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Operations Group Meeting 82

24 October 2022, 12:20 – 16:00

Teleconference

OPSG_82_2410 - Draft Minutes

Attendees:

Category	Operations Group Members
Operations Group Chair	Dave Warner
DCC	Ian Drummond
Network Parties	Gemma Slaney
	Matthew Alexander
Large Suppliers	Laurence Cross
	Rochelle Harrison
	Kevin Donnelly
	Emslie Law
	Audrey Smith-Keary
	George MacGregor
	Ralph Baxter
	Tim Larcher
Small Suppliers	Cassie Bowerman

Representing	Other Participants
DCC	Liam Bolton
	Gary Fairclough
	Daniel Heathcote
	Christopher de Asha (Part) (<i>Agenda item 5</i>)
	Adam Rawling (Part) (<i>Agenda item 6</i>)
	Nick Rodgers (Part) (<i>Agenda item 6</i>)
SECAS	Veronica Asantewaa (Meeting Secretary)
	Joey Manners
	Eugene Asante
BEIS	Danny Holt

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Apologies:

Representing	Name
Large Suppliers	Nick Coombs
	Rob Short
Other SEC Parties	Geoff Huckerby
	Elias Hanna
	Michael Snowden

1. Previous Meeting Minutes

The Chair invited Operations Group (OPSG) members to comment on the Draft Minutes from OPSG 80. The OPSG **APPROVED** the minutes from OPSG 80 as final.

2. Actions Outstanding

SECAS presented the OPSG Actions Outstanding.

Action Ref.	Action	Date Raised	Last Target Date	Revised Target Date	Owner
OPSG 78/03	The DCC to provide more clarity on how outstanding RDP Incidents will be resolved.	22/08/2022	24/10/2022	TBC	DCC
The DCC noted that this action can be closed as all RDP Incidents have now been resolved. They proposed raising a new action to provide an architecture and process diagram illustrating how RDP incidents will be resolved in the future and the boundary of responsibilities with the REC. The OPSG noted that some Users experienced RDP issues and there was a concern of limited visibility of RDP data and Incidents being reported under the Central Switching Service (CSS). The OPSG agreed to close this action and raise a new action, with an action resolution date of December. Status: Closed.					

The OPSG agreed to close the following actions with no further comments: OPSG 72/05, OPSG 78/04, OPSG 78/08 and OPSG 80/04.

ACTION OPSG 82/01: The DCC to provide an architecture and a process diagram to illustrate how RDP incidents will be resolved in the future and the boundary of responsibilities between the REC and SEC.

The OPSG **NOTED** the update.

3. SEC Panel Reports

SECAS presented a summary of the SEC Panel reports to the OPSG.

3.1. Registration Data Provider Incident Report

The DCC noted there was no report for September 2022. The DCC communicated to SEC Parties on 14 September 2022 that all aged RDP Incidents have now been closed and that any such Incidents are now being managed under Retail Energy Code (REC) and the Central Switching Service (CSS). The OPSG reiterated the request that the DCC provide an architecture and a process diagram to illustrate how RDP incidents will be resolved in the future and the boundary of responsibilities between the REC and SEC (as noted in action 82/01 above) .

3.2. DCC Service Request Variance (SRV) Report – Q3 2022

The OPSG considered the Service Request Variance (SRV) Report for Q3 2022.

SECAS reported that the target for forecasts is to be within +/-10% of actuals. In Q3 2022, forecasts were 94.62% of actual service request volumes. The OPSG noted that the forecasts were consistently above actuals. *[Post Meeting Note: The report also stated that there were two exceptions to the accuracy of the forecast: SRV11.1 Update Firmware (DCC Only) and SRV1.2.1 Update Price. It was noted the SRV1.2.1 was affected by the recent price change event.]*

3.3. DCC Certificate Signing Request Variance Report

The OPSG considered the Certificate Signing Request (CSR) Variance Report for September 2022.

SECAS confirmed that [MP160 'Certificate Signing Request'](#) was approved by the Change Board on 27 July 2022. MP160 will be implemented in the November 2022 SEC Release.

The OPSG:

- **NOTED** the SEC Panel Reports; and
- **APPROVED** the summary of DCC reporting (Annex 1).

4. Performance Measurement Report – August 2022

SECAS presented its review of the Performance Measurement Report (PMR) for August 2022. The OPSG noted the associated commentary.

SECAS reported that there were two Code Performance Measures (CPM) below Target Service Level: CPM1 'Percentage of On-Demand Service Responses delivered within the applicable Target Resolution Time' and CPM3 'Percentage of Alerts delivered within the applicable Target Response Time.'

CPM1 was below Target Service level at 98.07%. CPM1 was impacted by the failure rate of DCC Service Provider Performance Measure (PM) 2 'Percentage of Category 1 firmware payloads completed within the relevant TRT.' This was below Minimum Service Level in Communication Service Provider North (CSPN) Region at 90.86%, CSP Central (CSPC) at 98.31% and CSP South (CSPS) at 98.53%.

The OPSG noted that failures in PM2 in CSP C&S were due to the WNC Packet Data Protocol (PDP) drop issue (Incident INC000000848418). The DCC noted that the root causes of the current WNC issues ("Whitelist" and "PDP drop") had not been identified, despite all avenues having been investigated.

The DCC noted that at present there are no further planned remediations to improve PM2 in CSPN beyond the Scaling and Optimisation programme of work.

SECAS highlighted that the report states that the underperformance of PM2 was due to Incident INC000000899896. However, this was not stated in the summary of the Incident within the report. The OPSG requested that the DCC confirm if the Incidents in the August 2022 PMR impact other Business Processes i.e., firmware downloads.

The OPSG requested that the DCC confirm the plan to achieve the Target Service Level for PM2. Although this is being discussed at the Common Issues Forum (CIF), the remediation plans and approaches will still need to be shared with OPSG for endorsement, as they are SEC targets and therefore should be considered by SEC Governance. The outcomes should be reported to the OPSG.

CPM1 was further impacted by SMETS1 Service Provider (S1SP) DXC's continued underperformance for PM1.1 *'Percentage S1SP Countersigned Service Request Times within relevant Target Response Time'*, which was below Minimum Service Level at 90.16% for the thirteenth month in a row.

SECAS reported that CPM3 *'Percentage of Alerts delivered within the applicable Target Response Time'* was below Minimum Service Level at 98.36%. This was due to S1SP DXC PM1.5 being below Minimum Service Level at 91.00%. The OPSG queried why the performance has decreased from the previous month of 97.50%, as it was thought that this was being continually monitored as part of the DXC/Trilliant remediation plans. The DCC noted there were a number of fixes implemented from 23 August 2022, therefore improvements should be seen in the September 2022 PMR.

The OPSG noted that there were two Category 2 Incidents (INC000000899896 & INC000000902353) closed in August 2022. There were no Category 1 or 2 Incidents excluded from the report.

SECAS reported that there has been a number of recent Incidents in CSP N that have impacted SRV8.11, noting that this also included some recent Incidents in October. The OPSG queried whether these Incidents had a similar root cause. The DCC noted that it is still investigating if there is an underlying issue, as the root cause analyses for the October Incidents are still ongoing. The OPSG requested that the DCC provide an overview of the Incidents that have impacted SRV8.11, whether there is commonality in the root causes, and if there are any next steps or mitigation to improve the resilience of the Service.

ACTION OPSG 82/02: The OPSG requested that the DCC confirm if the Incidents (INC000000899896 & INC000000902353) in the August 2022 PMR impact other Business Processes i.e., firmware downloads.

ACTION OPSG 82/03: The DCC to confirm the plan to achieve the Target Service Level for PM2.

ACTION OPSG 82/04: The DCC to provide an overview of the Incidents that have impacted SRV8.11, to confirm whether there is any commonality in the root causes, and if there are any next steps or mitigation required to improve the resilience of the Service.

The OPSG:

- **NOTED** the PMR; and
- **AGREED** that the report reflected the service experienced for the period of August 2022.

5a. Business Processes Indicator Performance Summary Report – August 2022

The DCC presented the Performance Processes Indicator Report for August 2022.

The OPSG were disappointed that the requests raised to combine and reformat the Business Processes Indicator Performance Summary Report with the Performance Plan had not been actioned.

The DCC reported that there has been an increase in success rates Tariff Updates in all regions. The DCC also reported that there was an increase in Update Device Firmware success rate in SMETS1.

5b. Business Processes Indicator Performance Plan - August 2022

The DCC presented the Performance Processes Indicator Performance Plan for August 2022.

The DCC highlighted some business processes as 'points of interest' for further investigation. The DCC reported that it has been investigating the issue of Device Certificate Misalignment which is generating E21 errors on approx. 120k devices. The OPSG noted that the DCC should be more transparent with its investigations as a number of Users had raised numerous Incidents/Problem records on this issue.

The OPSG found the "Points of Interest" useful but noted that these should be used to report all key features of the month's performance, rather than being limited to only two.

The OPSG **NOTED** the presentation.

6. Energy Bill Support Scheme (EBSS) – Briefing ahead of November

The DCC provided a further update on the EBSS in preparation for the EBSS event on 1 November 2022. The DCC noted that it is expecting a high success rate for the November EBSS event with no adverse impacts.

The OPSG members highlighted that they were given a similar forecast before the October EBSS, however Users experienced adverse impacts, e.g., the issues with E21 errors and the service Gateway was shut down; further, it appeared that SEC SLAs had not been achieved. The DCC noted that it is working on issues with individual Users to identify suggestions and improvements to the User guidance for future EBSS events.

The OPSG discussed providing stronger guidance to Users in advance of 1st week of November, however the OPSG noted that it was now too late to implement this approach (the OPSG had originally asked for this review to be presented earlier in the month).

6.1. November 2022 SEC Release

The OPSG discussed the risk to EBSS activities in November due to the Go-live date for the November 2022 SEC Release. The DCC noted that there is no identified risk associated with the Go-live date, noting that if this were to be rescheduled it would significantly delay other scheduled programmes e.g., the December planned maintenance change. The OPSG agreed that the Go-live date for the SEC Release should not change.

The OPSG **NOTED** the update.

7. Any Other Business

7.1. DSP Technical Refresh Unsuccessful – 22/10-23/10

The OPSG noted that the 12-hour DSP Technical Refresh activity on 22 October to 23 October 2022 was unsuccessful, noting that this is the second attempt to complete this activity following a previous unsuccessful attempt in May 2022.

Both the DCC and the OPSG expressed disappointment that this had not gone to plan. The DCC noted that the root cause was currently under investigation. The OPSG emphasised that the lessons learnt from the DSP Technical Refresh should feed into the DSP procurement programme (for example, in relation to the credibility of some of the identified options). The OPSG recognised that the necessary replanning of Technical Refresh work will inevitably have implications for the Annual Outage & BCDR plan.

7.2. Farewells

The OPSG Chair noted that it was Matthew Alexander's last meeting and thanked him for his contributions to the OPSG over the years.

There was no further business, and the Chair closed the meeting.

Next Main Meeting: 8 November 2022 (in person); Next Reporting Meeting: 28 November 2022.

Post Meeting Update: Planned rail strikes are likely to disrupt travel for the week of 7 November. Therefore, the 8 November meeting will now be held on-line, and the 13 December meeting will now be in person.