

Dave Warner Operations Sub Committee Chair
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Josep Garcia-Sole
Ofgem via email
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12 May 2023

SRV 8.11 Performance: Use as a Metric

Dear Josep,

Ofgem requested OPSG input in relation to the following question *“is the SRV8.11 within control of the DCC?”*

This topic was considered at the PMRG (Performance Measures Review Group) meetings on 15 March 2023 and then tabled at the OPSG on 24 April 2023.

The OPSG agreed that the performance (Target Response Time -TRT) achieved for SRV8.11 is not entirely within the control of the DCC, even though TRT is measured only across the DCC infrastructure.

The OPSG views are set out below.

- (a) The OPSG emphasised the importance of finding a suitable metric for the DCC component of the Install and Commissioning (I&C) process, given that this business process will remain key for the foreseeable future.
- (b) The OPSG emphasised that SRV 8.11 was a key part of the I&C process, albeit that Users employed it in a variety of different orchestrations (and that the design and choice of such orchestrations is at the discretion of Users).
- (c) The OPSG noted the analysis and evidence presented by the DCC, showing that the performance of the SRV 8.11 as currently measured across the DCC infrastructure (i.e., the TRT) was considerably influenced by factors such as User orchestration.
- (d) Consequently, the OPSG agreed that the performance (TRT) achieved for SRV8.11 is not entirely within the control of the DCC, even though TRT is measured only across the DCC infrastructure.

Looking to the future, no suitable alternative to the SRV 8.11 as the basis for an I&C metric has yet been tabled. The OPSG commented that for the DCC component of the I&C process to be measured and reported appropriately, there remains a need to find a suitable way to measure the performance of the SRV8.11. In this regard, the OPSG noted that possible approaches for investigation might include:

- (a) Adjusting the value of the SRV8.11 TRT minimum and target times so that they suitably take account of the diversity of orchestrations employed by Users. This would require careful investigation, but the question of DCC control over the SRV8.11 performance would remain.
- (b) Filtering the instances of the SRV8.11 included in the measurement of the TRT, so that only those not materially influenced by the User choice of orchestration are included. However, it may be that only a small minority of instances may satisfy the filtering process. Work to assess the implementation of an enduring process of this type has not been undertaken.

(c) Consideration of a measure based on a definition of “Success” rather than TRT.

The OPSG noted that discussions with Users had highlighted the limitations of the measurement of the Target Response Times (TRT) methodology, and that there is strong support for considering a measure of “success” as an alternative. (It should be noted that for such a measure, “time” - for example, a timeout limit - and the question of DCC control would still need to be considered.).

This would be a significant change and would require a SEC Modification. An OPSG Member expressed willingness to raise a modification proposal to take this forward.

If you would like to discuss any elements of this response further, please contact either Tim Newton or myself through SECAS@Gemserv.com.

Yours Sincerely,

A handwritten signature in black ink that reads 'D. Warner'.

Dave Warner
Chair – SEC Operations Sub Committee

Cc Angela Love, Chair SEC Panel