

Operations Group Meeting 65_0802

8 February 2021, 09:20 – 16:00

Teleconference

Paper Overview

Item No.	Agenda Item	Paper Overview	Recommendations
Welcome and Introductions			
Items for Business			
1.	Previous Meeting Minutes FOR DECISION	The Draft Minutes from the January 2021 meeting (OPSG_63) are presented for approval.	The OPSG is requested to: APPROVE the minutes as final.
2.	Actions Outstanding FOR DECISION	An update on the outstanding actions from previous meetings (OPSG_63).	The OPSG is requested to: NOTE the outstanding actions; and AGREE to any revised dates.
3.	DCC Operational Update FOR DISCUSSION	This presentation provides an update on the DCC's operations including portfolio, prepayment performance, Incidents, Planned and Unplanned Maintenance, Change Management and SMETS1.	The OPSG is requested to: NOTE the update and overview of DCC's current data.
4.	CSP N Performance FOR DISCUSSION	This item was first presented in July 2020 (OPSG_34). This month's presentation provides an update on CSP N Performance in January, and the progress of DCC Service Improvement Plans (SIPs).	The OPSG is requested to: DISCUSS and comment on the SIPs progress.
5.	Major Incident Review FOR DECISION	This paper provides a summary of the DCC Major Incident Review Report relating to INC000000800323.	The OPSG is requested to: CONSIDER the contents of this paper and Appendix A; and AGREE if the Review Report for Incident INC000000800323 should be published to all SEC Parties and advise of any necessary changes.

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6.	Incident INC000000806199 FOR DISCUSSION	This paper provides a summary of DCC Major Incident Review Report relating to INC000000806199, which is a Category 2 Incident.	CONSIDER the contents of this paper and Appendix A; and AGREE if the Review Report for Incident INC000000806199 should be published to all SEC Parties and advise of any necessary changes.
7.	Incident Categorisation and Incident Management FOR DISCUSSION	This presentation provides a review of DCC's approach to Incident classification to ensure that they accurately convey business impact and meet Service Users' expectations.	The OPSG is requested to: NOTE the presentation and identify any suggested improvements to Incident categorisation.
8.	Non-SEC Modification Cost Governance FOR DISCUSSION	This presentation provides an overview of the internal process within DCC to ensure appropriate governance over project and functional spend, including the relevant touch points for Users.	The OPSG is requested to: NOTE the presentation and provide any comments.
9.	DSP Technical Refresh - April Outage Request FOR DISCUSSION	This presentation provides a proposal from DCC for an additional High Impact Windows of 6 hours on 12 April 2022.	The OPSG is requested to: NOTE the presentation and provide any comments. ENDORSE the request for additional High Impact Windows of 6 hours on 12 April 2022.
10.	Service Request Forecasting and Traffic Optimisation FOR DISCUSSION	This paper presents a summary of updates against the DCC Service Request forecast modelling and assumptions.	The OPSG is requested to: NOTE the presentation and provide any comments.
11.	OPR Consultation FOR DISCUSSION	This presentation provides an outcome of the OPR consultation and next steps	The OPSG is requested to: NOTE the presentation and provide any comments.
12.	OPSG Risk Register – Progress Report FOR DECISION	This paper provides an update on a candidate entry and the status of actively managed entries on the Operations Group (OPSG) Risk Register, together with any activities planned to take place during the following month.	The OPSG is requested to: NOTE the contents of this paper. REVIEW the description, impact, and next steps on the new Candidate Risk. ENDORSE the inclusion of the new Candidate Risk.

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			PROVIDE any new candidate Risks for consideration. PROVIDE any comments on the wording, impact, and severity of any OPSG Risk.
13.	OPSG Issues Log - ACB Certificate FOR DISCUSSION	This presentation provides a summary of issues identified with ACB Certificate replacement process and actions being taken to address.	The OPSG is requested to: NOTE the presentation and provide any comments.
14.	BCDR 2021 activities FOR INFORMATION	This presentation provides an overview of the 2021 Business Continuity Disaster Recovery (BCDR) Testing Results.	The OPSG is requested to: NOTE the presentation and provide any comments.
15.	Any Other Business (AOB)	Verbal	
For Information Items			
16.	Panel Feedback FOR INFORMATION	This presentation provides updates from the January Panel meeting.	The OPSG is requested to: NOTE the update.
17.	Spurious Alerts FOR INFORMATION	This presentation provides an update on Device Alerts and the actions taken by the DCC to mitigate and resolve any known or identified problems. This is FOR INFORMATION and will not be presented at the meeting	The OPSG is requested to: NOTE the update.
18.	OPSG Projects - Update FOR INFORMATION	This paper provides an update on the OPSG Projects 'Performance Assurance Framework' and 'Monitoring and Assurance of DCC Services' and upcoming key milestones. This is FOR INFORMATION and will not be presented at the meeting	The OPSG is requested to: NOTE the paper.