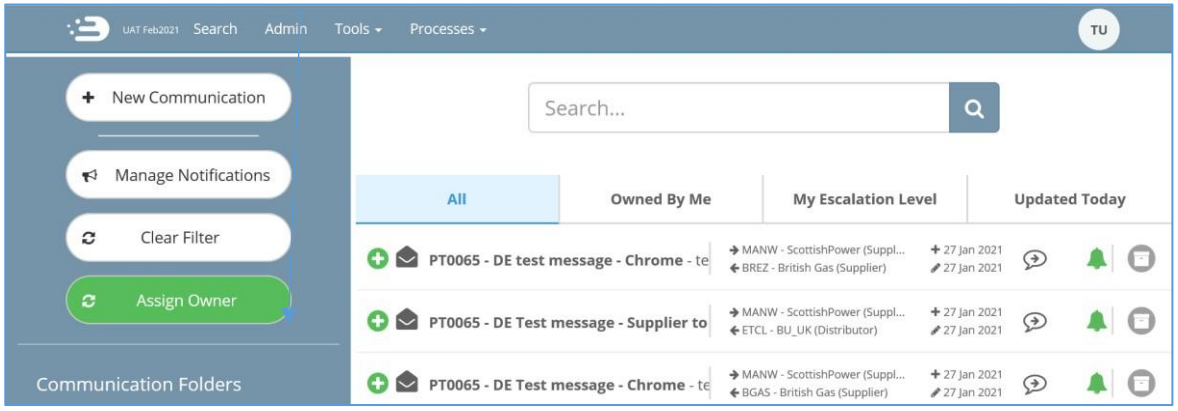
2.9.2 Communications View

From the main secure communications list page, filter communication messages by 'Unassigned', this will display any messages that do not currently have a user assigned to them.

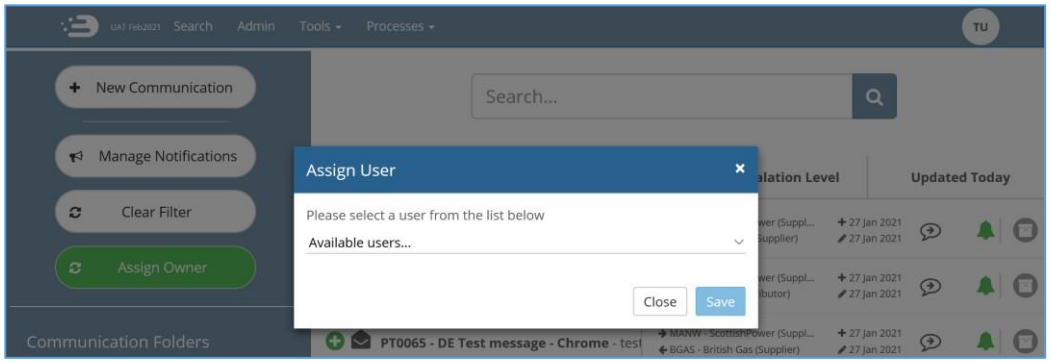
Hover over the message direction icon, in front of the envelope on the list screen. The arrow should turn into a plus, click the plus.



When the plus icon is clicked, it will turn green and the 'Assign Owner' button will be visible under the 'Clear Filter' button

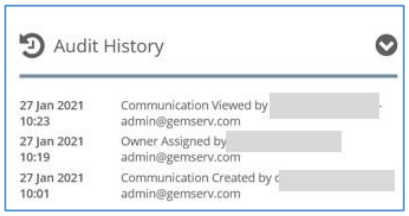


In the example above, I have clicked the plus icon on three messages in total. Next, click on the 'Assign Owner' button, which will open the 'Assign User' pop up, as shown below.



2.9.3 Audit History

The audit history within the communication messages will also confirm when an owner was assigned and who assigned them.

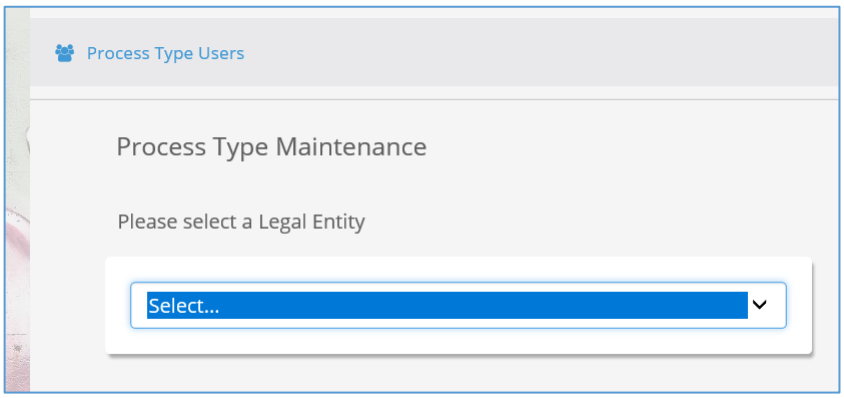


2.10 Assignment of Users

Reference: Secure Data Exchange Portal (SDEP) User Guide, section 3.4, Process User Types

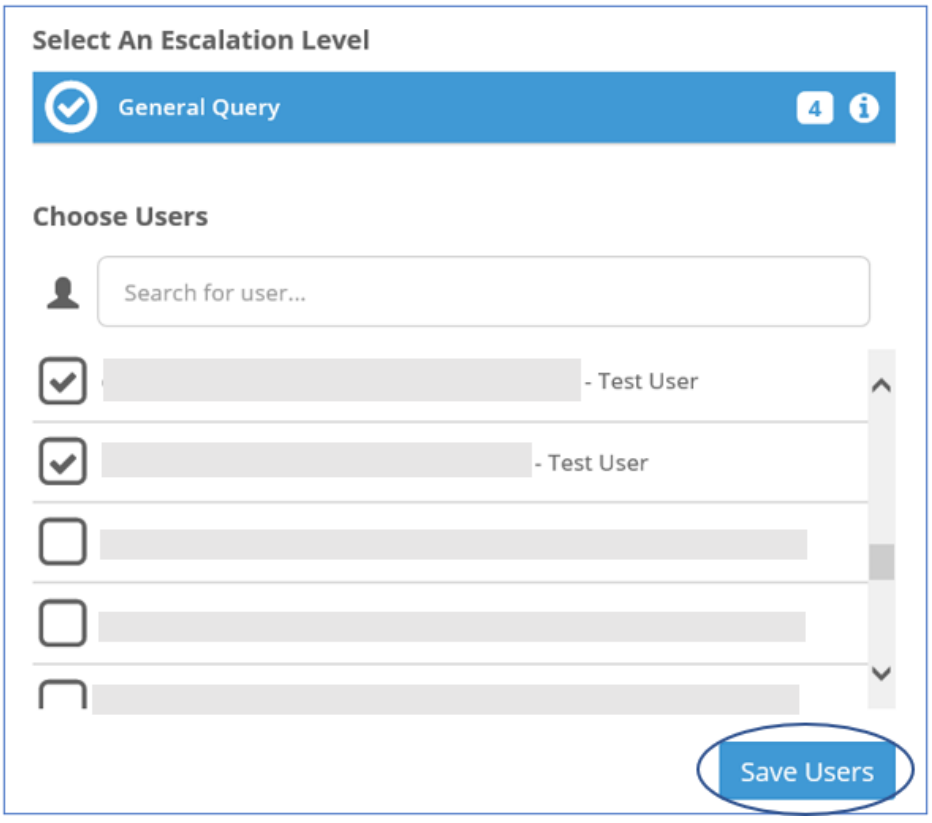
Currently a MAU or user with Admin rights can perform this task, using the Process Types Users option that is accessed from the Admin menu.

Users with the relevant privileges can amend the functions that other users within their Company Group have access to. To do this, click on Admin and then 'Process Type Users'. You will then see a prompt to 'select a Legal Entity' and there you will chose your MPID.



Once you have selected your MPID, you will be prompted to select a 'Process Type' (one by one) and will be able to assign users to each process type.

Click on the 'Process Type' - e.g. Address Management (Elec.) (PT0030), search for the user that you wish to assign to that process type and click 'Save Users'.



2.11 MPXNs

No functionality currently exists.

2.12 Original Query reference for CMGQs

No functionality currently exists.

2.13 Other - Archiving

No functionality currently exists.

2.14 Raw Data

No functionality currently exists.

2.15 Standard Reports

Functionality exists to allow users with the correct access privileges to run a number of reports. These reports are accessed via the TOOLS / USER REPORTS menu path.

2.16 Dashboard

No functionality currently exists.

3 Proposed State

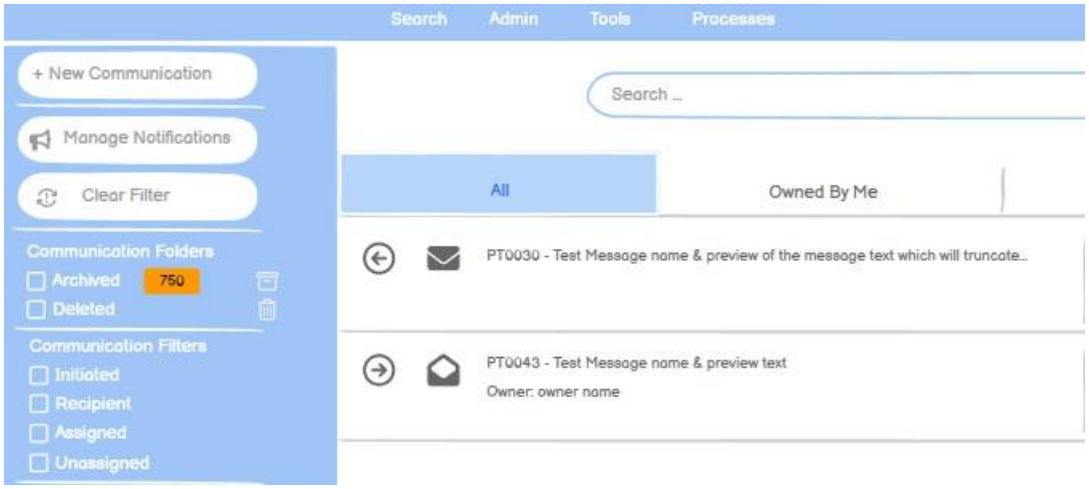
3.1 New Status Options

3.1.1 Unread / Read Status

ID	NAME	DETAIL
R1	Unread / Read Status	No change to status usage or presentation (currently shown as an icon)

There will be no change to the functionality, presentation or placement of the read / unread status of communications using 'unopened' and 'opened' envelope icons.

FIGURE: Communications view showing unopened and opened icons.



3.1.2 Archiving

ID	NAME	DETAIL
R1	Archived	Removal of manual archiving

The ability for any SDEP user to manually archive a communication will be removed, which will be achieved by the removal of the archive button in the communications list and message view.

3.1.2.1 Manual Archiving - Communications List View

The button to archive a communication will be removed for all communications.

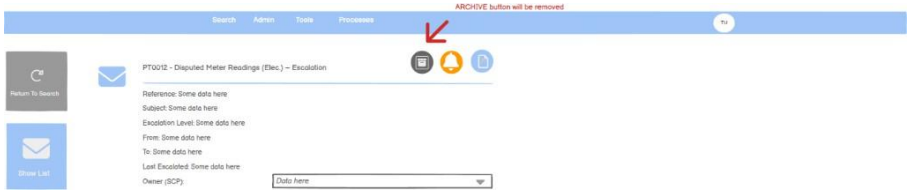
FIGURE Showing button to be removed from communications list



3.1.2.2 Manual Archiving – Message View

The button to archive a communication will be removed for all communications.

FIGURE Showing button to be removed from communications list



3.1.2.3 Archiving - 30 Day Limit

ID	NAME	DETAIL
R1	Archived	Removal of amendment of current 30-day window to archive only triggered by application of solved status by both parties.

Currently any communication over 30 days old and still open is automatically archived. This 30 rule is likely to be set to 360 days, currently unconfirmed at this time.

3.1.2.4 Deletion of Communications

ID	NAME	DETAIL
R1	Archived	Removal of amendment of current 30-day window to archive only triggered by application of solved status by both parties.

No change.

3.1.2.5 Unarchiving

ID	NAME	DETAIL
ID required	Unarchiving	Currently if an archived communication is read by either party, the communications unarchived state is removed, and the communication becomes live.

The ability to unarchive a communication by reading it needs to be removed.

3.1.3 New Status Set

ID	NAME	DETAIL
R1	New Set	Proposed to have three types of status options: 1) Unread / Read - no change to status usage or presentation (nb. currently shown as an icon) 2) Archived - removal of manual archiving, and removal of amendment of current 30 day window to archive only triggered by application of solved status by both parties. (nb. currently shown as an icon) Deleted - no change to status usage or presentation 3) New set of statuses, unique to each party that tracks the progress of the communication throughout its lifecycle. The available statuses are: - Awaiting Response - Action Required / Unsolved* - Raised incorrectly - Escalated to Code Manager - function to this status set under R1.4/4.2 - Solved - Unsolved*

A new set of statuses for each communication will be introduced that will monitor the communication's status throughout its lifecycle. Each party involved with the communication will have their own status, which will be independent of the other party's status. Both parties will have visibility of the other party's status.

The list of new statuses will be as listed below.

1. SOLVED
2. UNSOLVED *
3. AWAITING RESPONSE
4. ACTION REQUIRED
5. RAISED INCORRECTLY
6. ESCALATED TO CODE MANAGER

3.1.3.1 SOLVED status

ID	NAME	DETAIL
R1.1	Solved Status	As an SDEP user, I want the ability to mark a communication as "Solved" when I believe no further action is required, so that I can indicate resolution on my side.
R1.2	Solved Status	As an SDEP user, I want communications to be marked as "Solved" and moved into archive once both parties confirmed this status, so that it is clear the communication is fully closed.
R1	Visibility of the solved status	Both parties' status (if shared) would be displayed in the Communications List view and/or in each Communication screen.

SOLVED status is intended for use:

1. When a party believes that no further action and the communication is ready to be resolved
2. One party has set the status to SOLVED and the other party is in agreement.

A user will be asked if the communication is solved each time they respond to the other party. By default, the answer will be set to

‘No’, with a slider button allow the user to change the response.

The status of the communication will be visible in the Communications List View and the Message View.

3.1.3.2UNSOLVED status*

*Unsolved - this status is implied, rather than being a status that can be set or viewed by an SDEP User. Through the send message functionality when user asked if they believe the communication is resolved, selecting “no” will trigger a status to the other party of "Action Required" which is implying the communication is Unsolved. Therefore, the Unsolved Status is implied through the "Action Required" status proposed in R1.3.

3.1.3.2 AWAITING RESPONSE status

ID	NAME	DETAIL
R1.8	New Awaiting Response	As an SDEP user, I want to be able to mark a communication as "Awaiting Response" when I send a message to another party, so that it is clear I am waiting for their response while they work on my query.
R1.8	Visibility of Awaiting Response	Both parties' status (if shared) would be displayed in the Communications List view and/or in each Communication screen.

AWAITING RESPONSE will be the default status that will be applied to a party's communication when that party sends a message to the other party. Essentially this is a business-as-usual status that will be applied until the communication reaches a resolution.

The status of the communication will be visible in the Communications List View and the Message View.

3.1.3.3 ACTION REQUIRED status

ID	NAME	DETAIL
R1.3	New Action Required	As an SDEP user, I want to mark a communication as "Action Required" if I believe the communication is not solved and still needs working on.
R1.3	Visibility of Action Required	Both parties' status (if shared) would be displayed in the Communications List view and/or in each Communication screen.

ACTION REQUIRED will be the default status that will be applied to a party's communication status when a message is received from the other party. Essentially this is a business-as-usual status that will be applied until the communication reaches a resolution.

The status of the communication will be visible in the Communications List View and the Message View.

3.1.3.4 RAISED INCORRECTLY status.

ID	NAME	DETAIL
R1.6	New Raised Incorrectly Status	As an SDEP user, I want to be able to set a "Raised Incorrectly" status, so I can easily alert the raising party that the query is invalid and track all the incorrectly raised communications.
R1.7	Visibility Raised Incorrectly Status	As an SDEP User, I want to be able to see if the other party in a query I have raised has set the status to "Raised Incorrectly", so that I can review the query and determine next steps in resolution.

The status of the communication will be visible in the Communications List View and the Message View.

3.1.3.4.1 Party Initiates RAISED INCORRECTLY Process

The RAISED INCORRECTLY status is intended for use in situations where the communication has been raised using the incorrect process type or may have been sent to the incorrect industry party. It is expected that the recipient party would select this status, although realistically this may also be used by the initiating party.

The RAISED INCORRECTLY process will be triggered by a new button in the message view page.

Button placement

A new button placed below the existing 'Return To Search' and 'Show List' buttons will be accessible in the message view that will allow the user to set the status to RAISED INCORRECTLY.

Button functionality

When the user presses the RAISED INCORRECTLY button, the send message screen will open. New functionality in this screen will require the user to confirm that they believe that the communication has been raised in error.

Button visibility

The RAISED INCORRECTLY button will be visible and available for use when the status of the communication for both parties are currently at ACTION REQUIRED and AWAITING RESPONSE. If one party has already marked the communication as SOLVED, then both parties must work through the SOLVED / UNSOLVED situation before addressing the RAISED INCORRECTLY issue.

Default message information.

A piece of read-only text will be included in the message stating reasons why the RAISED INCORRECTLY functionality is used. This will detail example reasons why a communication could be raised incorrectly rather than an exhaustive list of reasons. The current messaging function will allow the user to add the appropriate detail.

Statuses

The initiating party will have their status set to RAISED INCORRECTLY and the recipient party will have their status set to ACTION REQUIRED.

FIGURE: Placement of the RAISED INCORRECTLY button on the left side of the message view page

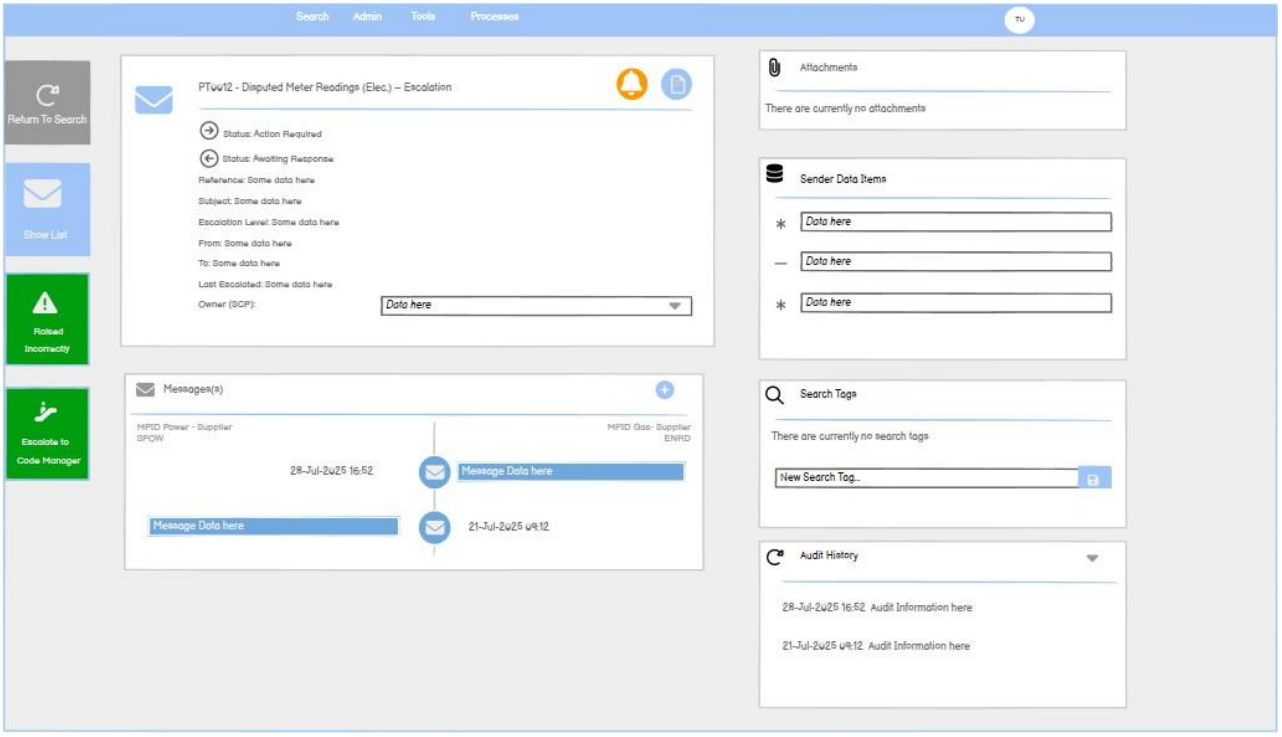
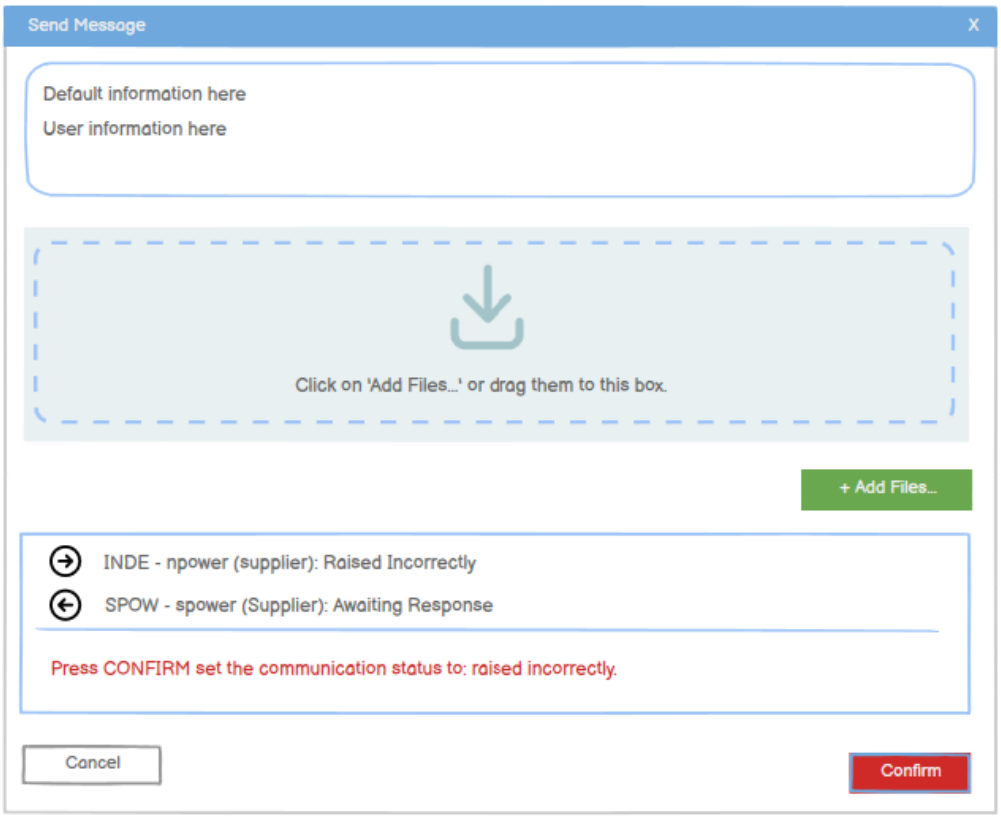


FIGURE: Send Message screen showing proposed RAISED INCORRECTLY functionality.



When a user has selected 'Confirm' this will be reflected in the message screen:

Raised Incorrectly button

The button in the message view will now be coloured red.

Raised Incorrectly icon

In the top left information box, a warning icon will be displayed.

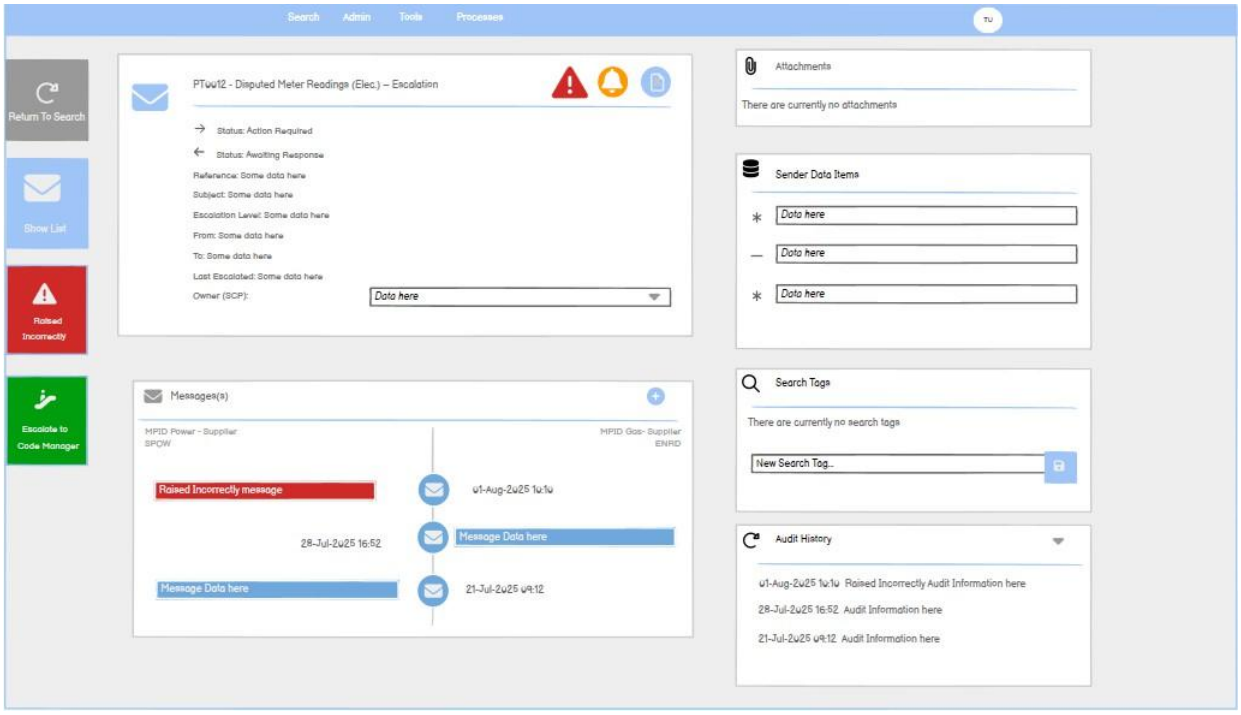
Message stack

In the message history stack, the raised incorrectly message will be coloured red.

Audit History

The audit history will record that the communication status has been marked as RAISED INCORRECTLY.

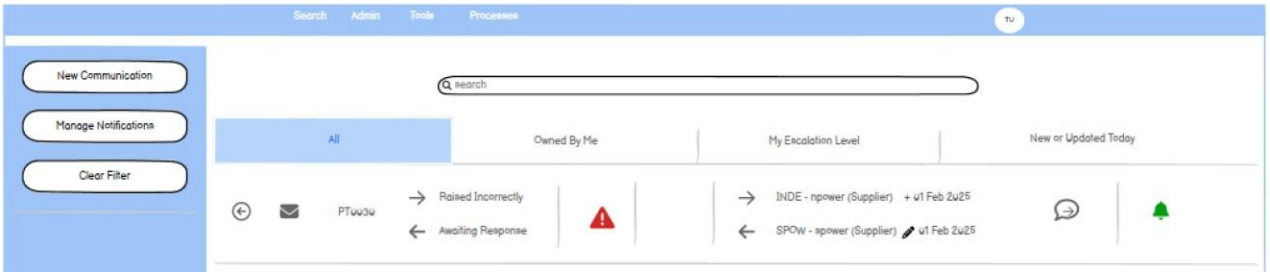
FIGURE: Message screen showing the proposed functionality to show the message as RAISED INCORRECTLY.



Communications List View

The RAISED INCORRECTLY icon will also be shown in the Communication List View and will be visible to both parties. The RAISED INCORRECTLY status will also be visible to both parties.

FIGURE: Communications List View showing RAISED INCORRECTLY icon and status



3.1.3.4.2 RAISED INCORRECTLY - Recipient Party Responds

The party responding to the RAISED INCORRECTLY status will do so through the existing Send Message function, where they will be asked to respond to the question:

"This communication has been flagged as raised incorrectly. Do you agree with this assessment?"

Recipient party agrees

To agree that the communication has been RAISED INCORRECTLY, the user will change the slider to 'YES' and press 'Send'.

Statuses

Both parties will have their status set to Solved, which will immediately archive the communication.

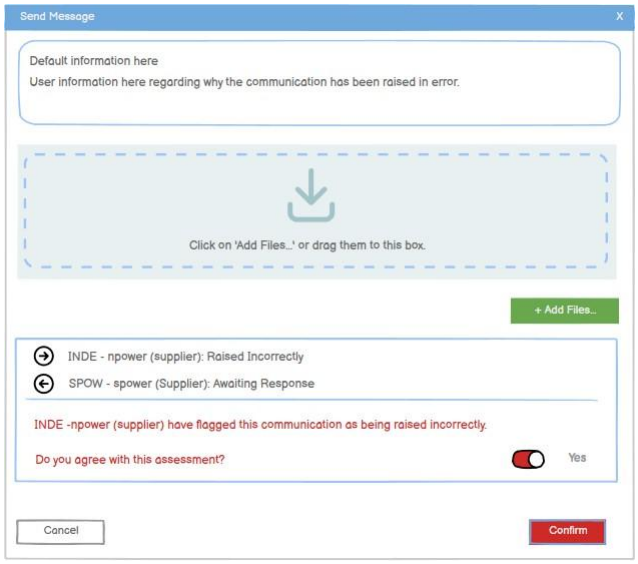
Message stack

In the message history stack will contain the recipient's response.

Audit History

The audit history will record that the communication status has been marked as SOLVED.

FIGURE: Recipient party agrees with the Raised Incorrectly status.



Recipient party disagrees

By default, the slider will be set to 'No'. As per current functionality the user must enter some text in the message box when responding to the other party. Pressing the 'Send' button will confirm their intention.

Message stack

In the message history stack will contain the recipient's response.

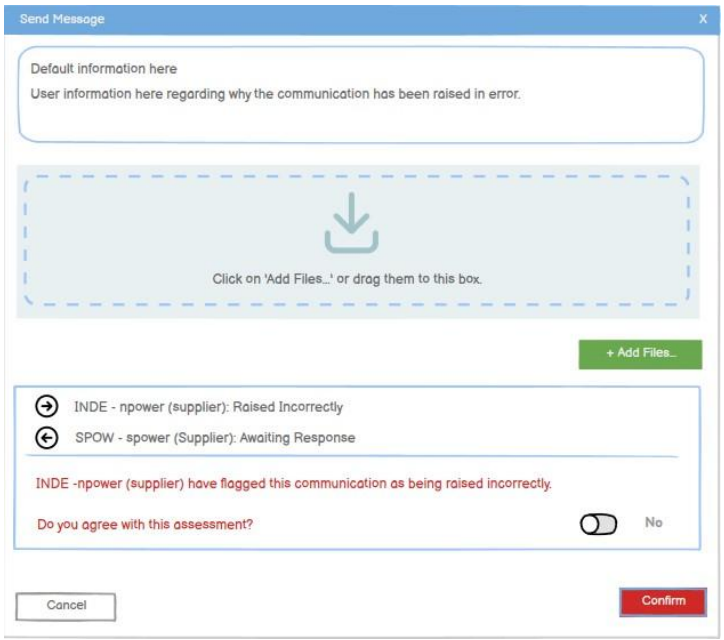
Audit History

The audit history will record that the message has been sent.

Statuses

The responding party will have their status set to 'Awaiting Response' and the recipient of the response will have their status set to 'Action Required'.

FIGURE: Recipient party disagrees with the Raised Incorrectly status.



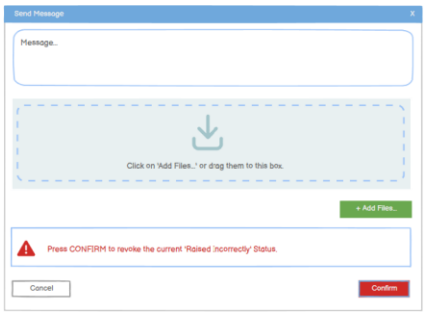
3.1.3.4.3 Party Revokes RAISED INCORRECTLY Process

Used by the party that initially set the status to raised incorrectly.

The party would select the “Raised Incorrectly” button in the communication message view, which opens the Send Message page and prompts the user to confirm that they want to revoke this status.

When confirmed, their status will be set to ‘Awaiting Response’ and the recipient party status will be set to ‘Action Required’.

Figure: Send Message page for party revoking the ‘Raised Incorrectly’ status



3.1.3.5 ESCALATED TO CODE MANAGER status

ID	NAME	DETAIL
R1.4	ESCALATED TO CODE MANAGER status	As an SDEP User, who is assigned to a communication. I want to be able to set an "Escalated to Code Manager" status, only for Escalation PTs and only after the 5WD of the final escalation level has elapsed, so I can track communications that have been raised to a higher level.
R1.5	Visibility of ESCALATED TO CODE MANAGER status	As an SDEP user, I want a communication to be marked as "Escalated to Code Manager" which is unique to each party and not visible to the other party.

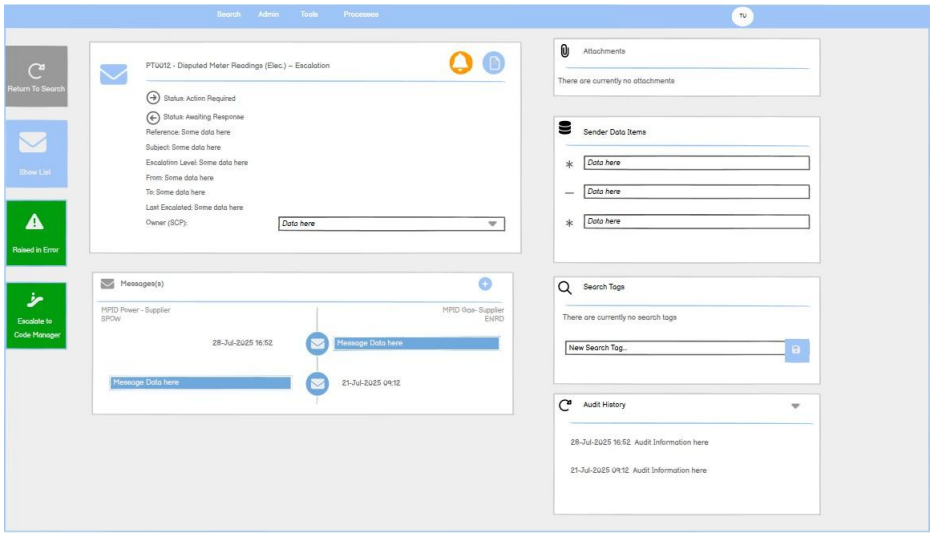
In addition to the new status set, there will be a status of ESCALATED TO CODE MANAGER that is not included in the new status set but can still be set by the SDEP user. Setting this status would not result in any action within the system (it is intended that this flag will indicate that the query has been reported to the Code Manager as a third level of escalation described in the CFSB Section 3. It will be up to each user to determine if/how to use the status, it is not mandatory) This escalation functionality should only be available for use under certain conditions:

1. It can only be used for escalation process types.
2. It can only be used when all available escalation SLA's have elapsed.
3. It will only be available to SDEP users with User Admin privileges.
4. The status will not be visible to the other party.

3.1.3.5.1 Initiating the ESCALATE TO CODE MANAGER status

A new button will be accessible in the message view that will allow the SDEP user to set the escalation status on or off. Each communication will require a variable (unique to each party) to record the current escalation state.

FIGURE: Placement of the ESCALATE TO CODE MANAGER button on the left side of the message view page.



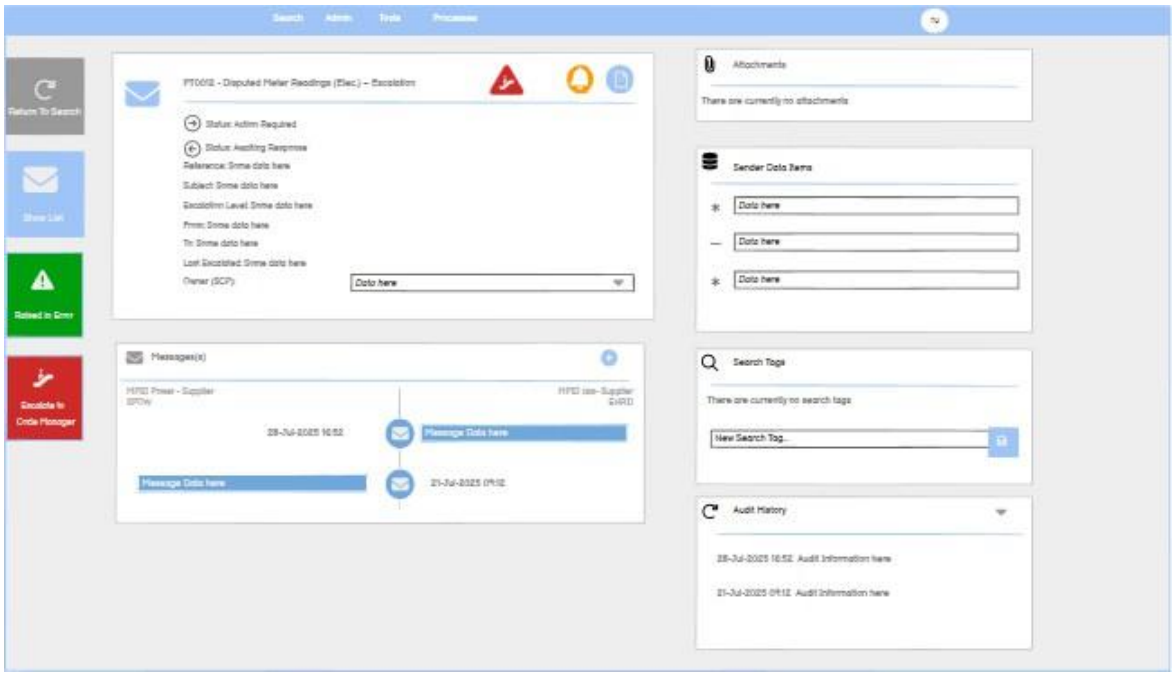
Escalate to Code Manager Button

The button will apply or remove the escalation state. In the figure above, the communication has not been escalated. Once the communication has been escalated, the button will be coloured red, and an escalation icon will appear in the in the information panel in the top left of the screen.

Audit History

The audit history will record that the ESCALATE TO CODE MANAGER flag has been applied.

FIGURE: Placement of the ESCALATE TO CODE MANAGER icon and button for an escalated communication.



Additionally, in the Communications List View, the escalated icon will also be visible against the communication and will only be visible to the party that has raised the escalation.

FIGURE: Placement of the ESCALATE TO CODE MANAGER icon in the Communications List View.



3.1.3.5.2 Removing the ESCALATING TO CODE MANAGER status

De-escalating a communication via the ESCALATE TO CODE MANAGER button change the colour of the button back to green and remove the escalation icon from both the Communication List View and the Message View.

Audit History

The audit history will record that the ESCALATE TO CODE MANAGER flag has been removed.

3.1.4 Alternative New Status Set

The proposed Successful Resolution Workflow requires a user to send a message to affect a change of status for the communication.

During the course of resolving a communication, one party may simply acknowledge the receipt of a message from the other party via an SDEP message, effectively changing the default status so a party actually awaiting a response has their status set as action required, and vice versa. Further, both parties may con-currently have actions to complete that mean the communications' status for both parties could more accurately be seen as 'action required'.

An alternative proposal would allow the users to select the status of their communication.

Users will be able to select a status from a list of possible statuses, rather than having the status set by a workflow. This would tie the changing of a status to the act of sending a message, allowing the user to leave the communication status as it is or change the status when appropriate.

3.1.4.1 Statuses

A list of statuses (not exhaustive) that could be available for each user to select:

'Raised Incorrectly' – where one party believes that aspects of the communication are not correct, for example the communication has been raised with the incorrect process type or send to the wrong industry participant. Where both parties set their respective communication status to 'Raised Incorrectly', the communication would be set to 'Solved' and archived.

'Information Requested' used when the party responding is requesting information from the other party.

'Information Sent' used when the party responding has sent information to the other party.

'Solved' used when the party believes the communication is resolved and no further work is required from them. When both parties set their respective communication status to 'Solved', the communication would be set to 'Solved' and archived.

Default statuses of '**Awaiting Response**' and '**Information Requested**' for the initiating and recipient parties respectively could be set when a communication is created. 'Awaiting Response' would not be available as a selectable option, it would only be assigned when the communication was created.

3.1.4.2 Visibility

Statuses would be visible in the communications list view and message view.

Figure: Visibility of statuses in Communications List View.

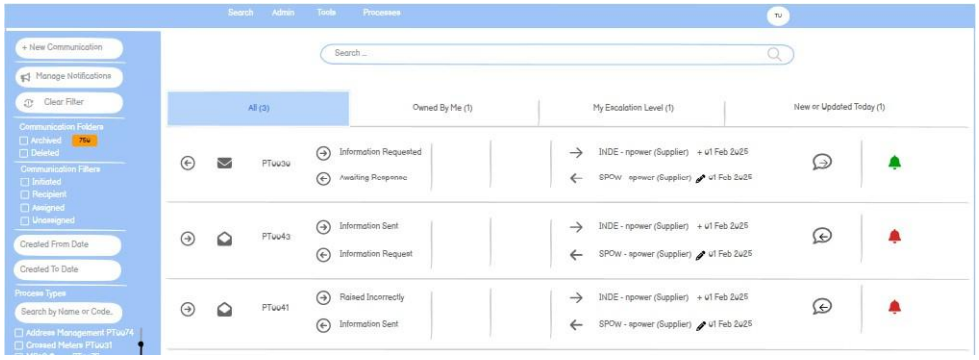


Figure: Visibility of statuses in Message View

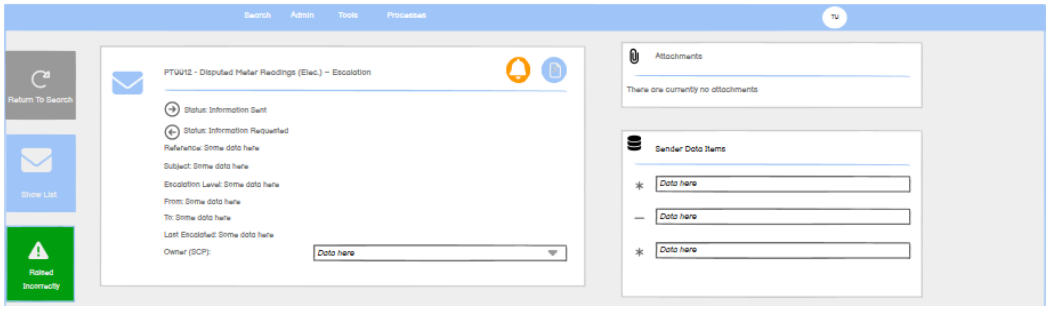
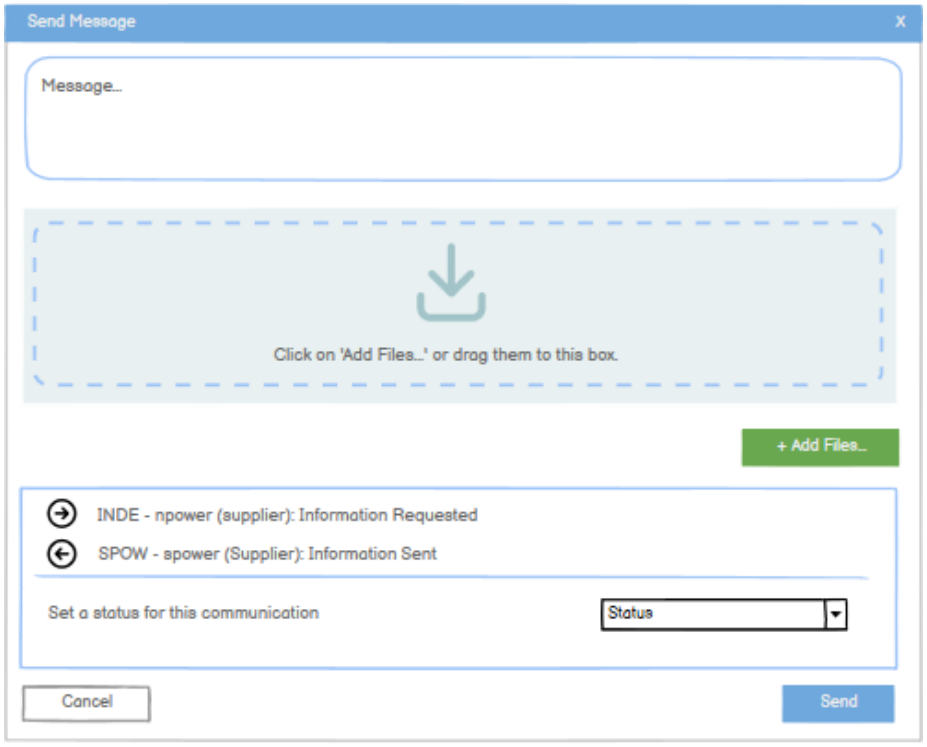


Figure: Visibility of statuses in Message View, and drop-down menu to select a status



3.2 Trigger-Based Statuses

3.2.1 Creating a Communication

ID	NAME	DETAIL
R2	General	As an SDEP user, I want communications to automatically have trigger-based statuses when they are created or updated, so that responsibility between myself and the other party is always clear.
R2.1	Creating a Communication	As an SDEP user, when a communication is created and issued, I want the system to automatically set my (raising party) status to "Awaiting Response" and the recipient's status to "Action Required" when I send a communication, so that responsibility for follow up action is clear.
R2.2	Creating a Communication	As an SDEP user, I want the option to select the Solved status (by new functionality in the Send Message screen) for the communication when sending a message by responding to the question asking if I believe that the communication is solved.
R2.3	Creating a Communication	As an SDEP user, I want the status of the communications I send to be visible to me, so that I can clearly see when my communication is marked as "Awaiting Response" and monitor whether the recipient has acted on it.
R2.4	Creating a Communication	As an SDEP user, I want my status to automatically change to "Action Required" when I receive a communication, so that I immediately know when to take action.
R2.5	Creating a Communication	As an SDEP user, I want the raising parties status to change to 'awaiting response' when I receive the communication, so that both parties understand the ownership of the next step.
R2.6	Creating a Communication	As an SDEP user, I want the status of the communications I receive to be visible to me, so that I can clearly see when my communication is marked as "action required " so that I can see which communications I am responsible for taking the next step.

The statuses in the new status set will be utilized in two ways.

1. When the communication is created, AWAITING RESPONSE and ACTION REQUIRED status will be automatically set for the initiating party and recipient party respectively.
2. After the communication has been created, the status for each party will be determined by workflow rules that will be triggered by the sending of a message.

3.2.2 Send Message functionality

A change of status for each party will be incorporated into the existing send message function. In the send message screen, the user will be asked to respond to a context specific question depending on the current workflow.

3.2.2.1 Send Message Workflows

There will be two distinct workflows, a Successful Resolution Workflow and a communication Raised Incorrectly Workflow (the former will allow parties to work towards a successful resolution of the communication, whilst the latter allows a party to flag the communication as being raised incorrectly). The Send Message functionality will pose one of two questions for the party responding through the send message function.

1. Successful Resolution Workflow Question – Do you believe this communication is now resolved?

2. Raised Incorrectly Workflow Question – Do you believe this communication has been raised incorrectly?

The intention is that a communication can only progress along one workflow at any given time:

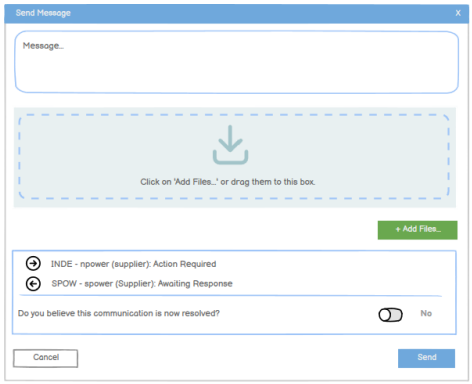
If a party raises a communication as 'Raised Incorrectly' then the communication will not have the option to set the status as 'Solved' until this workflow is resolved. Conversely, if one party has marked the communication as 'Solved' then the communication will not have the option to set the status as 'Raised Incorrectly' until this workflow is resolved.

3.2.2.1.1 Successful Resolution Workflow

As the parties work towards a resolution by exchanging information via the send message screen, the default statuses of AWAITING RESPONSE and ACTION REQUIRED will applied to each party accordingly (the status of the communication for the responding party will be AWAITING RESPONSE and the status of the communication for the party receiving that message will be ACTION REQUIRED).

Either party can mark their status of the communication as SOLVED if the default statuses are current at AWAITING RESPONSE and ACTION REQUIRED (it does not matter which party has which status at the point at which the communication is marked as SOLVED).

FIGURE: Send Message page showing each of the parties' current status and the question regarding the resolution of the communication.



The table below summarises the possible communication for each party before and after one party responds via the send message function. In the question column, the colour denotes that party was responding.

FIGURE: Proposed Successful Resolution Workflow rules

No	Party 1 - CURRENT Status	Party 2 - CURRENT Status	Question	Response	Party 1 - NEW Status	Party 2 - NEW Status	Notes
1	Action Required	Awaiting Response	Is this communciation now resolved?	No	Awaiting Response	Action Required	Expected usage: Standard response as parties work towards a resolution
2	Action Required	Awaiting Response	Is this communciation now resolved?	Yes	Solved	Action Required	Expected usage: Standard response as one party believes that a resolution has been found
3	Action Required	Solved	Is this communciation now resolved?	No	Awaiting Response	Action Required	Expected usage: Standard response as one party believes that a resolution has been found but the other party is not in agreement
4	Action Required	Solved	Is this communciation now resolved?	Yes	Solved	Solved	Expected usage: Resolution has been agreed by both parties
5	Action Required	Awaiting Response	Is this communciation now resolved?	No	Action Required	Awaiting Response	Expected usage, party has either: Party 2 send two consecutive messages without a response from party 1

3.2.2.1.2 Raised Incorrectly Workflow

ID	NAME	DETAIL
R2.7	General	As an SDEP user, I want the ability to set a communication to Raised Incorrectly via a function within the communication, where the wrong PT or wrong party for example has been selected so that the other party is notified and can create a new communication with amended changes. I have the ability to update the communication with free text to confirm which the reason why the communication has been flagged as Raised Incorrectly and can include details such as the correct PT to use to the receiving party.

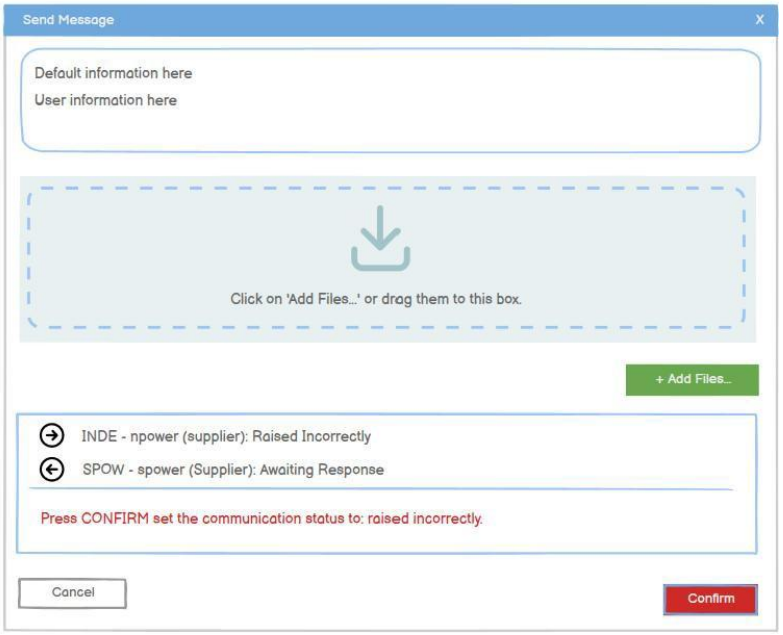
R2.8	General	As an SDEP user, when I flag a communication as Raised Incorrectly, I do not want my status to default to Awaiting Response, but I want the other party to be notified and automatically assigned the default status of Action required, so that responsibility for correcting the error is clear.
R2.9	Raised Incorrectly - Receiving Parties Agree	As a receiving party, if I agree with the reason provided for marking a communication as Raised Incorrectly, I want to be able to click an Acknowledge button so that both party's status are automatically updated to Solved, without the need of manual intervention ensuring the communication is closed with mutual agreement.
R3	Raised Incorrectly - Receiving Parties Disagree	As a receiving party, if I do not agree with the reason provided for marking a communication as Raised Incorrectly, I want to be able to click a Disagree button and enter my own explanation in a free-text box, so that the other party is notified of my disagreement and the reason why. In this case, the Raised Incorrectly flag and the Acknowledge button should remain available so that if at a later stage I recognise that the communication was in fact raised incorrectly, I can acknowledge it, or if the other party realises the issue was not raised incorrectly, they can remove the flag, and the communication continues as normal.

3.2.2.2 Party Initiation

If the statuses for the communication are currently at AWAITING RESPONSE and ACTION REQUIRED (it does not matter which party has which status) then either party can flag the communication as being RAISED INCORRECTLY.

This question will be displayed in the Send Message screen if a party initiates the functionality to flag a query as being raised incorrectly.

FIGURE: Send message page when a party sets the status of a communication as raised incorrectly.

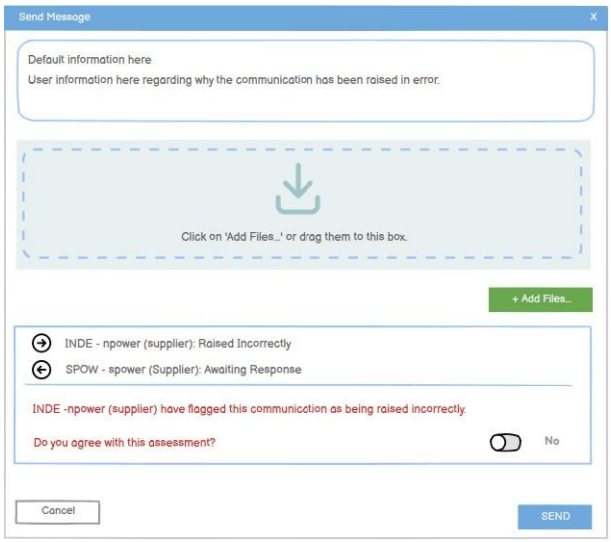


3.2.2.3 Recipient Party Response

When the recipient party accesses the Send Message screen they will be presented with a message to the effect that the other party has set the communication status as raised incorrectly. The recipient party will be asked if they are in agreement.

A yes/no slider will be available. To confirm their answer the recipient party will press the send button.

FIGURE: The recipients' send message page when the other party sets the status to raised incorrectly.



3.2.2.4 Party Initiation - Revocation

If the party that has flagged the communication as raised incorrectly wishes to remove this status they will do this by selecting the 'Raised Incorrectly' button. This will open the Send Message screen, and the user will prompted to respond to an option to revoke the raised incorrectly status.

FIGURE: Revoking the RAISED INCORRECTLY status

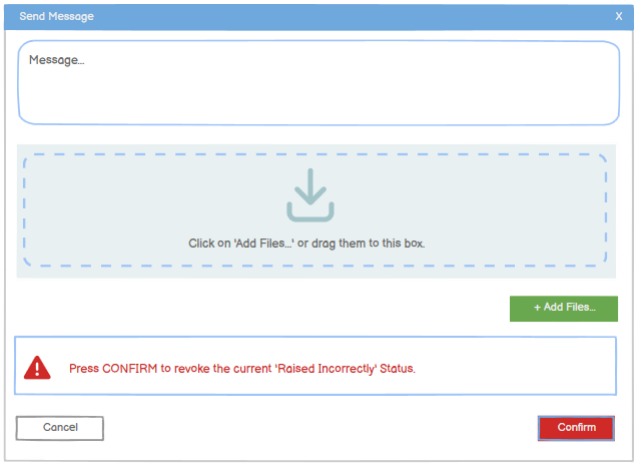


FIGURE: Raised Incorrectly Workflow rules

Raised incorrectly - both parties agree

No	Party 1 - CURRENT Status	Party 2 - CURRENT Status	Question	Response	Party 1 - NEW Status	Party 2 - NEW Status	Notes
1	Awaiting Response	Action Required	Do you believe this communcication has been Raised Incorrectly?	Yes	Action Required	Raised Incorrectly	Assumed that Party 1 raised the communication. Party 2 flags the communication as raised incorrectly
2	Action Required	Raised Incorrectly	Do you believe / confirm this communcication has been Raised Incorrectly?	Yes	Raised Incorrectly	Raised Incorrectly	Party 1 agrees that the communication has been raised incorrectly. This solves the communication.

Raised incorrectly - no agreement

No	Party 1 - CURRENT Status	Party 2 - CURRENT Status	Question	Response	Party 1 - NEW Status	Party 2 - NEW Status	Notes
1	Awaiting Response	Action Required	Do you believe this communcication has been Raised Incorrectly?	Yes	Action Required	Raised Incorrectly	Assumed that Party 1 raised the communication. Party 2 flags the communication as raised incorrectly
2	Action Required	Raised Incorrectly	Do you believe this communcication has been Raised Incorrectly?	No	Awaiting Response	Raised Incorrectly	Party 1 maintains that the communication has been raised correctly. Should party 2 status stay as 'Raised Incorrectly' or return to 'Action Required'? How likely is it that a communication flagged as 'raised incorrectly' will never be resolved?

Raised incorrectly - initiating party realizes their error

No	Party 1 - CURRENT Status	Party 2 - CURRENT Status	Question	Response	Party 1 - NEW Status	Party 2 - NEW Status	Notes
1	Awaiting Response	Action Required	Do you believe this communcication has been Raised Incorrectly?	Yes	Raised Incorrectly	Raised Incorrectly	Assumed that Party 1 raised the communication. Party 1 presses the raised incorrectly button. Party 1 responds in Send Message that the communication has been raised incorrectly. TBC: As the communication initiator has marked this as raised incorrectly should this action automatically solve / archive the query? Should queries raised incorrectly be set to solved?

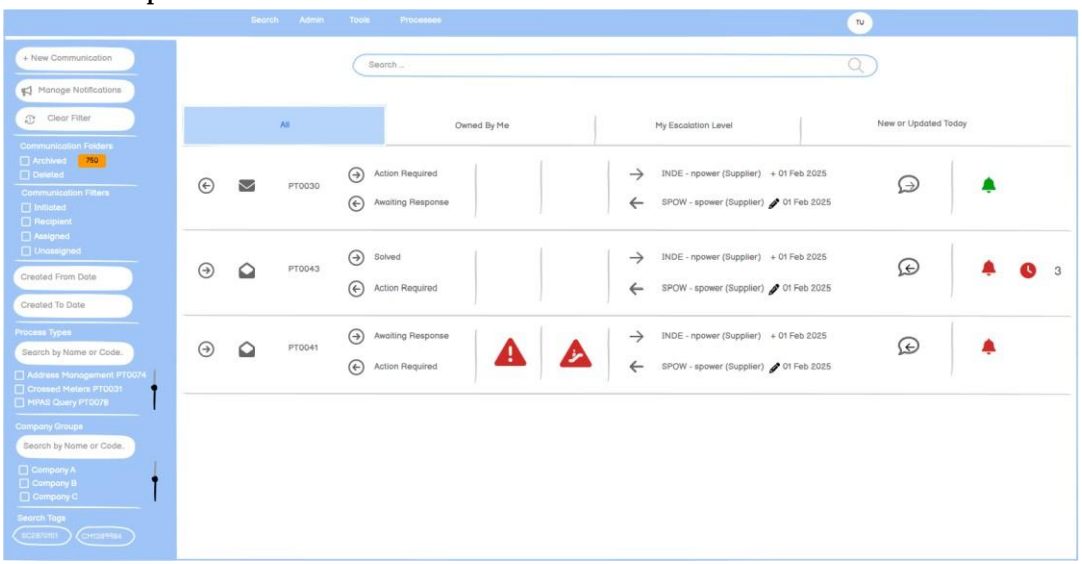
3.2.3 Visibility of New Status set

The statuses in the new status set will be visible in the Communications List View, the Message View and the Send Message screen; the statuses to be shown will the AWAITING RESPONSE, ACTION REQUIRED, RAISED INCORRECTLY and SOLVED.

3.2.3.1 Visibility in Communications List View

The relevant statuses will be shown in the communication list view for both parties. Communications currently have an arrow icon to distinguish between messages that the party has initiated ⊕ and messages where the party is the recipient ⊖ . It is proposed that this existing format is used in conjunction with displaying the party's status.

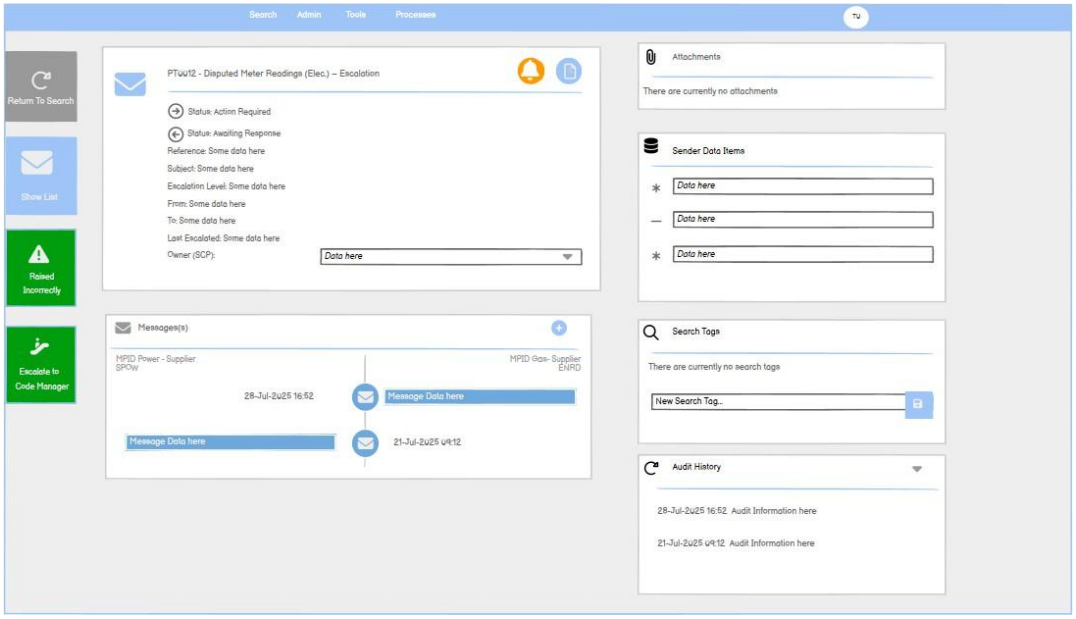
FIGURE: Proposed status and icons in the Communications List View.



3.2.3.2 Visibility in Message View

The status for each party will be displayed in the information box situated in the top left corner of the message view screen, again adopting the existing arrow format.

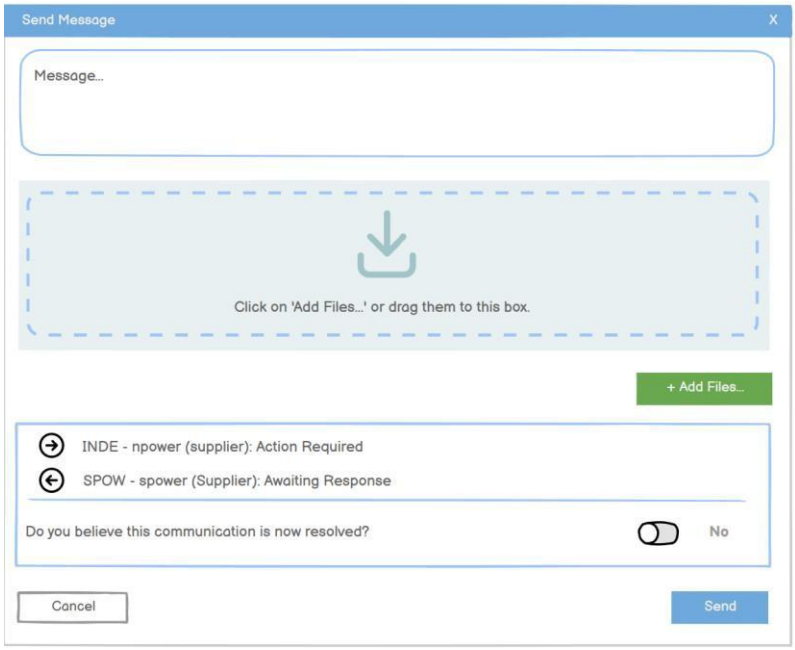
FIGURE: Proposed status and icons in the Communications List View.



3.2.3.3 Visibility in Send Message screen

The status for each party will be displayed in the information box situated in the lower third of the Send Message screen. Again, this will adopt the existing arrow format and will append the company group MPID.

FIGURE: Proposed status, icons and company group MPID in the Communications List View.



3.3 Escalation

ID	NAME	DETAIL
R4	Escalation PT (Level 1)	As a SDEP user, I want to be able to raise an escalation PT option if I believe my query has not been resolved so I can escalate the matter for timely resolution.
R4.1	Level 2 Escalation	As a SDEP user, I want to be able to escalate my query to the contract manager if my query has not been resolved after 5WDs of raising the Level 1 Escalation PT so that the issue can receive higher-level attention.
R4.2	Level 3 Escalated to Code Manager status	As an assigned user, I want to be able to set an "Escalated to Code Manager" status, only for Escalation PTs and only after the 5WD of the final escalation level has elapsed, so I can track communications that have been raised to a higher level.
R4.3	View of Time Left to Respond (SLA) - Screen	As an SDEP User, I want to be able to see the time left to respond to cases displayed in the Communications List View, so that cases are dealt with within the required timescale.

3.3.1 Escalation PT (Level 1)

There is no change to existing functionality. There will be no system link between a general communication and an escalation communication if that escalation was raised because the general communication was not satisfactorily resolved.

3.3.2 Level 2 Escalation

No change to existing functionality. The 5 WD SLA is configurable per process type in ECOES.

The service provider will review the current configuration in live EES to ensure that the SLA for each process type is correctly applied.

3.3.3 Level 3 Escalated to Code Manager status

New functionality to flag a communication's status as escalated to code manager is covered by requirement ID R1.4 and R1.5

3.3.4 View of Time Left to Respond (SLA) – Screen

A time remaining until escalation counter should be displayed in the Communications List View that indicates working days left until the 5WD deadline between 1st and 2nd level escalation.

Placement

A clock Icon and days counter will be placed in the space previously used by the Archive Communication button on the far right of the Communications list view

ToolTip

When the user hovers over the clock icon a description of will be viewable.

FIGURE: Placement of Escalation time icon


Search
Admin
Tools
Processes
+ New Communication
Manage Notifications
Clear Filter
Communication Folders
Archived
750
Deleted
Communication Filters
Initiated
Recipient
Search ...
All
Owned By Me
My Escalation Level
Action Required
Awaiting Response
INDE - npower (Supplier)
SPOW - spower (Supplier)
3

3.4 Filters

ID	NAME	DETAIL
R5	Filters General	As an SDEP User, I want to have easy access to a range of filters on the Communications List view, that I can apply and disapply them in order to view the relevant Communications, so that I can resolve queries more efficiently.
R5.1	Filter for Unread	As an SDEP User, I want to be able to filter communications displayed on the Secure Communications screen for unread communications, so that I can quickly see all communications that I need to address and respond to.
R5.2	Filter for Unsolved	As an SDEP user, I want to be able to filter communications based on the (Un)Solved statuses assigned by either party, so that I can easily view what has been marked as "Solved" by the other party, confirm or mark it was "Unsolved", and also review what I have marked as "Solved" to check the other party's responses.
R5.3	Filter for Escalatable	As an SDEP User, I want to be able to filter all communications that are available to be escalated at that point in time, so that I can efficiently escalate queries that have not been responded to at all or satisfactorily, or the necessary take action to resolve queries promptly.
R5.4	Sort by Event Date	As an SDEP user, I want to have an option that allows communications to be sorted by either newest or oldest response received / event, so that I can easily prioritise cases to respond to first.
R5.5	Sort by Created Date	As an SDEP user, I want to add a option that allows sorting by either newest or oldest communication, by date first raised, so that I can prioritize and manage communications effectively, ensuring older queries are addressed promptly.
R5.6	Enhanced Query Function	As an SDEP user, I want to see the number of items returned by a filter, so that I can understand the scope of filtered results.
R5.7	Downloadable Filters	As an SDEP User, I want to be able to download and export the results of any applied filters in R6 in an exportable format, so that I can analyse and save the data I need at any time.

3.4.1 Current Filters

There are no changes to the functionality of the existing filters, either in the tab or panel view.

3.4.2 New Filter Types

The new filter types will be available for selection by initiating and recipient parties.

3.4.2.1 Filter For Unread

This filter will utilise the existing Read / Unread status in SDEP that is current displayed as an icon in the communications list. An open grey envelope icon denotes that the communication has been read, and a blue unopened envelope icon denotes that is unread.

When the unread filter is applied the four viewing tabs should only display communications that are in an unread state. Removal of an applied unread filter will display the read and unread communications in each of the four viewing tabs.

FIGURE: Unread / read icons in communications list



Selection of the Unread filter will not preclude the user from selecting other filters in the panel view.

3.4.2.2 Filter for Unsolved

The Unsolved filter will utilise the new communication status functionality. Selection of the Unsolved filter will select communications in all four viewing tabs where the following criteria is matched:

1. All communications that the user's party has marked as SOLVED and the other party has subsequently marked as UN-SOLVED (the user party's status should be ACTION REQUIRED).
2. All communications that the other party has marked as SOLVED, and the user's party has subsequently marked as UN-SOLVED (at this point the other party's status would be ACTION REQUIRED).

Selection of the Unsolved filter will not preclude the user from selecting other filters in the panel view.

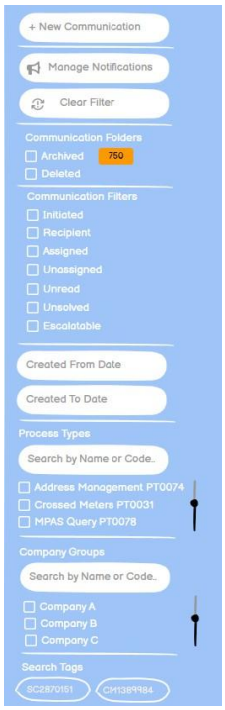
3.4.2.3 Filter for Escalatable

The Escalatable filter will allow the user to filter on Escalation PTs that could be escalated to 2nd Level (i.e. have passed the 5WD window for response/action. When the Escalatable filter is applied the four filter viewing tabs should only display communications that have a status of UNSOLVED for either the Initiating or Recipient party. Selection of the Escalatable filter will not preclude the user from selecting other filters in the panel view.

3.4.3 New Filter Placement

It is recommended that the Unread, Unsolved and Escalatable filters are added to the Communication Filters section of the filter panel, utilising the same checkbox functionality to apply / remove the filter.

FIGURE: Placement of new filters in Communications Filters



3.4.4 Sort Function

A new UI element will allow the user to sort the communications displayed in each of the four viewing tabs.

3.4.4.1 Communication Created Date Sorting

The SDEP user will have the option to allow communications to be sorted by either newest or oldest response received / event.

3.4.4.2 Message Response Date Sorting

The SDEP user will have the option that allows sorting by either newest or oldest communication, by created date.

3.4.4.3 Sorting UI Element

The user will be able access four buttons that will sort displayed records by Updated (oldest first), Updated (newest first), Created (newest first) and Created (oldest first).

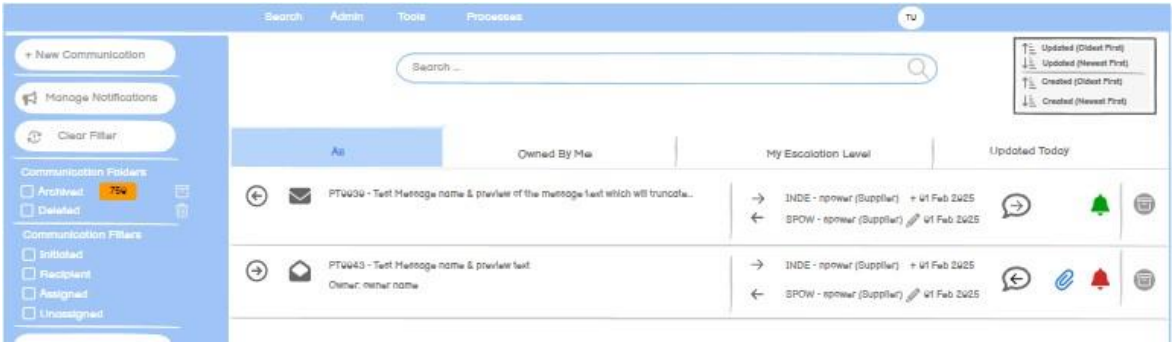
FIGURE: Sorting Function Buttons



3.4.4.4 Sorting UI Element Placement

The **Sorting UI Element** will be placed in the top right corner of the communications screen.

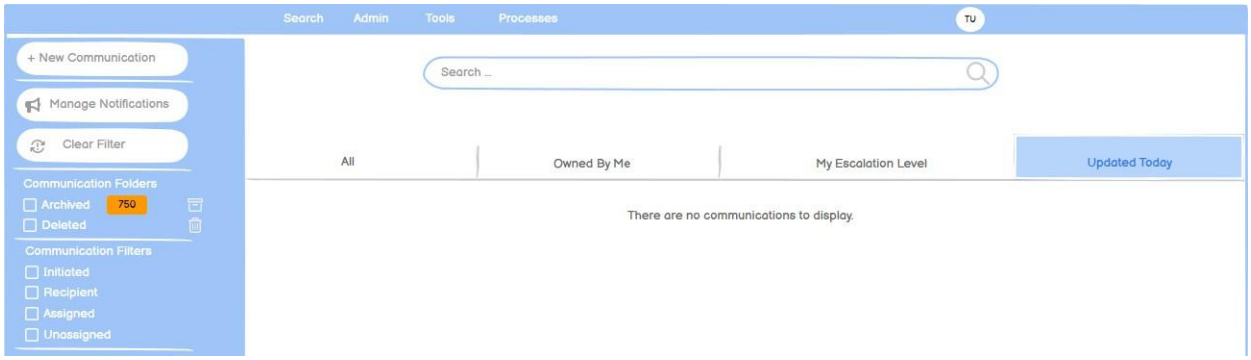
FIGURE: Sorting Function Buttons placement



If no records displayed in the tab being viewed, the user is currently be shown the message:

'There are no communications to display'. In this instance the **Sorting UI Element** will not be displayed.

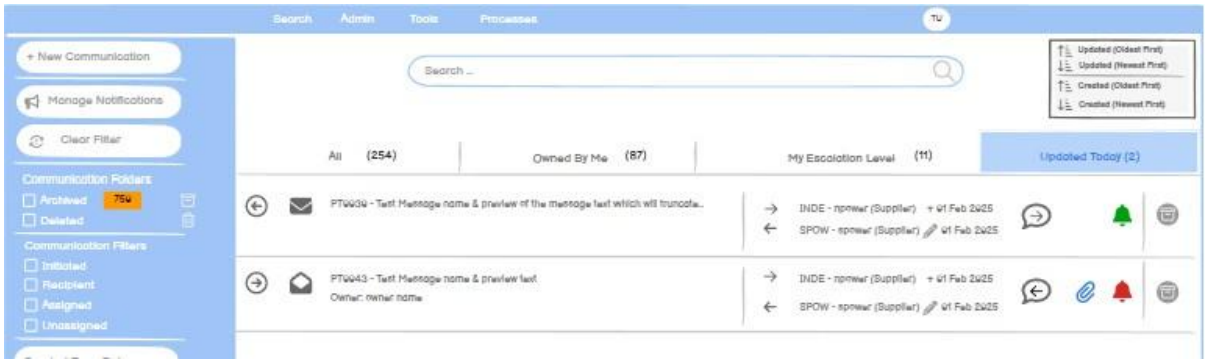
FIGURE: Sorting UI Element removed when no communications are displayed.



3.4.5 Enhanced Query Function

When a user applies any filter in the side panel filters, all four tabs will display the filtered number of records. In the example below, the tabs contain 254, 87, 11 and 2 records respectively.

FIGURE: Filtered record count in Communications List View


Search
Admin
Tools
Processes
+ New Communication
Manage Notifications
Clear Filter
Communication Folders
Archived
754
Deleted
Communication Filters
Initiated
Recipient
Assigned
Unassigned
Search ...
Updated (Oldest First)
Updated (Newest First)
Created (Oldest First)
Created (Newest First)
All (254)
Owned By Me (87)
My Escalation Level (11)
Updated Today (2)
PT0039 - Test Message name & preview of the message text which will truncate...
INDE - npower (Supplier) + 01 Feb 2025
SPOW - spower (Supplier) 01 Feb 2025
PT0043 - Test Message name & preview text
Owner: owner name
INDE - npower (Supplier) + 01 Feb 2025
SPOW - spower (Supplier) 01 Feb 2025

3.5 Email Notifications

3.5.1 Status Change

ID	NAME	DETAIL
R6	Email Notification	As an SDEP user, I want the assigned owner (if any) in other party to receive an email notification when the status of a communication has been changed, based on the frequency selected in 'Manage Notifications'.
R6.1	Enhanced Notification Emails	As an SDEP User, I want the unique SDEP case number and Process Type (PT) reference for the relevant communication to be included in notification emails so that resolutions can be managed more efficiently.

When a party changes the status of communication via the Send Message functionality, the assigned owner (if any) in the recipient party will receive an email notification detailing their new status and the status of the other party.

3.5.2 Raised Incorrectly text

When the status of the request for the other party has been set to RAISED INCORRECTLY, the email will also contain some default text explaining why a communication *can* be flagged as raised incorrectly.

3.5.3 Enhanced Notifications

All emails will include the communications unique SDEP case number and the Process Type name and number.

Placement

The SDEP Case Number and Process Type name and number will appear in the body of the email.

3.6 Audit Log

ID	NAME	DETAIL
R7	Audit Log - Status	As an SDEP user, I want the assignment of the status or a change of a communication's status to be recorded in the audit log, so that I can track status updates and ensure accountability and traceability.
R12	MPxN Count	Changes to the (MPxN Count) field are captured in the audit log.
R14	Automatic Archiving	Any communication that has been open for longer than 12 months will be automatically marked as Solved by the system and moved into the archive folder, so that outdated communications are closed without requiring manual intervention

All actions currently recorded in the audit history will continue to be recorded. There are no changes to the format of the data presented in the Audit History (Date / time stamp, Action [e.g., creation of a communication], Username [user who performed the action]).

3.6.1 Audit Log – Status Change

Usage

The status of a communication will be recorded and available to view in the Audit History. This will happen when the communication is created and when the status of the communication is subsequently changed by either party.

3.6.1.1 Created

DATE/TIME STAMP: as per current functionality.

ACTION: “Communication created ” + status (only the status for user creating the communication to be recorded).

USERNAME: user creating the communication.

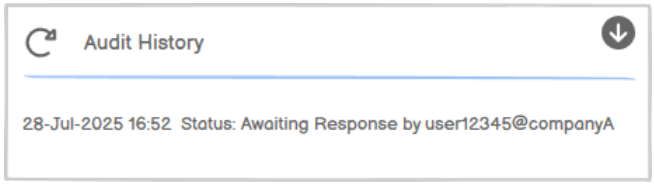
3.6.1.2 Status Updated

DATE/TIME STAMP: as per current functionality.

ACTION: “Status change ” + status (only the status for user changing the communication to be recorded).

USERNAME: user creating the communication.

FIGURE: Audit History showing status change logging



3.6.2 Audit log - MPxN Count

Usage

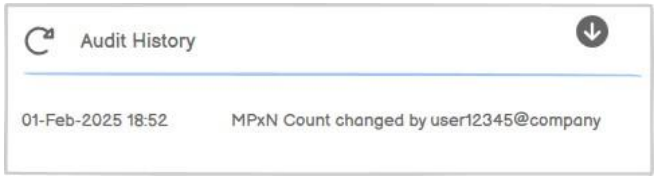
Logged when the initiating party changes the value of the MPxN Count field.

DATE/TIME STAMP: as per current functionality.

ACTION: “MPxN Count changed”

USERNAME: as per current functionality

FIGURE: Audit History showing MPxN Count change logging



3.6.3 Audit Log – Automatic Archiving

The audit history of the affected communication will be update when it is subject to automatic archiving.

DATE/TIME STAMP: as per current functionality.

ACTION: “Communication automatically archived after being open for more than 12 months”

USERNAME: “System Action”

3.6.4 Audit Log – Escalate To Code Manager

Descoped as this would make the status visible to both parties.

3.7 Selecting MPID

ID	NAME	DETAIL
R8	Current MPID selection process	As an SDEP User, when raising a new query, I want to be able to search by Company Group first, rather than searching directly by MPID, this will allow me to identify the appropriate MPID from within the relevant company group, ensuring I can proceed even if I do not know the MPID in advance.
R8.1	New MPID selection process	As an SDEP User, when raising a new query, I want to be able to search im-mediately by MPID rather than through Company Group, so that I can save time when raising a query as it is more likely that the MPID is known, and the Company Group is unnecessary if you know the MPID.

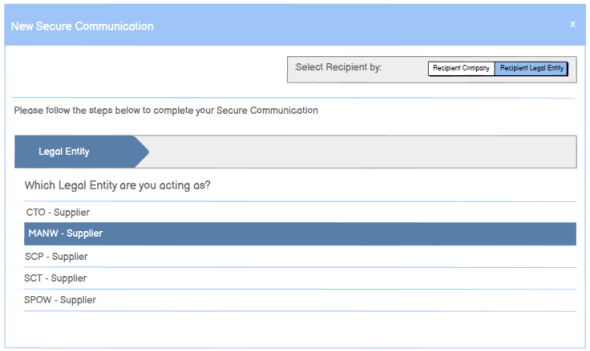
3.7.1 Current MPID selection process

The process as described in the current state will remain unchanged and will be available to all users that can currently use this functionality.

3.7.2 New MPID selection process

A shorter process will be available for the user to follow, which will remove from the process the need for the user to select the Recipient Company step. This process will require the user to select Legal Entity, Process Type and Recipient Legal Entity, as shown in the three steps below:

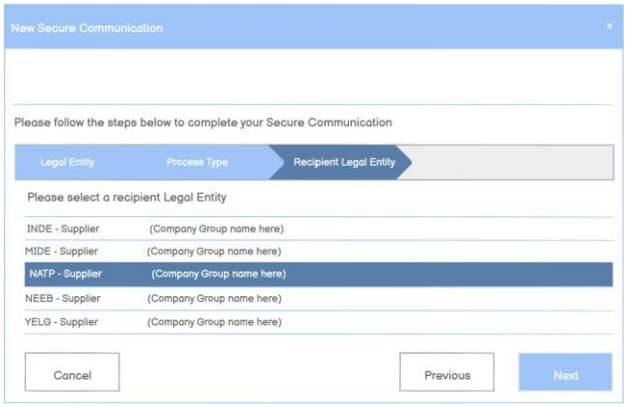
1. **LEGAL ENTITY** – The user is presented with the MPID(s) in their Company Group. The user will select the appropriate MPID.



2. **PROCESS TYPE** – The user selects a single process type from the available options.

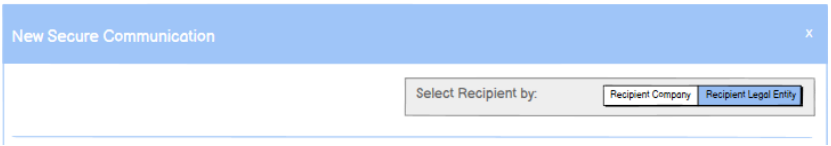


3. **RECIPIENT LEGAL ENTITY** – The user is presented with the MPID(s) in the Recipient Company. The user will select the ap-propriate MPID. For reference, the company group details will be included in the drop-down list.



The New Secure Communication page will have a button that allows the user to choose between the Current MPID Selection Process (Recipient Company button) and the Truncated MPID Selection Process (Recipient Legal Entity button).

FIGURE: New Communication Screen with button to toggle between current process and truncated process



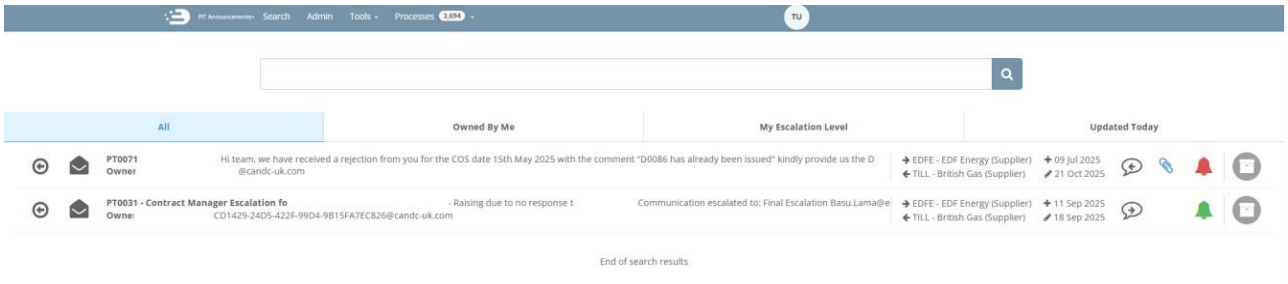
The users' preference will be saved between sessions so that once a selection is made it will be applied until that selection is changed.

3.8 Readability of Fields

ID	NAME	DETAIL
R9	Readability of Fields	As a SDEP User, I want the text to have reasonable readability (e.g. not overly truncated with all spacing removed), so that cases can be progressed and resolved more efficiently.

3.8.1 Current View

Figure showing current real estate layout in the Communications List View.



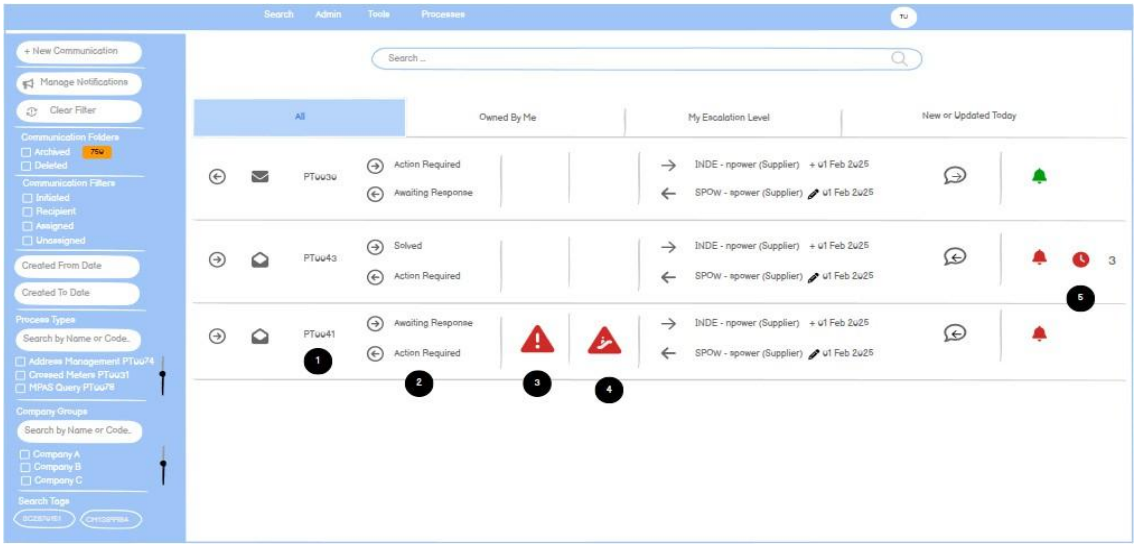
The proposed changes to the Communications List View mean that some changes to how items in the list are displayed will be required in order to allow accommodate the information.

3.8.1.1 Message Preview

Currently the comprises of the process type number, title of the communication and a preview of the initial message text. The proposal is that this is amended to include only the reference to the process type number. This would free up space to allow the screen to display the following:

1. Abridged process type number
2. Status
3. Raised In Error Icon
4. Escalated to Code Manager Icon
5. Escalation SLA counter

Figure showing proposed real estate layout in the Communications List View.



3.9 Assignment of Owner

ID	NAME	DETAIL
R10	On/off setting	As an SDEP User, I want the option to switch on or off the automatic assignment of the raiser as the communication owner for my company group, so that I can choose whether ownership is set automatically or manually.
R10.1	Raising communications and assignment of owner	As an SDEP user, when automatic assignment of the raiser of the communication is enabled, I want the flexibility to amend or remove the assigned ownership at the time of raising a communication or at a later stage, so that ownership can be managed ac-accurately and efficiently.
R10.2	When user leaves and access is removed	As an SDEP User, I want the system to automatically notify the MAU when a user assigned to a communication leaves the organization or has their access removed, so that ownership can be reassigned promptly and SLAs remain unaffected.
R10.3	Temporary reassignment of users	As a MAU , I want the ability to temporarily reassign ownership of communications to another user for a defined period of time (E.G when the user is away) so that all new and reassigned communications are automatically directed to the substitute owner during that period.

3.9.1 R10 – On / off setting

The ability to have an on / off setting is required for each user.

Access

The on / off function will be stored against the users profile, which can be accessed via the Admin / Users / menu path.

3.9.2 R10.1 Raising communications and assignment of owner

Functionality Management

1. The MAU will be able to manage the setting for all users.
2. Users with admin rights will be able to manage the setting for their own profile and all users without admin rights.
3. Users without admin rights will not be able to manage their own setting.

Figure: Automatic Assignment of Owner



3.9.3 R10.2 When user leaves and access is removed

When a user profile is deleted from SDEP, the deletion must trigger the removal of the users' ownership of all live communications.

The removal will be recorded in the individual communications audit history. A removal of ownership will allow the communications to be viewed in the communications list view UPDATED TODAY tab. The affected communications can also be identified by using the UNASSIGNED FILTER.

3.9.4 R10.3 Temporary reassignment of users

Descoped, 21/10/2025

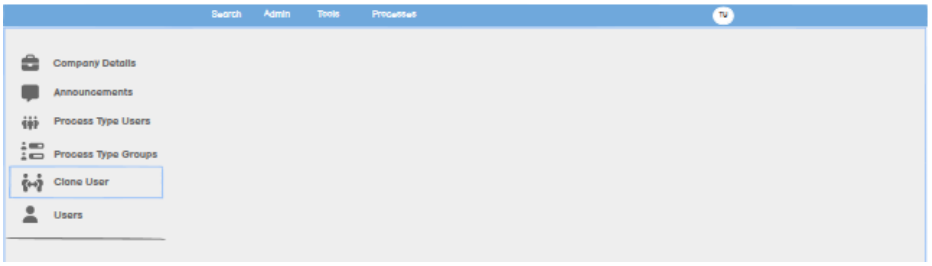
3.10 Assignment of Users

ID	NAME	DETAIL
R11	Assignment of Users	As a MAU user, I want the ability to easily assign, manage, and update users' access to MPIDs and Process Types within my Company Group, so that I can configure and maintain assignment quickly and accurately.
R11.1	User Clone function	As a Master Administrative User (MAU), I want to clone an existing user's profile so I can apply the same configuration to one or more other users quickly and accurately without manual re-selection.

In addition to the existing **Process Type Users** functionality accessed via the SDEP Admin function, two new pieces of functionality will be available to allow process types to be added or removed from a users' account.

The Clone User and Process Type Groups will be accessed from the Admin menu.

FIGURE: Process Type Groups and Clone User options added to the admin menu



3.10.1 Process Type Groups

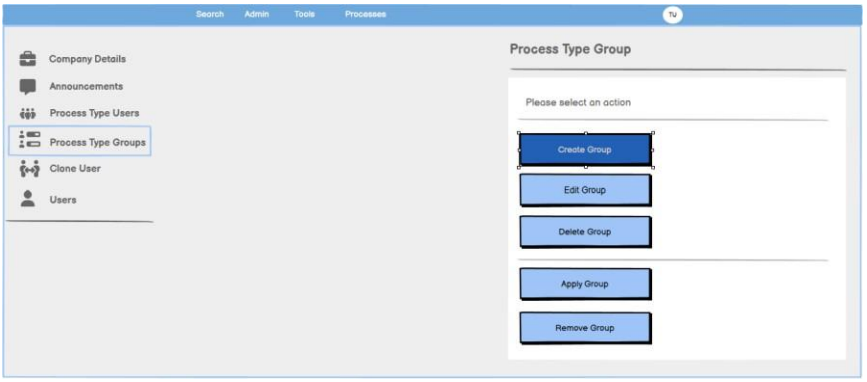
A process type group will be a MAU-created grouping of process types that can be applied to a users' profile, removing the requirement to apply each process type individually as per current functionality.

This functionality will the MAU to create, view, edit, delete process type groups, as well as apply or remove a process type group from a user's profile.

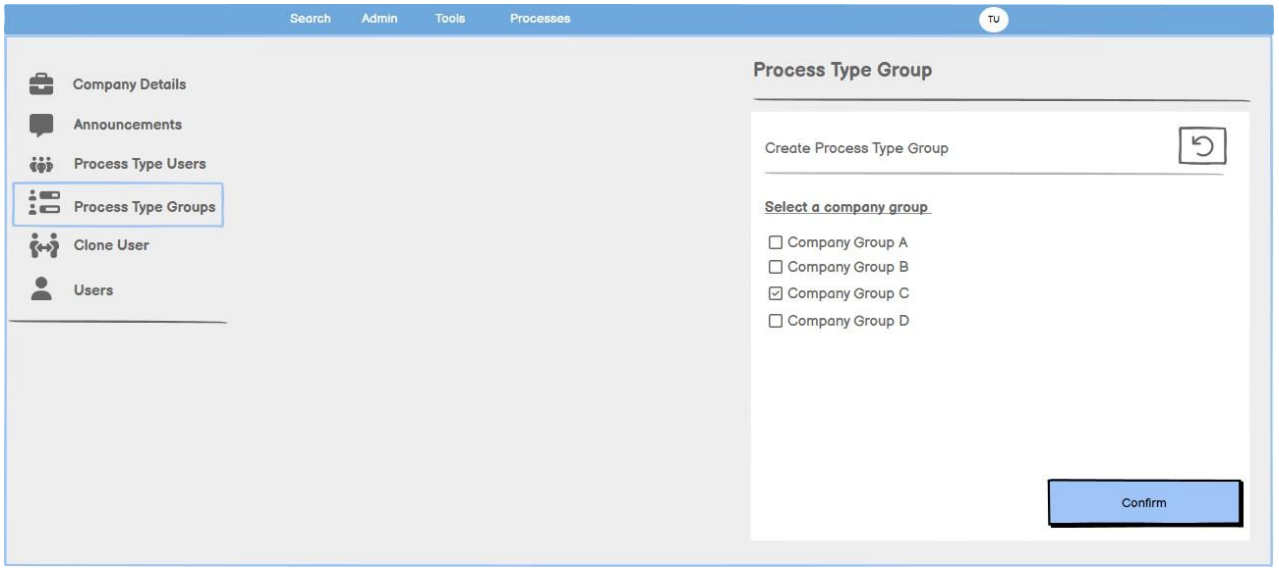
Selecting Process Type Groups from the open a new panel with menu buttons. The Create Group button will be persistent, whereas the amend group, delete group, apply group and remove group buttons will be available when a process type group exists.

3.10.1.1 Create a Process Type Group

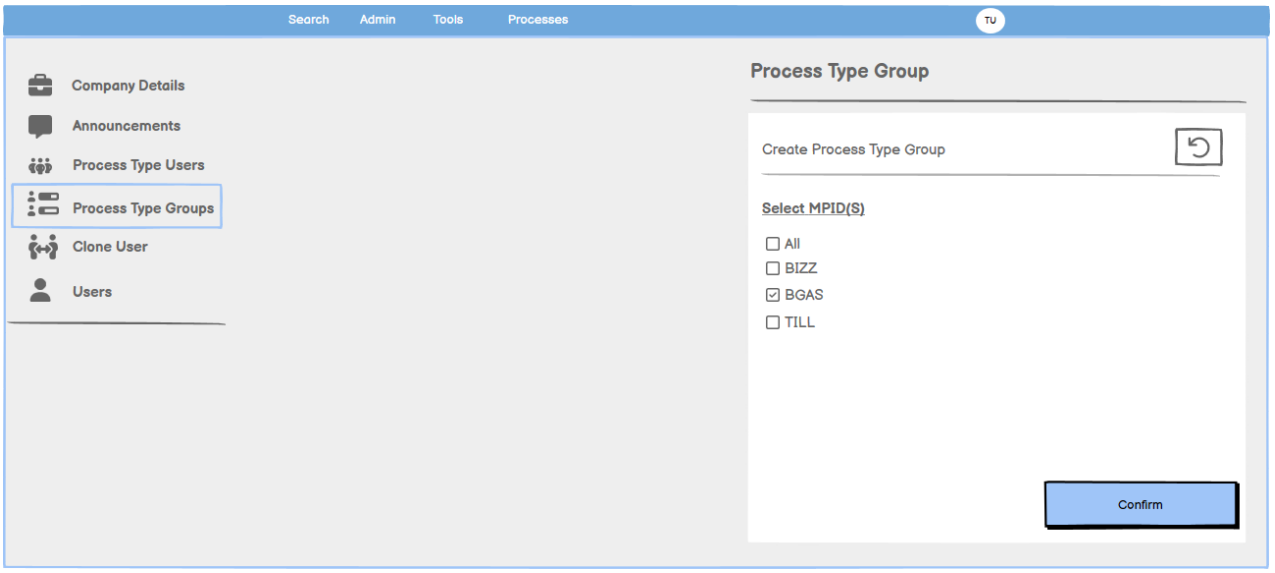
1. **SELECT CREATE GROUP** – The MAU selects the Process Type Groups option from the Admin Menu and selects the CREATE GROUP option.



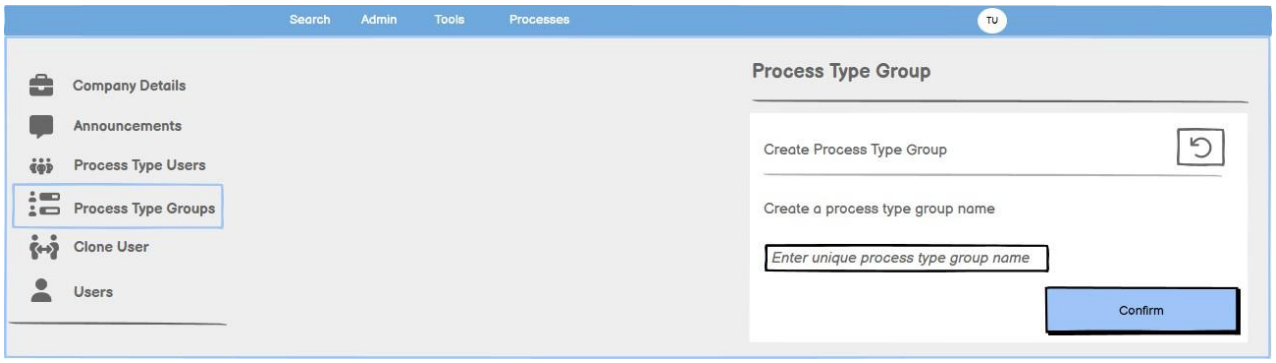
2. **SELECT COMPANY GROUP** - The MAU will be presented with a list of company group(s) that they administer. The MAU will be required to select a single company group to which the process group will be applied.



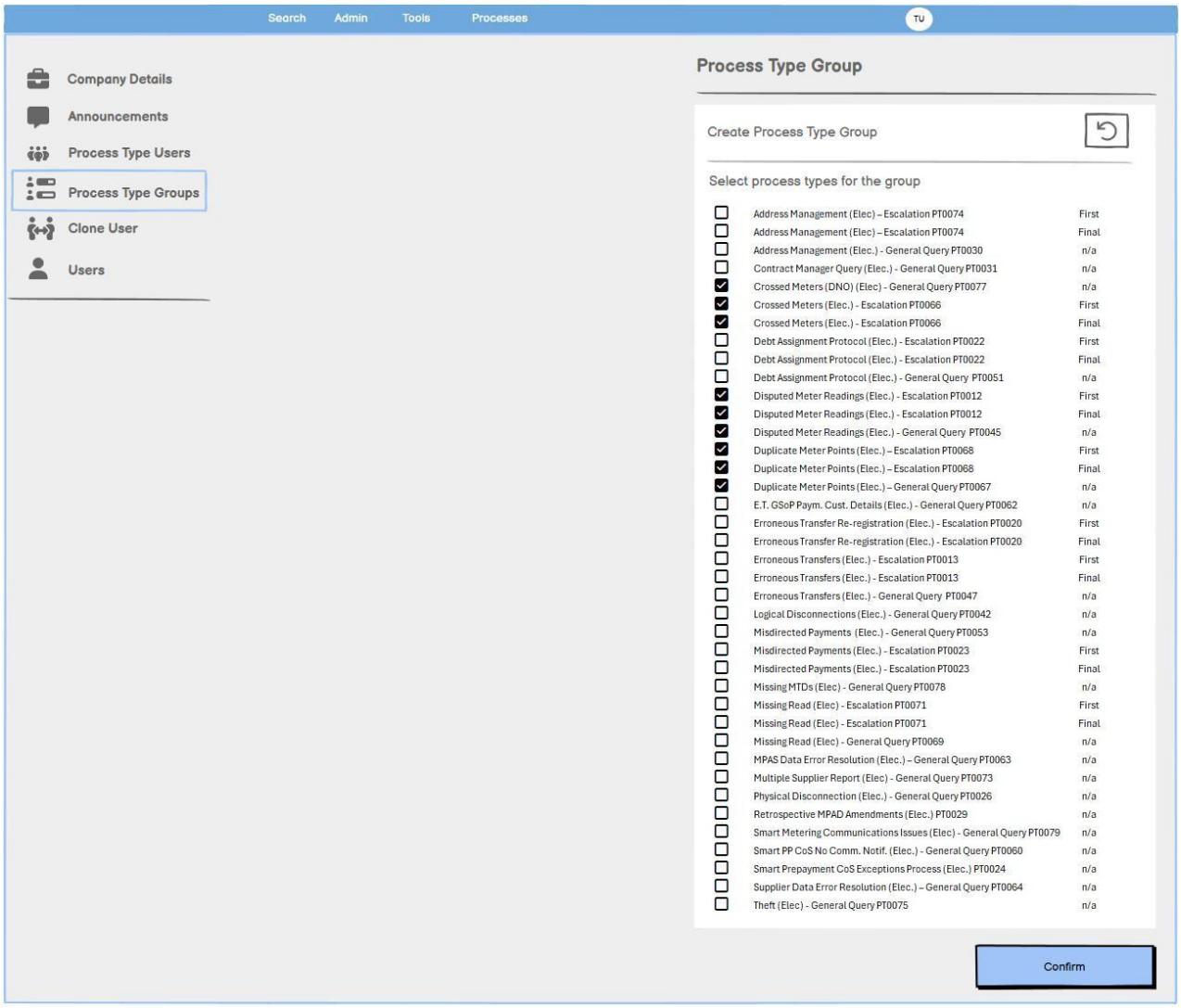
3. **SELECT MPID(S)** – For the selected company group the MAU can specify which MPID(S) the process group will be created.



4. **CREATE GROUP** – The MAU will be required to select a name for the process type group. The name must be unique to the selected company group.



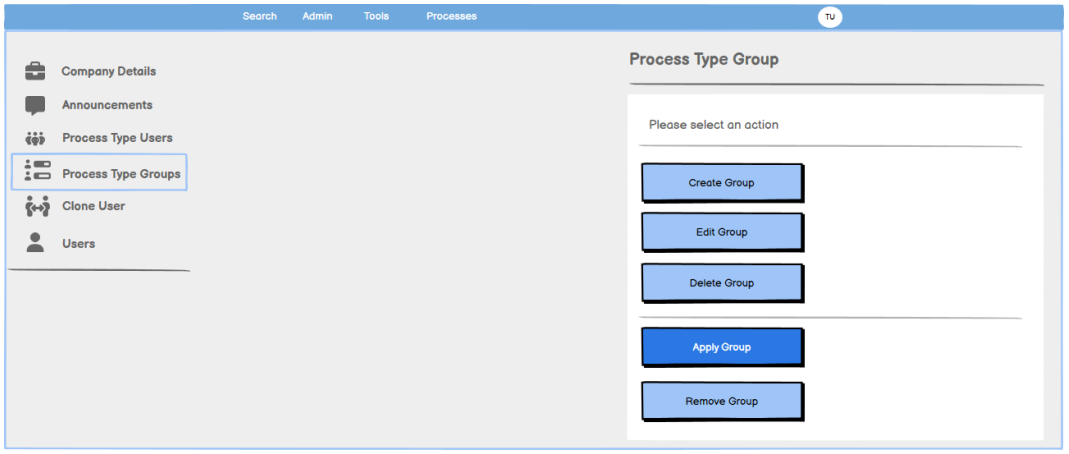
5. **SELECT PROCESS TYPES** – The MAU will be presented with a list of all process types that can be added to the group. Where the process type is an escalation process type, the available escalation levels will be shown. The MAU will select CONFIRM to complete the process.



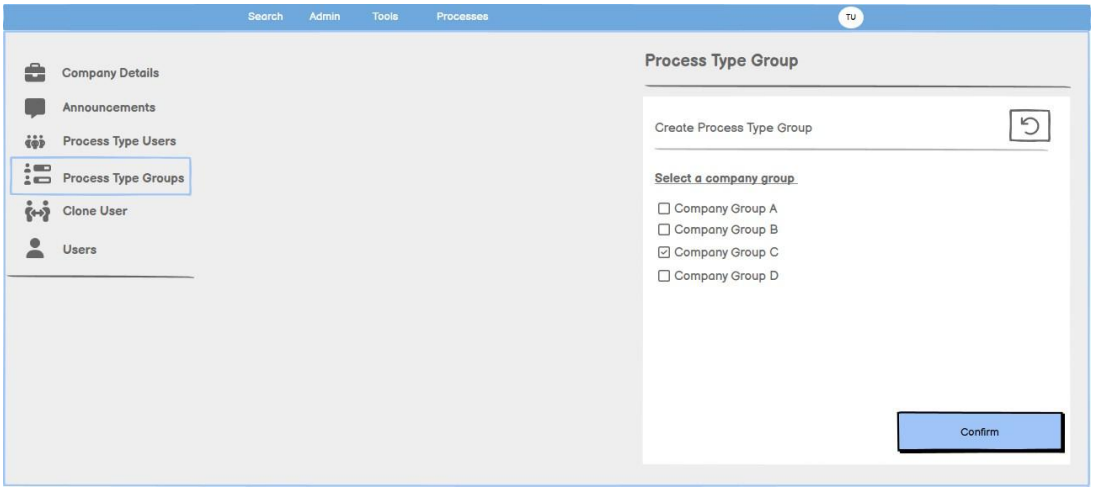
3.10.1.2 Apply Process Type Group

This process will be used to assign the Process Type Group profile to one or more SDEP users in the selected company group.

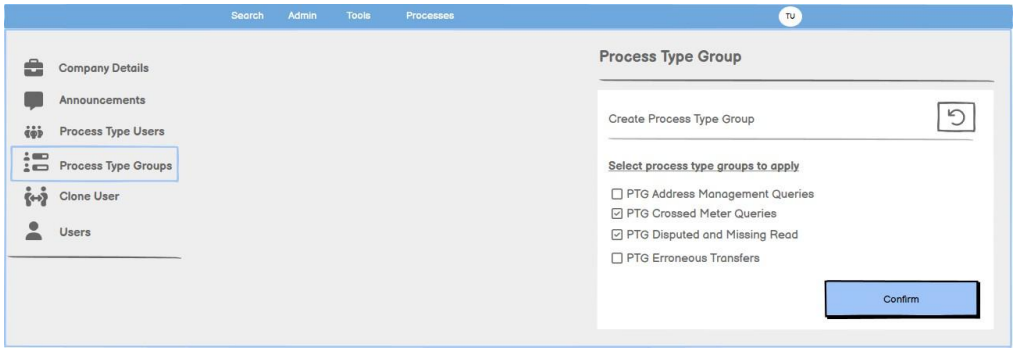
1. APPLY GROUP – The MAU selects the Process Type Groups option from the Admin Menu and selects the APPLY GROUP option.



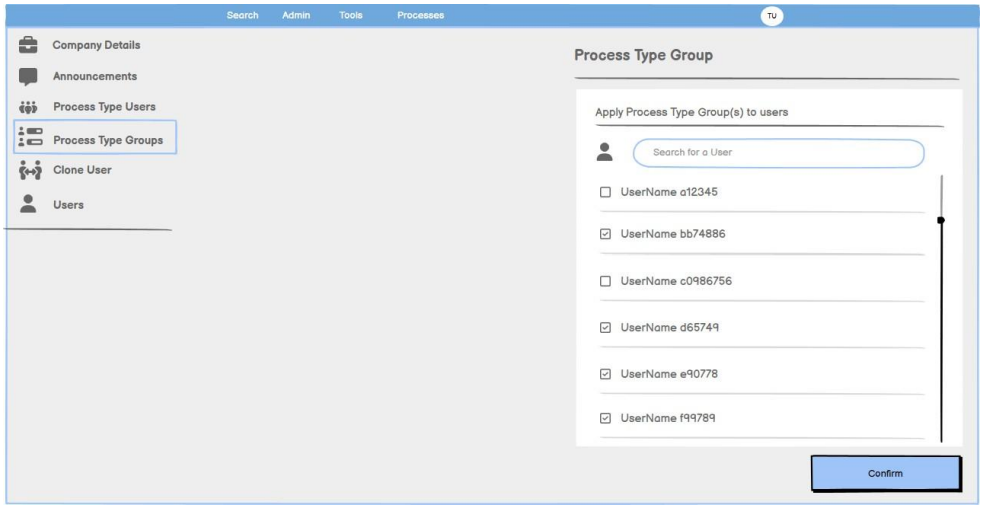
2. SELECT COMPANY GROUP – MAU selects the company group. Only one can be selected.



3. SELECT PROCESS TYPE GROUPS – the MAU will be presented with all active Process Type Groups available for the selected Company Group. MAU makes appropriate selection and confirms.



4. SELECT USERS – the MAU is presented with a list of users for the selected company group to which the Process Type Group(s) profiles will be applied. The MAU selects CONFIRM to complete the process.



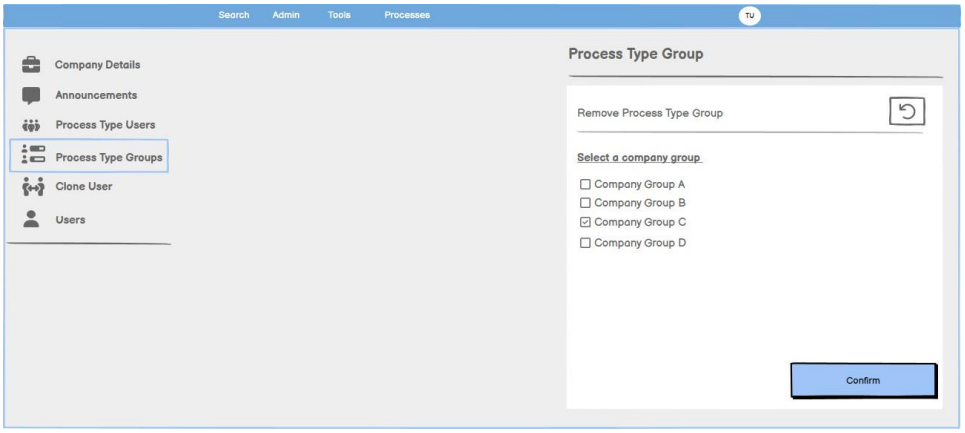
3.10.1.3 Remove Process Type Group

This process will be used to remove a selected Process Type Group profile from one or more SDEP users in the selected company group from.

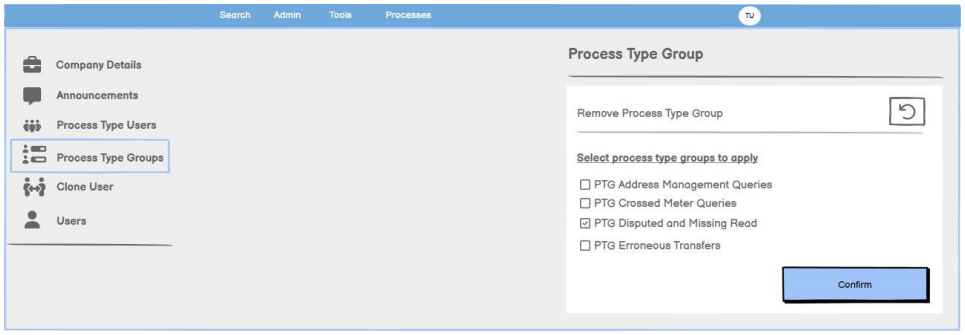
1. **REMOVE GROUP** – The MAU selects the Process Type Groups option from the Admin Menu and selects the REMOVE GROUP option.



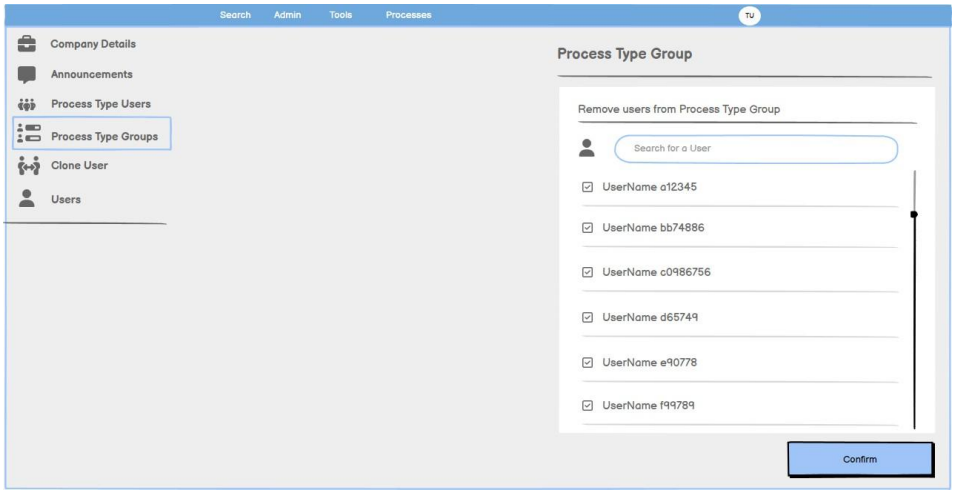
2. **SELECT COMPANY GROUP** – MAU selects one company group from the presented list and confirms selection.



3. **SELECT PROCESS TYPE GROUP** – MAU selects a single Process Type Group from the presented list and confirms selection.



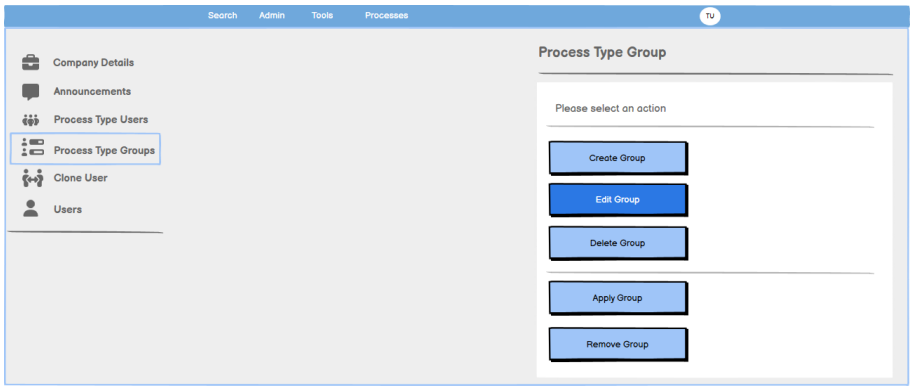
4. **REMOVE USER(S)** – MAU is presented with a list of users that currently have the selected Process Type Group profile applied to their profile. The MAU will deselect the users to be removed, and press Confirm to complete the process.



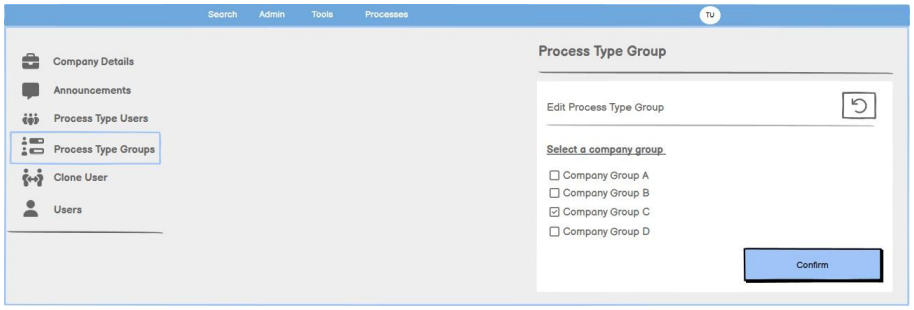
3.10.1.4 Edit Process Type Group

This process will facilitate the addition or removal of Process Types to / from an existing Process Type Group. Changes made to a Process Type Group will be applied to all users currently assigned to that group. I.e., process types added to the Process Type Group will be automatically added to all users assigned to that group. Conversely, any process types removed from the Process Type Group will be removed from the affected users' profile.

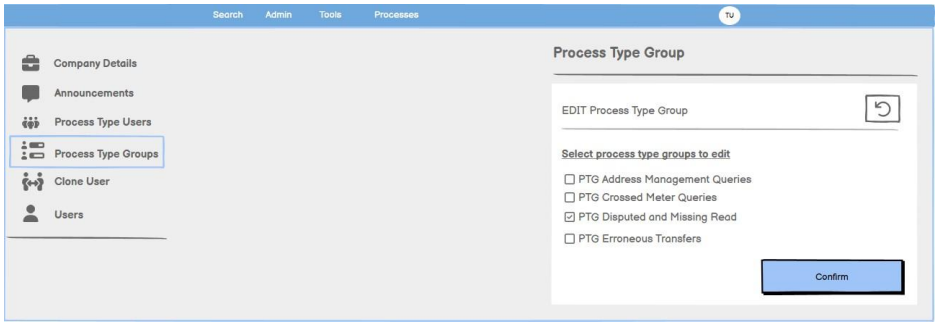
1. **SELECT EDIT GROUP** – The MAU selects the Process Type Groups option from the Admin Menu and selects the EDIT GROUP option.



2. **SELECT COMPANY GROUP** – MAU selects one company group from the presented list and confirms selection.

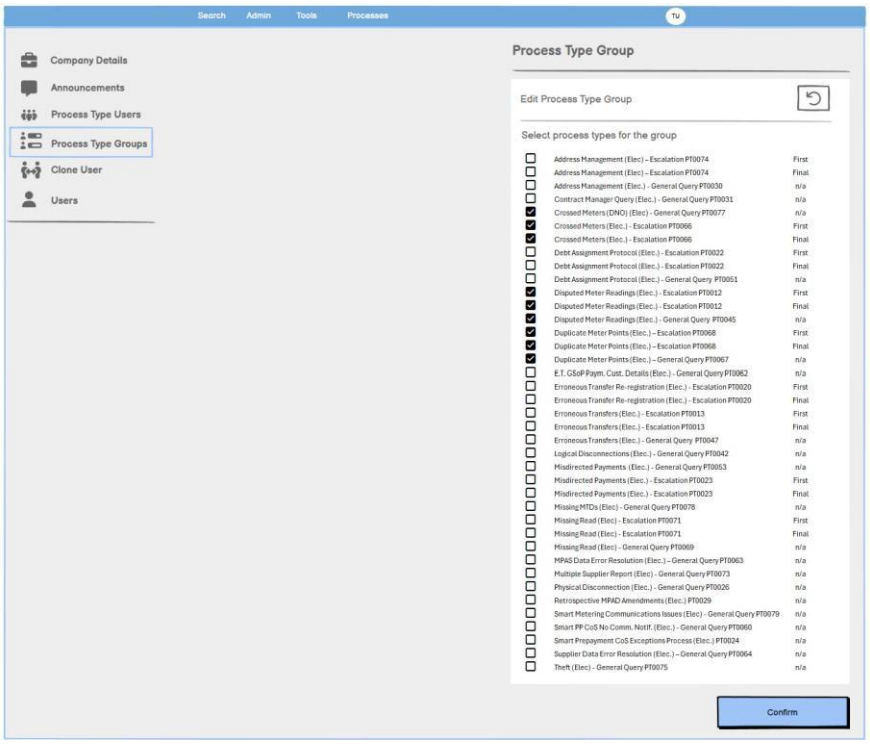


3. **SELECT PROCESS TYPE GROUP** – MAU selects a single Process Type Group from the presented list and confirms selection.



4. **SELECT / DESELECT PROCESS TYPES** – The MAU is presented with a list of all process types that can be added to or removed from the group. Where the process type is an escalation process type, the available escalation levels will be shown. Where a Process Type is currently checked it is included in the Process Type Group. Unchecking the box will remove the Process Type from the Process Type Group. Conversely, checking an unchecked Process Type will add it to the Process Type Group.

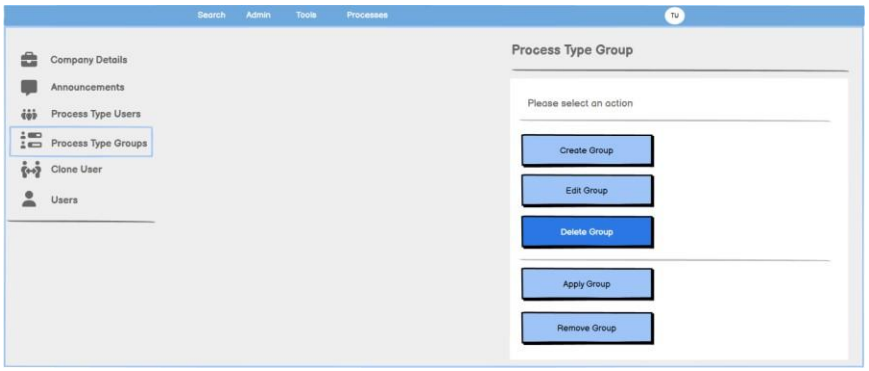
The MAU will select CONFIRM to confirm the changes and complete the process.



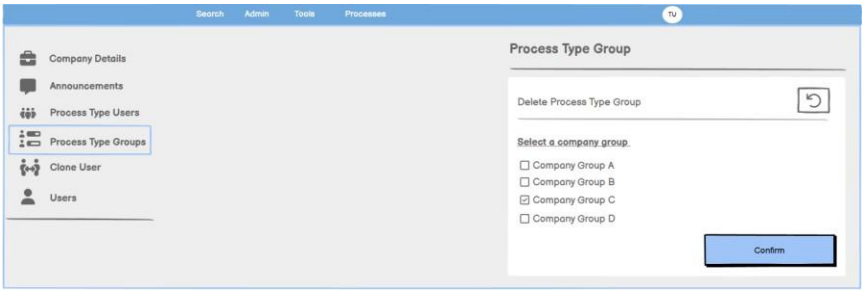
3.10.1.5 Delete Process Type Group

This process will facilitate deletion of an existing Process Type Group. Deleting a Process Type Group will remove all users access to the process types contained in the Process Type Group that is deleted.

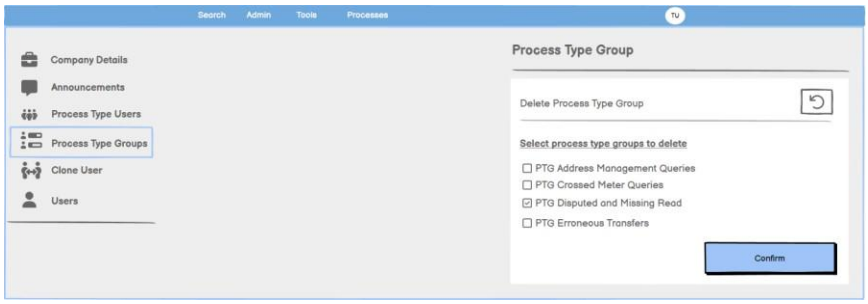
1. SELECT DELETE GROUP – The MAU selects the Process Type Groups option from the Admin Menu and selects the DELETE GROUP option.



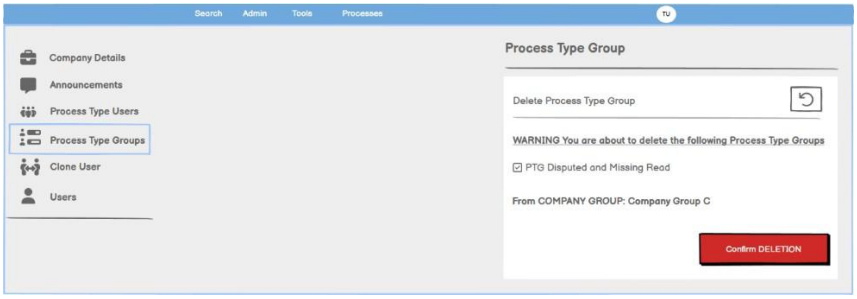
2. SELECT COMPANY GROUP – MAU selects one company group from the presented list.



3. SELECT PROCESS TYPE GROUP – MAU selects a single Process Type Group from the presented list and confirms selection.



4. CONFIRM DELETETION – As a safety step, the MAU is presented with summary of the proposed deletions and is requested to confirm deletion.

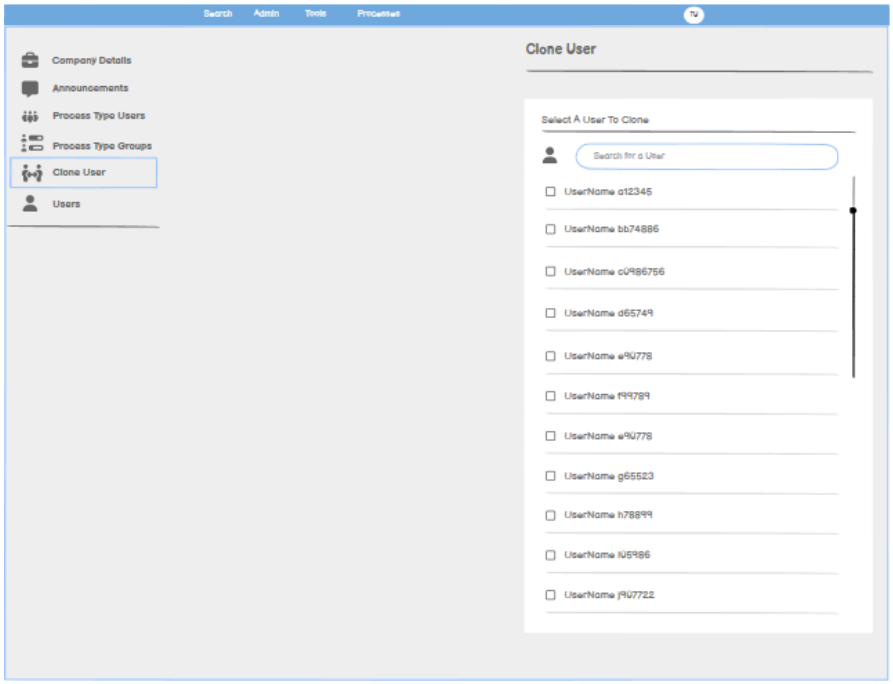


3.10.2 Clone User function

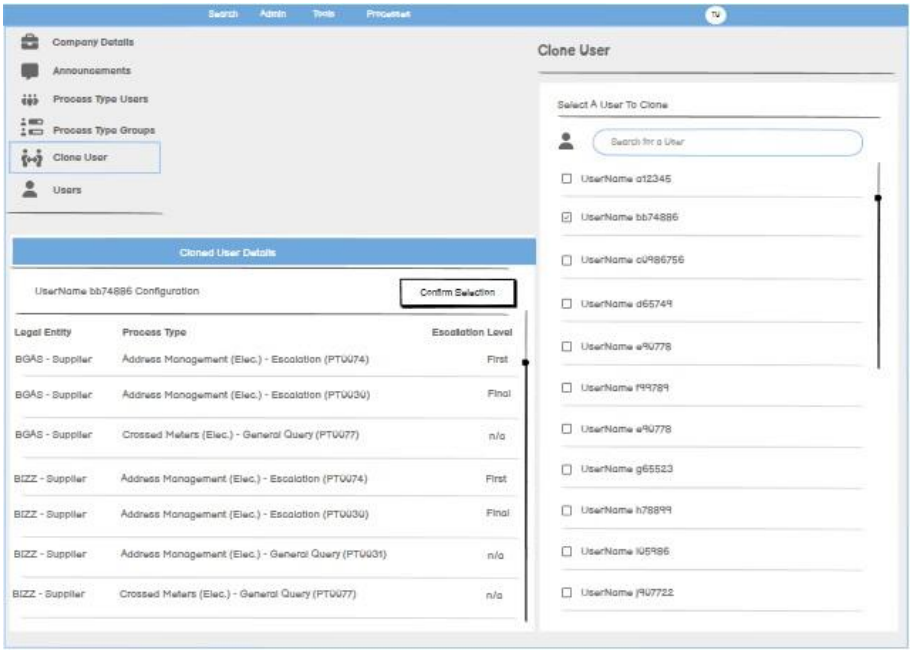
This will allow the Master Admin User (MAU) to select a single user from their Company Group and apply that users' profile to multiple users, where profile is defined as the combinations of Legal Entity and Process Type(s) to which the single user has access.

The cloned user and recipient users must exist in the same Company Group.

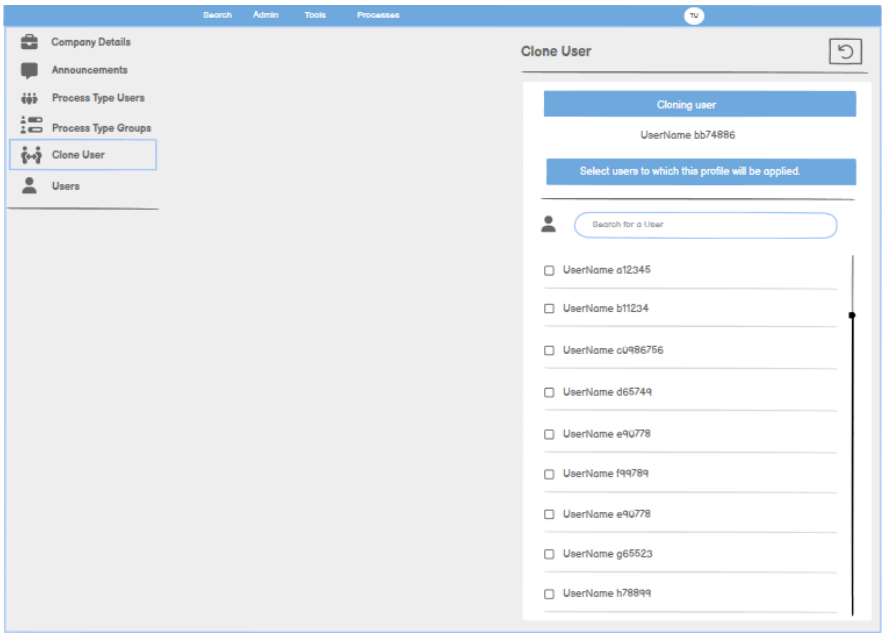
1. **SELECT A USER TO CLONE**. A panel opens displaying a list of users in the company group(s) that the MAU administers. A search box allows the MAU to search for users by name, and a scroll bar allows the MAU to browse the list of users.



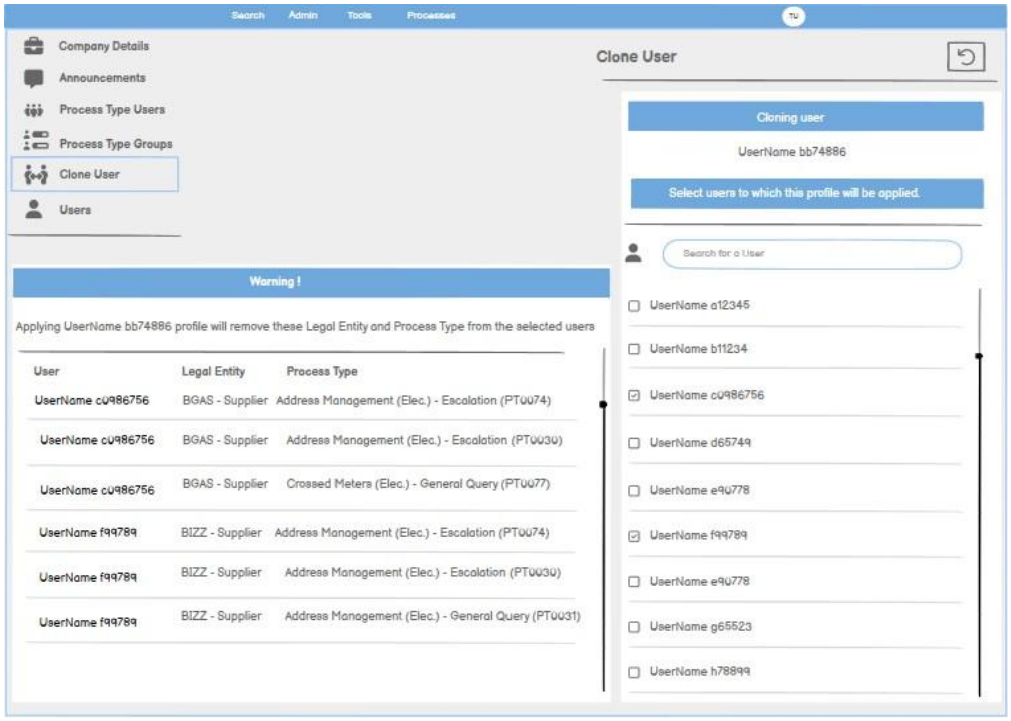
2. **CLONED USER DETAILS**. Once the MAU selects a user, a new panel entitled 'Cloned User Details' appears. The panel will display the selected user's username, Legal Entities to which they have access, the Process Types which they can access for each Legal Entity and where appropriate, the escalation levels available to the user for escalation process types. The MAU can select a different user at this stage from the users listed in the SELECT A USER TO CLONE panel which will update the CLONED USER DETAILS panel with data the newly selected user.



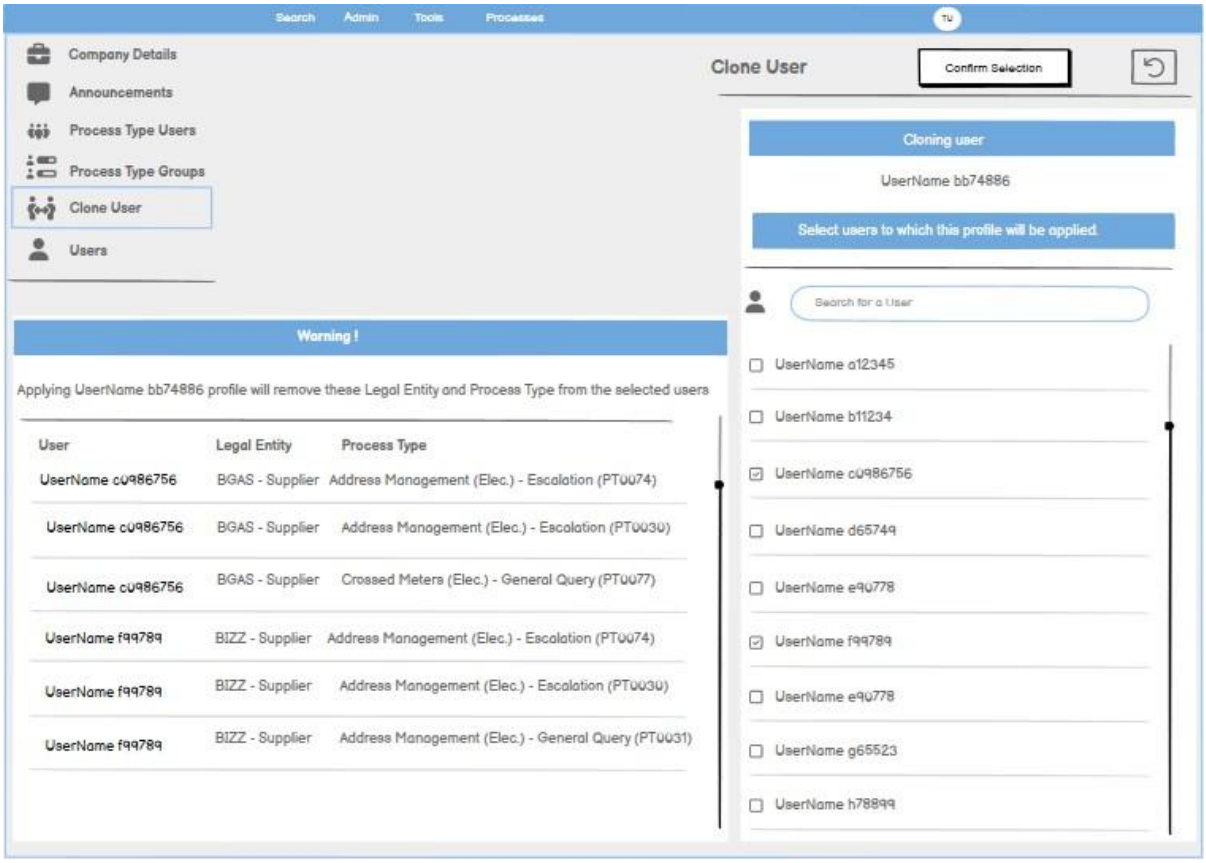
3. **CONFIRM SELECTED USER TO BE CLONED.** When the MAU confirms the user to be cloned, a new panel opens up with a list of users that currently DO NOT have the same user profile as user whose profile is being cloned. The MAU can return to the previous page by using the back button



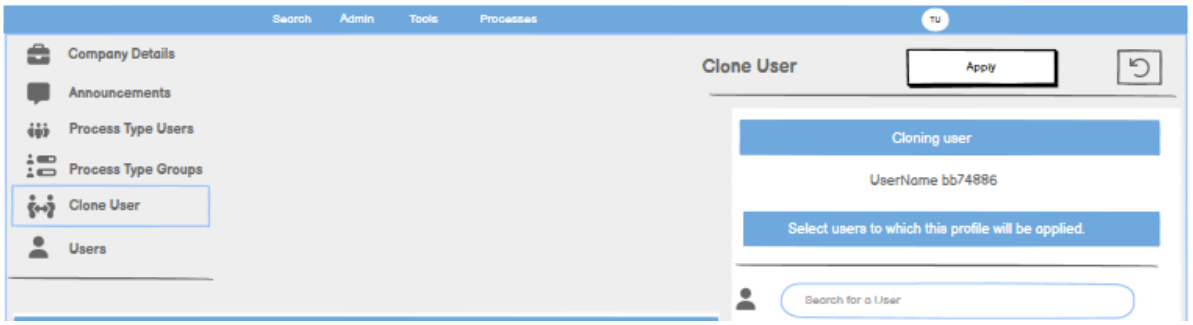
4. **CHOOSE CLONING CANDIDATE(S).** The MAU can now select users to which the clone profile will be applied. As these users' profile may currently contain Legal Entity(s) and Process Types that are not in the cloned profile, SDEP will list details of what will be removed when the cloned profile is applied.



5. **CONFIRM SELECTION.** Once the MAU has selected at least one user to have the cloned profile applied to a button in the top right corner of the screen will allow the MAU to confirm their selection.



6. **APPLY** - Having confirmed their selection, the MAU will be presented with a button to apply the changes. The back button is present to allow the MAU to navigate to the previous page.



3.11 MPXNs – Sender Data Item

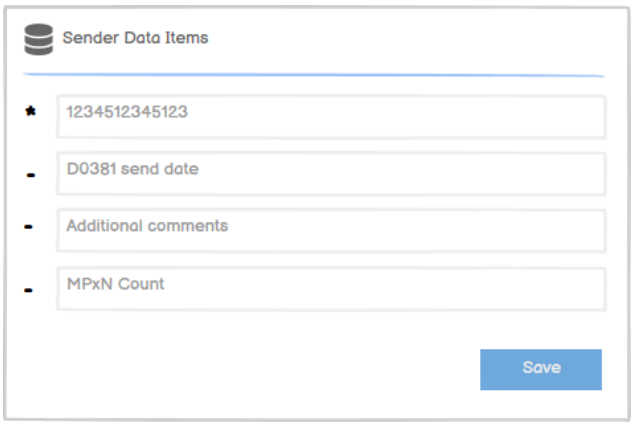
ID	NAME	DETAIL
R12	New field for number of MPXNs	As an SDEP User, I want to be able to enter and/or view the number of MPXNs related to a single Communication, so that I can understand the resource required to process the query, including for assurance purposes

This will be a new, non-mandatory field in the Sender Data Items section of a message that will be available for use with every process type. The field will be numerical and accept a value between 1 and 99,000.

The MPxN Count field can be edited at any time by the party initiating the communication and read only for the recipient party.

Changes to the field by the initiating party will be captured in the Audit History.

FIGURE: MPxN field in the Sender Data Items



Affected Process Types

All Supplier gas, Supplier electricity and Distributor process types.

3.12 Original Query reference for CMGQs – Sender Data Item

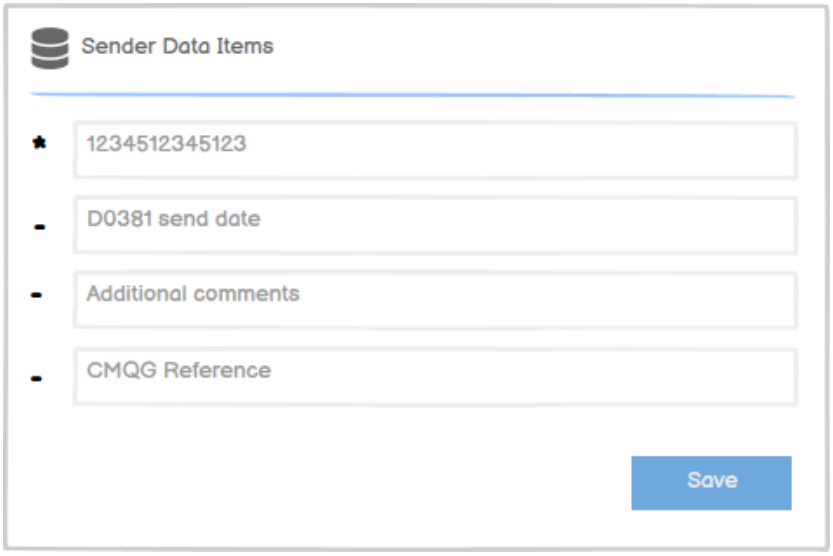
ID	NAME	DETAIL
R13	Original Query reference for CMGQs	As an SDEP User, I want to be able to easily link a Contract Manager General Query with another SDEP communication that is be related to it, so that the history of the query can be easily views and resolved quicker.

This will be a new, non-mandatory field in the Sender Data Items section of a message that will be available for use with every Contract Manager General Query PT process type.

The Original Query reference for CMGQs will be alpha/numeric and accept a value up to XXXX characters in length.

The field can be edited at any time by the party initiating the communication and read only for the recipient party. Changes to the field by the initiating party will be captured in the Audit History.

FIGURE: CMGQ Reference field in the Sender Data Items



Affected Process Types

Contract Manager Query (Elec.) - General Query PT0031

Contract Manager Query (Gas) - General Query PT0043

3.13 Other - Archiving

ID	NAME	DETAIL
R14	Other – Archiving (after 12 months)	Any communication that has been open for longer than 12 months will be automatically marked as Solved by the system and moved into the archive folder, so that outdated communications are closed without requiring manual intervention.

Any communication that has been open for longer than 12 months will be automatically marked as Solved by the system and moved into the archive folder, so that outdated communications are closed without requiring manual intervention.

See also Audit Log section.

3.14 Raw Data

ID	NAME	DETAIL
R15	Raw data extract - Contents	As an SDEP user, I want to be able to extract communication data based on customised parameters that I can set, so that I can generate a comprehensive view of all relevant communications and manage them more effectively.
R15.1	Raw data extract - Access	As an SDEP user, I want only users with relevant permissions to be able to see and access the Raw Data Extract functionality, so that access to sensitive or restricted data is controlled and limited to authorised users only.

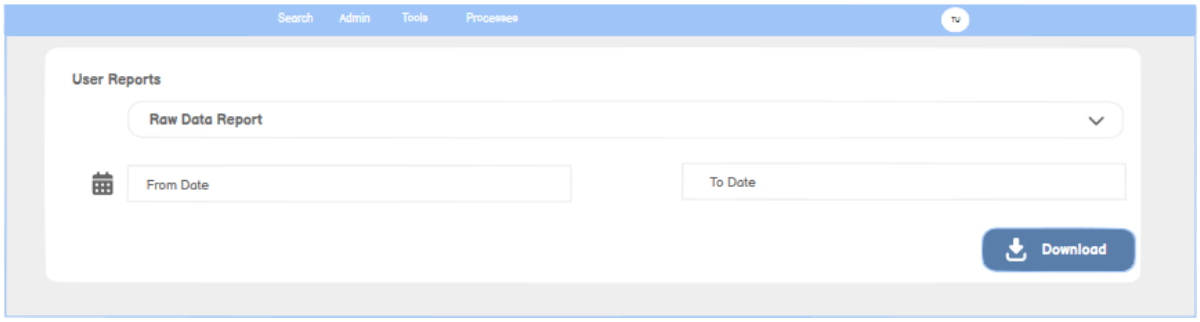
3.14.1 Content

There are currently 33 unique data items (see Appendix for full list) used by 40+ process types. In addition to these data items, the report will include the users company group, MPID and relevant process type related to the data.

The report interface will support a date range picker based on communication created date.

The ability to download the report in CSV format is required.

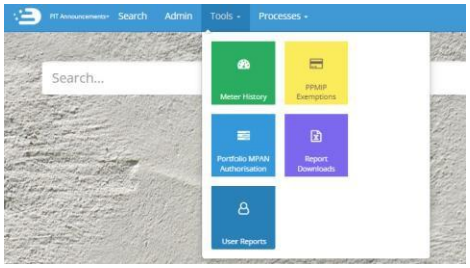
Figure: Raw Data proposed interface



3.14.2 Access

The Raw Data report will be access via the Tools / User Reports menu path. User access will be restricted as per currently arrangements – users with Admin rights will be able to use the reports.

Figure: Raw Data report location



3.15 Standard Reports

ID	NAME	DETAIL
R16	Standard Reports - General	As an SDEP user, I want access to one additional standard report (High level), so that I can gain varying level of insight into communication progress and manage my SDEP communications to resolution.
R16.1	Standard Reports - Access	As an SDEP user, I want only users with the appropriate permissions to be able to view and access the Standard Reports tab, so that access to reporting functionality is restricted to authorised users and sensitive information remains secure.

3.15.1 General

The report content is described in the R0122 Solution Requirements Document.

The report interface will support a date range picker based on communication created date.

The ability to download the report in CSV format is required.

3.15.2 Access

The new high level standard report will be access via the Tools / User Reports menu path. Useraccess will be restricted as per currently arrangements – users with Admin rights will be able to use the reports.

Figure: Raw Data report location

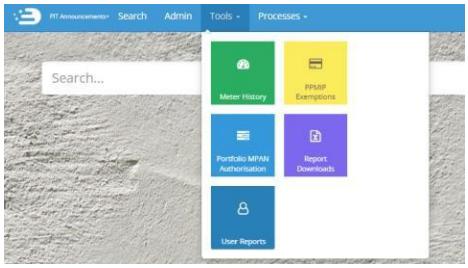
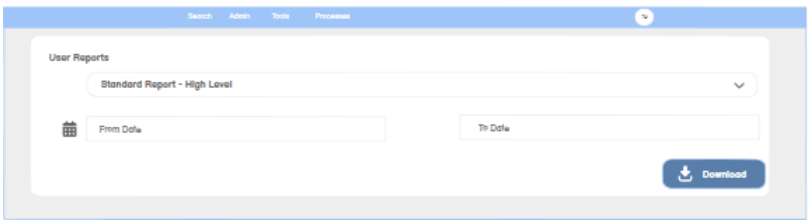


Figure: Standard Report proposed interface



3.15.3 Descoped Detailed Level and Message Level reports

24/102025, Detailed Level and Message Level reports are descoped.

3.16 Dashboard

ID	NAME	DETAIL
R17	Dashboard	As an SDEP user, I want an accessible dashboard that provides real-time key information about the number, type and status of my Company Group's communications, so I can easily view and manage communications more effectively. An example of dashboard functionality was the MPAN Request Tool in ECOES.
R17.1	Contents	Contents would be headline stats. Users would be interested in the following options: - MPID(s) for the company group - all or some selectable (user able to choose) - Count of Communications: a) Total Open (i.e. not archived) b) Total raised New today c) Total Escalations with SLA reached today d) Total over SLA e) Total Solved by other party (but null or unsolved by users' company group)
R17.2	Access	Functionality: be able to extract a report in .csv of all the cases contributing to a field in the dashboard e.g. if dashboard shows a count of 10 new communications, selecting [it] would create a report on all 10 communications aligned to the format of the new 'Detailed Level Report'.

3.16.1 Dashboard*

The MPAN Request Tool offers five coloured buttons that filter a set of results and display them to the user. Results can be sorted and download.

FIGURE: MPAN Request Tool dashboard



Placement

As this functionality is essentially a filter, the dashboard could be incorporated into the existing SDEP filter panel as shown below. As per requirement R18.1, users would be able to select results for all MPIDS within their company group or select an individual MPID.

Tooltip

Hovering over the dashboard button with a mouse will show the user a tooltip description for each button.

Functionality

Only one dashboard button can be selected at one time.

Selecting a dashboard button would clear all existing filters before displaying the results to the user. The user can then apply any other filters not related to the dashboard.

Dashboard Results

The results will be displayed in each of the four tabs. Each tab will display the filter count as per requirement R6.8.

Sorting Functionality

As the results would be displayed in the four existing tabs, the ability to sort results will be as delivered by requirement R5.4 & R5.5

Download

***Please note that the originally proposed dashboard described in this section has since been descoped. The same functionality will instead be delivered through the downloadable filters defined in R5.7.**

The functionality remains unchanged and is illustrated below, showing how it will now be accessed through the updated approach.

New functionality will be required to allow the user to download the results.

FIGURE: Dashboard incorporated into the SDEP filters panel.



FIGURE: Dashboard tooltip.



4 Migration

4.1 Statuses

```
When the functionality is put live, what should happen to all existing communications?
```

A full migration plan will be communicated to all users ahead of implementation of R0122.

5 Appendices

5.1 APPENDIX A - SDEP Data Items for Raw Data Extract

Additional comments
Case Reference
Customer Details
Customer Details Available
D0300 sent date
D0301 send date
Data Flow File ID
Data Flow Send Date
Data Flow Type
Date of Request
Domestic Premise Indicator
GUID
Initial Customer Contact Date
Initial SAR/D0300 sent date
Meter Serial Number
Meter Serial Number (MSN)
Misdirected Payment amount
Misdirected Payment End Date
Misdirected Payment Start Date
MPAN
MPAN Response
MPRN
New Supplier ID
New Supplier REGI Date
New Supplier Start Date
New Supplier Start Date (SSD)
Old Supplier ID
Rejection Reason
Relevant Old Supplier
RET/D0301 send date
UTRN
Value