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Trust Centre Swap Out Issues Resolution Group - Terms of Reference

1. The role of the Issues Resolution Group

The Trust Centre Swap Out (TCSO) Issues Resolution Group (TIRG) is a temporary sub-group of the SEC Operations Group (OPSG). The TIRG will be an OPSG sub-group which will consider the issues contained in the TCSO Issues Log, triage the issues and identify the appropriate resolution to the issues (or pathway to resolving the issues) and/or the appropriate Panel Sub-Committee owner to resolve the issue. The TIRG will own the process of adding new issues to the TCSO Issues Log and monitor / take the appropriate actions through to resolution. The sub-group will own and resolve operational issues on the TCSO Issues log reported and other Sub-Committees would use their existing issue resolution processes to resolve the issues in their remit, with the aim of limiting the impact to the 4G CH rollout.

The TIRG will not be a decision-making body but will make recommendations to the OPSG.

1.1 Purpose of TIRG

The purpose of the TIRG is to:

- Identify new TCSO issues that arise and are brought to the Group for consideration;
- Add newly identified issues to the TCSO Issues Log;
- Establish whether the issues captured are operational or technical in nature to help inform the resolution path and/or the ownership of the issues;
- Discuss TCSO issues with a view to progressing resolutions and recording the updates accordingly;
- Progress the existing TCSO Issues Log to enable resolution of those issues;
- Efficient resolution of issues that are recorded on the TCSO Issues Log;
- Enable and encourage the use of TCSO where it is available as an option;
- Measure and ensure minimal impact to 4G CH rollout caused by TCSO related issues; and
- Once an issue has been resolved, provide a recommendation to the OPSG to close the issue on the TCSO Issues Log.

1.2 Remit of the TIRG

The TIRG remit will be focused on the following areas, unless directed otherwise by the OPSG:

- Resolving operational issues impacting the TCSO process.
- Working collaboratively with other groups to ensure potential resolutions of technical issues are aligned to an efficient and effective TCSO process.

- Working collaboratively with the DCC to support the resolution of operational issues.

1.3 Relationship to the OPSG

- (a) The TIRG is established as a Sub-Group of the OPSG and unless otherwise specifically defined and approved by the OPSG, it will follow the OPSG procedures for governance and other matters.
- (b) The OPSG will approve the TIRG Terms of Reference, and any changes to it.
- (c) The OPSG will endorse the membership of the TIRG.
- (d) The OPSG Chair will propose the chair of the TIRG for approval by the OPSG.
- (e) The TIRG will make all records of its proceedings available to the OPSG. For the avoidance of doubt this will be subject to the Panel Information Policy, but there will be no other restrictions.
- (f) The TIRG will keep the OPSG informed of plans and progress on a quarterly basis. Recommendations reached by the TIRG will be put to the OPSG for approval.
- (g) Voting in the TIRG is set out in Section 2.5. In the event of material differences of views across TIRG Members, this shall be reported to OPSG to determine the way forward.

1.4 Relationships to other groups

- (a) The TIRG will work with other groups where appropriate to ensure non-operational issues are progressed at those groups, for example technical issues (including those related to the Technical Specifications) with Technical Architecture and Business Architecture Sub-Committee (TABASC) and/or the DESNZ Technical Specification Issues Resolution Subgroup (TSIRS).
- (b) The TIRG Chair will work with other groups' Chairs where relevant to support the resolution of non-operational issues and feed the outputs through to the TCSO issues log.

2. Proceedings of the TIRG

2.1 Meetings

- a) Meetings of the TIRG will take place monthly on a date agreed with OPSG.
- b) For each meeting that is convened, the Secretary shall send notice to each Member with details of the time, date and location of the meeting at least five Working Days before the meeting is due to take place. Unless specified otherwise, meetings will be held online with teleconferencing facilities made available via Microsoft Teams.
- c) An agenda, papers and other material for a meeting shall be distributed by the Secretary to Members at least five Working Days before the meeting, to allow Members to consider these items prior to the meeting. The Secretary shall notify Members at this time if there will be any late items.
- d) The TIRG will operate under Chatham House rules and neither the identity nor the affiliation of the members will be revealed and the minutes produced will be appropriately anonymised.
- e) This rule will apply to all discussions, documents, and communications arising from TIRG meetings unless explicitly stated otherwise.
- f) The TIRG is an interim group with the OPSG determining when the group should be dissolved.

2.2 Membership

Members of the TIRG will be either members of the OPSG or individuals nominated and endorsed by the OPSG. Membership of the group will be open to any SEC Party. A registration of interest will be sent to all SEC Parties, although it is anticipated that any members will be Users (as per SEC definition).

Invitations to attend meetings will be extended to the Department of Energy and Net Zero (DESNZ) as well as the DCC.

2.3 Expectations of Members

The TIRG has the responsibility for representing the views of the members of the OPSG and the wider Service User Community. The TIRG will provide insight and input into the development solutions for TCSO issues, for recommendation to the OPSG and Panel (as required). The TIRG is committed to working collaboratively with the DCC, DESNZ and Users to support the development of solutions to TCSO issues.

- Members of the TIRG will attend the TIRG meetings organised by SECAS and will be expected to review the materials that are provided ahead of such workshops.
- Members of the TIRG are required to have an appropriate level of knowledge of the TCSO process and the related processes to enable TIRG members to make a positive contribution during the TIRG meetings.
- Members of the TIRG will support the development of solutions to issues in the TCSO log, providing insight into the issue and potential solutions. This could include (but is not limited to) the input into the development of a solution, desirability and benefits of a proposed solution, potential cost and time to introduce changes, and any associated potential risks or issues.

2.4 TIRG Chair

The TIRG will be chaired and administrated by SECAS. SECAS will propose a Chair for the TIRG to the Chair of the OPSG for endorsement and subsequent approval by the OPSG.

The TIRG chair will work closely with the SEC Sub-Committee Chairs, the DCC and DESNZ to bring the appropriate TCSO discussion points to the TIRG in a timely manner.

2.5 Powers and Voting

- a) The TIRG operates under the oversight of the OPSG and in accordance with SEC governance.
- b) As the TIRG is not a decision-making body, voting will only be used as a method of assessing support for a particular view. As much as possible, next steps for progressing issues will be agreed by consensus. In the event of material differences of views across Members, this shall be reported to OPSG to determine the way forward.

3. Approach

The TIRG will follow the following approach for issues that are on the TCSO Issues Log:

- a) Where an issue is of an operational nature and therefore sits under the OPSG remit, the TIRG should be responsible for the recommendation of relevant actions needed to address the issue. These recommendations will be presented to OPSG for approval.
- b) Where an issue is of a Technical Specification / Business architecture nature, it should be referred to the TABASC to resolve.
- c) If an issue is Device related, the TIRG Chair could refer the issue to the relevant forums (such as the British Electrotechnical and Allied Manufacturers' Association (BEAMA) or the Energy and Utilities Alliance (EUA)) where Device manufacturers are represented. Alternatively, if the issue is a device specific issue, the TIRG Chair can refer the issue to the relevant device manufacturer. Communications Hub issues will be referred to the DCC. In all cases, the TIRG will continue to monitor the progress of a solution.
- d) The TIRG will discuss device related issues without prejudice, with a view to sharing information, determining an appropriate resolution and monitoring through to completion.
- e) The TIRG will be responsible for the progress and monitoring of all issues on the TCSO Issues Log.
- f) The TIRG will seek confirmation of the implementation date of any actions, workarounds or resolutions related to the issues on the TCSO Issues Log.
- g) The TIRG will be responsible for maintaining and updating any relevant TCSO Good Practice Guidance based on the outputs from its work.
- h) The TIRG Chair will work with SECCo, DCC and DESNZ to consider whether any aspects of the TCSO Good Practice Guidance needs to be strengthened / formalised in the SEC where appropriate / if required.
- i) The TIRG Chair will provide quarterly progress updates to the OPSG. Where the OPSG agrees further escalation is required, the OPSG Chair will be responsible for escalating to the SEC Panel.

4. Confidentiality and Disclosure

- a) In accordance with the Panel Information Policy (PIP), agenda items, papers and discussions will be assigned an information sharing level of either CLEAR, GREEN, AMBER, AMBER-STRICT or RED.
- b) As the TIRG is convened as a Sub-Group of the OPSG, records and reports of all discussions will be made available to the OPSG, and, where appropriate the SEC Panel.
- c) As a TIRG Member, each participant will be asked to undertake in writing to abide by the confidentiality and disclosure provisions in relation to each information sharing level as described above, by signing the Confidentiality and Disclosure Agreement attached as Appendix A to these Terms of Reference.
- d) TIRG Members who breach the rules of the confidentiality and disclosure provisions under any information sharing level may be excluded from future TIRG meetings.

APPENDIX A

Confidentiality and Disclosure Agreement

I understand that I am required to comply with the confidentiality and disclosure obligations in respect of each of the four information sharing levels (CLEAR, GREEN, AMBER, AMBER-STRICT and RED), as set out in the Panel Information Policy. I understand that when joining the Trust Centre Swap Out Issues Resolution Group (TIRG), Members will be asked to state the capacity in which they will attend, and this will be published. Subsequently, members should promptly declare any changes in this capacity. I understand that should I fail to abide by the information sharing levels confidentiality and disclosure obligations I may be excluded from subsequent TIRG meetings. Having understood and accepted the above statements, I therefore agree to abide by the Panel Information Policy in my engagement with the TIRG.	
Name and Company:	
SEC Party Category (if applicable):	
Signature:	
Date:	