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| <b>Paper Reference:</b>                                        | <b>SECP_108_1609_21</b> |
| <b>Action:</b>                                                 | <b>For Information</b>  |
| <a href="#"><u>Acronyms and Defined Terms SEC Glossary</u></a> |                         |

## 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 July 2022. The SSC had no comments on the report.

- Post Commissioning Information Report (July 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 August 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 June 2022.

##### Code Performance Measure

There were two Code Performance Measures (CPM) below Target 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 96.38%. 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 98.24%. The Performance was also below Target Service Level for CSP Central (CSP C) at 97.90% and CSP South (CSP S) at 98.17%. The DCC noted that this was due to the WNC Packet Data Protocol (PDP) issue (INC000000848418)

The DCC report that excluding all exceptions, 3770 out of 6969 Meter FW downloads that failed in June in the Central Region, failed due to the WNC No PDP issue. If the No PDP issue was excluded, then performance against target Service Levels would have been 99.03% in CSP C. The DCC report that excluding all exceptions, 3630 out of 6538 Meter FW downloads that failed in June in the South Region, failed due to the WNC No PDP issue. Performance against SLA would have been 99.18% in CSP S if the WNC No PDP issue was excluded. The root cause of the Incident is still under investigation, but the deployment of WNC v4.0.0.7 firmware is expected to improve stability in the CH in relation to PDP recovery and has been deployed to over 2.8 million CHs.

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 63.98% for the eleventh month in a row. The DCC noted that the root cause has now been identified and that the underlying cause of the failure does not sit with DXC but is instead within the Trilliant application (and therefore the Trilliant operational service). DXC and Trilliant have confirmed and committed that the implemented fixes will meet the required targets for the July 2022 reporting period.

At the 22 August 2022 meeting (OPSG 78), the DCC presented the FOC Remediation plan. The DCC highlighted that there has been some improvement in the performance of PM1.1, PM1.5 and PM1.7. The OPSG noted that although PM1.7 had achieved a 'Green' status in July 2022, there are currently low volumes of SMETS1 FOC devices operating in Prepayment mode and questioned whether the DCC were confident in the ability of the FOC service to handle large volumes of prepayment vends within Service Level Agreement (SLA) timescales. The DCC noted that this is still being analysed and that it will share the outcome with OPSG once investigations have concluded. The DCC noted that it will continue to work with DXC and Trilliant on performance issues.

**CPM3 – '*Percentage of Alerts delivered within the applicable Target Response Time*'** is below Target Service Level at 98.58%. 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 92.30%. The DCC reported the same issues as those that impacted the S1SP DXC performance of PM1.1. Since the code fixes were delivered in May 2022 there has been an improvement from 6.4% in April to 92.30% in June 2022.

## SMETS 2 Service Provider Performance Measures

All Performance Measures for CSP N and CSP C&S were above target service level.

One Performance Measure for the DSP SPM11 '*Anomalous Service Requests*' Minimum Service Level at 15.37%. The DCC notes that this was due to a single User generating a large volume of Service Requests by accident. The DSP launched a Problem Investigation (PBI000000125905) to add monitoring to the orchestration process, to highlight when Anomaly Detection Incidents are delayed, and to publish a Knowledge Article to improve the handling of any such Incidents that occur in the future. The DCC's Technical Operations Centre (TOC) team has implemented a daily check on Anomaly detection Threshold (ADT) Incidents raised as an additional checkpoint.

All performance measures for all S1SPs were above target service level or no event except one Performance Measure for S1SP SIE which was reported as 98.18% in June. The DCC reported this was due to INC0000000863691 following the upgrade of malware protection client software on the server supporting the SIE database. The DCC noted that following restoration, SIE asked the third-party vendor to review the information surrounding the software release as protocol changes had not been highlighted prior to deployment. This has been acknowledged by the vendor. SIE has also raised and completed changes to proactively amend the protocol rules in the production environment to ensure similar issues are not experienced there.

## Major Incidents

The OPSG noted that there three Category 2 Major Incidents closed in June 2022. One Category 2 Incident was excluded from the June 2022 report, this was due to it being User responsibility.

## Exceptions

PM1.4 *'Communications Hub Connectivity'* accrued Exceptions in CSP N this month. The number of Exceptions for the June reporting period were 72,427, an increase on the previous reporting period of 64,914. *'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 June had decreased in CSP C from 14,620 to 13,118 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 382,270 total estate exceptions for the June reporting period, an increase from 369,464 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 June has decreased to 6,369 from 7,220 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 349,086 total estate exceptions for the June reporting period, an increase from 342,769 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 June 2022 PMR.

**Veronica Asantewaa; SECAS Team; 9 September 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| <b>Performance Measurement Report</b><br>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.<br><br>On Time | <u>June 2022</u><br><br>Two Code Performance Measures was below Target Service Level. This was:<br><br>CPM 1 ( <i>Percentage of On Demand Service Responses delivered within the applicable Target Response Time</i> ) at 96.38%. <ul style="list-style-type: none"> <li>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 98.24%. 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, and a further remediation plan is expected to be discussed at the CSP N Common Issues Forum and the OPSG during August 2022.</li> <li>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 63.98% for the eleventh month in a row. The April, May and June Maintenance releases delivered several network capacity improvements system fixes that improved PM1.1 Service Response times by approximately 19%. Additional scaling activities are required to deliver further improvements, and regular meetings between DCC, DXC and Trilliant are being held to identify any additional</li> </ul> |

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|  |  | <p>tuning that may be required to achieve the target Service Levels.</p> <ul style="list-style-type: none"> <li>Performance is also below Target Service Level but above Minimum Service Level for PM2 in CSP C&amp;S, achieving 97.90% in CSP C and 98.17% in CSP S. The DCC noted in the report that it considers this to be due to the WNC PDP issue (INC000000848418) which was discussed at the 14 June 2022 and 27 June 2022 OPSG meetings (OPSG_73 &amp; OPSG_74).</li> </ul> <p>CPM3 (<i>Percentage of Alerts delivered within the applicable Target Response Time</i>) at 98.58%.</p> <ul style="list-style-type: none"> <li>It was impacted by the S1SP DXC performance on PM1.5 '<i>Percentage of S1SP SMETS1 Alert Response Times within relevant Target Response Time</i>' which was below Minimum Service Level at 92.30%. The DCC reported the same issues as those that impacted the S1SP DXC performance of PM1.1. Since the code fixes were delivered in May 2022 there has been an improvement from 6.4% in April to 92.30% in June 2022.</li> </ul> <p><u>Service Provider Performance Measures</u></p> <p>All Performance Measures for CSP N and CSP C&amp;S were above target service level.</p> <p>One Performance Measure for the DSP. <i>DSP SPM11 - 'Anomalous Service Requests'</i> was below Minimum Service Level at 15.37%. The DCC notes that this was due to a single User generating a large volume of Service Requests by accident. The DSP launched a Problem Investigation (PBI000000125905) to add monitoring to the orchestration process, to highlight when Anomaly Detection Incidents are delayed, and to publish a Knowledge Article to improve the handling of any such Incidents that occur in the future. The DCC's</p> |
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|                                                                                                                                                                                                                                                            |                                                                 | <p>Technical Operations Centre (TOC) team has implemented a daily check on Anomaly detection Threshold (ADT) Incidents raised as an additional checkpoint.</p> <p>SECAS have reviewed previous reports and this statement was added in the October 2018 PMR although was unable to confirm if there has been any commentary or outcome on this statement. The DCC have an action to confirm the status.</p> <p>All performance measures for all S1SPs were above target service level or no event except one Performance Measure for S1SP SIE. 2.7 'Service Availability - Test services' is below Target Service Level at 98.18%. This was due to an Incident INC0000000863691 following the upgrade of malware protection client software on the server supporting the SIE database.</p> <p><u>Exceptions</u></p> <p>The DSP claimed no Exceptions in this reporting period.</p> <p>CSP N accrued Exceptions for PM1.4 '<i>Communications Hub Connectivity</i>'.</p> <p>CSP C&amp;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>'.</p> |
| <p><b>Registration Data Provider (RDP) Incident Report</b></p> <p>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.</p> | <p>SEC Appendix AG 2.5.10 – Monthly - timing not specified.</p> | <p>There were 9 Incidents opened in the month of July. The DCC report notes 92 Incidents remain open with investigation. A total of 37 Incidents reported as resolved within the month. The DCC noted that the number of open RDP Incidents was reported incorrectly due to duplication of Incidents recorded for the Central Switching Service (CSS) and core DCC Services. The DCC reported that there are currently only six open RDP Incidents that are pre-CSS related. The OPSG requested that the DCC provide more clarity on how RDP/CSS</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

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|                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                               | Incidents will be reported in future and how outstanding RDP Incidents will be resolved.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Certificate Signing Request (CSR) Variance Report</b><br>The report that sets out: <ul style="list-style-type: none"> <li>the actual number of CSRs against the forecasted volumes</li> <li>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</li> </ul>                       | SEC L8.9 – Monthly - 10 <sup>th</sup> Working Day following month end.<br><br>Report on time. | 1,622,328 requests were sent versus a forecast of 402,690. 402.9% of the forecast. (Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts').<br><br>30 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.<br><br><a href="#">MP160 'Certificate Signing Request'</a> was approved by the Change Board on 27 July 2022. MP160 will be implemented in November 2022 SEC Release. |
| <b>Service Request (SR) Variance Report</b><br>The report sets out: <ul style="list-style-type: none"> <li>the actual number of Service Requests sent against the forecasted volumes; and</li> <li>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</li> </ul> | SEC H3.24 – Monthly - 10 <sup>th</sup> working day of month<br><br>Report on time.            | There was no report this month as this is provided quarterly.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

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| <p><b>Quarterly Problem Report</b></p> <p>This report provides details of the Open Operational Problems experienced by DCC Users</p>                                                                                                                                           | <p>SEC Appendix AG 3.2- Quarterly - timing not specified within Appendix AG.</p>                            | <p>57 Open problems at the end of the Q2 2022. 17 new Problem Records were created in this quarter, compared to 13 in the last quarter.</p> <p>The report lists 6 Problems which have breached the target the DCC has set for Root Cause Analysis, all of 6 Problems were in the medium Category.</p> |
| <p><b>DCC Responsible Communications Hub (CH) Returns Report</b></p> <p>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.</p> | <p>SEC F9.15 – Quarterly - the SEC does not prescribe when after end of quarter the report is provided.</p> | <p>The report notes that 8,944 records were closed in Q2 2022. Of these, 8,617 were attributed to Service Users (No Fault Found) and 327 were attributed to the DCC (Fault Found).</p>                                                                                                                |