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Operations Group Meeting 132_1401

14 January 2024, 9:20 – 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. Issues Review (SECCo): SECCo noted that minimal feedback had been received from Members regarding the new Risks Assumptions Issues and Dependencies (RAID) log and therefore advised that the new RAID log would be used going forward. The DCC provided an update on non-communicating devices and the OPSG discussed the reporting and suggested that an appendix is included with definitions of the non-communicating categories, noting that there would be a workshop on 15 January 2025 to discuss the Non-Operative/Communicating reporting in more detail.

4. DCC Operational Update (DCC): The DCC presented the impacts and root causes of three Category 2 and one Category 1 Major Incidents (MIs) that occurred in December 2024. The DCC highlighted the themes of the Incidents were the same and that three of the four MIs were change related caused by the Data Service Provider (DSP), and two of those three MIs were related to human error. The OPSG discussed concerns regarding the times that the Incidents had occurred and the categorisation of the Incidents. The DCC summarised the SMETS1 Non-Operated report and the OPSG agreed for the report to be removed from future OPSG meeting documentation. The DCC advised that the January 2025 Price Event was successful.

5. CH&N Update (DCC): The DCC provided an update on the Initial Pallet Validation (IPV) progress and exit criteria summary, noting that this was on track. The OPSG reflected that anecdotally the 4G installations appeared to be quicker than 2/3G.

6. Future Connectivity North (FCN) (DCC): The DCC presented the go live implementation approach which included Coverage Information Provision, next steps and Engagement Plan. The OPSG Discussed the scaling options with the DCC to determine whether the optimum approach was being proposed.

7. ANSO (DCC): The DCC presented the Final Operating Capability (FOC) Application Network Security Operations (ANSO) Detailed-Level Requirements (DLRs) and a status update on the programme. The OPSG Requested that the DCC provide the DLRs in excel format and indicate which of these would be operationally impacting.

8. MP223 – 'WAN Coverage Reporting' (DCC): The DCC provided information on the new Wide Area Network (WAN) Coverage Reporting. The DCC advised that guidance would be provided in terms of how to interpret the reporting and provided the new Incident template. The OPSG noted the update.

9. Customer First Project (DCC): The DCC introduced the DCC's 'Customer First' initiative which included the Customer First Pilot and Pilot timeline. The DCC invited OPSG members to volunteer to take part in the pilot and noted that a form would be circulated for members to express interest. The OPSG noted the update.

10. OPSG Work Plan (SECAS): SECAS provided the OPSG Work Plan, which included a review of the 2024 activities and a summary of the upcoming 2025 programmes, operational updates and workstreams. SECAS highlighted that the 2024 summary provided a view of what had been achieved collectively with SECAS, SECCo, OPSG and the DCC. The OPSG suggested that the summary of programmes should be presented in order of priority.

11. Any Other Business (AOB): There was no AOB discussed.

Next Meeting 1: 27 January 2025; Next Meeting 2: 11 February 2025