Alt HAN Co - Crowded Meter Room Coordinator (CMRC)

# Requirements Traceability Matrix (RTM) Briefing Pack

**Pilot Project Phase**

June 2022

WHITE - PUBLIC DOMAIN



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# Introduction to the CMRC Requirements Traceability Matrix (RTM)

The Crowded Meter Room Project RTM is a **Requirements Traceability Matrix**. This matrix is used to collate, in one single source of the truth, what the agreed (baselined) requirements are for all aspects of the CMR Coordinator and its contracted or industry service actors.

It is vitally important to maintain an RTM to ensure that the design of the CMR Coordinator is agreed, consistent and measurable. Each requirement should manifest itself in the eventual design, depending upon its criticality to the service (MOSCOW), and should be able to be tested (i.e. validated that is exists as a function or process, it works, and it works in combination with the other requirements).

The initial stages of the Crowded Meters Room Project enabled the establishment of the highest level of the CMR Coordinator Process Flow. The project established the conceptual L1 and L2 CMR Coordinator process flow and this has enabled the visualisation of what the CMR Coordinator & Stakeholder's activities are, and thus provided the basis for the establishment of the CMRC Requirements.

The CMR Project Team held a series of internal workshops that focused on each step of the Level 2 process flow, and gathered the requirements from workstream leads and SMEs

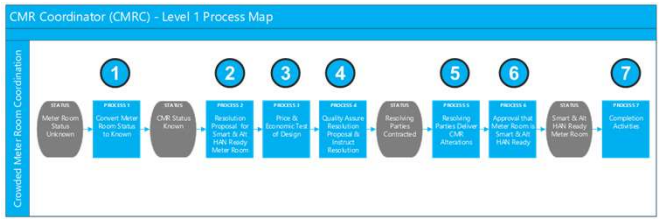
The requirements in the RTM will now be used to inform stakeholder and potential vendors of the CMR Requirements, act as a single traceable document for any changes, additions or removal of requirements, and act as an artefact for measuring and testing the that the requirements have been met by those responsible for delivering them.

**Viewing the requirements example:**

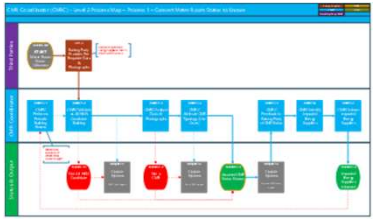
| Requirement ID | Organisation | Actor(s) | Owner | Requirement Category | Requirement Sub-Category | Requirement | Associated Level 1 Process | Associated Level 2 Process | Pilot MOSCOW | Operational MOSCOW | Basic Test | Notes/Comments |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| AHC.CMR.01 | CMR Coordinator | CMR Coordinator | Alt HAN IT | System | System to System Interface | To connect with the Alt HAN Inventory (OSP) in order to receive Alt HAN Candidate & Building data | Process 1 – Convert Meter Room Status to Known | CMRC 1.2<br><br>CMRC Validate as Alt HAN Candidate Building | C | M | | Security Impact Assessment to ensure the connections are secure and confirm the TSP securing layering (GB: RESOLVED IN NEW REQUIREMENT) |
| Consistent ID | Which organisation will operate the requirement | Which actor will operate the requirement | Which functional area owns the requirement | What functional category does the requirement align to | What functional sub category does the requirement align to | What is the requirement (description of the requirement) | At Level 1, what process step does the requirement align to | At Level 2, what process step does the requirement align to | For the Pilot, is the requirement a Must, Should, Could or Wont? | For the Operation, is the requirement a Must, Should, Could or Wont? | How can the requirement be tested once delivered? | General requirement notes |

# How to use this Document

1. Slide 5 **(TOM Process Flow – Level 1 & Level 2)** identifies where the CMRC Requirements have been established from – in this case they have been established from the Level 1 and Level 2 Process Flows for the CMRC, as presented to the Alt HAN Forum January 2022.




L1 to L2

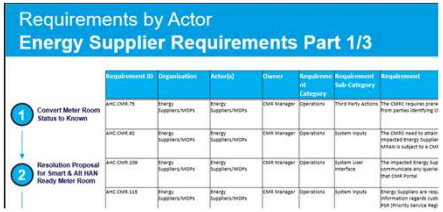


2. Each process step in these process maps, at Level 2, has a number of requirements against it for the purposes of developing actions, processes, systems or outputs. The process maps are also shown in the Appendix from slide 45 onwards).

3. Those process steps, at Level 2, are also attributed to an **'Actor'**. Those actors can exist in different spheres, both internal and external to the core CMRC. The Actors used are listed to the right-hand side of this slide.

4. Subsequently, each main section of this slide pack (from Slide 6 onwards) outlines the specific requirements for each Actor in our RTM.

5. For each Actor, all the requirements, in process order, are logged for your review. This is exactly how they are written within the CMRC RTM.




6. Note: It is necessary to observe the RTM or Process Flow in its entirety in order to see how the requirements for different actors operate in relation to each other.

7. However, to help with that, this slide deck show the process flow step (in blue circled numbers 1-7) logged next to the list of requirements in order to aid cross referencing.

**Actors**

- CMRC Ops
- CMRC Design Support
- CMRC Finance
- CMRC Quality Assurance
- Energy Suppliers/MOPs
- CMR Shared MOP(s)
- DNO
- BNO/Building Owner
- Customers/Residents
- DCC
- Alt HAN Forum
- CMR Coordinator
- Alt HAN IT
- CMR Commercial

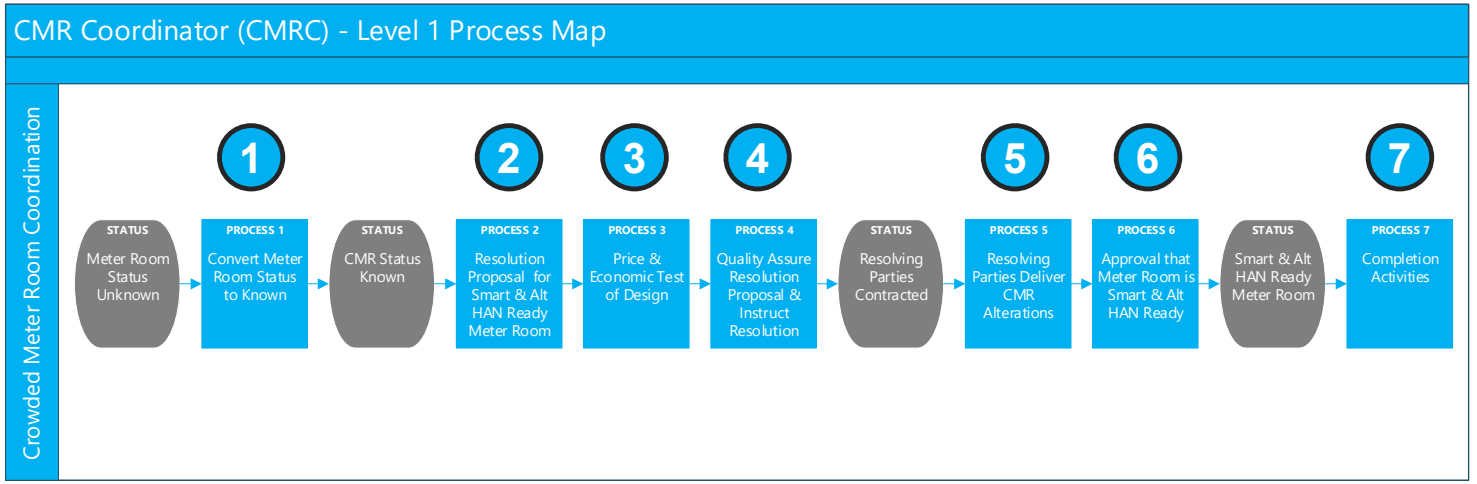
# TOM Process Flow – Level 1 & Level 2

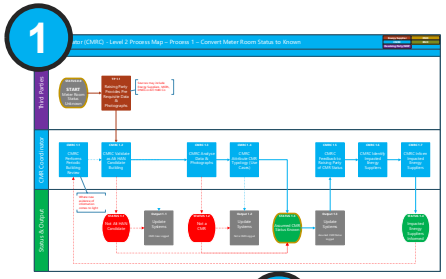
To the right is an extract of the Level 1 Process Flow for the CMR Coordinator. Each Actor has a number of touchpoints in this journey.

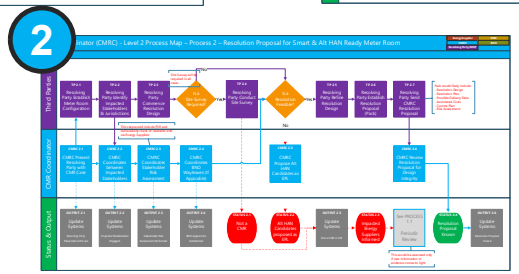
Each numbered process step then flows down into the Level 2 Process Flow (below). There are 7 Level 2 Process Flows. These 7 Process Flows have subsequently been used to generate our End-to-End Requirements in the RTM.

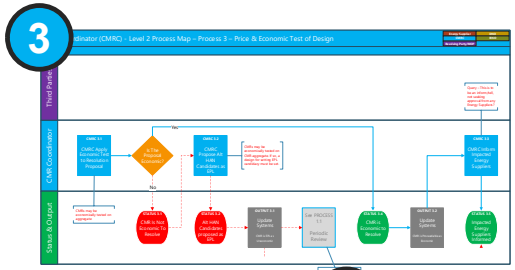
Additional to these 7 Process Flow steps, we are additionally capturing Shared MOP. System and Reporting requirements.

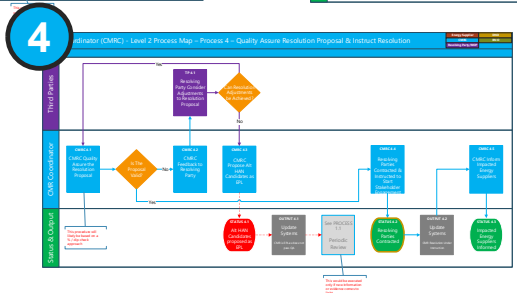
**This pack will take us through the requirements by ACTOR & SYSTEM**

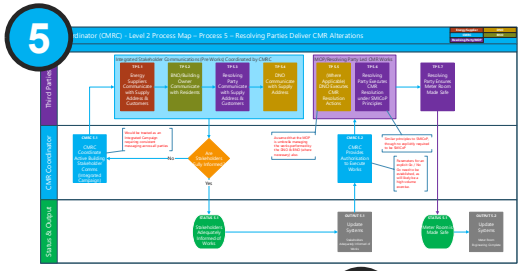


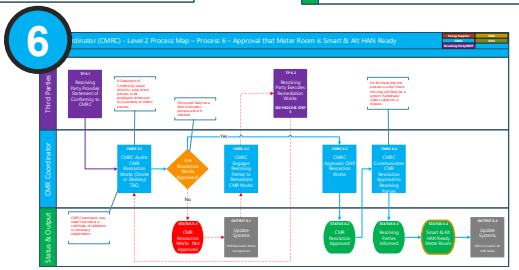



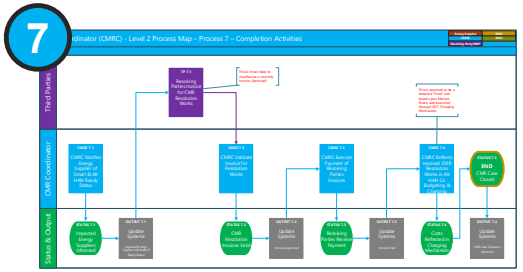




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## Requirements Traceability Matrix (RTM) Briefing Pack

# CMRC - Energy Supplier Requirements

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# Requirements by Actor
# Energy Supplier Requirements Part 1/2

Level 1 Process Step: 1 2 3 4 5 6 7

1 Convert Meter Room Status to Known

2 Resolution Proposal for Smart & Alt HAN Ready Meter Room

3 Price & Economic Test of Design

4 Quality Assure Resolution Proposal & Instruct Resolution

5 Resolving Parties Deliver CMR Alterations

| Requirement ID | Organisation | Actor(s) | Owner | Requirement Category | Requirement Sub-Category | Requirement | Associated Level 1 Process | Associated Level 2 Process | Pilot MOSCOW | Operational MOSCOW |
|---|---|---|---|---|---|---|---|---|---|---|
| AHC.CMR.75 | Energy Suppliers/MOPs | Energy Suppliers/MOPs | CMR Manager | Operations | Third Party Actions | The CMRC requires prerequisite, quality and full data from parties identifying CMR Cases | Process 1 – Convert Meter Room Status to Known | TP 1.1<br><br>Raising Party Provides Pre Requisite Data & Photographs | C | M |
| AHC.CMR.92 | Energy Suppliers/MOPs | Energy Suppliers/MOPs | CMR Manager | Operations | System Inputs | The CMRC need to attain positive confirmation from the Impacted Energy Suppliers that they recognise their MPAN is subject to a CMR Case | Process 1 – Convert Meter Room Status to Known | CMRC 1.7<br><br>CMRC Inform Impacted Energy Suppliers | M | M |
| AHC.CMR.109 | Energy Suppliers/MOPs | Energy Suppliers/MOPs | CMR Manager | Operations | System User Interface | The impacted Energy Suppliers should be able to communicate any queries or disputes to the CMRC via that CMR Portal | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.2<br><br>CMRC Coordinates between Impacted Stakeholders | S | M |
| AHC.CMR.115 | Energy Suppliers/MOPs | Energy Suppliers/MOPs | CMR Manager | Operations | System Inputs | Energy Suppliers are required to provide the CMRC with information regards customer/resident vulnerability and PSR (Priority Service Register) | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.3<br><br>CMRC Coordinates Stakeholder Risk Assessment | S | M |
| AHC.CMR.118 | Energy Suppliers/MOPs | Energy Suppliers/MOPs | CMR Manager | Operations | Third Party Actions | Energy Suppliers need to establish their own internal process for the sharing of appropriate data regards vulnerability and PSR with the CMRC. An SLA may be required on this with Energy Suppliers | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.3<br><br>CMRC Coordinates Stakeholder Risk Assessment | S | M |
| AHC.CMR.186 | Energy Suppliers/MOPs | Energy Suppliers/MOPs | CMR Manager | Operations | System Inputs | Where an Energy Supplier has gained an MPAN that has a valid CMR Case against it, and has been provided a status update notification, that Energy Supplier must positively confirm they have received that notification | Process 3 – Price & Economic Test of Design | CMRC 3.3<br><br>CMRC Inform Impacted Energy Suppliers | S | M |
| AHC.CMR.193 | Energy Suppliers/MOPs | Energy Suppliers/MOPs | CMR Manager | Operations | System Inputs | Impacted Energy Suppliers will need to positively acknowledge that they have received notification of a valid CMR Case to be progressed, and that they will participate in communications activities. | Process 4 – Quality Assure Resolution Proposal & Instruct Resolution | CMRC 4.4<br><br>Resolving Parties Contracted & Instructed to Start Stakeholder Engagement | S | M |
| AHC.CMR.225 | CMR Coordinator | Energy Suppliers/MOPs | CMR Manager | Operations | System Processing | An ability for an energy supplier to electronically access case information pertaining to their meter room based on MPANS so they can view all the current case details. | Process 5 - Resolving Parties Deliver CMR Alterations | CMRC 5.2<br>CMRC Provides Authorisation to Execute Works | C | M |
| AHC.CMR.126 | Energy Suppliers/MOPs | Energy Suppliers/MOPs | Alt HAN IT | Operations | System Processing | The ability for energy suppliers to report via a mechanism that works need to be aborted | Process 5 - Resolving Parties Deliver CMR Alterations | CMRC 5.2<br>CMRC Provides Authorisation to Execute<br>Works | C | M |

# Requirements by Actor
# Energy Supplier Requirements Part 2/2

Level 1 Process Step: 1 2 3 4 5 6 7

5 Resolving Parties Deliver CMR Alterations

6 Approval that Meter Room is Smart & Alt HAN Ready

END

| Requirement ID | Organisation | Actor(s) | Owner | Requirement Category | Requirement Sub-Category | Requirement | Associated Level 1 Process | Associated Level 2 Process | Pilot MOSCOW | Operational MOSCOW |
|---|---|---|---|---|---|---|---|---|---|---|
| AHC.CMR.130 | Energy Suppliers/MOPs | Energy Suppliers/MOPs | Alt HAN IT | Operations | System Processing | The ability for energy suppliers to receive go/ no go instructions or notifications of works and acknowledge receipt | Process 5 - Resolving Parties Deliver CMR Alterations | CMRC 5.2<br>CMRC Provides Authorisation to Execute<br>Works | M | M |
| AHC.CMR.206 | Energy Suppliers/MOPs | Energy Suppliers/MOPs | CMR Manager | Operations | System Inputs | Energy Suppliers participating in the customer/resident communications process must actively identify, feedback and execute comms where the recipient requires special communications (such as braille, large font, audio) | Process 5 – Resolving Parties Deliver CMR Alterations | CMRC 5.1<br><br>CMRC Coordinate Active Building Stakeholder Comms (Integrated Campaign) | S | M |
| AHC.CMR.163 | Energy Suppliers/MOPs | Energy Suppliers/MOPs | Alt HAN IT | Operations | System Processing | The ability for energy suppliers to report via a mechanism that works are completed. This should include all the data requirements. | Process 6 Approval that Meter Room is Smart & Alt HAN Ready | CMRC 6.1<br>CMRC Audits CMR Resolution Works (Onsite or Desktop TBC) | S | M |
| AHC.CMR.171 | Energy Suppliers/MOPs | Energy Suppliers/MOPs | Alt HAN IT | Operations | System Processing | The ability for energy suppliers to be notified when remediation work are required | Process 6 Approval that Meter Room is Smart & Alt HAN Ready | CMRC 6.2<br>CMRC Engages Resolving Parties to Remediate<br>CMR Works | S | M |

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## Requirements Traceability Matrix (RTM) Briefing Pack

# CMRC - CMRC & CMRC Ops Requirements

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# Requirements by Actor
# CMRC & CMRC Ops Requirements Part 1/10

Level 1 Process Step: 1 2 3 4 5 6 7

1 Convert Meter Room Status to Known

| Requirement ID | Organisation | Actor(s) | Owner | Requirement Category | Requirement Sub-Category | Requirement | Associated Level 1 Process | Associated Level 2 Process | Pilot MOSCOW | Operational MOSCOW |
|---|---|---|---|---|---|---|---|---|---|---|
| AHC.CMR.76 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | Manual Processing | The CMRC must validate the quality and fullness of pre requisite data from parties identifying CMR Cases | Process 1 – Convert Meter Room Status to Known | CMRC 1.2<br><br>CMRC Validate as Alt HAN Candidate Building | S | M |
| AHC.CMR.77 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | Manual Processing | The CMRC must validate that the building represented by a proposed CMR Case contains Alt HAN Candidates | Process 1 – Convert Meter Room Status to Known | CMRC 1.2<br><br>CMRC Validate as Alt HAN Candidate Building | M | M |
| AHC.CMR.78 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System to System Interface | The CMRC must be able to connect to or retrieve data from the Alt HAN Inventory to validate Alt HAN Candidacy and retrieve other useful building information | Process 1 – Convert Meter Room Status to Known | CMRC 1.2<br><br>CMRC Validate as Alt HAN Candidate Building | C | M |
| AHC.CMR.79 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | Manual Processing | The CMRC must be able to triage CMR Cases where pre requisite data is not full or clear | Process 1 – Convert Meter Room Status to Known | TP 1.1<br><br>Raising Party Provides Pre Requisite Data & Photographs | S | M |
| AHC.CMR.80 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Data | The CMRC must be able to retain and track CMR Cases where there is not a current Alt HAN Candidate. | Process 1 – Convert Meter Room Status to Known | CMRC 1.2<br><br>CMRC Validate as Alt HAN Candidate Building | C | M |
| AHC.CMR.81 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Data | Where the CMRC processes identify Alt HAN Candidates that are not in the iventory, there needs to be an adequate process for updating the Alt HAN Inventory | Process 1 – Convert Meter Room Status to Known | CMRC 1.2<br><br>CMRC Validate as Alt HAN Candidate Building | C | M |
| AHC.CMR.82 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | Manual Processing | The CMRC needs to establish clear standard criteria with which to qualify a CMR Case (Clear Typology) | Process 1 – Convert Meter Room Status to Known | CMRC 1.3<br><br>CMRC Analyse Data & Photographs | M | M |
| AHC.CMR.83 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | Manual Processing | The CMRC need to establish the Typology/Use Case for each CMR Case, using the standard criteria | Process 1 – Convert Meter Room Status to Known | CMRC 1.3<br><br>CMRC Analyse Data & Photographs | M | M |
| AHC.CMR.84 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | Manual Processing | The CMRC will need to validate that there is no PII (personal identifiable information) present in the prerequisite data and photographs, and deal with the data according to GDPR rules | Process 1 – Convert Meter Room Status to Known | CMRC 1.3<br><br>CMRC Analyse Data & Photographs | M | M |

# Requirements by Actor
# CMRC & CMRC Ops Requirements Part 2/10

Level 1 Process Step: 1 2 3 4 5 6 7

1 Convert Meter Room Status to Known

2 Resolution Proposal for Smart & Alt HAN Ready Meter Room

| Requirement ID | Organisation | Actor(s) | Owner | Requirement Category | Requirement Sub-Category | Requirement | Associated Level 1 Process | Associated Level 2 Process | Pilot MOSCOW | Operational MOSCOW |
|---|---|---|---|---|---|---|---|---|---|---|
| AHC.CMR.85 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | Manual Processing | The CMRC needs to establish a templated form for parties identifying pre requisite data | Process 1 – Convert Meter Room Status to Known | TP 1.1<br><br>Raising Party Provides Pre Requisite Data & Photographs | C | M |
| AHC.CMR.86 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | Manual Processing | The CMRC should avoid collecting personal identifiable information, where possible to do so | Process 1 – Convert Meter Room Status to Known | CMRC 1.3<br><br>CMRC Analyse Data & Photographs | M | M |
| AHC.CMR.87 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | Manual Processing | The CMRC should employ data minimisation principles and processes, to be identified through a Data Protection Impact Assesment. | Process 1 – Convert Meter Room Status to Known | CMRC 1.3<br><br>CMRC Analyse Data & Photographs | M | M |
| AHC.CMR.88 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | Manual Processing | The CMRC needs a process to feedback and attain additional information from parties identifying CMR Cases, where there is a lack of quality or fullness in pre requisite data | Process 1 – Convert Meter Room Status to Known | CMRC 1.3<br><br>CMRC Analyse Data & Photographs | C | M |
| AHC.CMR.89 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | Manual Processing | The CMRC needs to identify which MPANs (and MPRNs where applicable) are in the building, and which Energy Suppliers they are currently associated with (the Impacted Energy Supplier) | Process 1 – Convert Meter Room Status to Known | CMRC 1.6<br><br>CMRC Identify Impacted Energy Suppliers | M | M |
| AHC.CMR.90 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Output | The CMRC needs to feedback to the Raising Party of the CMR Case what the outcomes of the initial assesment are | Process 1 – Convert Meter Room Status to Known | CMRC 1.5<br><br>CMRC Feedback to Raising Party of CMR Status | C | M |
| AHC.CMR.91 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Output | The CMRC needs to inform the Impacted Energy Suppliers if the CMR Cases where they have an active Customer against an associated MPAN | Process 1 – Convert Meter Room Status to Known | CMRC 1.7<br><br>CMRC Inform Impacted Energy Suppliers | M | M |
| AHC.CMR.93 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System to System Interface | The CMRC needs to present a valid CMR Case to the appropriate Resolving Party / Shared MOP | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.1<br><br>CMRC Present Resolving Party with CMR Case | M | M |
| AHC.CMR.94 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Processing | The CMRC needs to identify the suitable Shared MOP depending on specific criteria (e.g. geographical) | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.1<br><br>CMRC Present Resolving Party with CMR Case | C | S |

# Requirements by Actor
# CMRC & CMRC Ops Requirements Part 3/10

Level 1 Process Step: 1 2 3 4 5 6 7

**2 Resolution Proposal for Smart & Alt HAN Ready Meter Room**

| Requirement ID | Organisation | Actor(s) | Owner | Requirement Category | Requirement Sub-Category | Requirement | Associated Level 1 Process | Associated Level 2 Process | Pilot MOSCOW | Operational MOSCOW |
|---|---|---|---|---|---|---|---|---|---|---|
| AHC.CMR.95 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Output | CMRC needs to export or notify the appropriate Shared MOP of a CMR Case | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.1<br><br>CMRC Present Resolving Party with CMR Case | S | M |
| AHC.CMR.97 | CMR Coordinator | CMRC Ops | CMR Manager | Shared MOP | Third Party Actions | The CMRC will need to agree maximum expected volume of CMR Cases being sent to or accepted by the Shared MOP | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.1<br><br>CMRC Present Resolving Party with CMR Case | C | M |
| AHC.CMR.98 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Output | The CMRC will need to ensure that it is able to send a Case to the correct MOP, avoiding duplicates | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.1<br><br>CMRC Present Resolving Party with CMR Case | C | M |
| AHC.CMR.99 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Output | The CMRC will need to update, via notification, the impacted Energy Suppliers that the CMR Case has been sent to the Shared MOP | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.1<br><br>CMRC Present Resolving Party with CMR Case | C | M |
| AHC.CMR.100 | CMR Coordinator | CMRC Ops | Commercial Manager | Commercial | Third Party Actions | The CMRC Commercial Team need to capture appropriate contractual terms for the receipt and acknowledgment of CMR Cases by the Shared MOP | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.1<br><br>CMRC Present Resolving Party with CMR Case | S | M |
| AHC.CMR.102 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | Manual Processing | The CMRC is required to monitor the engagement between all impacted Stakeholders and the Shared MOP | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.2<br><br>CMRC Coordinates between Impacted Stakeholders | S | M |
| AHC.CMR.104 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Output | The CMRC are required to provide a template and critical standard information about CMRs to stakeholders as part of the stakeholder coordination (i.e. Basic Info Pack) | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.2<br><br>CMRC Coordinates between Impacted Stakeholders | S | M |
| AHC.CMR.105 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | Manual Processing | The CMRC need to host a helpdesk and dedicated phone number specifically for CMR stakeholders (not customers or residents) | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.2<br><br>CMRC Coordinates between Impacted Stakeholders | S | M |
| AHC.CMR.106 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Output | The CMRC should seek to simplify or minimise communications to stakeholders that are regularly receiving CMR Case comms | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.2<br><br>CMRC Coordinates between Impacted Stakeholders | S | M |

# Requirements by Actor
# CMRC & CMRC Ops Requirements Part 4/10

Level 1 Process Step: 1 2 3 4 5 6 7

**2 Resolution Proposal for Smart & Alt HAN Ready Meter Room**

| Requirement ID | Organisation | Actor(s) | Owner | Requirement Category | Requirement Sub-Category | Requirement | Associated Level 1 Process | Associated Level 2 Process | Pilot MOSCOW | Operational MOSCOW |
|---|---|---|---|---|---|---|---|---|---|---|
| AHC.CMR.107 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Inputs | The CMRC should be able to check/coordinate with DNOs and BNOs where already planned energy/metering works may already be due to take place (That could be an advantage/aid prioritisation for CMR Cases) | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.2<br>CMRC Coordinates between Impacted Stakeholders | S | M |
| AHC.CMR.112 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Inputs | The CMRC needs to colllate all of the inputs from the Risk Assessment (Information from Energy Suppliers, MOPS, Shared MOP, Building Owner and DNOs) | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.3<br>CMRC Coordinates Stakeholder Risk Assessment | S | M |
| AHC.CMR.113 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | Manual Processing | The CMRC should make an informed assesment and decision about whether to progress a CMR Case based on the Risk Assesment | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.3<br>CMRC Coordinates Stakeholder Risk Assessment | S | M |
| AHC.CMR.114 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Security | The CMRC needs to avoid the collection of explicitely personal identifiable information (PII) | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.3<br>CMRC Coordinates Stakeholder Risk Assessment | S | M |
| AHC.CMR.116 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Reporting | The CMRC needs to establish a consistant way of collating, analysing and resporting on Risk | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.3<br>CMRC Coordinates Stakeholder Risk Assessment | S | M |
| AHC.CMR.117 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Data | Any Risk Assesment artefact associated with a CMR Case needs to have a 'shelf life', and necessary aspects should be revisited when they become 'out of date' | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.3<br>CMRC Coordinates Stakeholder Risk Assessment | S | M |
| AHC.CMR.136 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | Manual Processing | The CMRC will require a Building Owner Consent approach for Building Owner Agreements | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.4<br>CMRC Coordinates BNO Wayleaves (If Applicable) | M | M |
| AHC.CMR.137 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | Manual Processing | The CMRC will require a Building Owner Agreement Template for Building Owner Agreements | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.4<br>CMRC Coordinates BNO Wayleaves (If Applicable) | C | M |
| AHC.CMR.138 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | Manual Processing | The CMRC may require a compensation approach for disruption to Building Owners or impact on assets owned by Building Owners | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.4<br>CMRC Coordinates BNO Wayleaves (If Applicable) | C | C |

# Requirements by Actor
# CMRC & CMRC Ops Requirements Part 5/10

Level 1 Process Step: 1 2 3 4 5 6 7

**2 Resolution Proposal for Smart & Alt HAN Ready Meter Room**

| Requirement ID | Organisation | Actor(s) | Owner | Requirement Category | Requirement Sub-Category | Requirement | Associated Level 1 Process | Associated Level 2 Process | Pilot MOSCOW | Operational MOSCOW |
|---|---|---|---|---|---|---|---|---|---|---|
| AHC.CMR.142 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Output | The CMRC is required to inform the the impacted Energy Suppliers (that have MPANs associated with the CMR Case) that there is an associated case. | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.5 and CMRC 3.2/4.3<br>CMRC Propose Alt HAN Candidates as EPL | M | M |
| AHC.CMR.143 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Reporting | The CMRC must develop a consistant report that identifies a CMR Cases raised and what status/process they currently reside in and why | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.5 and CMRC 3.2/4.3<br>CMRC Propose Alt HAN Candidates as EPL | S | M |
| AHC.CMR.144 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Reporting | The CMRC must produce a regular (i.e. monthly) EPL report | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.5 and CMRC 3.2/4.3<br>CMRC Propose Alt HAN Candidates as EPL | C | M |
| AHC.CMR.145 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Reporting | The CMRC must present a regular EPL report to the Alt HAN Forum | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.5 and CMRC 3.2/4.3<br>CMRC Propose Alt HAN Candidates as EPL | C | M |
| AHC.CMR.146 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Processing | The CMRC must have a process for regulalry reviewing CMR Cases / MPANs with an EPL status, should that status change | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.5 and CMRC 3.2/4.3<br>CMRC Propose Alt HAN Candidates as EPL | C | M |
| AHC.CMR.147 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Processing | The CMRC must have a process for removing EPL nominations that are associated with CMR Cases where the CMR Status changes | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.5 and CMRC 3.2/4.3<br>CMRC Propose Alt HAN Candidates as EPL | C | M |
| AHC.CMR.148 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Output | The CMRC must be able to explicitely confirm to Energy Suppliers which MPANs are part of a proposed or actual EPL submission | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.5 and CMRC 3.2/4.3<br>CMRC Propose Alt HAN Candidates as EPL | C | M |
| AHC.CMR.150 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | Manual Processing | The CMRC must validate that the Shared MOP Resolution Proposal meets the applicable contractual agreements/fields and that the supporting evidence required is complete | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.6<br>CMRC Review Resolution Proposal for Design Integrity | M | M |
| AHC.CMR.151 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | Manual Processing | The CMRC must ensure there is an iterative feedback process for discussing resolution queries against the Shared MOP Resolution Proposal with the Shared MOP. | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.6<br>CMRC Review Resolution Proposal for Design Integrity | M | M |

# Requirements by Actor
# CMRC & CMRC Ops Requirements Part 6/10

Level 1 Process Step: 1 2 3 4 5 6 7

2 Resolution Proposal for Smart & Alt HAN Ready Meter Room

3 Price & Economic Test of Design

| Requirement ID | Organisation | Actor(s) | Owner | Requirement Category | Requirement Sub-Category | Requirement | Associated Level 1 Process | Associated Level 2 Process | Pilot MOSCOW | Operational MOSCOW |
|---|---|---|---|---|---|---|---|---|---|---|
| AHC.CMR.152 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Data | The CMRC must identify what the appropriate 'validity period' is for the Shared MOP Resolution Proposal (or the elements that need a validity period, for example, the risk assesment). | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.6<br><br>CMRC Review Resolution Proposal for Design Integrity | M | M |
| AHC.CMR.178 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Processing | The CMRC will have a way to automate the application/calculation of the economic test of a CMR Case | Process 3 – Price & Economic Test of Design | CMRC 3.1<br><br>CMRC Apply Economic Test to Resolution Proposal | C | M |
| AHC.CMR.179 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Inputs | The CMRC economic test calculation should have the capability to additionally include other cost data, as required (for example landlord payment data) | Process 3 – Price & Economic Test of Design | CMRC 3.1<br><br>CMRC Apply Economic Test to Resolution Proposal | C | M |
| AHC.CMR.180 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | Manual Processing | The CMRC should have the capability in the Economic Test to interveene and assess marginal cases | Process 3 – Price & Economic Test of Design | CMRC 3.1<br><br>CMRC Apply Economic Test to Resolution Proposal | C | S |
| AHC.CMR.181 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | Manual Processing | The CMRC should have the ability to assess the economic test of CMR Cases on aggregate | Process 3 – Price & Economic Test of Design | CMRC 3.1<br><br>CMRC Apply Economic Test to Resolution Proposal | C | S |
| AHC.CMR.182 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | Manual Processing | The CMRC should have the capability to record and assess non-costed considerations that might override the automatic decision of a standard economic test | Process 3 – Price & Economic Test of Design | CMRC 3.1<br><br>CMRC Apply Economic Test to Resolution Proposal | C | S |
| AHC.CMR.183 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Output | The CMRC should have a standard notification process for informing impacted Energy Supplier as to the outcome of the economic test of a CMR Case / EPL Status | Process 3 – Price & Economic Test of Design | CMRC 3.3<br><br>CMRC Inform Impacted Energy Suppliers | C | M |
| AHC.CMR.184 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Inputs | The CMRC should be able to rerun a check of which Energy Supplier are responsible for each particular impacted MPAN in a CMR Case in the event the Energy Supplier has changed once the Economic Test has be ran | Process 3 – Price & Economic Test of Design | CMRC 3.3<br><br>CMRC Inform Impacted Energy Suppliers | C | M |
| AHC.CMR.185 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System to System Interface | The Alt HAN Co Inventory should contain a valid status where the building is deemed to be a CMR Case, requiring a change to the Alt HAN Inventory | Process 3 – Price & Economic Test of Design | CMRC 3.3<br><br>CMRC Inform Impacted Energy Suppliers | C | S |

# Requirements by Actor
# CMRC & CMRC Ops Requirements Part 7/10

Level 1 Process Step: 1 2 3 4 5 6 7

**4 Quality Assure Resolution Proposal & Instruct Resolution**

**5 Resolving Parties Deliver CMR Alterations**

Alt HAN Co.

| Requirement ID | Organisation | Actor(s) | Owner | Requirement Category | Requirement Sub-Category | Requirement | Associated Level 1 Process | Associated Level 2 Process | Pilot MOSCOW | Operational MOSCOW |
|---|---|---|---|---|---|---|---|---|---|---|
| AHC.CMR.189 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Output | The CMRC will communicate to the Shared MOP that a CMR Case is viable and approved to commence active planning and communications works | Process 4 – Quality Assure Resolution Proposal & Instruct Resolution | CMRC 4.4<br><br>Resolving Parties Contracted & Instructed to Start Stakeholder Engagement | S | M |
| AHC.CMR.191 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Processing | The CMRC will commence associated SLA tracking at the point at which the Shared MOP is notified of a valid Case to pursue resolution of. | Process 4 – Quality Assure Resolution Proposal & Instruct Resolution | CMRC 4.4<br><br>Resolving Parties Contracted & Instructed to Start Stakeholder Engagement | S | M |
| AHC.CMR.192 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Output | The CMRC will notify Impacted Energy Suppliers that a valid CMR Case has been promoted to the Shared MOP to pursue, indicating to them that they will need to participate in communications activities | Process 4 – Quality Assure Resolution Proposal & Instruct Resolution | CMRC 4.4<br><br>Resolving Parties Contracted & Instructed to Start Stakeholder Engagement | S | M |
| AHC.CMR.194 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | Legal | The CMRC will be required to capture the appropriate contractual terms the provision and acceptance by the Shared MOP of a CMR Case | Process 4 – Quality Assure Resolution Proposal & Instruct Resolution | CMRC 4.4<br><br>Resolving Parties Contracted & Instructed to Start Stakeholder Engagement | S | M |
| AHC.CMR.196 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | Legal | The CMRC will require appropriate SLAs for the resolution of CMR Cases | Process 4 – Quality Assure Resolution Proposal & Instruct Resolution | CMRC 4.4<br><br>Resolving Parties Contracted & Instructed to Start Stakeholder Engagement | S | M |
| AHC.CMR.197 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System to System Interface | The Alt HAN Co Inventory should contain a valid status where the building is deemed to be a CMR Case, requiring a change to the Alt HAN Inventory | Process 4 – Quality Assure Resolution Proposal & Instruct Resolution | CMRC 4.5<br><br>CMRC Inform Impacted Energy Suppliers | C | S |
| AHC.CMR.198 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Inputs | The CMRC should be able to rerun a check of which Energy Supplier are responsible for each particular impacted MPAN in a CMR Case in the event the Energy Supplier has changed once the CMR Case has been validate and promoted to the Shared MOP | Process 4 – Quality Assure Resolution Proposal & Instruct Resolution | CMRC 4.5<br><br>CMRC Inform Impacted Energy Suppliers | C | M |
| AHC.CMR.199 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Inputs | Where an Energy Supplier has gained an MPAN that has a valid CMR Case against it, and has been provided a status update notification, that Energy Supplier must positively confirm they have received that notification | Process 4 – Quality Assure Resolution Proposal & Instruct Resolution | CMRC 4.5<br><br>CMRC Inform Impacted Energy Suppliers | S | M |
| AHC.CMR.121 | CMR Coordinator | CMR Coordinator | Alt HAN IT | Operations | Manual Processing | Define the criteria for determining the approval of works. The Go / No Go criteria | Process 5 - Resolving Parties Deliver CMR Alterations | CMRC 5.2<br>CMRC Provides Authorisation to Execute Works | S | M |

# Requirements by Actor
# CMRC & CMRC Ops Requirements Part 8/10

Level 1 Process Step: 1 2 3 4 **5** 6 7

**5 Resolving Parties Deliver CMR Alterations**

| Requirement ID | Organisation | Actor(s) | Owner | Requirement Category | Requirement Sub-Category | Requirement | Associated Level 1 Process | Associated Level 2 Process | Pilot MOSCOW | Operational MOSCOW |
|---|---|---|---|---|---|---|---|---|---|---|
| AHC.CMR.122 | CMR Coordinator | CMR Coordinator | Alt HAN IT | Operations | Manual Processing | Define the Service Level Timing Criteria for authorisations of works. This should be automated where possible. | Process 5 - Resolving Parties Deliver CMR Alterations | CMRC 5.2 CMRC Provides Authorisation to Execute Works | S | M |
| AHC.CMR.123 | CMR Coordinator | CMR Coordinator | Alt HAN IT | Operations | System Processing | Notifications of all authorisations to be sent to all relevant parties and include specifics about the sites, dates and times of works, authorisations etc. | Process 5 - Resolving Parties Deliver CMR Alterations | CMRC 5.2 CMRC Provides Authorisation to Execute Works | S | M |
| AHC.CMR.125 | CMR Coordinator | CMR Coordinator | Alt HAN IT | Operations | System Processing | The ability for a CMR coordinator to reverse the authorisation decision made in process 5.2. | Process 5 - Resolving Parties Deliver CMR Alterations | CMRC 5.2 CMRC Provides Authorisation to Execute Works | C | M |
| AHC.CMR.134 | CMR Coordinator | CMR Coordinator | Alt HAN IT | Operations | System Processing | The ability for a CMR coordinator to be notified that agreed works have been aborted. | Process 5 - Resolving Parties Deliver CMR Alterations | CMRC 5.2 CMRC Provides Authorisation to Execute Works | M | M |
| AHC.CMR.135 | CMR Coordinator | CMR Coordinator | Alt HAN IT | Operations | Manual Processing | The CMRC requires an approach or process for how the Go/ No Go criteria will work and be addressed or assessed. | Process 5 - Resolving Parties Deliver CMR Alterations | CMRC 5.2 CMRC Provides Authorisation to Execute Works | S | M |
| AHC.CMR.200 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | Manual Processing | The CMRC will need to monitor that all 'Go' confirmations on CMR Cases have received by all active parties (Energy Suppliers, DNOs, Shared MOP, BNOs) | Process 5 – Resolving Parties Deliver CMR Alterations | CMRC 5.1 CMRC Coordinate Active Building Stakeholder Comms (Integrated Campaign) | S | M |
| AHC.CMR.201 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Output | The CMRC should ensure that all communications with residents/customers is consistent and/or templated | Process 5 – Resolving Parties Deliver CMR Alterations | CMRC 5.1 CMRC Coordinate Active Building Stakeholder Comms (Integrated Campaign) | S | M |
| AHC.CMR.202 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | Manual Processing | The CMRC should have an escalation process where a resolving party is not actively participating in their neccessary resident/customer communications responsibilities. | Process 5 – Resolving Parties Deliver CMR Alterations | CMRC 5.1 CMRC Coordinate Active Building Stakeholder Comms (Integrated Campaign) | S | M |
| AHC.CMR.203 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | System Inputs | Resolving Parties should have an appropriate channel to feedback/discuss with the CMRC any aspect of resident/customer communications that affect the progress of the CMR Case. | Process 5 – Resolving Parties Deliver CMR Alterations | CMRC 5.1 CMRC Coordinate Active Building Stakeholder Comms (Integrated Campaign) | S | M |

# Requirements by Actor
# CMRC & CMRC Ops Requirements Part 10/10

Level 1 Process Step: 1 2 3 4 5 6 7

6 Approval that Meter Room is Smart & Alt HAN Ready

7 Completion Activities

END

| Requirement ID | Organisation | Actor(s) | Owner | Requirement Category | Requirement Sub-Category | Requirement | Associated Level 1 Process | Associated Level 2 Process | Pilot MOSCOW | Operational MOSCOW |
|---|---|---|---|---|---|---|---|---|---|---|
| AHC.CMR.210 | CMR Coordinator | CMR Coordinator | CMR Manager | Operations | System Processing | The coordinator must have the ability to mark off the resolution works as complete after the set of defined criteria have been met. The information available will be all information submitted by the installation partner as well as feedback from customer or energy suppliers | Process 6 Approval that Meter Room is Smart & Alt HAN Ready | CMRC 6.3<br>CMRC Approves CMR Resolution Works | S | M |
| AHC.CMR.213 | CMR Coordinator | CMR Coordinator | CMR Manager | Operations | System Processing | The processing of acceptance must automatically update or make provisions to send notification to update the Alt HAN Co inventory such that it reflects the correct status for CMR. | Process 6 Approval that Meter Room is Smart & Alt HAN Ready | CMRC 6.4<br>CMRC Communicates CMR Resolution Approval to Resolving Partie | C | S |
| AHC.CMR.215 | CMR Shared MOP(s) | CMRC Ops | CMR Manager | Operations | System Processing | The completion of resolution works by the Shared MOP must allow for the notification of the recipient and allow for a mechanism for acceptance of responses, as well as keep track of notificaitons and responses for viewing. | Process 6 Approval that Meter Room is Smart & Alt HAN Ready | CMRC 6.4<br>CMRC Communicates CMR Resolution Approval to Resolving Parties | C | M |
| AHC.CMR.216 | DNO | CMRC Ops | CMR Manager | Operations | System Processing | The completion of resolution works by the DNO must allow for the notification of the recipient and allow for a mechanism for acceptance of responses, as well as keep track of notificaitons and responses for viewing. | Process 6 Approval that Meter Room is Smart & Alt HAN Ready | CMRC 6.4<br>CMRC Communicates CMR Resolution Approval to Resolving Parties | C | M |
| AHC.CMR.217 | BNO/Building Owner | CMRC Ops | CMR Manager | Operations | System Processing | The completion of resolution works by the BNO must allow for the notification of the recipient and allow for a mechanism for acceptance of responses, as well as keep track of notificaitons and responses for viewing. | Process 6 Approval that Meter Room is Smart & Alt HAN Ready | CMRC 6.4<br>CMRC Communicates CMR Resolution Approval to Resolving Parties | C | M |
| AHC.CMR.218 | Energy Suppliers/MOPs | CMRC Ops | CMR Manager | Operations | System Processing | The completion of resolution works by the Energy Suppliers MOPS must allow for the notification of the recipient and allow for a mechanism for acceptance of responses, as well as keep track of notificaitons and responses for viewing. | Process 6 Approval that Meter Room is Smart & Alt HAN Ready | CMRC 6.4<br>CMRC Communicates CMR Resolution Approval to Resolving Parties | C | M |
| AHC.CMR.219 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | Manual Processing | The CMRC coordinator needs to be able to determine the energy supplier from the MPANS and issue out a formal communication to the energy suppliers that the building/premises is now Alt HAN Co Meter ready. One communication per energy supplier with all relevant meter room MPANS | Process 7 Completion Activities | CMRC 7.1<br>CMRC Notifies Energy Supplier of Smart & Alt HAN Ready Status | S | M |
| AHC.CMR.224 | CMR Coordinator | CMRC Ops | CMR Manager | Operations | Manual Processing | The CMRC must submit all charging data through to the Alt HAN Co Charging and budget consolidation process. The budgeting process to include the new cost item. | Process 7 Completion Activities | CMRC 7.4<br>CMRC Reflects Invoiced CMR Resolution Works in AltHANCo | S | M |

Alt HAN Co - Crowded Meter Room Coordinator (CMRC)

## Requirements Traceability Matrix (RTM) Briefing Pack

# CMRC – Shared MOP Requirements

***Note these do not include the explicit Shared MOP ringfenced activities**

Client Unrestricted

# Requirements by Actor
# Shared MOP Requirements Part 1/3

Level 1 Process Step: 1 2 3 4 5 6 7

**2 Resolution Proposal for Smart & Alt HAN Ready Meter Room**

| Requirement ID | Organisation | Actor(s) | Owner | Requirement Category | Requirement Sub-Category | Requirement | Associated Level 1 Process | Associated Level 2 Process | Pilot MOSCOW | Operational MOSCOW |
|---|---|---|---|---|---|---|---|---|---|---|
| AHC.CMR.96 | CMR Shared MOP(s) | CMR Shared MOP(s) | Shared MOP | Shared MOP | Third Party Actions | The Shared MOP will be required to collect the CMR Case information from the CMRC Portal | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.1<br><br>CMRC Present Resolving Party with CMR Case | C | M |
| AHC.CMR.101 | CMR Shared MOP(s) | CMR Shared MOP(s) | Shared MOP | Shared MOP | Third Party Actions | The Shared MOP is required to share its initial impact assesment (pre survey) with the CMRC | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.2<br><br>CMRC Coordinates between Impacted Stakeholders | S | M |
| AHC.CMR.103 | CMR Shared MOP(s) | CMR Shared MOP(s) | Shared MOP | Shared MOP | Third Party Actions | The Shared MOP is required to identify and initially engage with BNOs/Building Owners | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.2<br><br>CMRC Coordinates between Impacted Stakeholders | S | M |
| AHC.CMR.140 | CMR Shared MOP(s) | CMR Shared MOP(s) | Shared MOP | Shared MOP | Third Party Actions | The Shared MOP is required in the design process to identify the the costs or technical issues that may wholly prevent a CMR resolution (clearly unachievable resolutions) | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.5 and CMRC 3.2/4.3<br><br>CMRC Propose Alt HAN Candidates as EPL | S | M |
| AHC.CMR.141 | CMR Shared MOP(s) | CMR Shared MOP(s) | Shared MOP | Shared MOP | Third Party Actions | The Shared MOP is required to present, where applicable, a set of optional designs for CMR resolution, where there may be simpler approaches (i.e. less expensive but more disruptive, or more expensive, less disruptive etc). | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.5 and CMRC 3.2/4.3<br><br>CMRC Propose Alt HAN Candidates as EPL | S | M |
| AHC.CMR.154 | CMR Shared MOP(s) | CMR Shared MOP(s) | Shared MOP | Shared MOP | System Inputs | The Shared MOP should be able to submit their Shared MOP Resolution Proposal, and any other associated documentation, in standard and agreed templates. | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.6<br><br>CMRC Review Resolution Proposal for Design Integrity | S | M |
| AHC.CMR.155 | CMR Shared MOP(s) | CMR Shared MOP(s) | Shared MOP | Shared MOP | Manual Processing | The Shared MOP must be able to accommodate an iterative feedback process for discussing queries on their Shared MOP Resolution Proposal | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.6<br><br>CMRC Review Resolution Proposal for Design Integrity | S | M |
| AHC.CMR.156 | CMR Shared MOP(s) | CMR Shared MOP(s) | Shared MOP | Shared MOP | System Inputs | The Shared MOP must be able to evidence that they have validated the applicable elements of their Shared MOP Resolution Proposal with any other resolving parties identified in that Proposal (i.e. DNO, BNO) | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.6<br><br>CMRC Review Resolution Proposal for Design Integrity | M | M |

**4 Quality Assure Resolution Proposal & Instruct Resolution**

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| AHC.CMR.188 | CMR Shared MOP(s) | CMR Shared MOP(s) | CMR Manager | Operations | Manual Processing | The CMR MOP must consider feedback from the CMRC quality assurance of their CMR Resolution Proposal and actively respond with a resubmission or justification for their original proposal | Process 4 – Quality Assure Resolution Proposal & Instruct Resolution | CMRC 4.1<br><br>CMRC Quality Assure the Resolution Proposal | S | M |

# Requirements by Actor
# Shared MOP Requirements Part 2/3

Level 1 Process Step: 1 2 3 4 5 6 7

4 Quality Assure Resolution Proposal & Instruct Resolution

5 Resolving Parties Deliver CMR Alterations

6 Approval that Meter Room is Smart & Alt HAN Ready

| Requirement ID | Organisation | Actor(s) | Owner | Requirement Category | Requirement Sub-Category | Requirement | Associated Level 1 Process | Associated Level 2 Process | Pilot MOSCOW | Operational MOSCOW |
|---|---|---|---|---|---|---|---|---|---|---|
| AHC.CMR.190 | CMR Shared MOP(s) | CMR Shared MOP(s) | CMR Manager | Operations | System Inputs | The Shared MOP will be required to positively aknowledge receipt of a valid case to commence | Process 4 – Quality Assure Resolution Proposal & Instruct Resolution | CMRC 4.4<br><br>Resolving Parties Contracted & Instructed to Start Stakeholder Engagement | S | M |
| AHC.CMR.127 | CMR Shared MOP(s) | CMR Shared MOP(s) | Alt HAN IT | Operations | System Processing | The ability for the Shared MOP to report via a mechanism that works need to be aborted | Process 5 - Resolving Parties Deliver CMR Alterations | CMRC 5.2<br>CMRC Provides Authorisation to Execute<br>Works | C | M |
| AHC.CMR.131 | CMR Shared MOP(s) | CMR Shared MOP(s) | Alt HAN IT | Operations | System Processing | The ability for the Shared MOP to receive go/ no go instructions or notifications of works and acknolwedge receipt | Process 5 - Resolving Parties Deliver CMR Alterations | CMRC 5.2<br>CMRC Provides Authorisation to Execute<br>Works | M | M |
| AHC.CMR.226 | CMR Shared MOP(s) | CMR Shared MOP(s) | CMR Manager | Operations | System Processing | The data requirements for installations partners, all, ES, DNO's, BNO's and Shared MOPS must cater for work expected dates, compelted dates, reasons for late installations etc.. All data requirements must be workshopped to address these needs. | Process 5 Resolving Parties Deliver CMR Alterations | CMRC 5.1<br>CMRC Coordinate Active Building Stakeholder<br>Comms (Integrated Campaign) | C | M |
| AHC.CMR.227 | CMR Shared MOP(s) | CMR Shared MOP(s) | CMR Manager | Operations | Manual Processing | Shared MOPS and all installers are responsible for all on the ground activities, responsibilities and coordinations. | Process 5 Resolving Parties Deliver CMR Alterations | CMRC 5.1<br>CMRC Coordinate Active Building Stakeholder<br>Comms (Integrated Campaign) | M | M |
| AHC.CMR.228 | CMR Shared MOP(s) | CMR Shared MOP(s) | CMR Manager | Operations | Manual Processing | Requirement to carry out works to AHC agreed principles, such as SMICoP and work safe according to MOCOPA guidelines. All installers to agree to industry working standards. | Process 5 Resolving Parties Deliver CMR Alterations | CMRC 5.1<br>CMRC Coordinate Active Building Stakeholder<br>Comms (Integrated Campaign) | M | M |
| AHC.CMR.229 | CMR Shared MOP(s) | CMR Shared MOP(s) | CMR Manager | Operations | Manual Processing | All contracted parties to agree on how on site issues are dealt with | Process 5 Resolving Parties Deliver CMR Alterations | CMRC 5.1<br>CMRC Coordinate Active Building Stakeholder<br>Comms (Integrated Campaign) | M | M |
| AHC.CMR.230 | CMR Shared MOP(s) | CMR Shared MOP(s) | CMR Manager | Operations | Manual Processing | Remediation Activity: Completed within a certain day/time frame; remedial costs are performed at MOP's own cost ;Remedial plans and timing must be agreed prior to works | Process 6 Approval that Meter Room is Smart & Alt HAN Ready | OutputCMRC 6.1<br>CMRC Audits<br>CMR<br>Resolution<br>Works (Onsite<br>or Desktop<br>TBC) | S | M |
| AHC.CMR.231 | CMR Shared MOP(s) | CMR Shared MOP(s) | CMR Manager | Operations | Manual Processing | ALL MOPs will require a remediation strategy where work have already been notified as completed (and a subsequent issue is found) | Process 6 Approval that Meter Room is Smart & Alt HAN Ready | OutputCMRC 6.1<br>CMRC Audits<br>CMR<br>Resolution<br>Works (Onsite<br>or Desktop<br>TBC) | M | M |

# Requirements by Actor
# Shared MOP Requirements Part 3/3

Level 1 Process Step: 1 2 3 4 5 6 7

6 Approval that Meter Room is Smart & Alt HAN Ready

END

| Requirement ID | Organisation | Actor(s) | Owner | Requirement Category | Requirement Sub-Category | Requirement | Associated Level 1 Process | Associated Level 2 Process | Pilot MOSCOW | Operational MOSCOW |
|---|---|---|---|---|---|---|---|---|---|---|
| AHC.CMR.232 | CMR Shared MOP(s) | CMR Shared MOP(s) | CMR Manager | Operations | Manual Processing | Works Abort Codes to be developed and standardised across the project | Process 6 Approval that Meter Room is Smart & Alt HAN Ready | OutputCMRC 6.1 CMRC Audits CMR Resolution Works (Onsite or Desktop TBC) | S | M |

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## Requirements Traceability Matrix (RTM) Briefing Pack

# CMRC – DNO Requirements

***Note these do not include the explicit DNO ringfenced activities**

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# Requirements by Actor
# DNO Requirements Part 1/1

Level 1 Process Step: 1 2 3 4 5 6 7

2 Resolution Proposal for Smart & Alt HAN Ready Meter Room

5 Resolving Parties Deliver CMR Alterations

6 Approval that Meter Room is Smart & Alt HAN Ready

END

| Requirement ID | Organisation | Actor(s) | Owner | Requirement Category | Requirement Sub-Category | Requirement | Associated Level 1 Process | Associated Level 2 Process | Pilot MOSCOW | Operational MOSCOW |
|---|---|---|---|---|---|---|---|---|---|---|
| AHC.CMR.111 | DNO | DNO | CMR Manager | Operations | System Inputs | The impacted DNOs should be able to inform the CMRC with any information on planned building works they are associated with, where they are CMR Cases. | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.2<br>CMRC Coordinates between Impacted Stakeholders | S | M |
| AHC.CMR.119 | DNO | DNO | CMR Manager | Operations | Third Party Actions | DNOs need to establish thier own internal process for the sharing of appropriate data regards vulnerability and PSR with the CMRC. An SLA may be required on this with DNOs | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.3<br>CMRC Coordinates Stakeholder Risk Assessment | S | M |
| AHC.CMR.159 | DNO | DNO | DNO | Shared MOP | Manual Processing | Any DNOs applicable as a resolving party within the Shared MOP Resolution Proposal will need to be able to validate the assumptions in that CMR Case resolution | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.6<br>CMRC Review Resolution Proposal for Design Integrity | M | M |
| AHC.CMR.128 | DNO | DNO | Alt HAN IT | Operations | System Processing | The ability for DNO's to report via a mechanism that works need to be aborted | Process 5 - Resolving Parties Deliver CMR Alterations | CMRC 5.2<br>CMRC Provides Authorisation to Execute Works | C | M |
| AHC.CMR.132 | DNO | DNO | Alt HAN IT | Operations | System Processing | The ability for DNO's to receive go/ no go instructions or notifications of works and acknolwedge receipt | Process 5 - Resolving Parties Deliver CMR Alterations | CMRC 5.2<br>CMRC Provides Authorisation to Execute Works | M | M |
| AHC.CMR.208 | DNO | DNO | CMR Manager | Operations | Manual Processing | The DNO is required to participate, in line with SLA, in CMR communications to their customers/residents | Process 5 – Resolving Parties Deliver CMR Alterations | CMRC 5.1<br>CMRC Coordinate Active Building Stakeholder Comms (Integrated Campaign) | S | M |
| AHC.CMR.165 | DNO | DNO | Alt HAN IT | Operations | System Processing | An Ability for DNO's to report via a mechanism that works are completed | Process 6 Approval that Meter Room is Smart & Alt HAN Ready | CMRC 6.1<br>CMRC Audits CMR Resolution Works (Onsite or Desktop TBC) | S | M |
| AHC.CMR.173 | DNO | DNO | Alt HAN IT | Operations | System Processing | The ability for DNO's to be notified when remediation work are required | Process 6 Approval that Meter Room is Smart & Alt HAN Ready | CMRC 6.2<br>CMRC Engages Resolving Parties to Remediate CMR Works | S | M |

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## Requirements Traceability Matrix (RTM) Briefing Pack

# CMRC – BNO Requirements

***Note these do not include the explicit BNO ringfenced activities**

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# Requirements by Actor
# BNO Requirements Part 1/1

**Level 1 Process Step:** 1 2 3 4 5 6 7

**2 Resolution Proposal for Smart & Alt HAN Ready Meter Room**

**5 Resolving Parties Deliver CMR Alterations**

**6 Approval that Meter Room is Smart & Alt HAN Ready**

**END**

| Requirement ID | Organisation | Actor(s) | Owner | Requirement Category | Requirement Sub-Category | Requirement | Associated Level 1 Process | Associated Level 2 Process | Pilot MOSCOW | Operational MOSCOW |
|---|---|---|---|---|---|---|---|---|---|---|
| AHC.CMR.120 | BNO/Building Owner | BNO/Building Owner | CMR Manager | Operations | Third Party Actions | BNOs need to establish thier own internal process for the sharing of appropriate data regards vulnerability and PSR with the CMRC. An SLA may be required on this with BNOs as part of the Building Owner Agreement | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.3<br><br>CMRC Coordinates Stakeholder Risk Assessment | S | M |
| AHC.CMR.139 | BNO/Building Owner | BNO/Building Owner | CMR Manager | Operations | Manual Processing | The Building Owner will be required to sign a Building Owner Agreement ahead of the commencement of any building works (where actions are outside of purely MOP or DNO juristictions) | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.4<br><br>CMRC Coordinates BNO Wayleaves (If Applicable) | M | M |
| AHC.CMR.160 | BNO/Building Owner | BNO/Building Owner | BNO/Building Owner | Shared MOP | Manual Processing | Any BNOs applicable as a resolving party within the Shared MOP Resolution Proposal will need to be able to validate the assumptions in that CMR Case resolution | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.6<br><br>CMRC Review Resolution Proposal for Design Integrity | M | M |
| AHC.CMR.129 | BNO/Building Owner | BNO/Building Owner | Alt HAN IT | Operations | System Processing | The ability for BNO's/Building Owners 's to report via a mechanism that works need to be aborted | Process 5 - Resolving Parties Deliver CMR Alterations | CMRC 5.2<br>CMRC Provides Authorisation to Execute<br>Works | C | M |
| AHC.CMR.133 | BNO/Building Owner | BNO/Building Owner | Alt HAN IT | Operations | System Processing | The ability for BNO's/Building Owners 's to receive go/ no go instructions or notifications of works and acknolwedge receipt | Process 5 - Resolving Parties Deliver CMR Alterations | CMRC 5.2<br>CMRC Provides Authorisation to Execute<br>Works | M | M |
| AHC.CMR.209 | BNO/Building Owner | BNO/Building Owner | CMR Manager | Operations | Manual Processing | The BNO is required to participate, in line with SLA, in CMR communications to their residents | Process 5 – Resolving Parties Deliver CMR Alterations | CMRC 5.1<br><br>CMRC Coordinate Active Building Stakeholder Comms (Integrated Campaign) | S | M |
| AHC.CMR.166 | BNO/Building Owner | BNO/Building Owner | Alt HAN IT | Operations | System Processing | The ability for BNO's/Building Owners 's to report via a mechanism that works are completed | Process 6 Approval that Meter Room is Smart & Alt HAN Ready | CMRC 6.1<br>CMRC Audits CMR Resolution Works (Onsite or Desktop TBC) | S | M |
| AHC.CMR.174 | BNO/Building Owner | BNO/Building Owner | Alt HAN IT | Operations | System Processing | The ability for BNO's s to be notified when remediation work is required | Process 6 Approval that Meter Room is Smart & Alt HAN Ready | CMRC 6.2<br>CMRC Engages Resolving Parties to Remediate<br>CMR Works | S | M |

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**Requirements Traceability Matrix (RTM) Briefing Pack**

# CMRC – Design Support Requirements

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# Requirements by Actor
# Design Support Requirements Part 1/1

Level 1 Process Step:




2 Resolution Proposal for Smart & Alt HAN Ready Meter Room

5 Resolving Parties Deliver CMR Alterations

6 Approval that Meter Room is Smart & Alt HAN Ready

END

| Requirement ID | Organisation | Actor(s) | Owner | Requirement Category | Requirement Sub-Category | Requirement | Associated Level 1 Process | Associated Level 2 Process | Pilot MOSCOW | Operational MOSCOW |
|---|---|---|---|---|---|---|---|---|---|---|
| AHC.CMR.108 | CMR Coordinator | CMRC Design Support | CMR Manager | Operations | Manual Processing | The CMRC Design Support Role is required to liase with the Shared MOP and other Resolving Parties on CMR Case Technical Matters | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.2<br>CMRC Coordinates between Impacted Stakeholders | S | M |
| AHC.CMR.149 | CMR Coordinator | CMRC Design Support | CMR Manager | Operations | Manual Processing | The CMRC must be able to validate Shared MOP evidence for their design approach or evidence for a CMR Case being unachievable | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.5 and CMRC 3.2/4.3<br>CMRC Propose Alt HAN Candidates as EPL | M | M |
| AHC.CMR.124 | CMR Coordinator | CMRC Design Support | Alt HAN IT | Operations | Manual Processing | Define where CMR design team will be required to complete a site visit for sites deemed appropriate for AHC CMR Design audit post completed works. | Process 5 - Resolving Parties Deliver CMR Alterations | CMRC 5.2<br>CMRC Provides Authorisation to Execute<br>Works | S | M |
| AHC.CMR.167 | CMR Coordinator | CMRC Design Support | Alt HAN IT | Operations | System Inputs | Design and define the data requirements for reporting mechanism for parties to submit works completed reports. These can include data input, multi-media etc.. | Process 6 Approval that Meter Room is Smart & Alt HAN Ready | CMRC 6.1<br>CMRC Audits CMR Resolution Works (Onsite or Desktop TBC) | S | M |

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## Requirements Traceability Matrix (RTM) Briefing Pack

# CMRC – Quality Assurance Requirements

Client Unrestricted

# Requirements by Actor
# Quality Assurance Requirements Part 1/1

Level 1 Process Step: 1 2 3 **4** 5 6 7

**4 Quality Assure Resolution Proposal & Instruct Resolution**

**END**

| Requirement ID | Organisation | Actor(s) | Owner | Requirement Category | Requirement Sub-Category | Requirement | Associated Level 1 Process | Associated Level 2 Process | Pilot MOSCOW | Operational MOSCOW |
|---|---|---|---|---|---|---|---|---|---|---|
| AHC.CMR.187 | CMR Coordinator | CMRC Quality Assurance | CMR Manager | Operations | Manual Processing | The CMRC should have the capability to feedback to the Shared MOP where the quality assurance of the CMR Resolution Proposal is queried by the CMRC | Process 4 – Quality Assure Resolution Proposal & Instruct Resolution | CMRC 4.1<br><br>CMRC Quality Assure the Resolution Proposal | S | M |

Alt HAN Co - Crowded Meter Room Coordinator (CMRC)

**Requirements Traceability Matrix (RTM) Briefing Pack**

# CMRC – Commercial Requirements

Alt HAN Co

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# Requirements by Actor
# Commercial Requirements Part 1/1

Level 1 Process Step: 1 2 3 4 5 **6** 7

**6** Approval that Meter Room is Smart & Alt HAN Ready

**END**

| Requirement ID | Organisation | Actor(s) | Owner | Requirement Category | Requirement Sub-Category | Requirement | Associated Level 1 Process | Associated Level 2 Process | Pilot MOSCOW | Operational MOSCOW |
|---|---|---|---|---|---|---|---|---|---|---|
| AHC.CMR.176 | CMR Coordinator | CMR Commercial | Alt HAN IT | Operations | Legal | The CMRC should ensure that remediation works are a cost attributed to the provider | Process 6 Approval that Meter Room is Smart & Alt HAN Ready | CMRC 6.2<br>CMRC Engages Resolving Parties to Remediate CMR Works | S | M |
| AHC.CMR.177 | CMR Coordinator | CMR Commercial | Alt HAN IT | Operations | Legal | There should be a mechanism to issue out or signify the start of a 12 month defect criteria certificate / guarantee / warrantee periof upon the completon of CMR resolution works | Process 6 Approval that Meter Room is Smart & Alt HAN Ready | CMRC 6.2<br>CMRC Engages Resolving Parties to Remediate CMR Works | S | M |
| AHC.CMR.211 | CMR Coordinator | CMR Commercial | CMR Manager | Operations | Manual Processing | The terms of payment for completed works and the terms and conditions for resolution works, as well as their timeframes for completion, are to be defined. | Process 6 Approval that Meter Room is Smart & Alt HAN Ready | CMRC 6.3<br><br>CMRC Approves CMR Resolution Works | C | M |

Alt HAN Co - Crowded Meter Room Coordinator (CMRC)

## Requirements Traceability Matrix (RTM) Briefing Pack

# CMRC – Finance Requirements

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# Requirements by Actor
# Finance Requirements Part 1/1

Level 1 Process Step: 1 2 3 4 5 6 7

2 Resolution Proposal for Smart & Alt HAN Ready Meter Room

4 Quality Assure Resolution Proposal & Instruct Resolution

END

| Requirement ID | Organisation | Actor(s) | Owner | Requirement Category | Requirement Sub-Category | Requirement | Associated Level 1 Process | Associated Level 2 Process | Pilot MOSCOW | Operational MOSCOW |
|---|---|---|---|---|---|---|---|---|---|---|
| AHC.CMR.153 | CMR Coordinator | CMRC Finance | CMR Manager | Operations | System Processing | The CMRC must be able to instruct payment to the Shared MOP upon delivery of the Shared MOP Resolution Proposal as a 'milestone' payment (where the case may or may not be continued) | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.6<br><br>CMRC Review Resolution Proposal for Design Integrity | S | M |
| AHC.CMR.157 | CMR Coordinator | CMRC Finance | CMR Manager | Operations | Manual Processing | The CMRC Commercial Team must be able to manage commercial disputes with the Shared MOP | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.6<br><br>CMRC Review Resolution Proposal for Design Integrity | S | M |
| AHC.CMR.158 | CMR Coordinator | CMRC Finance | CMR Manager | Operations | Manual Processing | The CMRC Finance Team must be able to process payments against a Purchase Order under authorisation from the CMRC | Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room | CMRC 2.6<br><br>CMRC Review Resolution Proposal for Design Integrity | S | M |
| AHC.CMR.195 | CMR Coordinator | CMRC Finance | CMR Manager | Operations | System Processing | The CMRC will require a purchase order and purchase order process for the promotion of a CMR Case. | Process 4 – Quality Assure Resolution Proposal & Instruct Resolution | CMRC 4.4<br><br>Resolving Parties Contracted & Instructed to Start Stakeholder Engagement | M | M |

Alt HAN Co - Crowded Meter Room Coordinator (CMRC)

**Requirements Traceability Matrix (RTM) Briefing Pack**

# CMRC – System Requirements

Alt HAN Co

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# Solution Requirements
# System Requirements Part 1/8

System Req. Agnostic to Level 1 Process Steps:

1 2 3 4 5 6 7

| Requirement ID | Organisation | Actor(s) | Owner | Requirement Category | Requirement Sub-Category | Requirement | Associated Level 1 Process | Associated Level 2 Process | Pilot MOSCOW | Operational MOSCOW |
|---|---|---|---|---|---|---|---|---|---|---|
| AHC.CMR.01 | CMR Coordinator | CMR Coordinator | Alt HAN IT | System | System to System Interface | To connect with the Alt HAN Inventory (OSP) in order to receive Alt HAN Candidate & Building data | Agnostic to specific processes | Agnostic to specific processes | C | M |
| AHC.CMR.02 | CMR Coordinator | CMR Coordinator | Alt HAN IT | System | System to System Interface | To conduct a Security Impact Assesment to ensure all connecttions between system (internal or external) are secure, and confirm the TSP securing layering | Agnostic to specific processes | Agnostic to specific processes | C | M |
| AHC.CMR.03 | CMR Coordinator | CMR Coordinator | Alt HAN IT | System | System to System Interface | To connect with the Alt HAN Inventory (OSP) in order to update Alt HAN Candidate & Building data | Agnostic to specific processes | Agnostic to specific processes | C | M |
| AHC.CMR.04 | CMR Coordinator | CMR Coordinator | Alt HAN IT | System | System Data | For the Alt HAN Inventory to contain a CMR Status Flag in order recognise both CMR and Alt HAN status in the Alt HAN Inventory | Agnostic to specific processes | Agnostic to specific processes | W | C |
| AHC.CMR.05 | CMR Coordinator | CMR Coordinator | Alt HAN IT | System | System Data | For the CMR System to contain a CMR Status Flag in order recognise both CMR and Alt HAN status in the CMR System | Agnostic to specific processes | Agnostic to specific processes | W | M |
| AHC.CMR.06 | CMR Coordinator | CMR Coordinator | Alt HAN IT | System | System User Interface | For the CMR System to be able to present CMR Case data through a User Interface | Agnostic to specific processes | Agnostic to specific processes | S | M |
| AHC.CMR.07 | CMR Coordinator | CMR Coordinator | Alt HAN IT | System | System User Interface | Role based profiles required through the GUI to ensure access controls are in place (Otherwise recognised as Role Based Priveledges) | Agnostic to specific processes | Agnostic to specific processes | S | M |
| AHC.CMR.08 | CMR Coordinator | CMR Coordinator | Alt HAN IT | System | System to System Interface | For the CMR System to receive updates from the Alt HAN Inventory on at least a 24 hour basis | Agnostic to specific processes | Agnostic to specific processes | C | M |
| AHC.CMR.09 | CMR Coordinator | CMR Coordinator | Alt HAN IT | System | System to System Interface | For the CMR System to present updates to the Alt HAN Inventory on at least a 24 hour basis | Agnostic to specific processes | Agnostic to specific processes | C | M |

# Requirements by Actor
# System Requirements Part 2/8

System Req. Agnostic to Level 1 Process Steps:

1 2 3 4 5 6 7

| Requirement ID | Organisation | Actor(s) | Owner | Requirement Category | Requirement Sub-Category | Requirement | Associated Level 1 Process | Associated Level 2 Process | Pilot MOSCOW | Operational MOSCOW |
|---|---|---|---|---|---|---|---|---|---|---|
| AHC.CMR.10 | CMR Coordinator | CMR Coordinator | Alt HAN IT | System | System to System Interface | For the CMR System to injest Third Party inputs on at least a 24 hour basis | Agnostic to specific processes | Agnostic to specific processes | S | M |
| AHC.CMR.11 | CMR Shared MOP(s) | CMR Coordinator | Alt HAN IT | System | System to System Interface | To allow connectivity with the Resolving Party (CMR MOP) via a suitable solution in order to send CMR Case data | Agnostic to specific processes | Agnostic to specific processes | C | M |
| AHC.CMR.12 | CMR Coordinator | CMR Coordinator | Alt HAN IT | System | System to System Interface | To allow connectivity with the Resolving Party (CMR MOP) via a suitable solution in order to retrieve CMR Case data | Agnostic to specific processes | Agnostic to specific processes | C | M |
| AHC.CMR.13 | CMR Coordinator | CMR Coordinator | Alt HAN IT | System | System to System Interface | A secure HTTPS connection is required for any web portal solution attributed to the CMR Coordinator | Agnostic to specific processes | Agnostic to specific processes | C | M |
| AHC.CMR.14 | CMR Coordinator | CMR Coordinator | Alt HAN IT | System | System to System Interface | An Alt HAN Co internal Infosec Assesment if required for all system infrastructure developed for the CMR Coordinator service | Agnostic to specific processes | Agnostic to specific processes | C | M |
| AHC.CMR.15 | CMR Shared MOP(s) | CMR Shared MOP(s) | Alt HAN IT | System | System User Interface | For the CMR MOP to be able to interact with the CMR System via a User Interface/Portal | Agnostic to specific processes | Agnostic to specific processes | C | M |
| AHC.CMR.16 | CMR Coordinator | CMR Coordinator | Alt HAN IT | System | System Output | For the CMR System to allow for outbound push notifications to CMR Stakeholders where applicable (i.e. Updates, Approvals) | Agnostic to specific processes | Agnostic to specific processes | C | M |
| AHC.CMR.17 | CMR Coordinator | CMR Coordinator | Alt HAN IT | System | System Output | For the CMR System to allow for outbound push notifications to CMR Stakeholders to be released in daily 'batches' | Agnostic to specific processes | Agnostic to specific processes | C | M |
| AHC.CMR.18 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System Security | For the CMR Coordinator to be suitably able to manage data security, and security when sharing data, in line with GDPR and the UK Data Protection Act | Agnostic to specific processes | Agnostic to specific processes | M | M |

# Requirements by Actor
# System Requirements Part 3/8

System Req. Agnostic to Level 1 Process Steps: 1 2 3 4 5 6 7

| Requirement ID | Organisation | Actor(s) | Owner | Requirement Category | Requirement Sub-Category | Requirement | Associated Level 1 Process | Associated Level 2 Process | Pilot MOSCOW | Operational MOSCOW |
|---|---|---|---|---|---|---|---|---|---|---|
| AHC.CMR.19 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System Security | A Data Protection Impact Assesment is required for the processes, systems and data use/storage of the CMR Coordinator | Agnostic to specific processes | Agnostic to specific processes | M | M |
| AHC.CMR.20 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System Security | For the CMR System to provide capability to secure the system and its data with security measures in order to protect the data held within, or being imported to / exported from the CMR System | Agnostic to specific processes | Agnostic to specific processes | M | M |
| AHC.CMR.21 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System Security | For the CMR Coordinator to conduct regular Data Security Impact Assesments | Agnostic to specific processes | Agnostic to specific processes | M | M |
| AHC.CMR.22 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System Security | For Alt HAN Co to review the scope of its ISO27001 certification in light of the operation of the CMR Coordinator function | Agnostic to specific processes | Agnostic to specific processes | M | M |
| AHC.CMR.23 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System Security | For the CMR System to have User Profiles that control CMR system interaction in order to protect the data held within, or being imported to / exported from the CMR System | Agnostic to specific processes | Agnostic to specific processes | M | M |
| AHC.CMR.24 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System Security | For the CMR System to restrict the ability to export data from the CMR System through User Profiles | Agnostic to specific processes | Agnostic to specific processes | M | M |
| AHC.CMR.25 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System Security | For the CMR System to prevent the ability to perform mass downloads of system data | Agnostic to specific processes | Agnostic to specific processes | M | M |
| AHC.CMR.26 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System Security | For the CMR System to enable an audit trail of system users and their actions | Agnostic to specific processes | Agnostic to specific processes | M | M |
| AHC.CMR.27 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System Infrastructure | For the CMR System to be developed, maintained and backed up in the Cloud in order to improve security of service, reliability, scalability and system update. | Agnostic to specific processes | Agnostic to specific processes | M | M |

# Requirements by Actor
# System Requirements Part 4/8

System Req. Agnostic to Level 1 Process Steps:

1 2 3 4 5 6 7

| Requirement ID | Organisation | Actor(s) | Owner | Requirement Category | Requirement Sub-Category | Requirement | Associated Level 1 Process | Associated Level 2 Process | Pilot MOSCOW | Operational MOSCOW |
|---|---|---|---|---|---|---|---|---|---|---|
| AHC.CMR.28 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System Infrastructure | For the CMR System providor to be able to adhere to standard and specific SLAs (To be agreed) | Agnostic to specific processes | Agnostic to specific processes | M | M |
| AHC.CMR.29 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System Usability | For the CMR System provider to provide training / training materials to system users | Agnostic to specific processes | Agnostic to specific processes | M | M |
| AHC.CMR.30 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System Infrastructure | For the CMR System Provider to maintain updates to the CMR System (patches) in line with, to be agreed, minimum service expectations. | Agnostic to specific processes | Agnostic to specific processes | M | M |
| AHC.CMR.31 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System Security | For the CMR System to be able to support different user profiles and levels of system access | Agnostic to specific processes | Agnostic to specific processes | M | M |
| AHC.CMR.32 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System Usability | For the CMR System to be able to support multiple concurrent users (number to be agreed) | Agnostic to specific processes | Agnostic to specific processes | M | M |
| AHC.CMR.33 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System Usability | For the CMR Coordinator to consider load balancing across mutiple servers to protect against impacts of latency for concurrent users | Agnostic to specific processes | Agnostic to specific processes | M | M |
| AHC.CMR.34 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System Scalability | For the CMR System to be dynamically scalable for data volume and volume of system interactactions | Agnostic to specific processes | Agnostic to specific processes | M | M |
| AHC.CMR.35 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System Usability | For the CMR System to allow or the role of Super User in order to minimise utilising a helpdesk for simple configuration or problem resolution | Agnostic to specific processes | Agnostic to specific processes | S | M |
| AHC.CMR.36 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System Usability | For the CMR Coordinator to indentify 1st, 2nd and 3rd line support for the CMR System | Agnostic to specific processes | Agnostic to specific processes | S | M |

# Requirements by Actor
# System Requirements Part 5/8

System Req. Agnostic to Level 1 Process Steps:

1 2 3 4 5 6 7

| Requirement ID | Organisation | Actor(s) | Owner | Requirement Category | Requirement Sub-Category | Requirement | Associated Level 1 Process | Associated Level 2 Process | Pilot MOSCOW | Operational MOSCOW |
|---|---|---|---|---|---|---|---|---|---|---|
| AHC.CMR.37 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System Usability | The CMR System should support concurrent system users | Agnostic to specific processes | Agnostic to specific processes | M | M |
| AHC.CMR.38 | CMR Coordinator | CMR Coordinator | Alt HAN IT | System | System Data | To store CMR Case data within the CMR System in order to maintain and interact with that data | Agnostic to specific processes | Agnostic to specific processes | M | M |
| AHC.CMR.39 | CMR Coordinator | CMR Coordinator | Alt HAN IT | System | System Data | To be able to extract CMR Case data, under appropriate User Profile, through query or data dump in order to interrogate data externally to the CMR System | Agnostic to specific processes | Agnostic to specific processes | M | M |
| AHC.CMR.40 | CMR Coordinator | CMR Coordinator | Alt HAN IT | System | System Data | All data within the CMR System must be capable of being migrated, securly and encrypted, to another solution, if required | Agnostic to specific processes | Agnostic to specific processes | M | M |
| AHC.CMR.41 | CMR Coordinator | CMR Coordinator | Alt HAN IT | System | System Data | To store CMR Case photographs, logically, against CMR Cases in order to maintain and interact with those photographs | Agnostic to specific processes | Agnostic to specific processes | S | M |
| AHC.CMR.42 | CMR Coordinator | CMRC Ops | Alt HAN IT | System | System Data | To store documents (i.e. CMR MOP Resolution Packs, Buildings Owner Agreements), or link to an appropriate document store, in order to access and interrogate those documents | Agnostic to specific processes | Agnostic to specific processes | S | M |
| AHC.CMR.43 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System Security | To store Personal Identifiable Information (PII), such as MPAN data, BNO Contact Details, Priorities Services Register (PSR) or vulnerable premise data in order to support critical CMR System workflow | Agnostic to specific processes | Agnostic to specific processes | M | M |
| AHC.CMR.44 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System Data | For the CMR Coordinator to be able to extract data for the purposes of Subject Access Request or authorised Data Erasure | Agnostic to specific processes | Agnostic to specific processes | M | M |
| AHC.CMR.45 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System Security | To be able to encrypt data where required (for example for PII data) | Agnostic to specific processes | Agnostic to specific processes | M | M |

# Requirements by Actor
# System Requirements Part 6/8

System Req. Agnostic to Level 1 Process Steps:

1 2 3 4 5 6 7

| Requirement ID | Organisation | Actor(s) | Owner | Requirement Category | Requirement Sub-Category | Requirement | Associated Level 1 Process | Associated Level 2 Process | Pilot MOSCOW | Operational MOSCOW |
|---|---|---|---|---|---|---|---|---|---|---|
| AHC.CMR.46 | CMR Coordinator | CMRC Finance | Alt HAN IT | System | System Data | To store financial, invoicing and charging data in a suitable financial system in order to track and process CMR Case costs. | Agnostic to specific processes | Agnostic to specific processes | C | M |
| AHC.CMR.48 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System Infrastructure | To be able to securely migrate all CMR System data in the event of a system change in order to protect against being constrained by the CMR System | Agnostic to specific processes | Agnostic to specific processes | M | M |
| AHC.CMR.49 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System Scalability | For the CMR System to be scalable in order to prevent solution constraints under normal forecast load | Agnostic to specific processes | Agnostic to specific processes | S | M |
| AHC.CMR.50 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System Data | For the CMR System to utilise an appropriate data hierachy to ensure realationships between Buildings, Meter Rooms, MPANs and Alt HAN Candidates are appropriately structured (Parent/Child Logic) | Agnostic to specific processes | Agnostic to specific processes | M | M |
| AHC.CMR.51 | CMR Coordinator | CMRC Ops | Alt HAN IT | System | System Processing | For the CMR Case workflow milestones to be programmable with programmable logic and dependancies within the system | Agnostic to specific processes | Agnostic to specific processes | C | M |
| AHC.CMR.52 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System Inputs | For the CMR system to accept bulk uploads of data (e.g. from Excel) | Agnostic to specific processes | Agnostic to specific processes | S | M |
| AHC.CMR.53 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System Infrastructure | For the CMR System to be able to store document/communication templates and artefacts | Agnostic to specific processes | Agnostic to specific processes | C | M |
| AHC.CMR.54 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System User Interface | For the CMR System document/communication templates and artefacts to be accessible for download by stakeholders | Agnostic to specific processes | Agnostic to specific processes | C | M |
| AHC.CMR.55 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System User Interface | To have a CMR System User Interface (UI) in order to follow & action CMR Case workflow | Agnostic to specific processes | Agnostic to specific processes | S | M |

# Requirements by Actor
# System Requirements Part 7/8

System Req. Agnostic to Level 1 Process Steps:

1 2 3 4 5 6 7

| Requirement ID | Organisation | Actor(s) | Owner | Requirement Category | Requirement Sub-Category | Requirement | Associated Level 1 Process | Associated Level 2 Process | Pilot MOSCOW | Operational MOSCOW |
|---|---|---|---|---|---|---|---|---|---|---|
| AHC.CMR.56 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System User Interface | To have a CMR System User Interface (UI) portal that is web accessible. | Agnostic to specific processes | Agnostic to specific processes | S | M |
| AHC.CMR.57 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System User Interface | To have a CMR System User Interface (UI) portal that is accessble my mobile devices (smartphone) | Agnostic to specific processes | Agnostic to specific processes | S | M |
| AHC.CMR.58 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System Reporting | To have a suitable solution for accessing Management Information/Business Intelligence/Reporting derived from CMR System data. | Agnostic to specific processes | Agnostic to specific processes | S | M |
| AHC.CMR.59 | CMR Coordinator | CMR Coordinator | Alt HAN IT | System | System User Interface | For the CMR System to be searchable against definable fields to return CMR Case results | Agnostic to specific processes | Agnostic to specific processes | S | M |
| AHC.CMR.60 | CMR Shared MOP(s) | CMR Shared MOP(s) | Alt HAN IT | System | System User Interface | For the CMR System to be searchable by external parties (i.e. Shared MOP) via a suitable portal/user interface, managed by user profiles | Agnostic to specific processes | Agnostic to specific processes | S | M |
| AHC.CMR.61 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System Infrastructure | To define the CMR System Incident Management approach, inclusive of incident prioritisation, disaster recovery and business continuity | Agnostic to specific processes | Agnostic to specific processes | C | M |
| AHC.CMR.62 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System Infrastructure | For the CMR System to be compatible and maintained against the lastest Microsoft operating systems and common web browsers in order to maintain service availability | Agnostic to specific processes | Agnostic to specific processes | M | M |
| AHC.CMR.63 | CMR Coordinator | CMR Coordinator | Alt HAN IT | System | System Usability | For the CMR System to be appropriately configurable by Super Users | Agnostic to specific processes | Agnostic to specific processes | S | M |
| AHC.CMR.64 | CMR Coordinator | CMR Coordinator | Alt HAN IT | System | System Usability | The the CMR System to be able to present an audit trail of system access and activity, against users, for authorised users | Agnostic to specific processes | Agnostic to specific processes | S | M |

# Requirements by Actor
# System Requirements Part 8/8

System Req. Agnostic to Level 1 Process Steps:

1 2 3 4 5 6 7

| Requirement ID | Organisation | Actor(s) | Owner | Requirement Category | Requirement Sub-Category | Requirement | Associated Level 1 Process | Associated Level 2 Process | Pilot MOSCOW | Operational MOSCOW |
|---|---|---|---|---|---|---|---|---|---|---|
| AHC.CMR.65 | CMR Coordinator | CMR Coordinator | Alt HAN IT | System | System Usability | The the CMR System providor to offer appropriate training and training materials to the CMRC | Agnostic to specific processes | Agnostic to specific processes | S | M |
| AHC.CMR.66 | CMR Coordinator | CMR Coordinator | Alt HAN IT | System | System Usability | For the CMR System to be capable of building bespoke workflow logic | Agnostic to specific processes | Agnostic to specific processes | M | M |
| AHC.CMR.67 | CMR Coordinator | CMR Coordinator | Alt HAN IT | System | System Processing | For the CMR System to be capable of calculation logic in order to support the execution of an economic test against an economic threshold | Agnostic to specific processes | Agnostic to specific processes | S | M |
| AHC.CMR.68 | CMR Coordinator | CMR Coordinator | Alt HAN IT | System | System Processing | For the CMR System to be able to support a 'mapped' workflow with status', gates and dependancies | Agnostic to specific processes | Agnostic to specific processes | M | M |
| AHC.CMR.69 | CMR Coordinator | CMR Coordinator | Alt HAN IT | System | System Usability | For there to be a suitable User Guide / Training Guide for CMR System users | Agnostic to specific processes | Agnostic to specific processes | S | M |
| AHC.CMR.70 | CMR Coordinator | CMR Coordinator | Alt HAN IT | System | System Usability | The User Guides / Training Guides to be accessable/downloadable from the CMR System via a suitable portal | Agnostic to specific processes | Agnostic to specific processes | C | M |
| AHC.CMR.71 | CMR Coordinator | CMR Coordinator | Alt HAN IT | System | System Security | For the CMR Systems Information Security Data Maps & Documents to be updated and included in the scope of Alt HAN's ISO27001 and Cyber Essentials. | Agnostic to specific processes | Agnostic to specific processes | M | M |
| AHC.CMR.72 | CMR Coordinator | Alt HAN IT | Alt HAN IT | System | System to System Interface | For the the specific CMR workflow solution and database solution to inteface with a finance solution to form the CMR System | Agnostic to specific processes | Agnostic to specific processes | S | M |
| AHC.CMR.73 | CMR Coordinator | CMR Coordinator | Alt HAN IT | System | System Reporting | For the CMR System to be capable of producing bespoke reporting, customisable by specific user roles | Agnostic to specific processes | Agnostic to specific processes | C | M |
| AHC.CMR.74 | CMR Coordinator | CMR Coordinator | Alt HAN IT | System | System Processing | For the CMR System to be able to prioritise CMR Cases based on critical facets of data or status in the workflow | Agnostic to specific processes | Agnostic to specific processes | C | M |

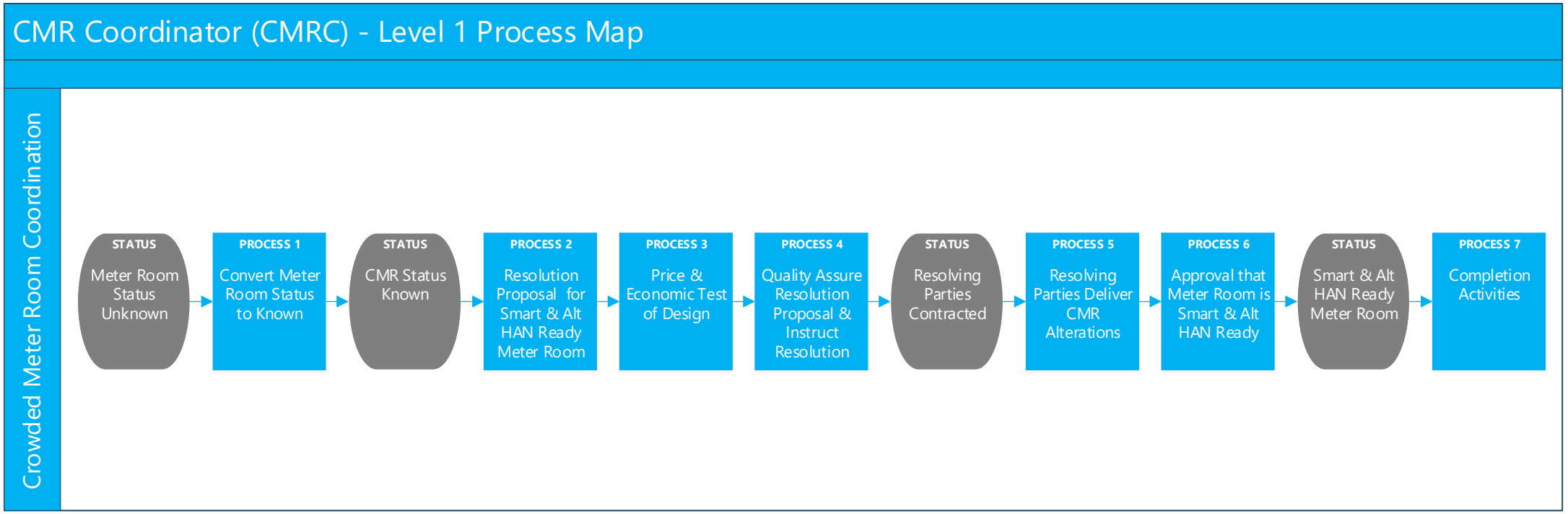
Alt HAN Co - Crowded Meter Room Coordinator (CMRC)

**Requirements Traceability Matrix (RTM) Briefing Pack**

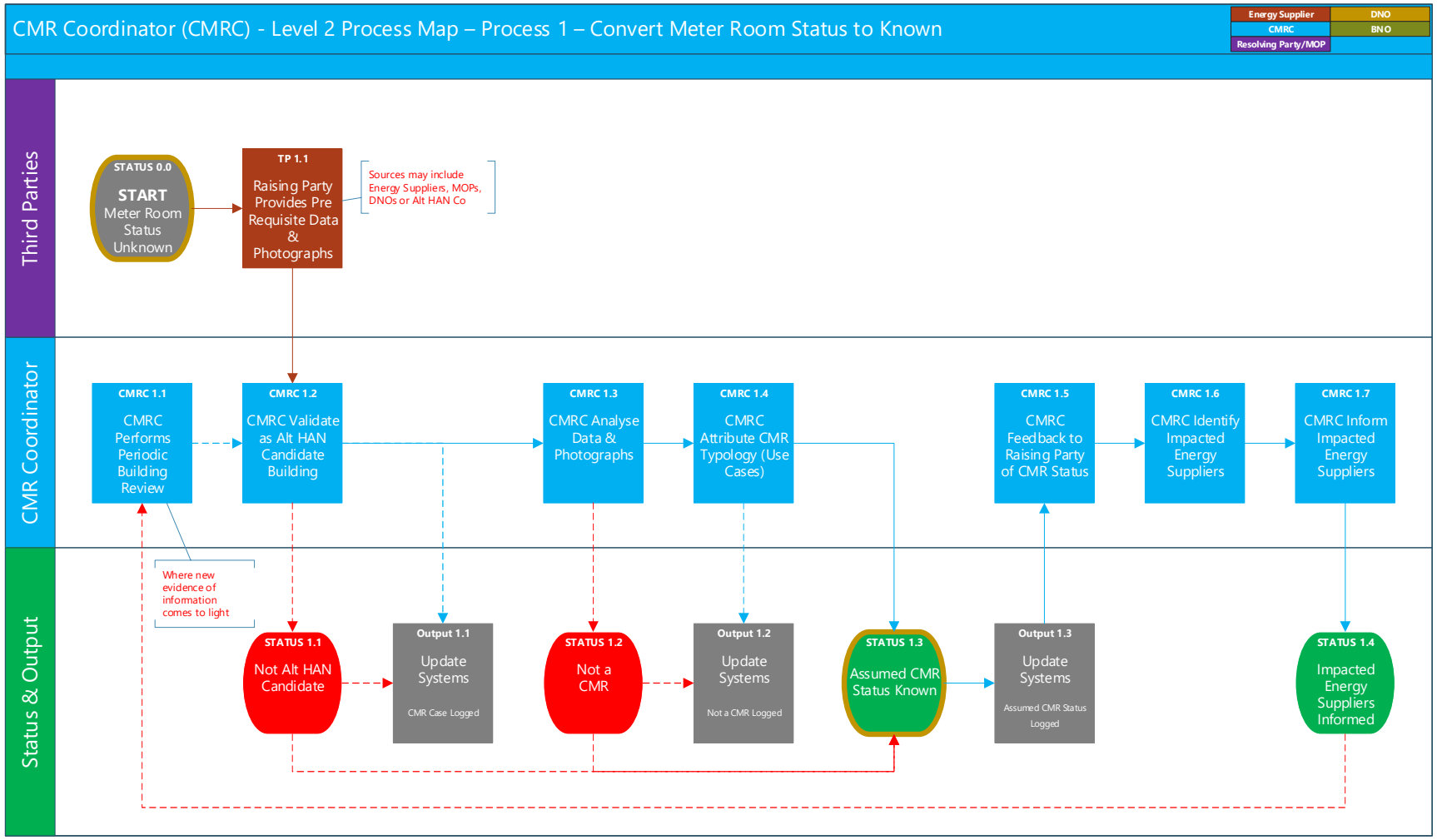
# Appendix – CMRC TOM Process Flow L1 & L2

Client Unrestricted

# Appendix – CMRC TOM Process Flow
## Level 1 Process Flow

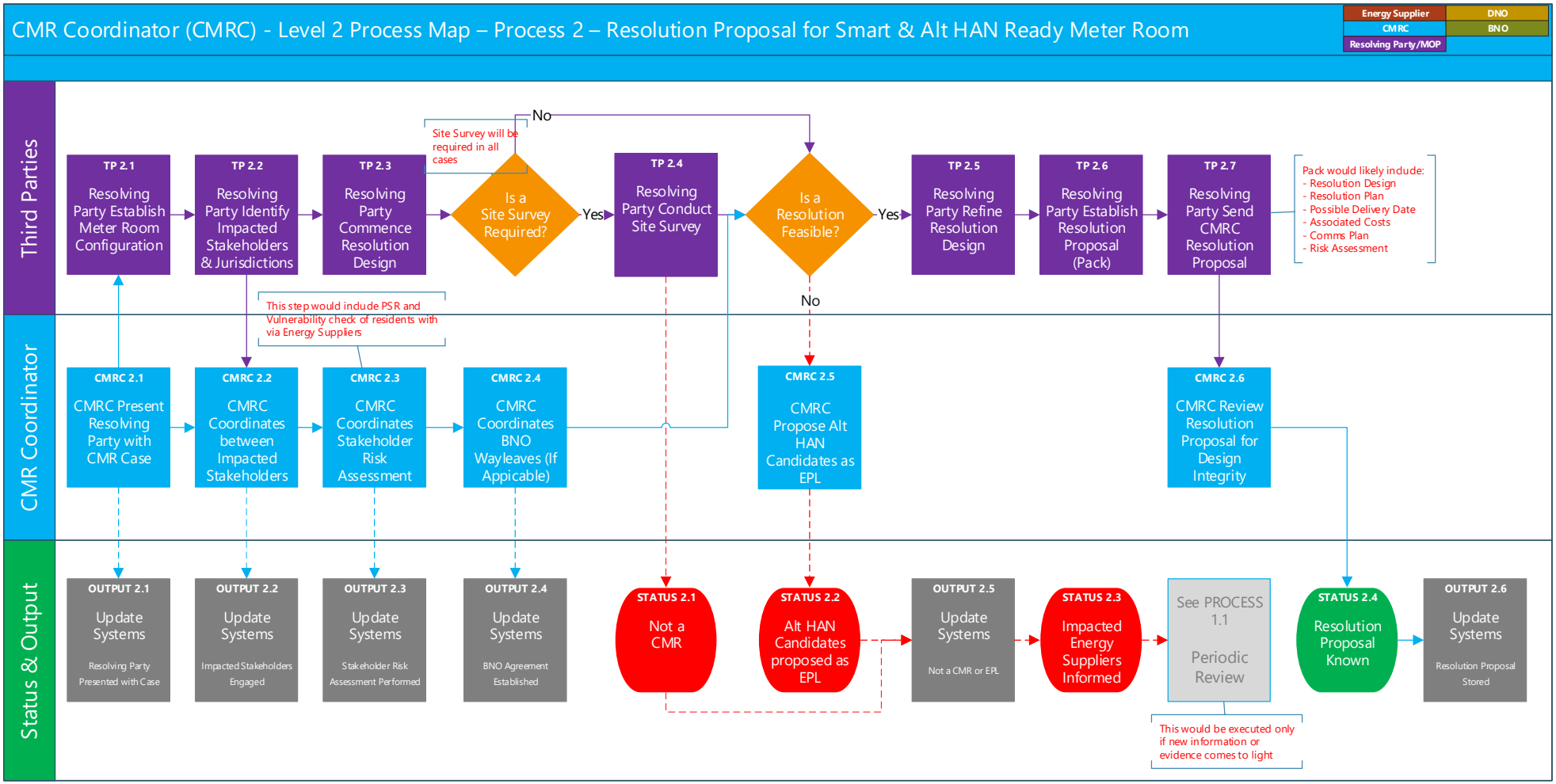


# Appendix – CMRC TOM Process Flow
## Level 2 Process 1 – Convert Meter Room Status to Known

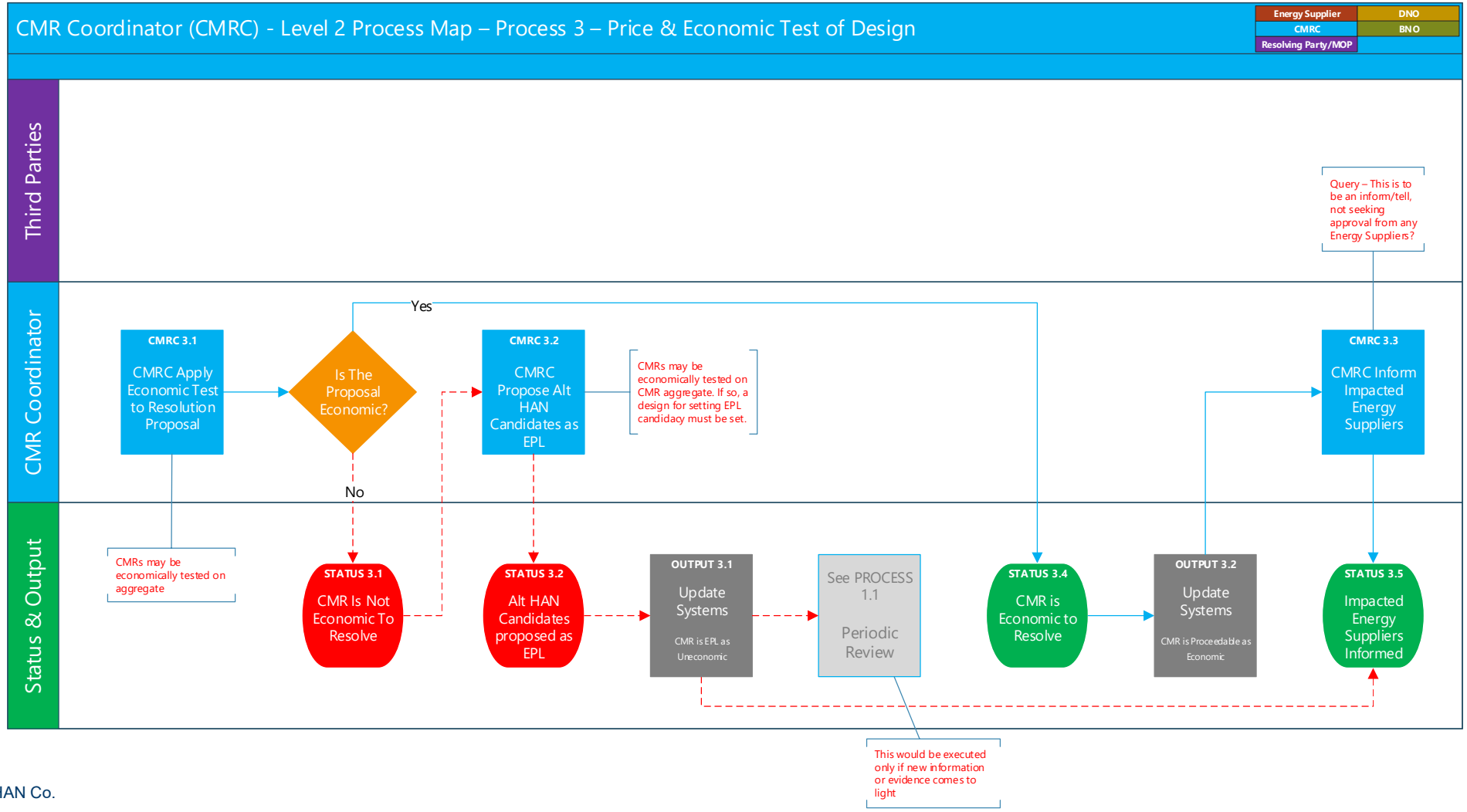


# Appendix – CMRC TOM Process Flow

## Level 2 Process 2 – Resolution Proposal for Smart & Alt HAN Ready Meter Room

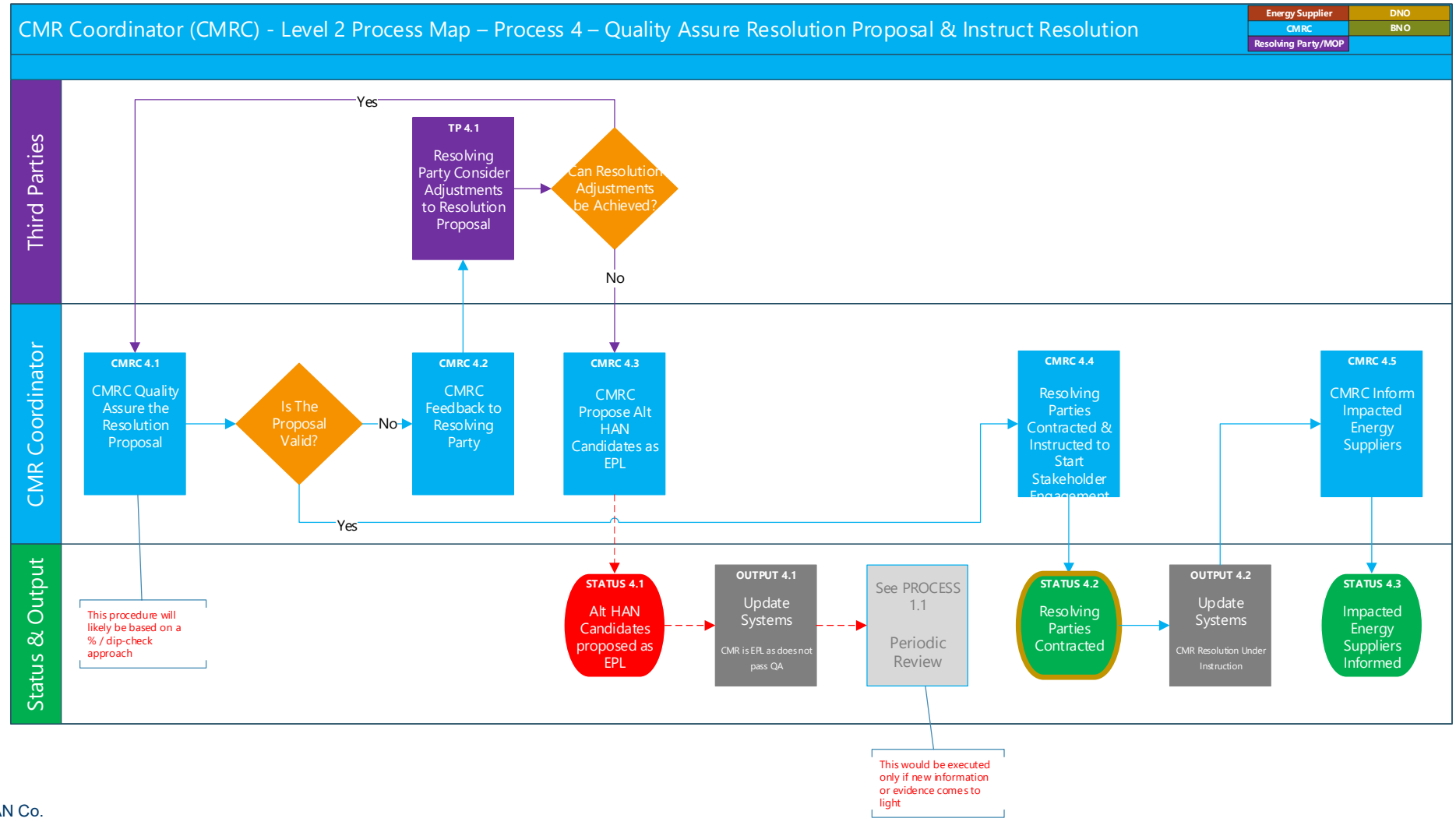


# Appendix – CMRC TOM Process Flow
## Level 2 Process 3 – Price & Economic Test of Design

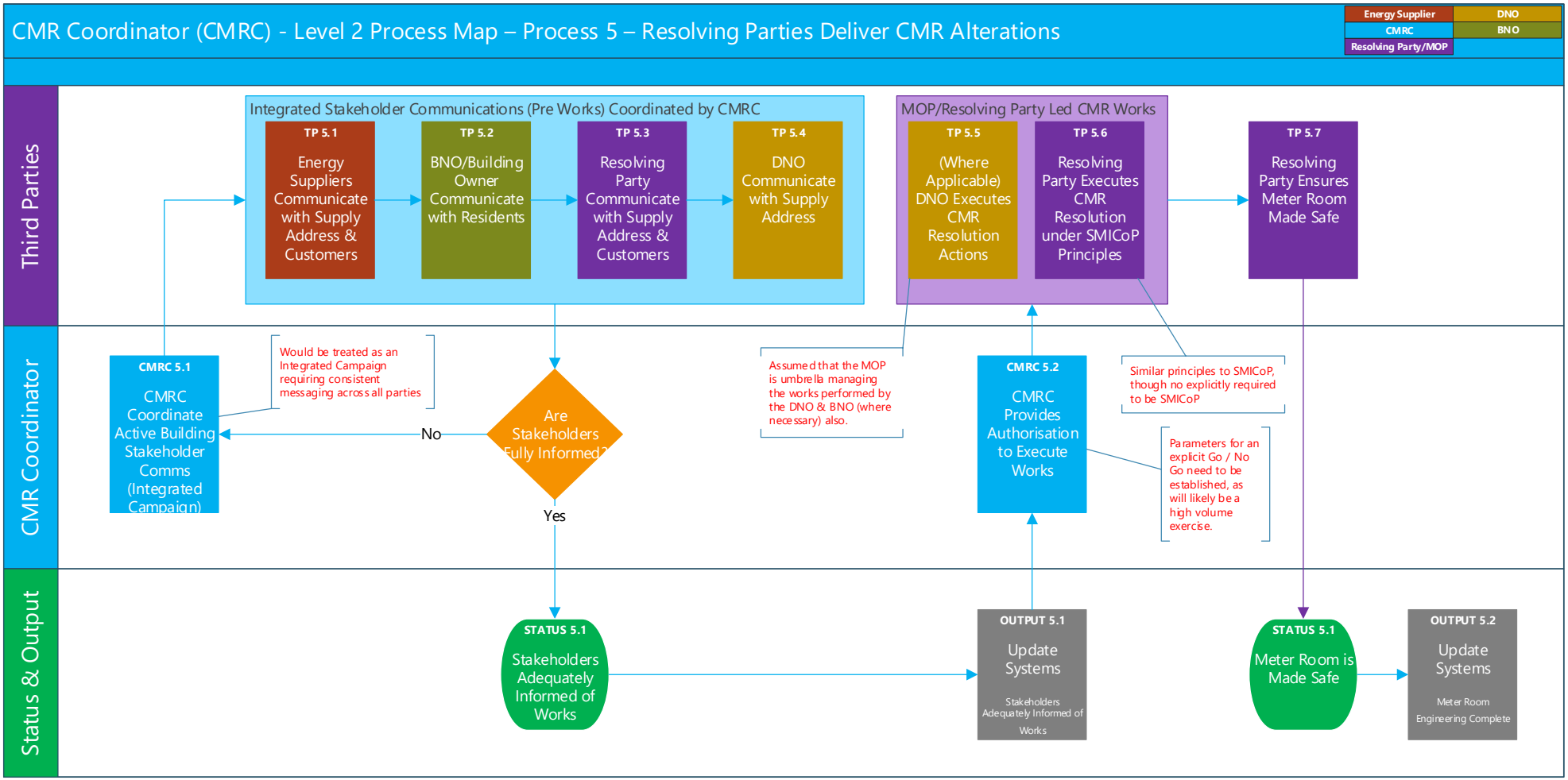


# Appendix – CMRC TOM Process Flow

## Level 2 Process 4 – Quality Assure Resolution Proposal & Instruct Resolution



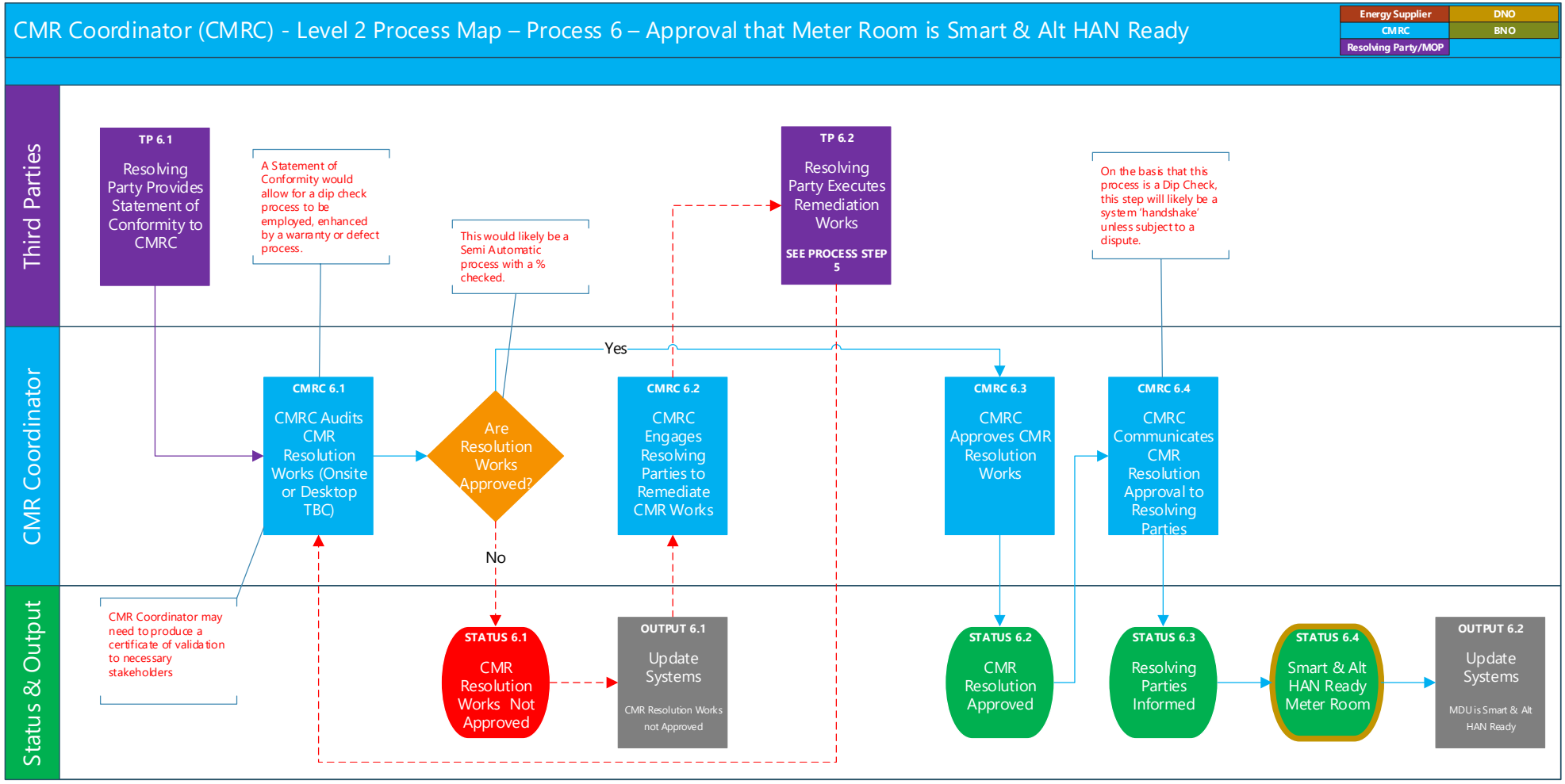
# Appendix – CMRC TOM Process Flow
## Level 2 Process 5 – Resolving Parties Deliver CMR Alterations




Alt HAN Co.

# Appendix – CMRC TOM Process Flow

## Level 2 Process 6 – Approval that Meter Room is Smart & Alt HAN Ready



# Appendix – CMRC TOM Process Flow
## Level 2 Process 7 – Completion Activities

