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Operations Group Meeting 87_2301

23 January 2023, 12:20 – 16:00

Meeting Headlines

Each month, the Operations Group (OPSG) reviews reports as delegated to it by the SEC Panel. This month the OPSG discussed the following (referenced by agenda item number):

3. PMR Report – October & November 2022: The OPSG reviewed the Performance Measurement Report (PMR) and noted the SECAS commentary and the DCC responses provided.

SECAS reported that Code Performance Measures (CPM) 1 was below Target Service Level and CPM3 was below the Minimum Service Level. S1SP DXC PM1.1 and PM1.5 were key contributors to the underperformance of these performance measures.

The OPSG noted that CSPN PM2 remained below Target Service Level. The DCC noted that the identified tactical service improvements have now been implemented and their final outcomes should be seen in the December 2022 reporting period. The OPSG noted that a review of the way forward would be needed when these outcomes are clear.

CPM4 was below Minimum Service Level due to two Incidents failing their resolution SLA in this reporting period in the November 2022 reporting period.

The OPSG noted that CSPN CHPM1.1, CSPC CHPM1.1 and CSPS CHPM1.1 had all achieved the Target Service Level due to deferred CH stock now being delivered to Users. The OPSG noted that there has been a significant improvement in this performance measure in the last three months.

The OPSG noted that there was one Category 1 Incident (INC000000932865) and two Category 2 Incidents (INC000000936093 and INC000000931370) closed in November 2022. The OPSG noted that there was one Category 2 Incident excluded from the report.

4. Business Processes Indicator Performance Summary Report – November 2022 (DCC): The OPSG again requested that the presentation of business process (and service requests) performance be structured more clearly to highlight observation, analysis, impact, conclusion, and actions.

The DCC reported that five of the business processes had a stable performance. Firmware activations and tariff updates had a decrease in performance in November 2022. The OPSG again requested that the DCC investigate any correlation between message size and service request success rate.

5. Business Processes Indicator Performance Plan (DCC): The OPSG suggested that the DCC will need to share lessons learnt and best practices for Users, to assist improvements in performance.

6. Major Incident Review (SECAS): The OPSG agreed that the Review Report for INC000000932865 should be published to all SEC Parties.

7. 2G/3G Sunsetting:

7.1. Commencement of the Communications Transition Group (CTG): The OPSG noted that a new Sub-Committee will be formed to facilitate transition activities of 2G/3G to 4G Comms Hubs and new 4G WAN services. The OPSG noted that there will be a call for nominations on 24 January 2023 for SEC Parties to join the new Sub-Committee.

7.2. Handover of the Register of Questions: The OPSG agreed to formally transfer the 2G/3G register of questions to the CTG.

8. AOB:

8.1. PMRG Update

The OPSG noted that the PMRG continue to work on clarifying performance measures, and will continue to focus on some of the identified disaggregated performance measures.

Next Main Meeting: 14 February 2023; Next Reporting Meeting: 27 February 2023