

Details		Action	Responsible Owner	Dates		Overdue Actions		
Action Reference	Main/ Reporting meeting			Raised on	Due Date	Update	Status	Revised Due Date
OPSG 49/13	Reporting	CH & Network Programme: The DCC to provide initial indication of impact on costs, benefits, and timelines for the candidate three service improvements.	DCC	24/05/2021	26/07/2021	DCC has committed to return to OPSG every 6 months to discuss the candidate list. And and tie in with action 75/CONF.	Open	01/03/2023
OPSG 56/06	Main	SECAS to discuss with Alt Han how its services can assist with monitoring end to end performance of smart metering service requests	SECAS	07/09/2021	14/06/2022	SECAS had call with David Jones (AHAN) Safe Launch unlilely to yield results until end March 2023. c.600 premises. Will discuss again in April lessons learned. Initial view that single premises may be a greater number needed than first thought. Not just Large mansions but ordinary homes. SECAS in discussion with DCC re identifying AHAN premises in Devcie reports requested as part Interoperability requirements BEIS / NAO report.	Open	14/06/2022
OPSG 65/07	Main	The DCC to circulate the guidance notes for Non-SEC Modification governance process to SEC Parties, including its engagement plan.	DCC	08/02/2022	04/08/2022	The DCC sought advise from SECAS on this action and have been advised that the reference to engagement plan should be removed from the action as there is no engagement plan for the intial part of the action.	Open	04/08/2022
OPSG 66/08	Reporting	The DCC and SECAS to propose a plan for systematically diagnosing and remediating business process failures.	DCC/SECAS	28/02/2022	01/06/2022	The OPSG noted that there had been some improvements on the reporting, however a complete process is needed to support analysis of the business process indicators in priority order. The DCC noted that it will summarise a proposal for the business process indicators at the next meeting.	Open	01/12/2022
OPSG 70/05	Reporting	SECAS and DCC to schedule workshops to discuss the performance of individual business processes, as prompted by the Performance Indicators.	DCC/SECAS	25/04/2022	14/02/2023	SECAS and DCC are in discussions on the best way to address the performance issues on the individual business processes.	Open	24/10/2022
OPSG 71/02	Main	SECAS to provide an overview of the end-to-end Change process illustrating how operational issues are resolved at each stage.	SECAS	10/05/2022	08/11/2022	SECAS is reviewing options to progress this action, including assessing possible benefits combining this with other actions that are impacted by the modification process.	Open	14/02/2023

OPSG 75/15	Main	The DCC to return with an overview of the ability to meet current SEC requirements using ServiceNow as part of the DSMS, including any areas of misalignment and a process to ensure that User requirements have been adequately investigated.	DCC	12/07/2022	14/11/2023	This was addressed under agenda item 05 (FSM – Requirements and Traceability Matrix). It was agreed that the action could be closed after the workshop due to take place on the 18 January 2024.	Proposed to close	14/03/2023
OPSG 75/CONF01	Main	The DCC to provide further details on the removal of 'Roaming' from the CH&N Candidate List, including any implications.	DCC	12/07/2022	11/04/2023	The DCC noted that 'Roaming' had been removed from the CH&N Candidate List as it provided limited value. The coverage of the prospective Suppliers was roughly the same, providing little added benefit to users. The DCC noted that Roaming is now part of the roadmap and DCC will engage with Users on the roadmap development post go-live. The OPSG noted that 'Roaming' should not be dismissed as providing limited value to the Minimum Viable Product (MVP), as Users do not know what 4G capabilities it will provide. 16/01/2024: The DCC provided an update on removing 'Roaming' from the CH&N Candidate List and proposed to close the action, noting that coverage assurance activities during the Design, Build & Test phase had identified that the network was mature in terms of coverage footprint and therefore roaming was not required as an additional measure. The OPSG challenged the DCC's assumptions and noted the risks of removing roaming had not been adequately investigated, and the DCC had not presented a convincing cost-benefit analysis to support their decision. The OPSG further noted that roaming contributes to robust coverage and intermittent WAN cannot be fully mitigated by network coverage assurance, and particularly identified rural areas as potentially challenging for sufficient network coverage. The DCC noted that Vodaphone has provided a contractual commitment of 95% coverage (to the premises, not the meter), and DCC were engaging with a third party to verify Vodaphone's data. The OPSG requested clarification on who was providing assurance for Communication Hub (CH) activities.	Proposed to close	
OPSG 79/10	Main	SECAS to discuss with DCC if the solution implemented by the DCC to resolve OPSG Issue 078 has security implications by engaging with SSC.	SECAS	13/09/2022	08/11/2022	This action is ongoing.	Open	13/06/2023
OPSG 79/11	Main	SECAS to investigate with the DCC the additional E20/E21 Incidents raised in August 2022 and track them alongside OPSG Issue 078.	SECAS	13/09/2022	08/11/2022	This action is ongoing.	Open	13/06/2023
OPSG 79/13	Main	The DCC to provide a process for managing and resolving instances of unstable WAN.	DCC	13/09/2022	14/02/2023	At the OPSG 91 meeting, The DCC noted that modification MP223 'WAN Coverage Reporting' has been raised to provide reporting on unstable Wide Area Network (WAN). The OPSG noted that it was still unsure of the current process that DCC uses for managing unstable WAN, noting that this is separate from the action and modification raised. The OPSG highlighted that there are different instances that can be classed as unstable WAN, for example, non-communicating Communication Hub (CHs), intermittent WAN, etc. The OPSG noted that it would be beneficial for DCC to map these instances into a holistic view. The OPSG requested that the DCC and SECAS to present view of the open Issues related to unstable/intermittent WAN, with an overview on how these are linked. The OPSG requested that the DCC should reword this action to encapsulate these issues.	Open	27/03/2023

OPSG 81/05	Main	The DCC to provide a further view of the performance of Service Requests related to the Price Cap change and EBSS processes (including those completed successfully within SLA, failed SLA but completed successfully and failed/No Response) to represent the operational impact to Users and consumers.	DCC	11/10/2022	11/07/2023	An update could not be provided at this time.	Open	
OPSG 81/06	Main	The DCC to present final outcomes and recommendations to the drops in performance on Price Change & EBSS activities (noting that EBSS will be a monthly activity and requires immediate solutions).	DCC	11/10/2022	11/07/2023	SECAS is due to schedule a Workshop to go through the actions with recommendations for industry.	Open	
OPSG 83/06	Main	The DCC to confirm the root cause of Incident INC000000919637 and whether the retries were from Service Providers (DSP or Secure S1SP) or Users.	DCC	08/11/2022	31/07/2023	Root cause established and communicated via OPSG 'High rate of On-Demand requests and repetitive retries by DCC Service Users during 1st to 4th October, beyond the rate at which SMSO can process on-demand requests causing the queue to build up in SMSO, resulting in delayed responses to Service Users leading to request time outs and further retries creating further congestion.' As mitigation against potential future issues S1SP made enhancements to their on-demand SRV processing methodology via Change CHQ000144111. The S1SP also increased resource availability to the system.	Open	
OPSG 84/01	Reporting	The DCC to clarify the definition of Change and Release as stated in the CSP contracts.	DCC	28/11/2022	31/08/2023	Following the slides presented at OPSG 103, the OPSG enquired as to whether the 2.6m cost presented in the slides was net and DCC agreed to return with this information in the next OPSG meeting to close the action..	Open	
OPSG 85/03	Main	The DCC to provide a profile of failed SRVs during the EBSS and Price Change Events, at an overall summary level and by individual User level.	DCC	13/12/2022	04/11/2023	An update could not be provided at this time.	Open	
OPSG 86/02	Main	The DCC to work with SECAS and the OPSG Chair to review the format of the Operational Update, to provide an action driven approach for the monthly operational performance in terms of risks, issues and activities.	DCC/SECAS	10/01/2023	31/10/2023	This action is currently in progress, DCC expect to be able to share the new pack and close this action in October.	Open	

OPSG 86/03	Main	The DCC to present expected mitigation actions (based on expected user behaviour) for future Price Change Events.	DCC	10/01/2023	31/10/2023	An update could not be provided at this time.	Open	
OPSG 86/07	Main	The DCC to provide monthly reporting on the invocation of the DSP Load Protection Mechanism, e.g. the number of instances, duration (total and longest instance), and number of SRVs impacted.	DCC	10/01/2023	30/11/2023	An update could not be provided at this time.	Open	
OPSG 86/09	Main	SECAS and the DCC to provide visibility of planned dates for completion of activities on the OPSG Priorities Log, identify ownership, and hence identify future expectation of the OPSG workload.	DCC/SECAS	10/01/2023	30/09/2023	An update could not be provided at this time.	Open	
OPSG 86/10	Main	SECAS to provide a view of how the OPSG priorities and activities align with the OPSG cost following the annual budget setting.	SECAS	10/01/2023	11/07/2023	This action is ongoing.	Open	13/06/2023
OPSG 87/01	Reporting	The DCC to assess whether there is correlation between message size and success rates.	DCC	23/01/2023	31/10/2023	This Action is due to be implemented as part of the August 2023 Maintenance Release (22/08/23). This will be presented in October with September data.	Open	
OPSG 87/03	Reporting	The DCC and SECAS to work together to determine the most appropriate mechanism to share the best practice and lessons learnt i.e. for prepayment and install and commission.	DCC/SECAS	23/01/2023	30/09/2023	SECAS and DCC are in discussions on the best way to address the performance issues on the individual business processes.	Open	
OPSG 88/02	Main	The DCC to investigate whether a view of current DSP availability can be produced to compare to the view of availability presented in the DSP Options analysis.	DCC	14/02/2023	30/09/2023	An update could not be provided at this time.	Open	
OPSG 88/05	Main	The DCC to provide specifications (including principles and scenarios) showing the operational implementation of the Protecting the DCC Service Policy.	DCC	14/02/2023	13/06/2023	At the OPSG 97 meeting, the DCC reported that since the policy was launched, the monitoring has helped mitigate some of the potential risk of spikes in on-demand traffic, and there have been no scenarios where the suspension of a customer has had to be implemented. The OPSG noted that this did not address the action. The OPSG reiterated that they need to know what principles and scenarios DCC would use to enact the Protection of the DCC Service Policy. An OPSG member highlighted that there is no defined 'core service' in the SEC that would need to be protected as all services are equal. The DCC noted that it will return to the OPSG to share some principles and lessons learnt since launching this policy.	Open	
OPSG 90/01	Main	Following the commercial discussion with Trilliant/DXC on performance, the DCC to brief the SEC Panel on the outcome of the discussions.	DCC	14/03/2023	13/06/2023	DCC need to review this action in line with other DXC Trilliant commercial discussions.	Open	
OPSG 90/02	Main	Once SEC Panel has been briefed on the commercial discussions with DXC/ Trilliant and DCC, the DCC to provide an update on service impact to OPSG.	DCC	14/03/2023	13/06/2023	DCC need to review this action in line with other DXC Trilliant commercial discussions.	Open	
OPSG 90/04	Main	SECAS to assess any open or pending SEC Modifications relating to the prioritisation of pre-payment commands / Alerts to ensure they are orchestrated in the most economic and efficient manner.	SECAS	14/03/2023	09/05/2023	SECAS are reviewing the relevant modifications and hope to return with an update on this action in August/September.	Open	

OPSG 90/12	Main	The DCC to present a "standard" orchestration for an Install and Commission at a future OPSG, Performance Measurement Review Group (PMRG), or a workshop.	DCC	14/03/2023	04/11/2023	An update could not be provided at this time.	Open	
OPSG 90/18	Main	The DCC and SECAS to work together to formulate a process/mechanism to ensure that the status of high impacting issues is regularly highlighted to OPSG through to resolution.	DCC/SECAS	14/03/2023	30/09/2023	SECAS and DCC are working on this together.	Open	
OPSG 91/01	Reporting	SECAS and DCC to reword action 79/13 to ensure it captures the requirement related to an unstable WAN process accurately.	DCC/SECAS	27/03/2023	30/09/2023	An update could not be provided at this time.	Open	
OPSG 91/02	Reporting	The DCC and SECAS to present view of the open Issues related to unstable/intermittent WAN, with an overview on how these are linked.	DCC/SECAS	27/03/2023	30/09/2023	An update could not be provided at this time.	Open	
OPSG 91/03	Reporting	The DCC to return to the OPSG reporting meeting with a timeline for the consideration of the impact of traffic volumes on various processes.	DCC	27/03/2023	31/10/2023	This is due to be implemented as part of the August 2023 Maintenance Release (22/08/2023). This will be presented in October with September data once DCC have a full month.	Open	
OPSG Project DM&A 6.A	Main	SECAS to investigate the use of surveys to obtain continuous feedback from OPSG members on OPSG meetings	SECAS	18/04/2023	31/12/2023	An update could not be provided at this time.	Open	
OPSG Project DM&A 8.A	Main	DCC and SECAS to work together to produce a Dashboard overview for the OPSG Main meeting operational update	DCC/SECAS	18/04/2023	31/12/2023	An update could not be provided at this time.	Open	
OPSG 92/01	Main	The DCC to investigate the impact of scheduled maintenance window timings of service outages on Other Users. This was raised at SEC Panel.	DCC	11/04/2023	31/08/2023	An update could not be provided at this time.	Open	
OPSG 93/02	Reporting	SECAS to confirm whether SP1SP DXC PM1.1 should be added to the non-compliance list (given that it has not achieved the target service level over an extended period of time) and update if required.	SECAS	24/04/2023	22/05/2023	An update could not be provided at this time.	Open	

OPSG 93/03	Reporting	The DCC to provide a post project review of the work to date to achieve minimum service level for CSP N PM2 and in particular a view of what additional steps may be taken to achieve the target service level.	DCC	24/04/2023	31/07/2023	CSP N continue to maintain absolute focus on achieving a high performance measure each month and circa 98.4% is a good reflection of the past 12 months. All efforts have been exhausted by CSP N and their technology partner Sensus to improve and enhance their infrastructure to enable progression on this measure. Earlier this year, their plan was signed off by CTO in DCC to advise all opportunities exhausted and no expectation for ongoing uplifts. Over the last few months this has been seen to be true as performance has consistently been around 0.5% below threshold. The next stage is underway, with CSP N analysing data around impact of noisy meters to see if this could bridge the last small percentage jump and are working through options to present to DCC on next steps. Once CSP N present the output of the noisy meter review, DCC could be in a position to advance the journey on PM2. However, as it stands, they are achieving a positive performance result each month. During interactions with Service Users there has been no negative comments on the performance. Noisy meter review is expected to conclude by the end of June.	Open	
OPSG 95/01	Main	DCC to provide a briefing to SEC Panel on the use and level of service credits, and their operational impact.	DCC	22/05/2023	30/09/2023	This will not be coming back to OPSG, as this is a commercial discussion that should be had with Panel.	Open	
OPSG 96/05	Main	The DCC to confirm when the requirements document will be published to SEC Parties for OMS and Logistics.	DCC	13/06/2023	31/08/2023	Proposed to close this at OPSG 109 under agenda item 13. OMS & Logistics update.	Proposed to close	
OPSG 96/06	Main	The DCC to publish the DCC Firmware Management Policy (FMP) on its website and notify SEC Parties once done.	DCC	13/06/2023	31/12/2023	An update could not be provided at this time.	Open	
OPSG 98/01	Main	DCC to propose and provide detail of an enduring process for SRV forecasting.	DCC	11/07/2023	30/09/2023	An update could not be provided at this time.	Open	
OPSG 98/02	Main	DCC to provide detailed visibility of the network traffic, including the peak loads and the operational impact.	DCC	11/07/2023	30/09/2023	An update could not be provided at this time.	Open	
OPSG 98/05	Main	SECAS to review Risk 15 related to DCC CH supply chain component shortage, look to close and highlight the Risks already raised under CTG related to this. SECAS to then create a new risk that looks at the enduring supply chain and any potential operational impacts.	SECAS	11/07/2023	31/08/2023	An update could not be provided at this time.	Open	
OPSG 99/02	Reporting	The DCC to provide analysis on non-communicating Communications Hubs and the causes of these, and a review of the impact these have on performance measures.	DCC	24/07/2023	30/11/2023	An update could not be provided at this time.	Open	
OPSG 100/01	Main	The DCC to provide for comment a briefing on the principles used to determine northbound prioritisation (as discussed in TABASC) and confirmation of input required from OPSG members as appropriate (note this is related to TABASC91/01 action).	DCC	08/08/2023	30/11/2023	An update could not be provided at this time.	Open	
OPSG 101/01	Reporting	SECAS to review and provide visibility to Users of the centralised database under development listing the issues captured across the SEC Sub-Committees with a view to highlighting any potential duplication.	SECAS	29/08/2023	29/08/2024	An update could not be provided at this time.	Open	

OPSG 101/02	Reporting	The DCC and OPSG Chair to review potential approaches to prioritising the focus on specific Business Processes at future OPSG meetings. The DCC to then bring this back to OPSG for further discussion and agreement on next steps.	DCC	29/08/2023	31/12/2023	An update could not be provided at this time.	Open	
OPSG 102/01	Main	The DCC to provide TABASC with the formal report relating to Incident 1076111 (SSI/SSMI/Remedy/SMKI Repo and all DUIS traffic) for more detailed review.	DCC	12/09/2023	31/12/2023	An update could not be provided at this time.	Open	
OPSG 102/04	Main	The DCC to come back to the OPSG and confirm how it has applied the FOC lessons learnt captured as part of action OPSG 62/05, with additional emphasis on the Readiness Assessment process undertaken by the TAG and OPSG.	DCC	12/09/2023	31/12/2023	An update could not be provided at this time.	Open	
OPSG 102/05	Main	The DCC to provide an update to the OPSG detailing the cause(s) for the low success rates of, and improvement trajectory for, prepayment and firmware activations observed in SMETS1 FOC.	DCC	12/09/2023	31/12/2023	An update could not be provided at this time.	Open	
OPSG 103/01	Reporting	DCC to map the Performance Measures that are below Minimum and Target Service Levels onto the appropriate waterfall charts within the Business Process Indicator Report Summary.	DCC	25/09/2023		An update could not be provided at this time.	Open	
OPSG 103/02	Reporting	The DCC to review the feasibility of options that could allow Service Users to subscribe to live status and push notifications. This could be via the website or an alternative tool.	DCC	25/09/2023		An update could not be provided at this time.	Open	
OPSG 103/03	Reporting	SECAS to assess and propose potential options for implementing a User Forum platform that supports proactive participation from all subscribed users, potentially via Teams or WhatsApp or similar. This is to be progressed as fast as practicable ex committee.	SECAS	25/09/2023	10/10/2023	Item moved to AOB at the request of the OPSG Chair and then subsequently deferred due to the meeting overrunning. Post meeting note: SECAS will circulate their proposal ex committee, seeking comments from Members, with the aim to start a trial early in 2024.	Open	
OPSG 104/01	Main	The DCC to come back to the OPSG with a clear status update including changes that have been completed and those outstanding in the DSP Technical Refresh. This should include a clear assessment of the risk associated with implementing the outstanding changes.	DCC	12/09/2023	30/04/2024	An update could not be provided at this time.	Open	
OPSG 105/01	Reporting	The DCC to provide a simplified graphic of the architecture to include past incidents and where they have occurred including next steps for problematic areas and to include a summary distinguishing between Incidents caused by the architecture and operational matters.	DCC	23/10/2023	30/04/2024	An update could not be provided at this time.	Open	
OPSG 106/01	Main	DCC and SECAS to investigate the creation of an initial draft of terms and definitions for reference at OPSG, accommodating definitions already in use for non-operational and non-operated meters and highlighting any conflicts.	DCC	14/11/2023	30/04/2024	An update could not be provided at this time.	Open	
OPSG 106/03	Main	DCC and SECAS to propose a process for DCC and Users to collectively discuss scheduling issues for SRs.	DCC	14/11/2023	30/04/2024	An update could not be provided at this time.	Open	
OPSG 107/01	Reporting	The DCC to provide an update to OPSG that covers the reported number of noncompliant devices that are contributing to CSP North traffic congestion caused by excessive alerting Comms Hubs, chatty devices and noisy devices, the impact of each of these categories on performance, and the measures being taken or proposed to remediate them.	DCC	27/11/2023	30/04/2024	An update could not be provided at this time.	Open	
OPSG 107/02	Reporting	The DCC to come back to the OPSG with guidance / recommendation(s) that will assist Users with managing device selection for RAF Fylindales post code areas.	DCC	27/11/2023	30/06/2024	An update could not be provided at this time.	Open	

OPSG 108/01	Main	DCC to propose a way forward to address concerns managing the Incident process in relation to categorisation and incentives for DCC Users to implement the current process.	DCC	12/12/2023	30/06/2024	An update could not be provided at this time.	Open
OPSG 108/05	Main	SECAS to propose how to make room for a regular OPSG Issues topic at the monthly Main Meeting. Further, SECAS to propose how the session should be structured.	SECAS	12/12/2023	28/02/2024	An update could not be provided at this time.	Open
OPSG 109/02	Main	SECAS to work with Users and DCC to refine the Problem Statement for CHs in CSPN Losing Communication.	SECAS	16/01/2024	31/03/2024		Open
OPSG 109/03	Main	DCC to reach out to the OPSG member KD to review and align data/ understanding for the issue highlighted in OPSG issues and to agree a clear pathway for the DCC to provide an update to the OPSG in Feb 2024.	DCC	16/01/2024	31/03/2024	DCC met with OPSG member KD on 17/01/2024 and 19/01/2024 and have had a weekly catch up scheduled every Friday, with a focus on both issues discussed at OPSG 109. DCC now have a Major Incident Manager assigned to own both issues and a Problem Manager for CSP-N aligned to ensure once cause(s) are uncovered, actions can progress to a full resolution. CSP-N are aware of DCC ownership, focus and concern regarding these issues. They are also aware we are triaging to allow for a focused investigation from themselves when MIM are confident in our evidence, and the avenues we would like CSP-N to review.	Proposed to Close
OPSG 109/04	Main	DCC to come back to the OPSG to provide a final overview of the Nov suspension of service (SRV 8.14.1), as suggested by ID at panel.	DCC	16/01/2024	31/03/2024	DCC propose to close this action under the suspension of services agenda item at OPSG 111.	Proposed to Close