

Details		Action	Responsible	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 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 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 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 to 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 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 86/10	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 88/05	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 90/02	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 7.F	Main				31/12/2023	02/05/2023: 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 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	Coming to OPSG 119.	Propose to Close	

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 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 98/02	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/SSM/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 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 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	An update could not be provided at this time.	Open	
OPSG 110/03	Reporting	SECAS to work with the DCC to propose and schedule a focussed session with SEC Parties covering operational impacts relating to Pre-Payment.	DCC/SECAS	29/01/2024		An update could not be provided at this time.	Open	
OPSG 110/06	Reporting	SECAS to obtain a legal view of the interpretation of SEC provisions regarding BCDR testing noting the DCC's position.	SECAS	29/01/2024		An update could not be provided at this time.	Open	
OPSG 110/07	Reporting	The DCC to propose an approach to reviewing the strategy for BCDR testing, and as a starting point suggest principles to the OPSG & TABASC.	DCC	29/01/2024	30/06/2024	An update could not be provided at this time.	Open	
OPSG 111/01	Main	DCC to work with SECAS on developing the requirements around unknown other User activity and raise this to the SEC Panel.	DCC/SECAS	13/02/2024	30/06/2024	An update could not be provided at this time.	Open	
OPSG 111/04	Main	The DCC to provide the OPSG with the Incident management structure/process it will be using to investigate and address the Communications Hubs (CHs) in CSPN Losing Communication issue.	DCC	13/02/2024	30/06/2024	An update could not be provided at this time.	Open	

OPSG 111/05	Main	The DCC to investigate the provision of a process for Users to raise multi premise Incidents.	DCC	13/02/2024	30/06/2024	An update could not be provided at this time.	Open	
OPSG 111/07	Main	SECAS to work with the DCC on restructuring the reporting within the OPSG meetings to reduce duplication and allow adequate time for discussion of issues. SECAS to submit proposals to the OPSG for decision.	DCC/SECAS	13/02/2024	30/06/2024	An update could not be provided at this time.	Open	
OPSG 111/08	Main	The DCC to assess whether active/real time monitoring on N56 Alert performance can be introduced and provide an update to the OPSG.	DCC	13/02/2024	30/06/2024	An update could not be provided at this time.	Open	
OPSG 111/09	Main	The DCC to evaluate the possibility of routinely reviewing the DSP overload protection logs to highlight periods of overload protection invocation, taking into account the work and cost involved, and provide a statement to the OPSG on the feasibility of such reporting.	DCC	13/02/2024	30/06/2024	An update could not be provided at this time.	Open	
SECP123/01		SECAS to develop a process with the DCC and the OPSG for requesting Planned Maintenance derogations under Section H8.3, including the ability for the Panel to determine it is tolerating the need for such a derogation.	DCC/SECAS	13/02/2024	30/06/2024	An update could not be provided at this time.	Open	
OPSG 112/01	Reporting	The DCC to come back to the OPSG to provide a view of what appears to be a decreasing trend in performance of the DCC's SRV reporting and a forward look into 2024.	DCC	26/02/2024	30/06/2024	An update could not be provided at this time.	Open	
OPSG 112/04	Reporting	The DCC to develop a geographical view of the top 10 impacted towers in CSP North and linked 'chatty' devices to see if there is an increase over Q2 2024. This is to include a view of the proportion of 'chatty devices', per tower that are being targeted.	DCC	26/02/2024	30/06/2024	An update could not be provided at this time.	Open	
OPSG 113/01	Main	The DCC to return to the OPSG and provide an update on how the CSPN behaviour issues are being addressed.	DCC	12/03/2024	30/06/2024	An update could not be provided at this time.	Open	
OPSG 113/03	Main	The DCC to provide a summary of progress on investigating the root causes of both high priority issues, including those potentially ruled out.	DCC	12/03/2024	30/06/2024	An update could not be provided at this time.	Open	
OPSG 113/04	Main	The DCC to confirm what the programmes are aspiring to deliver over the next few years in terms of service outages	DCC	12/03/2024	30/06/2024	An update could not be provided at this time.	Open	
OPSG 114/01	Main	The DCC to work with Users on CH returns to understand the fault reason for return and if faulty, the correct categorisation for the fault in line with the SEC and come back to OPSG with a review and conclusions. The aim is to achieve better alignment between Users and CSPs in assessment of faults.	DCC	25/03/2024	30/09/2024	An update could not be provided at this time.	Open	
OPSG 114/02	Reporting	The DCC to return to the OPSG and provide insight into batch faults, how they are quantified and how best they could be reported	DCC	25/03/2024	30/09/2024	An update could not be provided at this time.	Open	
OPSG 114/05	Reporting	The DCC to return to the OPSG with a summary of the three Major Incidents presentations that were requested by OPSG (Action 105/01) to give a high-level view of where the major incidents of 2023 had occurred in the arc hitecture, summarising common themes and next steps. This should cover both infrastructure and operational matters.	DCC	25/03/2024	30/09/2024	An update could not be provided at this time.	Open	

OPSG 115/01	Main	The DCC to provide an explanation on the process to proactively prevent runbook issues that cause Major Incidents following a change, following concerns raised by the OPSG around the recurrence of Major Incidents related to the runbook.	DCC	09/04/2024	30/09/2024	An update could not be provided at this time.	Open	
OPSG 116/01	Reporting	The DCC to return the next OPSG reporting meeting with an update on the investigations related to the MOC and IOC CoS performance, aimed at understanding how the performance is being adversely impacted by suspected User behaviour.	DCC	22/04/2024	30/09/2024	An update could not be provided at this time.	Open	
OPSG 116/03	Reporting	The OPSG Chair to discuss the latest CSPN concerns with SECAS and agree the best way to record this in the OPSG Issues and Risk registers.	DCC	22/04/2024		An update could not be provided at this time.	Open	
OPSG 117/01	Main	The DCC to ensure that the Service Users request for the most appropriate communications technology to be available to them during install and commission, is shared with the DCC programme managers.	DCC	14/05/2024		An update could not be provided at this time.	Open	
OPSG 117/02	Main	The DCC to layout the incident governance demarcation and scope for managing ECoS related issues.	DCC	14/05/2024		An update could not be provided at this time.	Open	
OPSG 117/03	Main	In relation to Incident INC000001160442, the DCC to provide the number of failed Pre-Payment SRVs.	DCC	14/05/2024		An update could not be provided at this time.	Open	
OPSG 117/04	Main	The DCC to provide OPSG members with an overview of Starlink technology and its possible benefits to the Future Connectivity Strategy.	DCC	14/05/2024		An update could not be provided at this time.	Open	
OPSG 118/01	Reporting	The DCC to come back to the OPSG to provide a further breakdown of the abnormal behaviour identified where there are unsolicited responses (USRs) from smart meters that are observed within a 24-hour period and therefore captured as delayed success. This needs to consider both compliance to the technical specifications of the affected devices and any other potential related impacts.	DCC	24/05/2024		An update could not be provided at this time.	Open	
OPSG 118/02	Reporting	The OPSG Chair to reach out to OPSG member (EL) to align on the appropriate scope of OPSG interest in reviewing the challenges identified as part of delayed success of USRs presented by the DCC as part of the BPIs reporting view.	OPSG Chair	24/05/2024		An update could not be provided at this time.	Open	
OPSG 118/03	Reporting	The DCC to come back to the OPSG to provide a more detailed view of the birth event issue experienced in CSPN against the first SRV 8.11 being sent. This needs to include a view of other external impacts such as bank holidays etc. As a feed in to this, the DCC will use install and leave data provided by OPSG members (e.g. includes date of attempted install, full postcode ideally, CH GUID and payment mode of operation).	DCC	24/05/2024		An update could not be provided at this time.	Open	
OPSG 118/04	Reporting	The OPSG Chair with support from the DCC to consider and propose a collaborative approach to cover a dedicated session with the appropriate representation from industry to review the background data related to the birth event issue seen in CSPN.	OPSG Chair/DCC	24/05/2024		An update could not be provided at this time.	Open	

OPSG 118/05	Reporting	The DCC to come back to the OPSG with more detail that highlights / addresses any correlation between INC000001158223 Major Incident that occurred on 25 March 2024 affecting both SMETS1 and SMETS2 which appears to align with the timing of birth event issues experienced in CSPN. This includes INC000001160442 Major Incident.	DCC	24/05/2024		An update could not be provided at this time.	Open	
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