

| 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 |             | 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 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 |             | 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 has arranged a meeting with SECAS and the OPSG Chair on 23 March 2022 to discuss DCC Operational Update format.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 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 to arrange 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 |             | The DCC will provide a further update at future OPSG meetings (this will be based on the engagement plan being developed for Network Evolution).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 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 provided an update on the remediation plan at the March meeting under agenda item 6 (OPSG_67_0803_06 - FOC_DXC Heightened Service Management Plan).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Propose to Close | 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 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 | 28/03/2022 |             | 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. | Propose to Close |                  |
| 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 | 10/05/2022 |             | The DCC is currently building this and will present three graphs at the May main meeting (OPSG 71).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 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 to arrange a meeting.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Open             |                  |

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| OPSG 66/01 | Reporting | The DCC to provide examples of the new SRV and CSR forecasts for Users to consider overall assumptions and trends.                                                                                                                   | DCC       | 28/02/2022 | TBC        |  | The DCC is progressing this.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Open             |  |
| OPSG 66/02 | Reporting | The DCC to investigate whether there were any warning signs from Problem PBI000000124600 (Multiple Service Users experienced connectivity failures to DSP) that related to Incident INC000000806199.                                 | DCC       | 28/02/2022 | 01/06/2022 |  | <p>PBI000000124600 / INC000000800323 – 30/11/2021:<br/>This was caused by a Common Key Reference (CKR) device process error on the DSP F5 North edge server impacted their connection to the HSMS (Hardware Security Module).<br/>The failed process meant that new connections to Service Users could not be established leading to traffic between Service Users and DSP to fail. Existing connections were not impacted therefore successful traffic could still be seen throughout the incident duration. Service was restored via a manual restarted.</p> <p>PBI000000124808 / INC000000806199 – 21/12/2021:<br/>This was caused by traffic build up on the MGN by several factors. Service User's poor acknowledgement response times holding connections open for extended &gt; 10 seconds and the injection of the retry traffic from earlier in the morning all came together to create that perfect storm.</p> | Propose to Close |  |
| OPSG 66/03 | Reporting | The DCC to investigate why there had been more CHs returned in CSP C region than CSP S region in Q4 2021.                                                                                                                            | DCC       | 28/02/2022 | 01/06/2022 |  | The disparity relates to a single customer with a 155% difference between regional generation of emedy Return Records (RRRs).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Propose to Close |  |
| OPSG 66/04 | Reporting | The DCC to confirm the applicable charges and compensation to SEC Parties for returning faulty CHs.                                                                                                                                  | DCC       | 28/02/2022 | 01/06/2022 |  | This action is still in process by the DCC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Open             |  |
| OPSG 66/05 | Reporting | The DCC to include the percentage of CH fault returns against Install volumes for a period in the Responsible CH Returns Quarterly Report.                                                                                           | DCC       | 28/02/2022 | 01/06/2022 |  | The DCC to engage with SECAS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Open             |  |
| OPSG 66/06 | Reporting | SECAS to investigate where migration Incidents should be formally reported and discussed.                                                                                                                                            | SECAS     | 28/02/2022 | 25/04/2022 |  | It has been confirmed that the TBDG Enrolment & Adoption forum will continue until at least June 2022. SECAS will reach out to BEIS to confirm that Migration related Incidents will be formally reported and discussed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Open             |  |
| OPSG 66/07 | Reporting | The DCC to add Incident INC000000806199 to the Performance Indicator graphs and to include 'excluded' Category 1 or 2 Incident markers in future reports (noting the need to differentiate between included and excluded Incidents). | DCC       | 28/02/2022 | 01/06/2022 |  | This action is ongoing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Open             |  |
| 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 DCC is expected to provide updates at the 28 March 2022 Reporting and 12 April 2022 Main meetings regarding Business Process review and development of 'Failure Delta'.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Open             |  |
| OPSG 66/09 | Reporting | The DCC to provide guidance and a draft communication for Users on service and traffic management relating to the energy price cap increase for OPSG review at the March 2022 meeting (OPSG 67).                                     | DCC       | 28/02/2022 | 08/03/2022 |  | The draft communication were presented at the March meeting (OPSG_67_0803_04 - 1st April Price Increase).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Propose to Close |  |
| OPSG 66/10 | Reporting | The DCC to send out final communications to Users to install declared derogated stock by 31 March 2022.                                                                                                                              | DCC       | 28/02/2022 | 31/03/2022 |  | The DCC is progressing this.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Open             |  |
| OPSG 66/11 | Reporting | The DCC to identity a process for how non-compliant meters in the triage process will be managed.                                                                                                                                    | DCC       | 28/02/2022 | 01/06/2022 |  | The DCC is progressing this.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Open             |  |
| OPSG 66/13 | Reporting | The DCC to send guidance on how to digitally sign XML format Service Requests as part on MP104 'Security Improvements' to Users.                                                                                                     | DCC       | 28/02/2022 | 01/06/2022 |  | The DCC is progressing this.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Open             |  |