
Notification of System Changes Impacting DIP Users – Guidance Notes

Data Integration Platform (DIP) Manager

Owner/author **DIP Manager**

Purpose of paper **Information**

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Summary **Guidance for DIP Users to notify the DIP Manager of changes to DIP-touching systems.**

Introduction

Purpose

This guidance note outlines the process DIP Users must follow when planning system changes that may impact other DIP Users. The aim is to ensure coordinated implementation, minimise disruption, and maintain the integrity and reliability of the Data Integration Platform (DIP).

Scope

This guidance applies to any DIP User intending to make changes to their systems that interface with the DIP, where such changes may affect data flows, connectivity, or service availability for other DIP Users

Guidance

1. Notification Requirements

DIP Users must notify the DIP Manager **as early as possible** when planning system changes. Early engagement enables effective coordination and risk mitigation

Information to provide

When notifying the DIP Manager, please include the following:

- **Proposed date of change/upgrade**
- **Expected duration of implementation or impact**
- **Identification of potentially affected DIP Users**
- **High-level overview of the change**, including:
 - Nature of the change (e.g. infrastructure, software, configuration)
 - Expected impact on DIP services or data flows

2. Co-ordination Process

Upon receiving notification, the DIP Manager will:

2.1 **Engage with Avanade** (DIP Technical Service Provider) to assess:

- Potential conflicts with other scheduled changes
- Risks to DIP operations or data integrity

2.2 **Arrange a meeting** with the notifying DIP User to:

- Review the proposed change
- Discuss mitigation strategies
- Confirm readiness and communication plans

2.3 **Issue a circular** to affected DIP Users:

- Communicated at least **five Working Days (WDs)** prior to the change
- Includes expected impact and contact details

3. Implementation and Post-Change Confirmation

Following the change:

- The DIP User is responsible for executing the change as planned.
- The DIP Manager requests confirmation of:
 - **Successful implementation**, or
 - **Failure/rollback**, including any issues encountered

This confirmation ensures transparency and supports post-change analysis if required.

4. Contact

To notify the DIP Manager of a planned change, please raise a case on [Elexon Support](#)