

Details			Responsible	Dates		Overdue Actions		
Action Reference	Main/ Reporting meeting	Action	Owner	Raised on	Due 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	There is no SEC Panel Quarterly Problem Report and request that SECAS move this action to SEC Panel Quarterly Issue & Risks report.	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	DCC lead has requested a meeting with SECAS to fully understand the expectation flowing from the action.	Open	01/07/2023
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	01/03/2023
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	DCC lead has requested a meeting with SECAs to fully understand the expectation flowing from the action.	Open	01/07/2023
OPSG 61/03	Reporting	The DCC to investigate tariff performance issues in SMETS1 DXC Trilliant devices.	DCC	22/11/2021	04/11/2022	The Tariff Performance Workshop is scheduled for September/October 2022 where this action will be discussed.	Open	01/11/2022
OPSG 61/04	Reporting	The DCC to provide the KPIs for Service Providers.	DCC	22/11/2021	04/08/2022	The DCC is looking at how the Service Provider contracts and the KPIs can be shared with OPSG under Amber status.	Open	01/12/2022
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	Compensation to parties as a result of faulty comms hubs is triggered "in respect of a Region and a calendar year, where the number of CH Type Faults relating to that Region and occurring during that calendar year exceeds 0.5% of the total number of Communications Hubs that are installed at premises within that Region as at the end of that calendar year." In order to trigger this compensation in 2021 would have required the following volume of Comms Hub Returns where Fault Found in North: 6.6k (c1.3m installs), Central: 13.9k (c2.8m installs) or South: 10.0k (c2.0m installs).	Propose to close	01/12/2022
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	DCC and SECAS to discuss this action.	Open	01/12/2022

OPSG 68/08	Reporting	The DCC to include Incident INC000000832993 to the March 2022 PMR, under outages occurring in DSP after a planned maintenance change.	DCC	28/03/2022	30/06/2022	DCC and SECAS to discuss this action.	Open	01/10/2022
OPSG 70/02	Reporting	The DCC to report back to OPSG regarding Service Credits/Debits relating to DXC and Trilliant.	DCC	25/04/2022	01/10/2022	DCC and SECAS to discuss this action.	Open	01/10/2022
OPSG 70/05	Reporting	SECAS and DCC to schedule workshops to discuss the performance of individual business processes, as prompted by the Performance Indicators.	DCC/SECAS	25/04/2022	24/10/2022	The DCC and SECAS to discuss approach to combining PIR and the DCC failure deltas and relevant improvement plans in early October	Open	24/10/2022
OPSG 72/02	Reporting	The DCC to provide an update on the investigations into the contractual definition PM3 DSP Performance measures in the PMR.	DCC	24/05/2022	01/12/2022	This action is outside SEC Governance and a SEC Modification would need to be raised if decided by OPSG members.	Propose to close	01/12/2022
OPSG 72/04	Reporting	The DCC to provide assurance that data retention policies and processes at all Service Providers are appropriate with no issues.	DCC	26/05/2022	01/12/2022	The DCC and SECAS to discuss this action.	Open	01/12/2022
OPSG 72/06	Reporting	The DCC to clarify why CRQ000000137937 and CRQ000000137096 missed the planned maintenance notification timescales, causing the failure of S1SP DXC PM7 'Planned Maintenance Events' in the March 2022 PMR.	DCC	28/05/2022	01/12/2022	The DCC is progressing this.	Open	01/12/2022
OPSG 74/01	Reporting	The DCC to provide SRV forecasts against capacity at periods, e.g. at peak times.	DCC	27/06/2022	01/10/2022	The DCC is progressing this.	Open	01/10/2022
OPSG 74/02	Reporting	The DCC to investigation the discrepancies of In Period Exceptions for PM1.1 'First time SMWAN Connectivity' and PM11 'Accuracy of Coverage Database' between CSP C and CSP S Regions, in the April 2022 PMR.	DCC	27/06/2022	01/12/2022	The DCC is progressing this.	Open	01/12/2022

OPSG 74/03	Reporting	The DCC to provide a lesson learnt report on the June 2022 SEC Release, to identify, record and apply lessons learnt, at the September meeting (OPSG 79).	DCC	27/06/2022	01/11/2022	An update could not be provided at this time.	Open	01/11/2022
OPSG 78/02	Reporting	The DCC to provide more clarity on how RDP/CSS Incidents will be reported in future.	DCC	22/08/2022	24/10/2022	At the OPSG 80 meeting, the DCC reported that Central Switching Service (CSS) Incidents will be reported through RECCO forums as Registration Data Provider (RDP) has now been superseded by CSS. The OPSG noted that there is still a clause in the SEC to report RDPs (see agenda item 3) and there may be an overlap between the two services, therefore this action will remain open.	Open	24/10/2022
OPSG 80/02	Reporting	The DCC to investigate and provide justification as to whether the WNC PDP issue should have been identified as impacting PM2 performance in CSP C&S in previous months (from March 2022 PMR)	DCC	26/09/2022	28/11/2022	Performance was impacted by the issue, but was still above SLA and VMo2 reported all failures in the overall SLA as they have done for May onwards.	Propose to close	
OPSG 80/03	Reporting	The DCC to confirm which Performance Measures in the July 2022 PMR it considers are applicable for the exceptions to S1SP Capgemini, Secure and DXC for Unplanned Maintenance (CRQ000000141448, CRQ000000139797 and CRQ000000140924) in support of the Faster Switching go-live.	DCC	26/09/2022	24/10/2022	SECAS is clarifying the action update with the DCC.	Open	
OPSG 82/01	Reporting	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.	DCC	24/10/2022	27/03/2023	An update could not be provided at this time	Open	
OPSG 82/02	Reporting	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.	DCC	24/10/2022	13/12/2022	INC000000899896 – there was no impact to Firmware. INC000000902353 - did have an impact on Firmware which resulted in Performance measure taking a hit.	Open	
OPSG 82/03	Reporting	The DCC to confirm the plan to achieve the Target Service Level for PM2.	DCC	24/10/2022	28/11/2023	- The plan was created to run from Jan 21 to June 22. 99% is minimum acceptable measurement to be green. - Jan 21 Arqiva were 35%. - June 22 Arqiva were 98.24%. - Further activity (plan) reviewed and agreed upon to run from Sept 22 until end of Nov 22 this was to look for this last small increase as the performance was consistently around 98.5%. This plan involves very minor tweaks and tuning to the system. The recent outages across Arqiva estate has not helped with PM2 the last few months as the picture has not been clear or without incidents. However in October following 3 outages still resulted in 98.47% which was far higher than expected. September was 98.67% which is the highest performance achieved to date and that was with a clean (zero outage) month. - We continue to track and report back on the plan through monthly CIF etc to BEIS and Industry.	Propose to close	

OPSG 82/04	Reporting	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.	DCC	24/10/2022	TBC	An update could not be provided at this time.	Open	
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