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Operations Group Meeting 91_2703

27 March 2023, 12:20 – 16:30

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. SEC Panel Reports - February 2023 (SECAS):

3.1. RDP Incidents Report (SECAS): SECAS reported that the DCC had reintroduced the RDP Incident reporting following the change to Central Switching Service (CSS). The OPSG noted that it was still awaiting a full overview of how the RDP Incidents will be reported and resolved as part of actions 78/02¹ and OPSG 82/01².

The DCC reported that there were 20 new Incidents (Category's 3 and lower) opened in February 2023. 11 Incidents had been resolved and nine remain open pending Registration Data correction.

The OPSG agreed with the summary of DCC reporting (Annex 1) noting that the report reflected the service experienced by Users.

4. PMR Report – January 2023 (SECAS): The OPSG reviewed the Performance Measurement Report (PMR) and noted the SECAS commentary and the DCC responses provided.

SECAS reported that there was one Code Performance Measure (CPM) that was below target: CPM1 '*Percentage of On-Demand Service Responses delivered within the applicable Target Resolution Time*'.

Factors impacting CPM1 in January 2023:

- a) CSPN PM2 '*Percentage of Category 1 Firmware Payloads completed within the relevant TRT*' achieved the Minimum Service Level but was below Target service level. The OPSG noted that it will be necessary to review the prospects of achieving the Target service level.
- b) S1SP DXC PM1.1 Percentage S1SP Countersigned Service Request Times within relevant Target Response Time, was below minimum service level.
- c) Noisy meters.

SECAS reported that CPM7 '*Percentage of Certificates delivered within the applicable Target Response Time for the SMKI Services*' had now returned to the Target service level.

¹ OPSG 78/02: The DCC to provide more clarity on how RDP/CSS Incidents will be reported in future.

² 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.

5. Business Processes Indicator Performance Summary Report – January 2023 (SECAS/DCC):

SECAS reported that the business processes for SMETS2 tariff updates had decreased in performance due to a single user quarantine of SRV1.1.1. The OPSG also noted that the business processes for firmware activations, Change of Supplier in CSPN and SMETS1 Post Commissioning also had a decrease in performance.

The OPSG highlighted firmware activation has had a continued decline in performance since August 2022., The OPSG requested that the DCC investigate the reasons for this.

6. Business Processes Indicator Performance Plan (DCC): The DCC reported that the prepayment business process performance had achieved a high success rate in all cohorts, except for FOC. The DCC reported that FOC prepayment performance was impacted by a Category 3 Incident (INC000000984851) between 24 February 2023 to 3 March 2023

7. Major Incident Review (SECAS): The OPSG agreed that the Review Report for Incident INC000000971602 can be published to all SEC Parties.

8. OPSG Risk Register (SECAS): The OPSG reviewed the highest severity risks and agreed that the six risks with ratings of 15 and above should be escalated to SEC Panel.

The OPSG noted that Risks that will be escalated to SEC Panel. Regarding Risks 015 the OPSG agreed to reduce the severity rating from 20 (critical) to 16 (high). The OPSG agreed to increase the severity of risk 017 from 15 to 20. The OPSG noted that there may need to be a new risk related to the 4G CH Supply Chain.

9. Incorrect or No DNO Certificates – Issue Update (SECAS): The OPSG noted that now that remediation plans have been completed and the backlog of occurrences is tracking below the agreed 1% threshold , Suppliers will now work towards zero occurrences of Incorrect or No DNO Certificates to align with the post commissioning obligations as per SEC section Appendix AC.

10. AOB

10.1. BCDR Communications

The OPSG noted the recent communication difficulties relating to a BCDR test. The OPSG noted the short notice communications were undesirable, whilst recognising that sometimes such communications may be needed.

Next Main Meeting: 11 April 2023; Next Reporting Meeting: 24 April 2023