

Details			Responsible	Dates			Overdue Actions		
Action Reference	Main/ Reporting meeting	Action	Owner	Raised on	Due Date	Closed Date	Update	Status	Revised Due Date
OPSG 38x/02	Reporting	The DCC to produce a heat map summary of how Open Problems are impacting areas by user business processes or infrastructure, to complement the SEC Panel Quarterly Problem Report.	DCC	23/11/2020	06/07/2021		This action is ongoing.	Open	
OPSG 47/07	Reporting	The DCC to confirm what impact or opportunities there may be for end-to-end processes and services for the NE DSP High Level Requirements.	DCC	26/04/2021	07/12/2021		There is no further update to provide at this time but DCC will advise SECAS when it is ready to return to OPSG at a later date.	Open	27/06/2022
OPSG 49/11	Reporting	SECAS to work with the DCC to ensure relevant graphs and information from the Performance Indicator Reporting can be used at the main meeting such as the DCC Operational Update.	SECAS	24/05/2021	06/07/2021		The DCC is drafting a proposal for the content and scope of the DCC Operational Update. This will be shared with SECAS and the OSPG Chair for further discussion.	Open	28/02/2022
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		The DCC and SECAS will arrange a meeting to discuss next steps.	Open	25/10/2021
OPSG 53/01	Reporting	The DCC to set out a process to review the detailed NE DSP requirements and next steps.	DCC	26/07/2021	23/08/2021		This will be presented at the March OPSG meeting (OPSG 67).	Open	
OPSG 59/03	Reporting	The DCC to provide a remediation plan to improve the performance of S1SP DXC on PM1.1 and PM1.5.	DCC	25/10/2021	22/11/2021		The DCC will provide a further update to the remediation plan at the March meeting (OPSG 67).	Open	08/03/2022
OPSG 61/03	Reporting	The DCC to investigate tariff performance issues in SMETS1 DXC Trilliant devices.	DCC	22/11/2021	TBC		This action is still in process by the DCC.	Open	
OPSG 61/04	Reporting	The DCC to provide the KPIs for Service Providers.	DCC	22/11/2021	TBC		This action is still in process by the DCC.	Open	
OPSG 61/05	Reporting	The DCC to provide a draft consultation for OPSG review and input.	DCC	22/11/2021	24/01/2022		The consultation for the OPR Systems Performance Measures was published and concluded in January 2022.	Propose to close	28/02/2022
OPSG 64/01	Reporting	The DCC to confirm whether the volume and severity of RDP Incidents would pose any risk or concern to the Faster Switching Programme.	DCC	24/01/2022	28/02/2022		The DCC has provided a slide for this action (OPSG_66_2802_02 - OPSG Action 64_01).	Propose to close	28/02/2022
OPSG 64/02	Reporting	The DCC to determine whether the forecasting model and accuracy achieved for Service Request forecasts meets the DCC requirements (e.g. to manage capacity and to identify where development may be required).	DCC	24/01/2022	TBC		Over the 6 month period (July – December) DCC Service Request forecasts have consistently been within the target accuracy of +/-10% of actual Service Requests. Over a period of 3 months (October – December) DCC’s Service Request Forecast has been within +/- 5% of actual Service Requests. The target accuracy of +/- 10 % is aligned to Service Provider contracts and meets the DCC’s obligation to provide Service Providers with visibility of expected Service Request volumes over the next 6 months. The key areas for development include, the identification of in month Service Request peaks and firmware download request accuracy.	Open	
OPSG 64/03	Reporting	The DCC to provide a delta graph (with any anomalies excluded) to better analyse the performance of individual business processes.	DCC	24/01/2022	TBC		This action is still in progress by the DCC.	Open	

OPSG 64/04	Reporting	SECAS and DCC to propose a process for analysing and resolving failure rates in business processes.	DCC	24/01/2022	TBC		SECAS and the DCC will arrange a meeting to discuss this further.	Open	
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