

Details			Responsible	Dates		Overdue Actions		
Action Reference	Main/ Reporting meeting	Action	Owner	Raised on	Due Date	Update	Status	Revised Due Date
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 are finalising changes to our source to payment processes and will come back to OPSG with an update once this is finalised.	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 Chair has placed this action on hold while a holistic review of the OPSG meetings and its reports is being undertaken.	On hold	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	The OPSG Chair has placed this action on hold while a holistic review of the OPSG meetings and its reports is being undertaken.	On hold	24/10/2022
OPSG 79/13	Main	The DCC to provide a process for managing and resolving instances of unstable WAN and include the various scenarios of unstable WAN (e.g. non-communicating CHs, intermittent WAN etc.) and map these in a holistic view.	DCC	13/09/2022	14/02/2023	Expected developments in Q1 2025 due to CSPN improvement work and 4G rollout. This is linked to action 129/04.	Open	27/03/2023
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	The OPSG Chair has placed this action on hold while a holistic review of the OPSG meetings and its reports is being undertaken.	On hold	
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, SECAS plan to propose to close in January when the OPSG 2025 plan is shared.	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	The OPSG Chair has placed this action on hold while a holistic review of the OPSG meetings and its reports is being undertaken.	On hold	
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	DCC will review the open issues related to unstable/intermittent WAN once the new OPSG RAID log has been agreed.	Open	
OPSG Project DM&A 7.F	Main	SECAS to use the Gap Analysis produced in Phase 2 to produce a view on how any relevant content (such as the Dispute and Material Breach clauses) could be used with regards to DCC Non-Compliance.	SECAS	18/04/2023	31/12/2023	This action is under review with the OPSG Chair.	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	The OPSG Chair has placed this action on hold while a holistic review of the OPSG meetings and its reports is being undertaken.	On hold	
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	The pack that was provided in 2023 shows the work carried out to meet amber. With regards to what else needs to be done, DCC are enquiring within the DCC capacity team on their expectation of removing excessive alerts from the network against this metric.	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	Final iterations to the document will be undertaken after IPV which starts on the 2nd December. Once DCC are aware of the extent of any changes required, we can advise when this is likely to be shared.	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	This action was moved from the DCC to SECAS at the request of the OPSG Chair in July 2024 so that an independent view could be provided. The TABASC team within SECAS has requested the principles from the DCC.	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	SECAS is currently reviewing it's list of cross sub-committee issues before publishing the list externally. This is expected to be completed by the end of 2024, due to the cross functional work that needs to take place.	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	The OPSG Chair has placed this action on hold while a holistic review of the OPSG meetings and its reports is being undertaken.	On hold	
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	30/06/2024	The OPSG Chair has placed this action on hold while a holistic review of the OPSG meetings and its reports is being undertaken.	On hold	
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	The DCC shared a comprehensive list of definitions, following extensive work, to SECAS. SECAS has provided feedback and there is an outstanding question to be answered.	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	OPSG Chair and SECAS to engage with large supplier who raised the issue initially to understand if this is still an issue.	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	The DCC provide reporting to every SEC Party, highlighting their devices that are alerting excessively (chatty devices), including proposed paths to resolution for these devices. Furthermore, DCC have returned to OPSG 112 to show the impact of chatty devices at a localised level on BPI performance. The DCC also provide non-compliant ICHIS RF noise device reporting to all SEC Parties. The DCC will investigate the CH issues relating to this and also review the Spurious Alerts with SECAS to provide more information this.	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	This action is on hold while the wider CSPN operational improvement work is carried out, this will be re-visited when the WAN coverage audit has been completed.	On hold	
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	30/06/2024	The OPSG Chair has placed this action on hold while a holistic review of the OPSG meetings and its reports is being undertaken.	On hold	
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	DCC confirm there is already a multi premise incident process in place. Customers can find the process for raising multi-premise incidents on the DCC sharepoint by following this link https://capitaiservices.sharepoint.com/sites/LIVEDCC/PARTIES/Information%20for%20SEC%20Parties/SSI/Guides/Raising%20Copy ing%20Updating%20and%20Viewing%20Incidents%20User%20G uide.pdf and going to page 17 & 18 where there is a step by step guide. For those who do not have access to the SharePoint, this is also available on the SSI under knowledge user guides.	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	The OPSG Chair has placed this action on hold while a holistic review of the OPSG meetings and its reports is being undertaken.	On hold	
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	31/10/2024	Overload protection was instigated during the October 2024 price change. This has led DCC to review whether we can retrospectively report on this as well as see it in real 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	31/10/2024	The OPSG Chair has placed this action on hold while a holistic review of the OPSG meetings and its reports is being undertaken.	On hold	
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	31/10/2024	Like for like data was not available, to be included in ongoing discussions with CSP N regarding capacity.	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	31/10/2024	The DCC has reached out to Users to support with this and is awaiting response.	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	31/10/2024	The DCC took this action to close at OPSG 125. The OPSG (RB) noted that the DCC response was unsatisfactory, and that Users had been suffering from runbook issues for two to three years. The OPSG (RB) queried what the runbook issues arise from as it seems to be a systemic issue. The OPSG (RB) noted that this was not isolated to the Data Service Provider (DSP) and suggested that it should be reviewed by the Technical Architecture and Business Architecture Sub-Committee (TABASC). The OPSG noted that the DCC update on this action had not satisfied the requirements for closure.	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	31/10/2024	An update could not be provided at this time.	Open	
OPSG 119/02	Main	The DCC to confirm issue owner and to investigate emerging scenarios in the North region where CHs display red flashing lights.	DCC	11/06/2024	31/10/2024	An update could not be provided at this time.	Open	
OPSG 121/02	Main	The Chair and SECAS to review the CTG risk register associated with the operational impacts of 3G sunset, the take up of 4G and effects on 2G traffic. This is with respect potential reporting of the knock-on operational impacts on HAN stability.	OPSG Chair/SECAS	09/07/2024	31/12/2024	An update could not be provided at this time.	Open	
OPSG 122/01	Reporting	The DCC to report back to OPSG 123 with the outputs of the DCC led workshops investigating the root cause of Major Incident (INC000001180084) and the knock-on operational impacts identified. The DCC to also provide a demonstration of what is being done contractually to aid visibility of the DCC's endeavours to implement the contractual remedies and lessons learnt. SECAS to ensure enough time is allocated for review of this topic in the OPSG 123 agenda.	DCC/SECAS	22/07/2024		The DCC proposed to close this action at OPSG 125 but noted that it would report back on Incident root cause analysis in two weeks' time and provide the provisions in place to manage these effectively with the service provider, the OPSG noted that this action would remain Open.	Open	
OPSG 123/01	Main	The DCC to propose dates for a CH Returns Workshop.	DCC	13/08/2024	31/10/2024	In a meeting between DCC, SECAS and DESNZ to discuss TSATs and the process for these CHs being returned it was mentioned that it would be good to include any potential options available to industry in the OPSG CH workshop. The DCC suggested that holding this workshop after the appeal for DP238 'TSAT Expired Communication Hubs' which should be completed in 6-8 weeks time.	Open	

OPSG 126/03	Meeting 2	The DCC to investigate the level of detail that can be provided with regards to coverage e.g. a defined metric such as % coverage within postcode areas.	DCC	23/09/2024	23/09/2024	The OPSG Chair noted that further discussion needs to occur offline separately with the DCC regarding closing this action.	Open	
OPSG 126/04	Meeting 2	The DCC to come back to the OPSG to provide clarity on the correlation of the analysis data presented at OPSG 126 (Non-Comm Devices) versus in-life drop offs.	DCC	23/09/2024	23/09/2024	An update could not be provided at this time.	Open	
OPSG 127/01	Meeting 1	The DCC to provide further clarification around how the CSPN masts costs have been allocated, the OPSG would like to understand who has paid for the current masts and who will pay for any newly installed masts in future, given that other utilities will be sharing this infrastructure.	DCC	08/10/2024	01/02/2025	An update could not be provided at this time.	Open	
OPSG 127/03	Meeting 1	The DCC to provide the outcomes and findings of the site visits conducted by CSPN as part of the service improvement actions.	DCC	08/10/2024	01/02/2025	This action was proposed to close. The included comment is from the meeting: The OPSG Chair noted that some updates have not been shared with the right people internally within the DCC Service User organisations, and this had been fed back as OPSG representatives and updates to the OPSG need to be included in all communications on this as part of the Communications Service Provider North (CSPN) discussions. The DCC confirmed that the findings from CSPN site visits are being considered as part of the DCC/CSPN analysis and that this will influence solution outcomes, changes to training materials, SEC Documents etc. as part of the CSPN improvement project. The OPSG confirmed that the intention of this action was for the DCC to share collated feedback from the site visits with the OPSG members, and therefore the action should remain open.	Open	
OPSG 128/03	Meeting 2	The DCC to come back to the OPSG to share more visibility of the activities CSPN undertakes to assess issues with comms at the premise including how mast failures are proactively identified.	DCC	28/10/2024	01/02/2025	An update could not be provided at this time.	Open	
OPSG 128/05	Meeting 2	The OPSG Chair to feedback to the OPSG options considered (that enables SEC Sub-Committees) to monitor the progression of VWD (Virtual WAN Device) solution delivery.	SECAS	28/10/2024	31/12/2024	An update could not be provided at this time.	Open	
OPSG 129/03	Meeting 1	The OPSG Chair to work with SECAS, the DCC, OPSG members and DESNZ to organise a workshop to review the DCC reporting of Non-Communicating Devices to OPSG to identify gaps (e.g. also considers identifying non-comm GSMES but where the CHF (and hence GPF) is accessible along with device and firmware version information for non-comm ESMES where the CHF is communicating). This is with the key objective of agreeing a way forward to develop more relevant improvements to the reporting.	DCC/SECAS	12/11/2024	01/02/2025	The DCC propose to close this action at the OPSG 133 Meeting on 27 January 2025, after the Non-Communicating Devices Workshop on 15 January 2025.	Propose to close	
OPSG 129/04	Meeting 1	The DCC to come back to the OPSG with a more detailed view of the reasons why Comms Hubs are dropping off the CSPN network including a sufficiently detailed breakdown of the Root Cause Analysis undertaken.	DCC	12/11/2024	01/02/2025	An update could not be provided at this time.	Open	
OPSG 130/01	Meeting 2	The DCC to come back to the OPSG at the 10 December meeting (OPSG 131) with a more detailed analysis of the CSPN I&C performance on Saturdays as Users have reported a drop in performance.	DCC	25/11/2024	31/03/2025	An update could not be provided at this time.	Open	
OPSG 130/02	Meeting 2	The DCC to come back to the OPSG to confirm the approach to be taken for the management/replacement of chatty 'SMETS2' smart meters impacting CSP C&S sunsetting.	DCC	25/11/2024	31/03/2025	An update could not be provided at this time.	Open	
OPSG 132/01	Meeting 2	The DCC to come back to the OPSG to provide greater transparency on the decision-making process and address any corresponding impact on the SEC. This action was raised in response to the decision to upgrade CH firmware where there is a known issue affecting 4-6K devices.	DCC	14/01/2025		An update could not be provided at this time.	Open	

OPSG 132/02	Meeting 2	The DCC to clarify the process and recommendations going forward that would more appropriately align Major Incident titles with the current status/understanding of the root cause.	DCC	14/01/2025		An update could not be provided at this time.	Open	
----------------	-----------	---	-----	------------	--	---	------	--