



# **Data Enquiry (DE Service) Best Practice Guidelines**

**Version 1.0**

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The Data Enquiry Service is a web based tool used to interrogate certain data relating to a supply meter point and will be accessed through the **Xoserve Services Portal**. All users will require a valid login to access the services.

These guidelines are issued by Xoserve to assist you in using the DE Service supplied by Xoserve appropriately and securely. It is a reminder of your obligations to ensure that your Organisation's account through which it accesses the DE Service is correctly managed and maintained.

Xoserve advocates adherence to these guidelines to assist your Organisation in complying with its obligations. For full details of the obligations please refer to your Organisation's Contract and the Terms and Conditions of Use of the DE Service.

<http://www.xoserve.com/wp-content/uploads/Website-Terms-And-Conditions.pdf>

Remember that each Organisation is responsible for its own access and use of the DE Service and is liable for any misuse. Whilst Xoserve does not monitor the management or use of each Organisation's account or individual logins, failure to comply with the provisions of either the DSC Contract (which grants the rights of access and the arrangements relating to that access) or the Terms and Conditions of Use (which set out the rules about the access itself and use of the web based tool) may lead to a suspension of access to the DE Service.

### **Log-In Creations**

Each eligible Organisation is entitled to have one or more login ID to enable Authorised Representatives in each Organisation to access the DE Portal Service. Login Portal ID's are personal to each individual who have been expressly authorised to access and use the DE Service by an Organisation. These people are known as Authorised Representatives. When requesting access for new Authorised Representatives the following process is applicable:-

- Nominated representatives within your organisation called **Local Security Officers** (LSOs) will manage and grant user access.
- In the event that a LSO is unable to complete tasks, Xoserve LSO will act on their behalf.

### **Data Enquiry Last Accessed Report**

Xoserve recommend that Organisations regularly monitor access activity under their Account. If entitled Xoserve may be able to offer a chargeable report known as a 'Last Accessed Report' to assist you in this. Not only is this a good security practice it will also avoid unnecessary expense.

### **Deletion of Accounts**

Organisations should immediately delete logins when an Authorised User leaves the Organisation or no longer requires access to the DE Service.

### **Account Management**

- Login ID's for the Portal should **NOT** be shared under any circumstances.
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- Do not recycle Login ID's – **One Login ID per Authorised User.**

### **Don't be compromised**

Remember YOU are **responsible** for any access or use of the DE Service, using the User names, passwords, User identification codes or any other piece of encrypted or other information provided to or chosen by you as part of Xoserve's security procedures and used for accessing the DE Service ("**Secure Access Details**"). This applies whether you authorised such access or not. Your Organisation shall be liable for any charges incurred as a result of that use.

- **Secure Access Details** – It is YOUR responsibility to ensure that all Secure Access Details are kept secure and strictly confidential at all times.
- **Don't share passwords with others** - The password authenticates the identity of an Authorised Representative. The Authorised Representative will be held responsible for misuse of the account if the portal login and password is shared.
- **Make passwords hard to guess** - More secure passwords are those which are based on phrases and/or non-dictionary words (including "nonsense" words), combined with obscure character substitutions. These can be extremely difficult to either guess or crack.
- You **must** notify us in writing immediately after you become aware of any unauthorised use or disclosure of any Secure Access Details.

### **Contact**

- For more information about how and when you should be using the DE Service you should consult with your LSO within your own Organisation and follow any internal policies that are in place.
- For any general questions and guidance please access the Xoserve Information Library or contact the Xoserve Service desk:-
  - <http://www.xoserve.com/wp-content/uploads/UK-Link-Information-Library.pdf>
  - **0845 6000 506**