

Details		Action	Responsible Owner	Dates		Update	Overdue	
Action Reference	Main/ Reporting meeting			Raised on	Due Date		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 has confirmed that the CSPN triage inspection has been completed within March 2022. No failings were uncovered during these inspections, and DCC will continue to work with the CSPs around Continuous improvements.	Propose to close	14/10/2022
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	13/09/2022
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 awaiting for an internal sign off before being able to share with OPSG.	Open	12/07/2022
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 has shared the ToR with SECAS.	Propose to close	01/09/2022
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	This is currently undergoing a replanning. A workshop will be taking place on 5 August 2022 to discuss this further.	Open	05/10/2022
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 update is dependant on Traffic smoothing going through. The DCC to provide an update at the August meeting (OPSG 77).	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 was provided at July meeting (OPSG 75).The DCC agreed to return to OPSG in six months time.	Propose to close	
OPSG 56/04	Main	The DCC to provide a specific migration plan for ECoS migration, including lifecycle diagram of the governance (up to the decommission of TCoS services), transition periods for ADTs and migrations timelines.	DCC	07/09/2021	01/10/2022	This action is currently being discussed by the DCC and SECAS.	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	There has been no update or response from Alt HAN.	Open	14/06/2022
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	This action will be included in the transition consultation. The DCC is planning a new workshop in July and information regarding the timelines will be provided in the workshop.	Open	
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	13/09/2022
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 covered by MP176 'Customer Analytics Reporting' which is currently in the SEC modification process.	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	12/09/2022	All comms were marked as unplanned. The DCC informed Users of this unplanned window on Monday 6 December 2021 and followed up with deployment comms (all stating as unplanned).	Open	12/04/2022
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 and present at a future meeting.	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	The DCC propose to present at the August meeting (OPSG 77).	Open	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	01/11/2022	The DCC propose to present at the August reporting meeting (OPSG 78).	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	01/11/2022	The DCC is progressing this.	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	01/11/2022	The DCC is progressing this.	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	01/09/2022	The DCC is progressing this.	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	31/12/2022	The DCC is proposing an update at August reporting meeting (OPSG 78).	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 propose to present at this at the August reporting meeting (OPSG_78).	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	The DCC is provided an update at the July reporting meeting (OPSG 76).	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	This item has been deferred to August reporting meeting (OPSG 78)	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 and SECAS are investigating other DCC service quality issues, that could be deemed a non-compliance to present at a future OPSG.	Open	13/09/2022

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	13/09/2022
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	Incident INC00000796770 impacted DCC staff only. There was no impact on DCC Customers or Service Providers. In accordance with the SEC Incident Management Process, the DCC did not communicate this Incident to SEC Parties throughout it's lifecycle.	Propose to close	
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	Following internal review and with reference to action 63/10, the DCC do not believe that the Review Report needs updating.	Propose to close	
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	09/08/2022	The OPSG's role will be to monitor and provide oversight over the reports produced under the SMETS2 Interoperability project including making recommendations to the SEC Panel. The Strategic Working Group is specifically monitoring the proliferation of combinations of Device Models as part of a longer term view and will not seek to duplicate the work of the Sub-Committees. The Strategic Working Group is not a decision-making body and therefore should a conflict in recommendation arise, the SEC Panel will determine the course of action. A flow chart setting out the Strategic Working Groups interactions with the Panel and its Sub-Committees will be shared with all Sub-Committees along with an updated SEC Strategic Plan in Q2 2022/23.	Propose to close	09/08/2022
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	These meetings have now taken place in April, May and June.	Propose to close	14/06/2022
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 first part of the action was presented at June meeting (OPSG_73). The DCC is progressing the second part.	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.	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 propose to present at the August reporting meeting (OPSG 78) , pending the review from TABASC.	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 propose to present at the August reporting meeting (OPSG 78) , pending the review from TABASC	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 awaiting an internal sign off before being able to share with OPSG.	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 awaiting an internal sign off before being able to share with OPSG.	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	SECAS and the DCC have proposed a workshop on 5 August to work through the total outage plan including BCDR and DSP Tech Refresh.	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 presenting an update at the August meeting (OPSG 77), under agenda item 6.	Open	

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 to provide an update in August/September 2022 as this action correlates to the outputs from VM02 and Vodafone analyse of 3G services ending prematurely.	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	This was agreed with SECAS to reschedule this item from July agenda to be presented in August (OPSG_77).	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 will need to see changes delivered before closing this action. The DCC will review this in July/August 2022.	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's intention is to share CH&N FBC from September onwards.	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 is progressing this.	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 is progressing this.	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 an update to SECAS on the XML on 29 June 2022.	propose to close	

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	01/11/2022	SECAS sent comments to the DCC regarding the Operational Pack and are currently awaiting a response.	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 is looking to engage further with customers at the August meeting (OPSG 77), under agenda item 11.	Open	
OPSG 69/03	Main	The DCC to provide clear milestones on the requirements process.	DCC	12/04/2022	12/08/2022	The DCC is looking to engage further with customers at a future OPSG.	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	01/11/2022	SECAS and the DCC are proposing a workshop in the beginning of August to work through the total outage plan including BCDR and DXC Trilliant.	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 is progressing this.	Open	
OPSG 71/02	Main	SECAS to provide an overview of the end-to-end Change process illustrating how operational issues are resolved at each stage.	SECAS	10/05/2022	14/06/2022	This action is ongoing.	Open	

TABASC74X/ CONF02	TABASC	Action from TABASC - DCC to review its messaging to ensure consistency of information provided to all stakeholders when detailing major activities, such as a technical refresh activity.	DCC	31/05/2022	TBC	The DCC and SECAS are to discuss this action further.	Open	
OPSG 73/01	Main	The DCC to provide a table illustrating the total number of anticipated failed prepayment vends and how it would impact the overall success rate, as part of the Operational Update.	DCC	14/06/2022	01/10/2022	This is now part of DCC Operations process where DCC supply Business Process impact after each Major Incident.	Propose to close	
OPSG 73/03	Main	The DCC to provide a remediation plan for any additional identified fixes and activities (with planned dates if possible) as part of the FOC HSM Plan.	DCC	14/06/2022	01/10/2022	The DCC is progressing this and will provide an update at the August meeting (OPSG_77).	Open	
OPSG 73/04	Main	The DCC to confirm whether the level of assurance through the development lifecycle performed by CSP C&S for WNC CHs was adequate and provide a view on why these issues were not identified earlier, or, at the latest, in testing (which may have prevented Incidents INC000000832699 and INC000000848418 from occurring).	DCC	14/06/2022	01/10/2022	The DCC is progressing this.	Open	
OPSG 73/09	Main	The DCC to share with the OPSG the Gartner report used to assess the supply chain situation.	DCC	14/06/2022	01/10/2022	The DCC has engaged with Gartner to request permission to share the information.	Open	
OPSG 75/01	Main	The DCC to confirm that services will not be impacted by the halting of CoS during Faster Switching Go Live.	DCC	12/07/2022	TBC	The DCC is progressing this.	Open	
OPSG 75/02	Main	SECAS to review actions outstanding paper format and present a proposed version (noting the request to make it easier for OPSG to read).	SECAS	12/07/2022	09/08/2022	As part of the OPSG 76 meeting papers, SECAS provided an amended format to the actions outstanding paper. The OPSG were pleased with the format noting that it was now easier to read.	Propose to close	

OPSG 75/03	Main	The DCC to amend the key for the four graphs on the DCC Operational Activity View to ensure that there is one consistent and clear key across all the graphs.	DCC	12/07/2022	TBC	The DCC is progressing this.	Open	
OPSG 75/04	Main	The DCC to provide an overview of the FOC performance (including Prepayment, Incidents and Problems) at the August meeting (OPSG 77), with the expected update regarding the completion of the current FOC Remediation plan, and conclusions regarding the application of service credits.	DCC	12/07/2022	TBC	The DCC is progressing this.	Open	
OPSG 75/05	Main	The DCC to provide details/analysis on the IOC cohort decrease in prepayment success rates in June 2022 (excluding the impact of Incident INC000000856834).	DCC	12/07/2022	TBC	The DCC is progressing this.	Open	
OPSG 75/06	Main	The DCC to present Service Outage Strategy to TABASC for comments and input.	DCC	12/07/2022	TBC	The date to present the Service Outage Strategy to TABASC is to confirmed.	Open	
OPSG 75/07	Main	The DCC to present findings from the CTO study as part of the Service Outage Strategy, and seek endorsement on recommendations from TABASC, OPSG and TAG.	DCC	12/07/2022	TBC	The dates to present this at TABASC and TAG are to be confirmed.	Open	
OPSG 75/08	Main	The OPSG to provide any further comments on the Service Outage Strategy by 26 July 2022.	OPSG	12/07/2022	13/09/2022	SECAS has scheduled a workshop on 5 August 2022 to discuss further.	Open	
OPSG 75/09	Main	The DCC to confirm with CSP C&S on the approach for returned CHs impacted by WNC Incident INC000000832699, and whether these CHs will be recorded as 'faulty'.	DCC	12/07/2022	TBC	This has been raised with CSP C&S and the team are reviewing E2E process to ensure affected devices are captured as 'faulty'. The DCC are awaiting formal response, the DCC are tracking this as an open action and will revert asap.	Open	

OPSG 75/10	Main	SECAS to schedule an agenda item to provide an overview of the SEC Panel discussions on consequential costs and applicability to WNC Incidents.	SECAS	12/07/2022	02/08/2022	This will be discussed at the August meeting (OPSG 77) under agenda item 4, WNC Hubs and Claims for Losses	Propose to close	
OPSG 75/11	Main	SECAS to draft a simple User guidance document to go alongside the User Online Forum trial.	SECAS	12/07/2022	09/08/2022	SECAS has shared a simple user guide advising how to access the OneNote trial. All the external testers have successfully accessed the trial.	Open	
OPSG 75/12	Main	SECAS to share the link with the OPSG members so that it can be shared with wider Operational colleagues within their businesses for a proposed test period of 10 working days.	SECAS	12/07/2022	25/07/2022	SECAS has granted access to a pool of five OPSG members and operational staff and is looking into the questions raised by the testers.	Propose to close	
OPSG 75/13	Main	The DCC and SECAS to consider and provide an update on possible plans for initial Pallet pilots after the GBCS 4.1 go live date.	DCC/SECAS	12/07/2022	13/09/2022	The DCC have provided an initial response but SECAS and DCC will continue to work on approach for Post Live activities which will be presented to the OPSG in October or November 2022.	Open	
OPSG 75/14	Main	The DCC and SECAS to confirm the impact regarding Pilot and Mass OTA activity (considering the approx. volumes of Devices planned for deployment or that have been upgraded) coinciding with key events i.e. the October Price Change event and rising Prepayment top up volumes.	DCC/SECAS	12/07/2022	13/09/2022	The DCC have provided an initial response but SECAS and DCC will continue to work on approach for Post Live activities which will be presented to the OPSG in October or November 2022.	Open	
OPSG 75/15	Main	The DCC to return with an overview of the ability to meet current SEC requirements using ServiceNow as part of the DSMS, including any areas of misalignment and a process to ensure that User requirements have been adequately investigated.	DCC	12/07/2022	TBC	The DCC is progressing this.	Open	

OPSG 75/16	Main	The DCC and SECAS to discuss dates and return to the OPSG prior to the August 2022 SEC Panel meeting to consider any SEC misalignment for ServiceNow as part of the DSMS.	DCC/SECAS	12/07/2022	TBC	The DCC is progressing this.	Open	
OPSG 75/17	Main	The DCC to send a doodle poll to OPSG members with options of dates for a workshop (to be held via teleconference) to discuss DSP Programme options in more detail.	DCC	12/07/2022	TBC	The DCC is progressing this.	Open	
OPSG 75/18	Main	The DCC to return to the OPSG in October/November 2022 with outputs from the workshop.	DCC	12/07/2022	TBC	The DCC will return to OPSG in October/November 2022 with outputs from the workshop.	Open	
OPSG 75/19	Main	The OPSG to review the candidate issues for closure on the OPSG Issues Log and provide any further comments by 26 July 2022.	OPSG	12/07/2022	26/07/2022	There were no further comments from OPSG members.	Propose to close	
OPSG 75/CONF01	Main	The DCC to provide further details on the removal of 'Roaming' from the CH&N Candidate List, including any implications.	DCC	12/07/2022	TBC	The DCC is progressing this.	Open	