Software provider

Roles

- Register service provider
- Domestic EPC software provider
- Non-domestic EPC software provider

Goals

- Provide tools for end users of the register to achieve their goals
- Ensure that the tools they build are in line with policy and legislative requirements
- Ensure that the tools they provide are use friendly

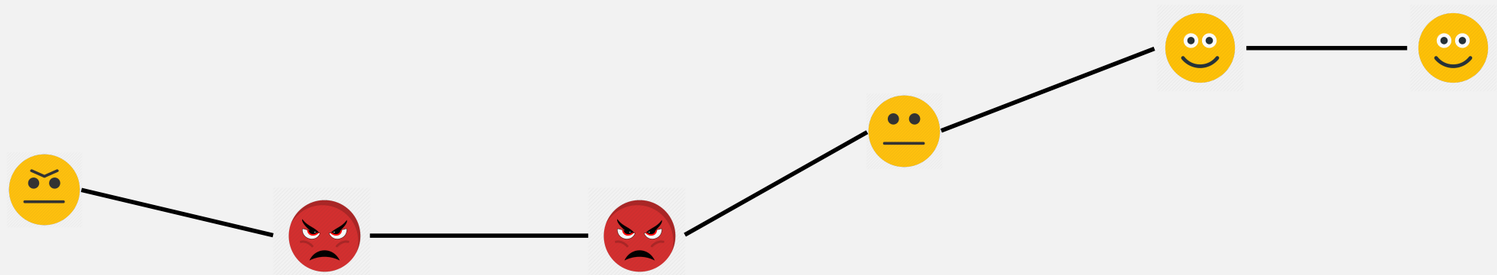
Needs

- Clear guidance about requirements for changes
- Clear guidance on how policy and legislative requirements should be implemented
- Clear communication between policy teams, register owners and themselves
- A central calculation engine for EPC calculations

Expectations

- Software providers will be involved in the process of defining requirements for technical changes that have an impact on their goals
- The register team will have a clear understanding of how the register works and the implication of changes

Task: Update software based on new requirements

Tasks	Register team defines changes to register and cascades to software providers	Internal team analyses change requirements to understand impact	Further questions are asked about the requirements to get a better understanding of them	Development is done to get the changes implemented	Updated software is released to end users	Training and guidance of updates to software is shared with end users
Persona						
Emotion						
Touch points	Face-to-face Phone call Email		Face-to-face Phone call Email			
Pain points	Little or no notification that a change request is coming Time-frame of request implementation doesn't take into account software provider's capability or restrictions	No involvement in the process of defining of the requirements so further communication is needed to ensure that it can be built in the time frame specified		Currently each software provider has to ensure that their software gets the same results for EPC calculations but don't have to implement it in the same way. Ideally calculation of the EPC report and rating should be done centrally so that there is less chance of variation in the results.		