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

DCC Reporting

1. Purpose

This paper details reports, 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 December 2022. The SSC had no comments on the report.

- Post Commissioning Information Report (December 2022)

This report has a **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 January 2023 reporting meeting and the observations raised. Below are the key observations.

3.1 Performance Measurement Report (PMR)

The OPSG considered the PMR report for October and November 2022.

Code Performance Measures

October 2022

Three Code Performance Measures were below Target Service Level in October 2022.

CPM1 - 'Percentage of On-Demand Service Responses delivered within the applicable Target Resolution Time' is below Target Service Level at 98.42%. CPM1 has been below Target Service Level since July 2018. This was due to two of the contributing Performance measures missing SLA in October. Firstly, this CPM was impacted by the failure of SMETS1 Service Provider (S1SP) DXC in relation to PM1.1 'Percentage S1SP Countersigned Service Request Times within relevant Target Response Time' (TRT), which is below the specified Minimum Service Level at 87.17% for the fifteenth month in a row. CPM1 was further impacted by Service Provider Performance Measure (PM) 2

'Percentage of Category 1 firmware payloads completed within the relevant TRT'. This is below Target Service Level in the Communication Service Provider North (CSP N) Region at 98.47% in October 2022

CPM3 – 'Percentage of Alerts delivered within the applicable Target Response Time.' Was below Minimum Service Level at 97.26%. This was due to two contributing Performance Measures missing SLA. CSPN PM3.2 reported Service Level was 97.45% and is below Target Service Level. The performance drop in October has resulted in the measure being Amber, this is due to the impacts of two outages – the 11th and 15th of October, INC000000921774 & INC000000923715 as detailed in the Key Incidents for October 2022. S1SP DXC PM1.5 reported Service Level was 84.80% and is below Minimum Service Level. The DCC noted, April, May and June maintenance releases delivered numerous capacity and system fixes that improved the performance from 22.50% in May to 85.80% in October.

SMETS 2 Service Provider Performance Measures

DSP

All Service Provider Performance measures were above Target Service Level for DSP in October 2022.

CSP N

CSP N CHPM1.1 Percentage of Communications Hubs delivered on time, achieved 84.84% performance and is below the Minimum Service Level.

CSP C&S

All Service Provider Performance measures for CSP C&S were above Target Service Level for DSP in October 2022.

SMETS1 Service Providers (S1SPs)

All performance measures for all S1SPs were above target service level or no event in October 2022.

Major Incidents

The report notes that there were two Category 1 Incidents and three Category 2 Incidents closed in October 2022. No Category 1 or Category 2 Incidents were excluded from the October 2022 performance.

Exceptions

The DSP claimed no Exceptions in this reporting period.

CSP N accrued Exceptions for PM1.4 '*Communications Hub Connectivity*'.

CSP C&S accrued Exceptions for three PMs: PM1.1 '*First time SMWAN Connectivity*', PM11 '*Accuracy of Coverage Database*' and PM1.3 '*SMWAN Connectivity Level*'

November 2022

Three Code Performance Measures were below Target Service Level in November 2022.

CPM1 - 'Percentage of On-Demand Service Responses delivered within the applicable Target Resolution Time' is below Target Service Level at 98.03%. CPM1 has been below Target Service Level since July 2018. This was due to two of the contributing Performance Measures missing SLA in November. This CPM was impacted by the failure of SMETS1 Service Provider (S1SP) DXC in relation to PM1.1 'Percentage S1SP Countersigned Service Request Times within relevant Target Response Time' (TRT), which is below the specified Minimum Service Level at 80.55%. DCC report that this was due to several factors impacting the performance including Seal Queue issues under

investigation via INC000000934455. DXC were also adversely impacted as a result of the Vodafone Category 2 INC000000936093. DCC state the December 2022 Maintenance Release introduced several improvements, the effect of which is being closely monitored via the regular Tri-party meetings and where further tuning will be identified to improve the SLA achievement

CPM1 was again impacted in November by Service Provider Performance Measure (PM) 2 'Percentage of Category 1 firmware payloads completed within the relevant TRT'. This is below Target Service Level in the Communication Service Provider North (CSP N) Region at 98.47%. DCC report that 75% of the 3-month plan is complete with minimal uplift observed. The plan was due to conclude in December 2022 at which time all possible infrastructure improvements will have been exhausted.

CPM3 – 'Percentage of Alerts delivered within the applicable Target Response Time.' Was below Minimum Service Level at 97.26%. This was due to one contributing Performance Measures missing SLA. S1SP DXC PM1.5 reported Service Level was 82.90% and is below Minimum Service Level. The DCC report that the December Maintenance Release introduced an improvement, the effect of which is being closely monitored via the regular Tri-party meetings and where further tuning will be identified to improve the SLA achievement

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' was below Minimum Service Level at 33.33% due two Incidents failing their resolution SLA in this reporting period. The DCC report that both issues have associated action plans to mitigate against repeat occurrences.

SMETS 2 Service Provider Performance Measures

DSP

All Service Provider Performance measures were above Target Service Level for DSP in November 2022.

CSP N

All Performance Measures for the CSP N region are reported as above Target Service Level or no event in November 2022

CSP C&S

All Service Provider Performance measures for CSP C&S were above Target Service Level for DSP in November 2022.

SMETS1 Service Providers (S1SPs)

All performance measures for all S1SPs were above target service level or 'No Event' in November 2022 besides two Performance Measures for Vodafone, reported as below Target Service. S1SP Vodafone combined monthly Internet of Things (IoT) Core and Management Service Availability, performance is below Minimum Service Level at 98.65%. S1SP Vodafone Monthly IoT Core availability (Voice/Data/SMS), performance is below Minimum Service Level at 99.70%.

Major Incidents

The report notes that there was one Category 1 Incident and two Category 2 Incidents closed in November 2022. One Category 2 Incident was excluded from the November 2022 performance.

Exceptions

The DSP claimed no Exceptions in this reporting period.

CSP N accrued Exceptions for PM1.4 '*Communications Hub Connectivity*'.

CSP C&S accrued Exceptions for three PMs: PM1.1 '*First time SMWAN Connectivity*', PM11 '*Accuracy of Coverage Database*' and PM1.3 '*SMWAN Connectivity Level*'

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 October and November 2022 PMR.

Eugene Asante; SECAS Team; 21 February 2023

Attachments: Appendix A – Post Commissioning Information Report (December 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>October 2022</u> Three Code Performance Measures were below Target Service Level in October 2022. CPM1 - 'Percentage of On-Demand Service Responses delivered within the applicable Target Resolution Time' is below Target Service Level at 98.42%. CPM1 has been below Target Service Level since July 2018. This was due to two of the contributing Performance measures missing SLA in October. Firstly, this CPM was impacted by the failure of SMETS1 Service Provider (S1SP) DXC in relation to PM1.1 'Percentage S1SP Countersigned Service Request Times within relevant Target Response Time' (TRT), which is below the specified Minimum Service Level at 87.17% for the fifteenth month in a row. CPM1 was further impacted by Service Provider Performance Measure (PM) 2 'Percentage of Category 1 firmware payloads completed within the relevant TRT'. This is below Target Service Level in the Communication Service Provider North (CSP N) Region at 98.47% in October 2022. Since February 2022, the performance has been at Amber delivering around 98.00%. Arqiva have developed a new service improvement plan concentrating on this last 1%, the plan was presented to DCC on the 5th of August 2022. The current plan is in place until the end of November 2022. CPM3 – 'Percentage of Alerts delivered within the applicable Target Response Time.' Was below Minimum Service Level at 97.26%. This

		was due to two contributing Performance Measures missing SLA. CSPN PM3.2 reported Service Level was 97.45% and is below Target Service Level. The performance drop in October has resulted in the measure being Amber, this is due to the impacts of two outages – on the 11th and 15th of October, due to two DCC incidents (INC000000921774 & INC000000923715). S1SP DXC PM1.5 reported Service Level was 84.80% and is below Minimum Service Level. The DCC noted, April, May and June maintenance releases delivered numerous capacity and system fixes that improved the performance from 22.50% in May to 85.80% in October. The DCC reported at OPSG 83 that further FOC improvement plans for DXC/Trilliant will be implemented in December 2022 for PM1.5 that will help this measure achieve a Green status by the February 2023 reporting period. 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.’ was below Minimum Service Level at 60.00% due to two Category 1 Incidents failing SLA. <u>November 2022</u> Three Code Performance Measures were below Target Service Level in November 2022. CPM1 - ‘Percentage of On-Demand Service Responses delivered within the applicable Target Resolution Time’ is below Target Service Level at 98.03%. CPM1 has been below Target Service Level since July 2018. This was due to two of the contributing Performance measures missing SLA in November. This CPM was impacted by the failure of SMETS1 Service Provider (S1SP) DXC in relation to PM1.1 ‘Percentage S1SP Countersigned
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		Service Request Times within relevant Target Response Time' (TRT), which is below the specified Minimum Service Level at 80.55%. DCC report that this was due to several factors impacting the performance under investigation via INC000000934455. DXC were also adversely impacted by Vodafone Category 2 INC000000936093. DCC state the December 2022 Maintenance Release introduced several improvements, the effect of which is being closely monitored via the regular Tri-party meetings and further tuning will be identified to improve the SLA achievement CPM1 was again impacted in November by Service Provider Performance Measure (PM) 2 'Percentage of Category 1 firmware payloads completed within the relevant TRT'. This is below Target Service Level in the Communication Service Provider North (CSP N) Region at 98.47%. DCC report that 75% of the 3-month plan is complete with minimal uplift observed. The plan was due to conclude in December 2022 at which time all possible infrastructure improvements will have been exhausted. CPM3 – 'Percentage of Alerts delivered within the applicable Target Response Time.' Was below Minimum Service Level at 97.26%. This was due to one contributing Performance Measures missing SLA. S1SP DXC PM1.5 reported Service Level was 82.90% and is below Minimum Service Level. The DCC report that the December Maintenance Release introduced an improvement, the effect of which is being closely monitored via the regular Tri-party meetings and further tuning will be identified to improve the SLA achievement. The DCC state that early indications post release show a positive improvement in performance for December 2022. 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
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		Target Resolution Time.' was below Minimum Service Level at 33.33% due two Incidents failing their resolution SLA in this reporting period. The DCC report that both issues have associated actions plans to mitigate against repeat occurrences. <u>Service Provider Performance Measures</u> All Service Provider Performance measures are above Target Service Level in October and November 2022. CSP N October 2022 CSP N CHPM1.1 Percentage of Communications Hubs delivered on time, achieved 84.84% performance and is below the Minimum Service Level. The DCC noted that a constraint of availability of the NXP chip, has led to lower than ordered manufacturing volumes. The DCC state it informed all impacted parties and worked closely with parties to maintain the CSPN deployment. November 2022 All Performance Measures for the CSP N region are reported as above Target Service Level or no event in November 2022 CSP C&S All Performance Measures for the CSP C&S regions are reported as above Target Service Level or no event in October and November 2022. SMETS1 Service Providers (S1SPs) October & November 2022
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		All Performance Measures for SIE are reported as above Target Service Level. All Performance Measures for Capgemini are reported as above Target Service Level. Two Performance Measures for Vodafone are reported as below Target Service Level in November 2022. S1SP Vodafone Combined monthly IoT Core and Management Service Availability, performance is below Minimum Service Level at 98.65%. S1SP Vodafone Monthly IoT Core availability (Voice/Data/SMS), performance is below Minimum Service Level at 99.70%. The DCC report that both failures were due to the Category 2 incident on 23rd November which led to an increase in SMETS1 IOC and FOC Service Request Variant (SRV) failures. There was an Impact on prepay SRV success rates and planned migrations for the day did not take place. Root cause identified as software bug on vendors system - the vendor in question has created a fix which is currently in testing, to prevent such an occurrence happening again. The vendor also is reviewing the upgrade process and post upgrade checks. All Performance Measures for Critical Software are reported as 'No Events'. All Performance Measures for Secure are reported as above Target Service Level or 'No Events'. All monthly Performance Measures for DXC are reported as above Target Service Level. All Performance Measures for Trilliant are reported as 'No Events'. All Performance Measures for British Gas are reported as above Target Service Level or 'No Events' <u>Exceptions</u>
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		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.	No report to review. The DCC have been asked to confirm the reporting and process for resolution going forward as per OPSG action 78/02: "The DCC to clarify how RDP/CSS Incidents will be reported in future and how outstanding RDP Incidents will be resolved."
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 – Quarterly - the SEC does not prescribe when after end of quarter the report is provided.	There was no report in this period.
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 to review in this period

DCC Responsible Communications Hub (CH) Returns Report 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.	SEC F9.15 – Quarterly - the SEC does not prescribe when after end of quarter the report is provided.	There was no report to review in this period.
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