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Paper Reference:	SECP_107_1208_18
Action:	For Information
<u>Acronyms and Defined Terms SEC Glossary</u>	

DCC Reporting

1. Purpose

This paper details which reports are provided by the DCC for the SEC Panel to review, as required by the Smart Energy Code (SEC).

The Panel is also asked to note the observations raised by the Operations Group (OPSG) against the reports currently delegated to it.

2. DCC Reports

The DCC presented the latest Post-Commissioning Report for June 2022. The SSC requested that a breakdown of the post commissioning failure report information be distributed to SEC Parties to aid understanding and assist in facilitating a quicker resolution of the outstanding issues. The DCC noted that it will liaise with SECAS to provide this report and will consider producing a specific supplier report going forward. The SSC noted that a workshop will be held to review how the analysis of the report could be better utilised.

- Post Commissioning Information Report (June 2022)

This report has an **RED** classification and distribution is limited to the SEC Panel only.

3. Operations Group Reports Summary

Annex A to this paper provides the full list of reports that were reviewed by the OPSG at the July 2022 reporting meeting and the observations raised. Below are the key observations.

3.1 Performance Measurement Report (PMR)

The OPSG considered the PMR report for May 2022.

Code Performance Measure

There were two Code Performance Measures (CPM) below Minimum Service Level: CPM1 and CPM3.

CPM1 - 'Percentage of On-Demand Service Responses delivered within the applicable Target Resolution Time', is below Target Service Level at 95.28%. CPM1 has been below Target Service Level since July 2018.

It was impacted by the failure of 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 (CSP N) at 97.43%.

CPM1 was also impacted by S1SP DXC under performance of PM1.1 '*Percentage S1SP Countersigned Service Request Times within relevant Target Response Time*', which was below Minimum Service Level at 49.50% for the tenth month in a row. The DCC reported that the root cause has now been identified. However, the underlying cause of the failure lies within the Trilliant application, rather than with DXC. Maintenance releases in May and June will deliver several capacity and system fixes that will improve the performance of the system, and consequently PM1.1 Service Request times. DXC and Trilliant have confirmed that they expect these fixes return the Service Level Agreement (SLA) to Green for July 2022 reporting period.

Performance in the CSP Central (CSP C) Region is also below Target Service Level but above Minimum Service Level for PM2, achieving 98.32%. The DCC noted in the report that they believe this is due to the WNC PDP issue (INC000000848418) which was discussed at the 14 June 2022 and 27 June 2022 OPSG meetings (OPSG_73 & OPSG_74). The DCC note the Incident is ongoing and root cause investigations remain underway with weekly calls in place to track investigations and impact and that the DCC will continue to monitor this Performance Measure until the underlying issue is resolved.

The DCC confirmed at the OPSG 76 meeting on 25 July 2022, that the PDP issue would have impacted other Business Processes (such as Prepayment). The DCC noted that a tactical fix to reduce the likelihood of WNC PDP drops is due to be deployed to CHs in August 2022 with a mass rollout planned for October 2022.

CPM3 – '*Percentage of Alerts delivered within the applicable Target Response Time*' is below Minimum Service Level at 88.45%. It was impacted by the S1SP DXC performance on PM1.5 '*Percentage of S1SP SMETS1 Alert Response Times within relevant Target Response Time*' which was below Minimum Service Level at 22.50%.

The DCC reported the same issues as those that impacted the S1SP DXC performance of PM1.1. There are two code fixes required and both are being incorporated into the Trilliant Code Fix Release Plan. These fixes were originally scheduled for June but have been brought forward into the May Maintenance release scheduled for 24 May. DXC and Trilliant have confirmed that these fixes will return the SLA to Green in the June reporting period.

SMETS 2 Service Provider Performance Measures

All Performance Measures for CSP N were above target service level.

One Performance Measure for the DSP. *DSP SPM2.1 - 'Service Availability - DCC Data Service'* was below Target Service Level at 99.71%. The DCC note that this was due to a Category 1 Incident (INC000000847147) that occurred on 9 May 2022. The OPSG undertook a review of this Incident at the 12 July 2022 OPSG meeting (OPSG_75).

As discussed at OPSG_72 on 23 May 2022, the OPSG noted that Incident (INC000000832993) should be reflected in the March 2022 PMR, under outages occurring in DSP after a planned maintenance change (DSP PM3 'Category 1 or 2 Incidents directly related to a change release within 30 days of release').

At the OPSG 76 meeting on 25 July 2022, The DCC noted that the review of PM3 found that the Disaster Recovery (DR) data centre move that caused Incident INC000000832993 did not meet the SEC definition of Maintenance. The OPSG noted this but disagreed with the principle, stating that the

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move was clearly a significant change undertaken by the DCC, and that activity led to an Incident which had a significant impact on Users. It therefore should be reflected in the PMR. The DCC noted that it will continue to investigate.

One Performance Measure for the CSP C and one performance measure for CSP S are below the Minimum Service Level. Service Provider Measure CHPM1.1 *'Percentage of Communications Hubs delivered on time'* is reported as achieving 88.91% for CSP C and 85.47% for CSP S in May 2022. The DCC noted that this was due to the current global supply chain issues being experienced and that early indications are that they will also be unable to meet this Performance Measure for the June 2022 measurement period.

All performance measures for all S1SPs were above target service level or no event except two Performance Measure for S1SP DXC. SPM7 'Planned Maintenance Events' for Q1 2022 is below Minimum Service Level at 62.50% and SPM2.1 'Service Availability - S1SP Data Service (Production Services)' is below Target Service Level at 99.83%.

Major Incidents

The OPSG noted that there were five Major Incidents closed in May 2022: two Category 1 and three Category 2. There was one Category 2 Incident excluded from the May 2022 report due to this being only related to SMETS1 migration.

Exceptions

PM1.4 *'Communications Hub Connectivity'* accrued Exceptions in CSP N this month. The number of Exceptions for the May reporting period were 64,914, an increase on the previous reporting period of 44,887. *'Communications Hubs where no incident has been raised for outage'* and *'Incomplete Communications Hub Install'* make up most of this month's Exceptions as with previous months

Three PMs accrued exceptions for CSP C; PM1.1 *'First time SMWAN Connectivity'*, PM11 *'Accuracy of Coverage Database'* and PM1.3 *'SMWAN Connectivity Level'*. The In Period exceptions for May had increased in CSP C from 6,820 to 14,620 during this reporting period. The number of instances of *'There were no, or incomplete address details provided by the Service User'* remains the most prevalent. PM1.3 *'SMWAN Connectivity Level'* reported 369,464 total estate exceptions for the May reporting period, an increase from 355,023 in the previous report. The number of instances of *'There were no, or incomplete address details provided by the Service User'* remains the most prevalent, representing over 50% of the exceptions.

Three PMs accrued exceptions for CSP S; PM1.1 *'First time SMWAN Connectivity'*, PM11 *'Accuracy of Coverage Database'* and PM1.3 *'SMWAN Connectivity Level'*. The In Period exceptions for May has decreased to 7,220 from 12,668 in the last reporting period. The number of instances of *'There were no, or incomplete address details provided by the Service User'* is still the most prevalent Exception as with previous months. PM1.3 *'SMWAN Connectivity Level'* reported 342,769 total estate exceptions for the May reporting period, an increase from 336,213 in the previous report. The number of instances of *'There were no, or incomplete address details provided by the Service User'* remains the most prevalent, representing over 50% of the exceptions.

4. Recommendations

The Panel is requested to:

- **NOTE** the OPSG observations in relation to DCC reports delegated to them; and

- **NOTE** the significant number of metrics showing performance below Target and Minimum Service Levels in the May 2022 PMR.

Veronica Asantewaa

SECAS Team

5 August 2022

Attachments: Appendix A – Post Commissioning Information Report (June 2022) (RED)

Annex A: DCC SEC Panel Reports

Report Name and Purpose	Delivery per SEC	OPSG Observations of last paper
Performance Measurement Report Sets out the Service Levels achieved in respect of each Performance Measure set out in SEC Section H13.1 and SEC Section L8.6.	SEC H13.4 – Monthly - 25 working days following end of month. On Time	<u>May 2022</u> Two Code Performance Measures was below Minimum Service Level. This was: CPM 1 (<i>Percentage of On Demand Service Responses delivered within the applicable Target Response Time</i>) at 95.28%. - This was driven by Service Provider PM 2 (<i>Category 1 Firmware Payloads completed within TRT</i>) which failed to meet target CSP N at 97.43%. The DCC provided the outcomes and lessons learnt from the CSP N remediation Project executed over the course of the last 18-months, along with the status of CSP N PM2 performance at OPSG_72 (23 May 2022). The OPSG is expecting to receive an update on the CSP N Scaling and Optimisation plan in August 2022. - CPM1 was further impacted by S1SP DXC under performance of PM1.1 '<i>Percentage S1SP Countersigned Service Request Times within relevant Target Response Time</i>', which was below Minimum Service Level at 49.50% for the tenth month in a row. The DCC reported that the root cause has now been identified. However, the underlying cause of the failure lies within the Trilliant application, rather than with DXC. Maintenance releases in May and June will deliver several capacity and system fixes that will improve the performance of the system, and consequently PM1.1 Service Request times. DXC and Trilliant have confirmed that they expect these fixes

		return the Service Level Agreement (SLA) to Green for July 2022 reporting period. - Performance in the CSP Central (CSP C) Region is also below Target Service Level but above Minimum Service Level for PM2, achieving 98.32%. The DCC noted in the report that they believe this is due to the WNC PDP issue (INC000000848418) which was discussed at the 14 June 2022 and 27 June 2022 OPSG meetings (OPSG_73 & OPSG_74). The DCC note the Incident is ongoing and root cause investigations remain underway with weekly calls in place to track investigations and impact and that the DCC will continue to monitor this Performance Measure until the underlying issue is resolved. The DCC confirmed at the OPSG 76 meeting on 25 July 2022, that the PDP issue would have impacted other Business Processes (such as Prepayment). The DCC noted that a tactical fix to reduce the likelihood of WNC PDP drops is due to be deployed to CHs in August 2022 with a mass rollout planned for October 2022. CPM3 (Percentage of Alerts delivered within the applicable Target Response Time) at 88.45%. - It was impacted by the S1SP DXC performance on PM1.5 'Percentage of S1SP SMETS1 Alert Response Times within relevant Target Response Time' which was below Minimum Service Level at 6.04%. The DCC reported the same issues as those that impacted the S1SP DXC performance of PM1.1. There are two code fixes required and they are being built into the Trilliant Code Fix Release Plan. These fixes were originally scheduled for June but have been brought forward into the May maintenance release scheduled for the 24th of May. DXC
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		and Trilliant have confirmed and committed that these fixes will return the SLA to Green which should now be June. <u>Service Provider Performance Measures</u> All Performance Measures for CSP N were above target service level. One Performance Measure for the DSP. <i>DSP SPM2.1 - 'Service Availability - DCC Data Service'</i> was below Target Service Level at 99.71%. The DCC note that this was due to a Category 1 Incident (INC000000847147) that occurred on 9 May 2022. The OPSG undertook a review of this Incident at the 12 July 2022 OPSG meeting (OPSG_75). As discussed at OPSG_72 on 23 May 2022, the OPSG noted that Incident (INC000000832993) should be reflected in the March 2022 PMR, under outages occurring in DSP after a planned maintenance change (DSP PM3 'Category 1 or 2 Incidents directly related to a change release within 30 days of release'). This was not represented in the March PMR report and the DCC noted in the report that they are reviewing the contractual definition of this DSP Performance measure. At the OPSG 76 meeting on 25 July 2022, The DCC noted that the review of PM3 found that the Disaster Recovery (DR) data centre move that caused Incident INC000000832993 did not meet the SEC definition of Maintenance. The OPSG noted this but disagreed with the principle, stating that the move was clearly a significant change undertaken by the DCC, and that activity led to an Incident which had a significant impact on Users. It therefore should be reflected in the PMR. The DCC noted that it will continue to investigate. One Performance Measure for the CSP C and one performance measure for CSP S are below the Minimum Service Level. Service Provider Measure CHPM1.1 <i>'Percentage of Communications Hubs delivered on time'</i> is reported as achieving 88.91% for CSP C and
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		85.47% for CSP S in May 2022. The DCC noted that this was due to the current global supply chain issues being experienced and that early indications are that they will also be unable to meet this Performance Measure for the June 2022 measurement period. All performance measures for all S1SPs were above target service level or no event except two Performance Measure for S1SP DXC. SPM7 'Planned Maintenance Events' for Q1 2022 is below Minimum Service Level at 62.50% and SPM2.1 'Service Availability - S1SP Data Service (Production Services)' is below Target Service Level at 99.83%. <u>Exceptions</u> The DSP claimed no Exceptions in this reporting period. CSP N accrued Exceptions for PM1.4 '<i>Communications Hub Connectivity</i>'. CSP C&S accrued Exceptions for three PMs: PM1.1 '<i>First time SMWAN Connectivity</i>', PM11 '<i>Accuracy of Coverage Database</i>' and PM1.3 '<i>SMWAN Connectivity Level</i>'.
Registration Data Provider (RDP) Incident Report A report provided to the SEC Panel and Network Parties on the time it has taken to resolve incidents where the DCC is responsible for resolution, but activity is required by RDP's.	SEC Appendix AG 2.5.10 – Monthly - timing not specified.	There were 11 Incidents opened in the month of June. The DCC report notes 105 Incidents remain open with investigation to be completed, although SECAS have reviewed and counts 106 RDP Incidents remain open (102 Severity 5 Incidents as opposed to the reported 101). The DCC noted that this was due to an Incident being duplicated in the report. A total of 77 Incidents reported as resolved within the month. The DCC has confirmed that since the report was issued 38 RDP Incidents remain open.

Certificate Signing Request (CSR) Variance Report The report that sets out: - the actual number of CSRs against the forecasted volumes - details of the Authorised Subscribers whose actual volumes of CSRs submitted were less than or equal to 90%, or greater than or equal to 110% of their forecasted volumes	SEC L8.9 – Monthly - 10 th Working Day following month end. Report on time.	2,392,260 requests were sent versus a forecast of 546,435. 437.8% of the forecast. (Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts'). 32 Authorised Subscribers consumed services without submitting a forecast. The SEC Panel agreed at the January 2021 meeting (SECP_88_1501) not to actively pursue SEC Party compliance with the current User forecasting obligations. The Modification Report Consultation (MRC) for MP160 'Certificate Signing Request' has closed and all five responses received was for it to be approved. MP160 will go to Change Board on Wednesday 27 July 2022 for final vote under Self-Governance.
Service Request (SR) Variance Report The report sets out: - the actual number of Service Requests sent against the forecasted volumes; and - where there are exceptions, details of the Users whose actual volumes of Service Requests sent were less than or equal to 90%, or greater than or equal to 110% of their forecasted volumes	SEC H3.24 – Monthly - 10 th working day of month Report on time.	In Q2 2022, 2,811,283,276 SRs were sent versus a forecast of 2,839,495,900. 99.01% of the forecast.
Quarterly Problem Report This report provides details of the Open Operational Problems experienced by DCC Users	SEC Appendix AG 3.2- Quarterly - timing not specified within Appendix AG.	There was no report this month as this is provided quarterly.
DCC Responsible Communications Hub (CH) Returns Report	SEC F9.15 – Quarterly - the SEC does not prescribe when after	There was no report this month as this is provided quarterly

Details the number of CHs for which the reason for return, loss or destruction, is determined to have been a CH Pre-Installation DCC Responsibility, or a CH Post-Installation DCC Responsibility.	end of quarter the report is provided.	
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