

Change Proposal – F40/01 (Page 1 of 2)	CP No: 849 <i>(mandatory by BSCCo)</i>
Title <i>(mandatory by originator)</i> SVAA National Service Desk Severity Levels	
Description of Change <i>(mandatory by originator)</i> <i>Reduction in the number of SVAA National Service Desk Severity Levels from five to four.</i>	
Proposed Solution(s) <i>(mandatory by originator)</i> Proposed severity levels to be classified as follows: <u>Type of incident</u> Severity Level 1st call back to caller Follow-up calls to caller Escalation to client (BSCCo) or it's nominated agent 1. <u>Immediate, sustained or potential threat to the Settlement Timetable and output to SAA; or, major problems for Suppliers, Suppliers' Agents or Public Distribution System Operators related to reports</u> 1 (Very High) (1 and 2 in current SSL330) 10 minutes	

Within timescales agreed with caller

1 working hour elapsed

2. Severe impact on the accuracy of Settlement Data input

2 (High)

(3 in current SSL330)

30 minutes

Within timescales agreed with caller

8 working hours

3. Minor data errors

3 (Medium)

(4 in current SSL330)

4 hours

Within timescales agreed with caller

2 working days

4. General queries / enquiries

4 (Low)

(5 in current SSL330)

24 hours

Within timescales agreed with caller

7 elapsed days

Justification for Change *(mandatory by originator)*

1. Proposed new Very High severity level combines existing severity levels 1 and 2. The intention is to map existing severity levels 1 and 2 to ELEXON's and Logica Consortium's High severity. This is to also provide clarity of urgency of call. Elevation to the client (BSCCo) after 1 hour is as per existing severity level 1.
2. Proposed new High severity level is intended to map existing severity level of 3 on to ELEXON's and Logica Consortium's High severity. This is to also provide clarity of urgency of call.
3. Proposed new Medium severity level is intended to map existing severity level of 4 on to ELEXON's and Logica Consortium's Medium severity. This is to also provide clarity of urgency of call.
4. Proposed new Low severity level is intended to map existing severity level of 5 on to ELEXON's and Logica Consortium's Low severity. This is to also provide clarity of urgency of call.

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Other Configurable Items Potentially Affected by Proposed Solution(s) *(optional by BSCCo)***Impact on Core Industry Documents** *(optional by originator)***Related Changes and/or Projects** *(mandatory by BSCCo)*

CP660

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Date 21 August 2002

Attachments: N* (If Yes, No. of Pages attached:.....)
(delete as appropriate)