

Details			Responsible	Dates			Overdue Actions		
Action Reference	Main/ Reporting meeting	Action	Owner	Raised on	Due Date	Closed Date	Update	Status	Revised Due Date
OPSG 29/15	Main	The DCC to perform an audit of the CSPs CH triage process and provide an update at the next meeting (OPSG_30)	DCC	04/02/2020	03/03/2020		The DCC can confirm that the CSP N triage inspection has been completed within March 2022. No failings were uncovered during these inspections, and the DCC will continue to work with the CSPs around continuous improvements. The DCC propose to present this at the June meeting (OPSG 73).	Open	14/06/2022
OPSG 38/02	Main	SECAS to investigate if the issue of 'Other User Data Retrieval' is a separate issue or another manifestation of an existing issue.	SECAS	03/11/2020	01/12/2020		This action is ongoing.	Open	12/07/2022
OPSG 42/15	Main	The DCC to confirm the process for SEC Parties to engage with and consider non modification costs (e.g. change requests).	DCC	02/02/2021	04/05/2021		The DCC is progressing this to deliver an update in June (OPSG 73).	Open	14/06/2022
OPSG 48/05	Main	The DCC to provide milestone dates for each area being investigated as part of E20/E21 aged Incidents, for example Banded Sim and RAN Review.	DCC	04/05/2021	06/07/2021		The DCC is progressing this.	Open	01/02/2022
OPSG 48/10	Main	The DCC to provide a ToR, including how it would share information from the Other Users Common Issues Forum with governance bodies.	DCC	04/05/2021	01/06/2021		The DCC is revising ToR and will provide an update by end of May (OPSG 72).	Open	01/04/2022
OPSG 50/08	Main	The DCC to review and confirm the that the DSP will retest the BCDR exercises in Q1 2022.	DCC	01/06/2021	05/10/2021		An update could not be provided at this time.	On Hold	05/04/2022
OPSG 50/11	Main	SECAS to conduct a review of why further Modifications have been needed to correct issues with Modifications that have previously been implemented.	SECAS	01/06/2021	03/08/2021		This item will be discussed at the May 2022 meeting (OPSG 69) in agenda item 4.	Open	08/03/2022
OPSG 52/08	Main	The DCC to provide a view on starting maintenance windows on Tuesdays at 10pm, considering any implications to costs and schedule reads.	DCC	06/07/2021	03/08/2021		The DCC will provide an update at the June Meeting (OPSG 73).	Open	14/06/2022
OPSG 53x/CONF02	CH&N Extraordinary Meeting	The DCC to provide a clear process for Functional Options added to the Roadmap with planned check point reviews.	DCC	02/08/2021	07/09/2021		An update could not be provided at this time.	Open	
OPSG 56/04	Main	The DCC to provide a specific migration plan for ECoS migration, including any governance related to the decommission of TCoS services.	DCC	07/09/2021	TBC		The DCC will provide an update on ECoS at the May meeting (OPSG 71) under agenda item 10.	Open	
OPSG 56/05	Main	SECAS and DCC to confirm with BEIS the governance overall governance responsibilities for the ECoS migration	DCC/SECAS	07/09/2021	TBC		The DCC will provide an update on ECoS at the May meeting (OPSG 71) under agenda item 10.	Open	
OPSG 56/06	Main	SECAS to discuss with Alt Han how its services can assist with monitoring end to end performance of smart metering service requests.	SECAS	07/09/2021	07/12/2021		No response has been received on this action from Alt HAN as yet. SECAS has escalated this further.	Open	
TABASC64/ CONF05	TABASC	Action from TABASC - DCC to consider the point raised by a TABASC Member that older Communication Hubs should be deployed to clear stock rather than deploying new Communication Hubs, as part of Network Evolution.	DCC	01/09/2021	07/12/2021		An update could not be provided at this time.	Open	
OPSG 60/05	Main	The DCC to schedule a DSP Technical Refresh lessons learnt workshop in December 2021.	DCC	02/11/2021	07/12/2021		The DCC will present the DSP Technical Refresh lessons learnt at the May meeting (OPSG 71), under agenda item 6.	Propose to close	
OPSG 60/09	Main	SECAS to discuss with the DCC a process or forum (such as at the DCC Top Issues Forum) for discussing OPSG issues.	SECAS	02/11/2021	07/12/2021		SECAS has opened discussions with DCC & BEIS on an approach to ensure the right forum and scope is identified for OPSG Issues once raised. This action is ongoing.	Open	12/07/2022
OPSG 60/10	Main	The DCC to provide a strategic view of how data is shared with Suppliers, to help improve User access to DCC services.	DCC	02/11/2021	07/12/2021		This is currently in progress.	Open	

OPSG 60x/02	Tariff Performance Workshop	The DCC to investigate more information and data regarding the Network such as: Time of day to understand whether performance drops at a particular point of the day, Geographical location to understand whether there could be regional or area issues, Total throughput to understand whether performance drops occur during peak service usage.	DCC	09/11/2021	07/12/2021		This is currently in progress.	Open	
OPSG 60x/03	Tariff Performance Workshop	The DCC and SECAS to investigate and assess performance across messages which have similarities, such as: Comparison of performance by Message Size e.g., small message payload vs large message payload, Comparison by message type e.g., Critical vs non-Critical, Comparison by configuration e.g., Timeout parameters.	DCC/SECAS	09/11/2021	07/12/2021		This is currently in progress.	Open	
OPSG 60x/04	Tariff Performance Workshop	The DCC and SECAS to investigate whether there is a method and process to identify and explore further information on GBT issues to and from Devices.	DCC/SECAS	09/11/2021	07/12/2021		This is currently in progress.	Open	
OPSG 60x/05	Tariff Performance Workshop	The DCC and SECAS to consider how to incorporate Device/Ecosystem Estate Health into performance reporting to distinguish between HAN/WAN issues against other root causes.	DCC/SECAS	09/11/2021	07/12/2021		This is currently in progress.	Open	
OPSG 62/03	Main	The DCC to review communication issues with notifying Users of the unplanned maintenance scheduled for 9 December.	DCC	07/12/2021	12/04/2022		An update could not be provided at this time.	Open	12/04/2022
OPSG 62/04	Main	The DCC to include the impact of migration to the 'Service Impact View' graph.	DCC	07/12/2021	07/12/2021		The DCC is progressing this.	Open	
OPSG 62/05	Main	The DCC and SECAS to provide a lessons learnt report on the FOC LSC, following issues that occurred post Go-Live.	DCC/SECAS	07/12/2021	12/04/2022		The DCC and SECAS to arrange a meeting to discuss this action further.	Open	
OPSG 62/06	Main	The DCC to provide a summary plan indicating main phase, expected outcomes, and timescales for the non-contactable CHs activity.	DCC	07/12/2021	04/01/2022		This has moved to BAU activity. Going forward the DCC will provide further updates through the Service Ownership Team in terms of the impact on customers overall journey. The DCC will continue to share data with SEC Parties on non-contactable CHs in order of volume.	Propose to close	10/05/2022
OPSG 62/07	Main	The DCC to provide how the outcomes of non-contactable CHs activity will be mapped to other performance matters and indicators.	DCC	07/12/2021	TBC		The DCC is progressing this.	Open	
OPSG 62/08	Main	The DCC to provide a contingency plan for deploying urgent firmware updates if Incidents were to occur, to the SSC and OPSG.	DCC	07/12/2021	TBC		The DCC is working with SECAS and will provide an update in due course.	Open	
OPSG 62/09	Main	The DCC and OPSG to work on the requirements of the SEC Modification as outlined in Option 2 of the SMETS1 IOC Aclara firmware remediation plan.	DCC/OPSG	07/12/2021	TBC		The DCC will present an update at the June meeting (OPSG 73).	Open	
OPSG 62/10	Main	The DCC/CSP N to provide the OPSG assurance on its capability to meet the requirements in the proposed plan, following the CSP N Technical Review	DCC/CSP N	07/12/2021	TBC		An update could not be provided at this time.	Open	05/04/2022
OPSG 62/16	Main	The DCC to report regularly on the outcome of the revised rules for TCHODR, e.g. a summary of the secured manufacturing commitments.	DCC	07/12/2021			The DCC is providing regular updates at OPSG reporting meetings. The next update will be at the July meeting (OPSG 75).	Open	
OPSG 63/01	Main	The DCC to investigate the impact of non-contactable CHs on PM2 in CSP N and, more generally, on other performance measures as part of its continuous improvement plan and its work on non-contactable CHs.	DCC	04/01/2022	04/08/2022		The DCC is currently developing an estate health check. The DCC will provide a further update at the June meeting (OPSG 73).	Open	
OPSG 63/02	Main	The DCC to provide an update on plans for the declared stock with Suppliers, and whether these plans have been successfully agreed.	DCC	04/01/2022	04/08/2022		There were no Service User plans provided by 31 March 2022. Service User were prompted by the Relationship Manager Team. There will be further monitoring until June 2022 and then will close if stable.	Open	
OPSG 63/04	Main	The DCC and SECAS to agree on a prioritised list of non-compliances and remediation plans.	DCC	04/01/2022	04/08/2022		The DCC Non-Compliances have been aligned with the OPSG Issues Log and OPSG Risks log. Prioritisation will follow. DCC propose to present this at the June meeting (OPSG 73).	Open	
OPSG 63/05	Main	SECAS to ensure that the agreed list of non-compliances is reflected in the OPSG Issues Log, and the items in the Issues Log are, where appropriate reflected in the list of non-compliances.	SECAS	04/01/2022	12/04/2022		The DCC & SECAS are investigating other DCC service quality issues, that could be deemed a non-compliance to present at a future OPSG.	Open	12/07/2022
OPSG 63/06	Main	SECAS to include how the OPSG Issues Log process will be considered as part of the Project Brief for the monitoring and assurance of DCC Services to avoid duplication.	SECAS	04/01/2022	12/04/2022		This action is ongoing.	Open	12/07/2022
OPSG 63/10	Main	The DCC to investigate issues with Incident communications for Incident INC000000796770, as OPSG members noted they could not see evidence that these had been received.	DCC	04/01/2022	08/03/2022		The DCC is progressing this.	Open	

OPSG 63/11	Main	The DCC to revise the Review Report for Incident INC000000796770 following investigation into incident communications and circulate the report for OPSG approval.	DCC	04/01/2022	08/03/2022		The DCC is progressing this.	Open	
OPSG 63/12	Main	SECAS to investigate who will make the final decision between the OPSG and Strategic Working Group (SWG) if there is a conflict in recommendations from the two governance groups in respect of SMETS2 Interoperability.	SECAS	04/01/2022	04/08/2022		This was raised at SEC Panel in January and will be considered as part of the Reporting development. Clarification on roles and responsibilities will be provided when available.	Open	04/08/2022
OPSG 63/14	Main	The DCC to work with SECAS to identify and ensure that aspects of the SEC obligation (SEC Section K clause 4) and any consequent impacts are explicitly identified and included in the Live Services Criteria for the Switching Go Live Governance.	DCC/SECAS	04/01/2022	04/08/2022		SECAS have reviewed this and believe that the Live Services Criteria will accommodate any specific SEC requirements or obligations and any expected/consequent impacts by the implementation of Central Switching Service.	Open	
OPSG 63/15	Main	The DCC to arrange a series of review meetings to monitor progress towards readiness for the Switching Go Live Governance.	DCC	04/01/2022	16/06/2022		The DCC and SECAS agreed when the meeting should be scheduled. The DCC will presenting in April, May and June.	Propose to close	
OPSG 63/17	Main	The DCC to include update on the fix for Voltage Alerts in DCC's regular Alerts update pack.	DCC	04/01/2022	04/08/2022		The DCC is progressing this as per the request at the April meeting (OPSG 70).	Open	
OPSG 63/18	Main	The DCC to notify SEC Parties of when the fix for Voltage Alerts will become available.	DCC	04/01/2022	04/08/2022		The firmware is now on the CPL and available to download for Suppliers. Service Managers will be contacting Suppliers with the most ESMs that require updating.	Propose to close	
OPSG 63/19	Main	SECAS to investigate ways for an online forum to be created for SEC Parties to share information.	SECAS	04/01/2022	10/05/2022		The SECAS Party Engagement Team will provide a further update the the May Meeting (OPSG 71).	Open	
OPSG 65/01	Main	The DCC to provide a historical view of SR ratios vs the ratios at present, likely causes of any trends, and how this ratio may be influenced by future events, such as the MWHHS.	DCC	08/02/2022	04/08/2022		The DCC will include this in the Operational Update Pack, to be presented at June meetin (OPSG 73).	Open	
OPSG 65/02	Main	The DCC to include the DSP Technical Refresh windows and the annual outage plans onto the Forward Schedule of Change.	DCC	08/02/2022	04/08/2022		The DCC is progressing this, the DCC will provide an update in May (OPSG 71).	Open	
OPSG 65/04	Main	The DCC to provide a regular review on User/DCC System Capacity – Acknowledgment response times (Transactions Per Second (TPS)).	DCC	08/02/2022	04/08/2022		The DCC will present this to TABASC first before providing an update to the OPSG.	Open	
OPSG 65/05	Main	The DCC to identify any perceived gaps in the User System interface definition (including User System Response Times) and present to TABASC and OPSG.	DCC	08/02/2022	04/08/2022		The DCC will present this to TABASC first before providing an update to the OPSG.	Open	
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 is progressing this.	Open	
OPSG 65/08	Main	The DCC to provide a summary of the "lifecycle" of a business case, showing the points at which formal and informal interaction with Users would be expected.	DCC	08/02/2022	04/08/2022		The DCC is progressing this.	Open	
OPSG 65/09	Main	The DCC to review the DSP Tech Refreshes against the BCDR 2022 plan to avoid any clashes.	DCC	08/02/2022	04/08/2022		The DCC is progressing this, the DCC will provide an update in June (OPSG 73).	Open	
OPSG 65/10	Main	The DCC to provide a view on the probability that risk 016 (2G/3G Sunsetting) would materialise.	DCC	08/02/2022	04/08/2022		The DCC is progressing this.	Open	
OPSG 65/11	Main	The DCC to confirm the extent of the usage of 3G services across SMETS1 and SMETS2, including whether any installations were able to dynamically move between the different types of connections.	DCC	08/02/2022	04/08/2022		The DCC can confirm that there are no SMETS1 meters on 3G. The DCC can confirm that SMETS1 2G meters can not move to 3G and SMETS2 3G meters can move to 2G.	Propose to close	
OPSG 65/12	Main	The DCC to confirm if there will be any broader implications of the closure of 3G services.	DCC	08/02/2022	04/08/2022		The DCC is progressing this.	Open	
OPSG 67/01	Main	The DCC to investigate the adverse impact to Users of the unplanned maintenance change to fix a DB Lock issue on 17 February 2022.	DCC	08/03/2022	04/08/2022		The DCC is progressing this.	Open	
OPSG 67/05	Main	The DCC to propose an enduring process for price cap changes in the future.	DCC	08/03/2022	04/08/2022		The proposed enduring process will be drafted in April for discussion in July (OPSG 75).	Open	
OPSG 67/07	Main	The DCC to include expectations for improving performance measures in the FOC/DXC remediation plan.	DCC	08/03/2022	04/08/2022		The DCC is progressing this.	Open	
OPSG 67/08	Main	The DCC to provide assurance that the enduring configuration for FOC/DXC will have been established at the end of the remediation plan.	DCC	08/03/2022	04/08/2022		The DCC is progressing this.	Open	

OPSG 67/09	Main	The DCC to provide a forecast of the CH supply risk profile for 2022.	DCC	08/03/2022	04/08/2022		The DCC is progressing this.	Open	
OPSG 67/10	Main	The DCC to assess how the work on non-contactable CHs will impact the performance of business processes, as reported in the Business Process Indicators.	DCC	08/03/2022	04/08/2022		The DCC suggests presenting an update on this action at June meeting (OPSG 73).	Open	
OPSG 67/12	Main	The DCC (with the agreement of BEIS) to provide the criteria used to assess the business case for SBCHs and DBCHs in the 4G Network Evolution Program.	DCC	08/03/2022	04/08/2022		The DCC will provide an update at the June meeting (OPSG 73).	Open	
OPSG 67/13	Main	The DCC (with the agreement of BEIS) to provide an industry engagement plan to assess the User implications of SBCHs and DBCHs options in the 4G Network Evolution Program	DCC	08/03/2022	04/08/2022		The DCC will provide an update at the June meeting (OPSG 73).	Open	
OPSG 67/14	Main	The DCC to confirm when firmware detailed in SECMP0007 'Firmware updates to IHDs and PPMIDs' will be available to Users.	DCC	08/03/2022	04/08/2022		The DCC will present an update at the July meeting (OPSG 75).	Open	
OPSG 67/15	Main	The DCC provide a summary of how many Users were ready to meet the requirement of MP104 'Security Improvements', as part of the June 2022 SEC Release.	DCC	08/03/2022	04/08/2022		The DCC provided a list to SECAS together with a summary showing allocated certifications. The DCC will provide updated information closer to June 2022.	Open	
OPSG 69/01	Main	The DCC to amend the prepayments graphs to focus on the appropriate range of the success rate, and to show the number of top ups per day per Device.	DCC	12/04/2022	TBC		An update could not be provided at this time.	Open	
OPSG 69/02	Main	The DCC to clarify if there will be any changes to the SSI and other related programmes in the DSMS Programme.	DCC	12/04/2022	12/08/2022		The DCC has begun the initial requirements collection process, therefore it is to early to determine if there will be a change to SSI. This DCC is looking to engage further with customers on requirements and will revisit this action in June 2022.	Open	
OPSG 69/03	Main	The DCC to provide clear milestones on the requirements process.	DCC	12/04/2022	12/08/2022		A plan is currently being defined and DCC anticipate the requirements process will take 3 - 4 months. DCC will share the requirements plan once completed.	Open	
OPSG 69/04	Main	The DCC to provide a revised Annual Outage plan including proposed rescheduled dates for both the DXC Trilliant and the DSP BCDR tests, presenting any alternative options for dates.	DCC	12/04/2022	TBC		An update could not be provided at this time.	Open	
OPSG 69/07	Main	The DCC to confirm details of the firmware upgrade fix for the Scalar issue, including the firmware image size for particular Devices.	DCC	12/04/2022	10/05/2022		The DCC can only give image sizes on previous firmware versions. The DCC is not expecting the image size to reduce as result of the new firmware that is being developed.	Open	