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Paper Reference:	**SECP_66_1503_21**
Action:	**For Information**

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 are also asked to note the observations raised by the Operations Group (OPSG) against the reports currently delegated to them.

2. DCC Reports

As per previous request from the Panel, one of the monthly reports has not been delegated and remains SEC Panel responsibility:

- Post Commissioning Information Report (**RED**)

3. Operations Group Reports Summary

Annex A provides the full list of reports reviewed by the OPSG at their March 2019 meeting and the observations raised. Below are the key highlights identified:

3.1 Performance Measurement Report

The OPSG reviewed the December 2018 Performance Measurement Report (PMR) and noted a number of issues:

- Code Performance Measures (CPM) 1 'Percentage of On-Demand Service Responses delivered within the applicable TRT' was below Minimum Service Level at 83.54%. This was affected by Service Users submitting multiple requests for Firmware for the same GUID (This applies to 2363 of the 2870 failures). This is still being investigated by the DCC;
- CPM 3 'Percentage of Alerts delivered within the applicable Target Response Time' was below Target Service Level at 98.24%. Further review is ongoing; and
- CPM 4 '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 Target Service Level at 85.71%. This was due to a Major Incident on 6 December 2018 resulting in an outage for Communications Service Provider Central and South (CSP C&S).

All the issues relating to the December 2018 PMR will be added to the PMR issues log noted in last month's paper. This captures all the OPSG feedback on the PMR, which will be taken forward to

further understand the key issues with the reporting and provide a means to analyse where potential changes for future reporting for service measures may be recommended.

3.2 DCC Responsible Communications Hub (CH) Returns Report

The OPSG reviewed the Quarter 4 Communication Hub Returns Report and it was noted that at the time of writing, no returned Comms Hubs had been through the full triage process. OPSG Members raised concerns that the process does not work from a User perspective. It was noted that the DCC has been doing work to inform and educate Users but there remains a divergence. Suppliers raised concerns over lack of ability to carry out bulk returns of Comms Hubs and cited the cut over to R2.0 compliant Communication Hubs at the end of October 2019.

It was agreed that the DCC would hold a workshop with OPSG Members, SECAS and BEIS representatives, to establish a firm understanding of the issue and drive resolution.

3.3 Service Request Variance and Certificate Signing Request Variance Reports

SECAS informed the OPSG of the SEC Panel's decision at SECP_65 to delegate these two reports to the OPSG in order to formally review them. SECAS proposed a process for the review and actioning of the reports initially to identify and inform SEC Parties who are using DCC Services whilst submitting no forecasts. It was noted there is further work to do, between SECAS, the DCC and OPSG to establish common understanding of forecast requirements and how an accurate forecast per the SEC is achieved.

3.4 Quarterly Problem Report

SECAS provided the OPSG with a summary of the DCC Quarterly Problem Report for Q4 2018.

The report consisted of a summary which highlights the significant/impactful problems together with a spreadsheet listing all the open Problem records. SECAS noted that this quarter's report was much improved and provided significant coherent details of the Problems.

It was noted that Users may inform the DCC if they believe Problems have been assigned the wrong priority. The Quarterly Problem Report will continue to be reviewed at OPSG.

4. Recommendations

The Panel is requested to:

- **NOTE** the contents of this paper; and
- **NOTE** the OPSG observations in relation to DCC reports delegated to them.

Huw Exley

SECAS Team

8 March 2019

Attachments:

- Annex A: DCC SEC Panel Reports
- Appendix A: Post Commissioning Information Report (January 2018) (**RED**)

Annex A: DCC SEC Panel Reports

	Report Name and Purpose	Delivery per SEC	Ops Group Observations of last paper
1	**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. Report provided late.	December 2018 Three Code Performance Measures are reported below Target. Levels of exceptions continue to be high in the CSP North (CSPN) in relation to installations. We continue to work with the DCC to understand drivers for this.
2	**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.	Quarter 4 2018 No returned Comms Hubs had been through the full triage process for the period of the report. A workshop with Suppliers, SECAS and BEIS will be held to establish and understand root cause and resolution.
3	**DCC Network Enhancement Report** (Network Enhancement Plans - NEP) A report to the Panel and SEC Parties on any ongoing Network Enhancement Plans and those that were completed during the previous quarter.	SEC F7.21 - Quarterly - within a reasonable period of time following each quarter that ends prior to 1 January 2021.	Quarter 4 2018 The report states that 1069 NEPs have been completed in the period up to 18 December 2018 covering 20,198 premises and listed as planned mesh. SECAS have requested the DCC provide a true breakdown of completed NEPs, so that Mesh and improved cellular coverage may be distinguished correctly.

4	**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.	January 2019 Three Incidents were reported as resolved within the month. One remains open with investigation to be completed. The Open record is 22 days old.
5	**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 greater than, or equal to, 110% of their forecasted volumes.	SEC L8.9 – Monthly - 10th Working Day following month end. Report provided on time	January 2019: 2,455,063 requests were sent versus a forecast of 2,981,626 for a variance of -526,563 SECAS proposed and the Ops Group agreed a process for the review and actioning of the reports initially to identify and inform SEC Parties who are using DCC Services whilst submitting no forecasts.
6	**Service Request (SR) Variance Reporting** 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 - 10th working day of month Report provided on time	January 2019: 13,510,422 requests were sent versus a forecast of 44,774,242 for a variance of -31,313,952 SECAS proposed and the Ops Group agreed a process for the review and actioning of the reports initially to identify and inform SEC Parties who are using DCC Services whilst submitting no forecasts.

8	**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.	Quarter 4 2018 The level of detail and explanation of Problems has improved markedly when compared to previous reports. The report demonstrates that the DCC has processes for handling Problems generated both through Incidents (from the Live services) and Defects (from testing) and the DCC is progressing these Problems and recording actions and plans.