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Paper Reference:	TABASC_77_0505_05
Action:	For Discussion

MP187 ‘Incorporation of Target Round Trip Times and Target Success Rates into the SEC’ Proposed Solution

1. Purpose

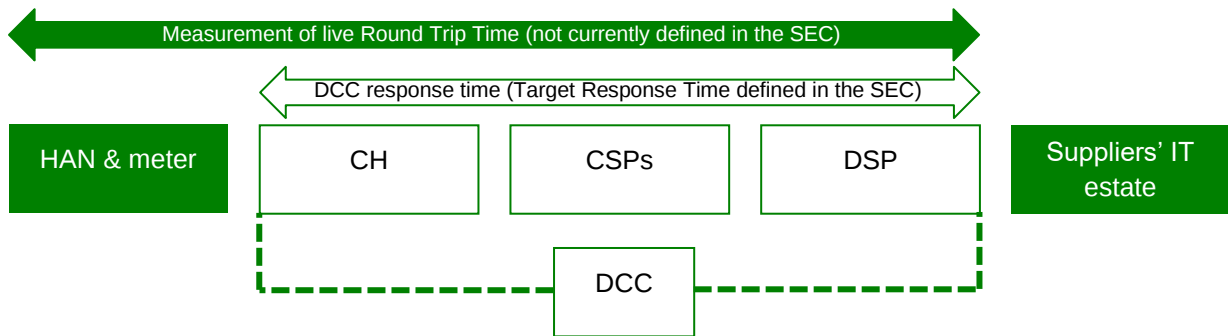
This paper presents the Proposed Solution for Modification Proposal [MP187 ‘Incorporation of Target Round Trip Times and Target Success Rates into the SEC’](#). We seek the Technical Architecture and Business Architecture Sub-Committee’s (TABASC) views on whether the Proposed Solution addresses the issue defined and provides benefit into the Data Communication Company’s (DCC) reporting. SECAS also requests the TABASC to comment on whether the DCC’s methodology is sound for both fuels (electricity and natural gas), and whether there are any alternative approaches that have not yet been considered.

2. Summary of MP187

2.1 What is the issue?

As part of the [MP122A ‘Operational Metrics’](#) solution (implemented as part of the February 2021 SEC Release), new Service Reference Variant (SRV) metrics reporting has been introduced. These reports measure Round Trip Times (RTTs) but are then compared to the Target Response Times (TRTs) listed within the SEC. The DCC has advised, through the Operational Performance Regime (OPR) Working Group, that to report on TRTs in real-time and at an SRV level would cost around £3.5m-£5m. OPR Working Group members were unsupportive of this approach.

For DCC-only performance metrics there are the TRTs as defined in SEC Appendix E and adopted into contracts with the DCC’s Service Providers. However, to create (non-financial) incentives against SEC Party metrics, target RTTs and target Success Rates are required. The DCC has raised this SEC Modification to develop and define these targets, and thus incorporate them into current reporting.



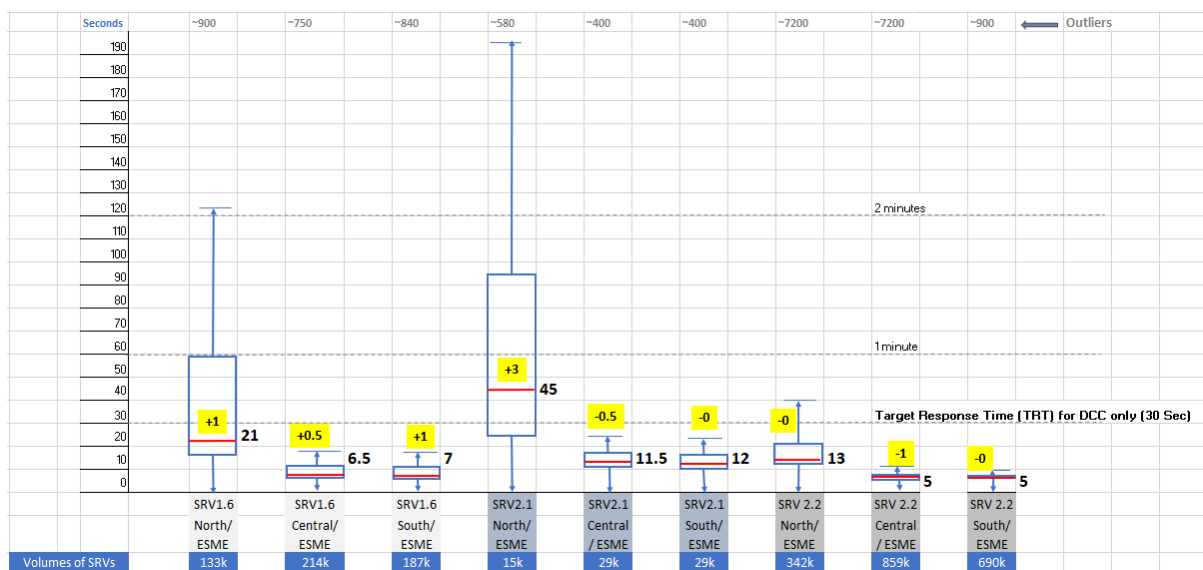
2.2 Proposed Solution

The DCC has used five months' worth of data to set baseline RTTs for each SRV within each business process. Following support from the Working Group, the data is currently displayed using box-whisker diagrams.

The box-whisker diagrams display the following metrics for each SRV, set out by Communication Service Provider (CSP) region and fuel type:

- Maximum (100th percentile) (this will display any outlier SRV RTTs)
- Modified maximum (99th percentile)
- Upper quartile (75th percentile)
- Median (50th percentile)
- Lower quartile (25th percentile)
- Minimum (1st percentile)
- Variation of the median average from the baseline average (highlighted in yellow)
- Volume of the SRV sent within that given month

An example of how these diagrams look can be found below (ESME prepayment SRVs):



This reporting will be for information only and will be presented to SEC Parties via the Operations Group (OPSG). It is intended that the box-whisker diagrams will be used to help set RTT targets. If the targets can be set, then the existing summary tables in MP122A reports may be modified to reflect the RTT targets, rather than TRT targets. The Performance Indicators Document is available via the DCC SharePoint, along with the DCC Response Code Document (see below for when this is used).

In terms of amendments to the SEC, definitions for 'Round Trip Time' and 'Success Rate' will be implemented into SEC Section A 'Definitions and Interpretation':

- **Round Trip Time:** means the total time taken for a User to be provided with a Service Response: starting at the start of the applicable measurement period described in Section H3.14(a)-(f) (Target Response Times); and ending on the provision of the Service Response to the DCC User Gateway. For clarity: this includes the time spent in the Smart Metering System (including SRV retry time) and any additional, relevant HAN, or Device, processing and transmission time; and applies to Service Responses in respect of both SMETS1 Devices and SMETS2+ Devices.
- **Success:** A Service Reference Variant shall be considered to have been successfully processed, when it has been sent to the DCC, and an associated response code [as defined in the DCC Response Code Document], indicating success or failure to execute the requested action, has been sent to the User Interface.

3. Questions for the TABASC

We seek the TABASC's view on the following questions to feed into the Proposed Solution before seeking wider industry input through the Refinement Consultation:

- Does the Proposed Solution address the issue defined?
- Is the methodology sound for both ESME and GSME?
- Does the methodology of defining the 75th percentile as 60 seconds for ESME and 30 minutes for GSME seem a reasonable first iteration for target RTTs?
- Is there anything else to consider?

4. Next steps

SECAS will present MP187 to the OPSG to further develop the Proposed Solution. Following this, SECAS will issue the Refinement Consultation.

5. Recommendations

The TABASC is asked to:

- **CONFIRM** that the Proposed Solution addresses the issue defined.
- **CONFIRM** that the DCC's methodology for both ESME and GSME is sound.
- **PROVIDE** views on whether there are any viable alternative solutions.

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SECAS Team

27 April 2022

Attachments:

- **Appendix A:** MP187 Modification Report v0.3
- **Appendix B:** MP187 legal text v0.2