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Operations Group Meeting 95_2205

22 May 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. SEC Panel Reports - April 2023 (SECAS):

3.1. RDP Incidents Report (SECAS): SECAS reported that there were nine new Registration Data Provider (RDP) Incidents opened in April 2023. Four Incidents had been resolved within the month. SECAS highlighted that two RDP Incidents from March 2023 still remain open pending Registration Data correction.

3.2. SEC Panel Quarterly Problem Report Summary – Q1 2023 (SECAS): The report outlined that there were 56 Open problems at the end of Q1 2023. Four Problems have breached the target the DCC has set for Root Cause Analysis: two Problems were in the medium Category, with two in the low Category. There were also 51 open Problems which the DCC considers are 'Significant and/or Impactful'. The OPSG identified the need to highlight the highest priority User impacting Problems in the report/and or for consideration at the main OPSG meeting.

3.3. Service Request Variance Report – Q1 2023 (SECAS): The OPSG noted that the aim is for forecasts to be within +/-10% of actuals. In Q1 2023, forecasts were 96.38% of actual service request (SRV) volumes. The OPSG noted that the reporting was more accurate than previously reported via Supplier contributions. The DCC noted that the forecasts and actuals encompassed all User types, including therefore Other Users. The OPSG expressed some surprise that it had been able to forecast Other User usage so accurately, since the uncertain nature of tis had been identified previously.

3.4. DCC Responsible Communications Hubs Returns Quarterly Report (SECAS): The Q1 2023 report outlined that a total of 15,956 records were closed during this period. Of these, 12,398 were attributed to Service Users (No Fault Found) and 3,558 were attributed to the DCC (Fault Found). SECAS highlighted that the returns attributed to DCC had increased from 3% to 22% of total returns in this quarter. The SECAS noted that DCC will provide a detailed analysis of the manufacturing defects in a revised report for Q2 2023.

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

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

SECAS reported that CPM1 '*Percentage of On-Demand Service Responses delivered within the applicable Target Resolution Time*' had achieved the Target Service level, however S1SP DXC PM1.1 '*Percentage S1SP Countersigned Service Request Times within relevant Target Response*

Time’ and DXC PM1.5 S1SP SMETS1 Alert Response Times within relevant Target Response Time’ continues to fail the minimum service level. The OPSG reiterated the need for DCC confirm what additional actions are being taken and by when the service levels may be met.

The OPSG noted that 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 the following were also below target service level: CPM4 *‘Percentage of Incidents which the DCC is responsible for resolving and which fall within Incident Category 1 or 2 that are resolved in accordance with the Incident Management Policy within the Target Resolution Time’* and CPM7 *‘Percentage of Certificates delivered within the applicable Target Response Time for the SMKI Services.’*

The OPSG were concerned that service credits had not been applied to Vodafone. The OPSG noted that it was disappointed at the low level of service credits being applied to Service Providers given the clear evidence in the PMR of failure to achieve minimum service levels, and continuing failures to achieve target service levels.

The OPSG noted that there had been eight Major Incidents (Category 1 & 2) in March 2023, and that these had been considered at the main OPSG meeting (OPSG 94).

5. Business Processes Indicator Performance Summary (DCC): The DCC presented a revised report and encouraged members to provide feedback. The DCC highlighted that the revised report will analyse performance based on the success rates of Service Requests within each business process. The OPSG noted that some SRVs has been removed from the report: this will enable the DCC to produce the report quickly after the end of the calendar month to which it refers. The OPSG noted that the DCC will need to state what is covered under the revised framework. The OPSG note that the success rate for firmware activations for SMETS1 and SMETS2 has decreased. The performance of tariff updates in SMETS1 in MOC and FOC had also decreased due to major incidents.

6. GBCS 4.1 – LSCs for Toshiba Decision (DCC): The OPSG accepted the DCC statement of readiness for the GBCS 4.1 Toshiba pilot. The OPSG noted that all LSCs were Green, with LSC3 and LSC8 having caveated ‘Green’ statuses, since satisfying these LSCs will ultimately depend on the satisfactory execution of the pilot; the DCC will report any problems encountered in the pilot.

7. GBCS 3.2 Update (DCC): The DCC outlined status for Communication Hubs (CHs) firmware for GBCS 3.2, noting that Toshiba CHs had passed pilot testing, initial roll out and had recently successfully completed full roll out to circa 3.1 million CHs.

The DCC also noted that it has encountered some issues with both EDM1 CHs and WNC CHs. The DCC confirmed for EDM1, 20k CHs were upgraded to GBCS 3.2 as part of initial roll out, however the performance was seen as unacceptable and not scalable leading to CSP N deciding to roll back the firmware for those devices (3.01.2 (Single Band) and 3.11.2 (Dual Band)) to GBCS 2.1; this activity is in the final stages of completion. The DCC are currently reviewing a deployment strategy for the fix to both GBCS 3.2 and GBCS 4.1 firmware. Deployment is currently estimated to commence in September 2023, and this is with a view to expediting GBCS 3.2 first and then GBCS 4.1.

For WNC CHs, GBCS 3.2 is already delivered on circa 3.6 million CHs. The DCC are to decide an approach to deploying a fix to GBCS 3.2 estate and upgrade to GBCS 4.1. The fix (WAN Self Heal) has been designed to circumvent the PDP drop issue (e.g., CH randomly loses WAN connectivity after an event requiring the CH to be rebooted) and has been incorporated into the latest firmware version 4.1.0.4, however the DCC have halted deployment of the latest firmware containing the ‘WAN Self Heal’ fix due to another issue being identified (High Attach).

The OPSG asked for more frequent progress reports on GBCS 3.2.

8. July Price Change Update (DCC): The DCC noted that it will be providing an update to the user guidance for the 1st July Price Change Event. The DCC highlighted that it will provide more clarity SRV activation dates & times, with the intent of spreading demand at the DSP. The DCC noted that it will issue the draft user guidance for review by the OPSG on 25 May 2023 with the final guidance being published on 5 June 2023.

9. AOB

9.1. Incident Categorisation Workshop – Draft Agenda:

The DCC outlined the draft agenda for the workshop that will be held on 14 June 2023. The OPSG requested that the DCC finalise the timings for the workshop as soon as possible.

9.2. ACB Certificates

The OPSG noted that the Security Sub-Committee (SSC) is taking the lead on matters relating to the ACB Certificates, and the associated OPSG actions have been transferred to the SSC. It was noted that a revised plan addressing the concerns around ACB deployment and the impact on the install and commissioning processes would be proposed in the near future. The proposed timeline will consider the key requirement for the single manufacturer pack to be in place before 2026.

9.3. OPSG in person meeting

The OPSG were reminded that the next in person meeting will be held on 13 June 2023.

Next Main Meeting: 13 June 2023; Next Reporting Meeting: 22 June 2023