

This document is classified as **Clear** in accordance with the Panel Information Policy. Recipients can distribute this information to the world, there is no limit on disclosure. Information may be shared without restriction subject to copyright.

Operations Group Meeting 119_1106

11 June 2024, 09:20 – 16:00

Meeting Headlines

At every meeting, the OPSG will focus on cross-industry matters that affect, or have the potential to affect, multiple Smart Energy Code (SEC) Parties. This month, the OPSG meeting included the following discussions (referenced by agenda item number):

3. OPSG Issues (SECAS): The DCC presented an overview of the Communications Service Provider North (CSPN) Customer and Service Improvement Initiative (CSII). This included details on programme mapping, the key themes of issues raised, and next steps. The OPSG highlighted a requirement for reassurance that any resolutions are enduring and consider the cost and resource requirements in balance with the Future Connectivity Strategy.

4. DCC Operational Update (DCC): The DCC presented three Major Incidents, one Category 1 Incident and two Category 2 Incidents that occurred in May. The DCC reported that the Category 2 Incident INC000001174231 was attributed to an Other User system configuration error and the OPSG highlighted concerns around the Other User behaviour having an impact on end consumers, preventing some Pre-Payment Service Requests from being successful.

5. Future Connectivity Strategy (FCS) (DCC): The DCC requested support on the new approach to the Outline Business Case for the North region and how they obtain qualitative and quantitative evidence. DCC believes there are only two viable technologies in the medium term that can be considered, 4G and a scaled, upgraded Long Range Radio (LRR). The DCC encouraged the OPSG to continue to raise tickets when there are CSPN connectivity issues. The OPSG highlighted that it would like to see an improvement on the current CSPN functions, success rates and coverage.

6. June 2024 SEC Release (DCC): The DCC reported that the June 2024 SEC Release would occur on 27 June. The DCC presented the Live Service Criteria (LSC) and requested approval from OPSG to go-live. The DCC noted that there would only be one impacting change but with no changes affecting back-office systems. The OPSG approved all LSC's.

7. Traffic Management Gateway (TMG) 3G Sunseting (DCC): The DCC presented the VMO2's TMG solution and provided an overview of impact. The OPSG expressed concerns around the planned date for implementing Phase 1 of the solution. The DCC presented details of the VMO2 3G sunseting trial as a RED paper.

8. Data Service Provider (DSP) (DCC): The DCC presented the Core and System Integrator (SI) low-level requirements along with feedback received so far. The DCC highlighted that the OPSG members can continue to provide feedback on these.

9. July Price Change Event (DCC): The DCC confirmed that a revised version of the User Guidance has been issued, with the changes highlighted. The DCC noted that most Users will be following same approach as April 2024 with no adjustments being made in July. The DCC expects a very similar outcome during the event as April.

10. CH&N LSC Update (DCC): The DCC presented the LSC readiness update which included timelines, Business Acceptance Testing (BAT), Transition to Operations Testing (TToT) and the BCDR approach. The DCC confirmed that it will be taking assurance from the Pre-Integration Testing (PIT) testing.

11. CH&N Testing Issues (DCC): The DCC presented the CH&N SIT testing issues that had been directed to the OPSG from the Testing Assurance Group (TAG) to inform the operational impacts. The OPSG agreed that the issue 131113 was Severity 3 on the basis that the DCC confirm the date of the fix ahead of mass rollout and confirm that the fix will resolve the issue completely.

12. OPSG Q2 Work Package (SECAS): SECAS presented an in-line budget forecast and noted it is not anticipated to go over the allocated budget, but this may change. SECAS to update OPSG if we believe budget is likely to be exceeded. SECAS also presented a forward plan of the agenda items for the period.

13. AOB:

FSM SMWG Update: The DCC noted the Future Service Management (FSM) Customisations feedback session on 27 June 2024. The objective of the session will be to share how the information recommended by the Service Management Working Group (SWMG) has been used to inform the DDC's position on the level of customisation to be documented in the Final Business Case, and associated costs. The DCC will also be providing an update on procurement activities and will give Users the opportunity to ask any questions. The DCC provided the following contact for any questions ahead of the session customerengagement@smartdcc.co.uk

Annual Outage Plan Update: SECAS stated that the new dates for the CSPN BCDR testing had not been confirmed to date but that the DCC expected to have them confirmed ahead of the reporting meeting which is scheduled to be a CSPN deep dive. The OPSG confirmed they would like this item to come to the OPSG 120 Reporting meeting.

Annual SEC Party Engagement: SECAS highlighted the Annual SEC Party Engagement Day on the 17 July 2024.

Non-Operating Smart Meters: The OPSG queried further discussions on non-operating smart meters and the progress of definitions between the department and DCC. The OPSG Chair noted that the discussion to progress this topic have been taking place and that this has been added to the OPSG Activities as a high priority work area.

Next Reporting Meeting: 24 June 2024; Next Main Meeting: 09 July 2024.