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Paper Reference:	**SECP_67_1204_18**
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**) *(late paper)*

3. Operations Group Reports Summary

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

3.1 Performance Measurement Report

The OPSG reviewed the January 2019 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 Target Service Level at 98.54%. This was impacted by failure of the Communication Service Provider Central and South (CSP C&S) to complete Firmware updates. Actions by the DCC are still ongoing to improve performance. This is the second month in a row that CPM1 has been below Target or Minimum Service Level;
- 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 Minimum Service Level at 75%. This was due to a Major Incident INC000000419894 on 30/31 December 2018 affecting the Volt Database. This is the third month in a row that CPM 4 has been below Target Service Level or below Minimum Service Level; and

- CPM5 “Percentage of Incidents which the DCC is responsible for resolving and which fall within Incident Category 3, 4 or 5 that are resolved in accordance with the Incident Management Policy within the Target Resolution Time” was below Target Service Level at 87.11%. This is due to the number of unresolved Incidents generated from CSP C&S. The DCC have implemented a new process to deal with these Incidents providing more data to aid triage and resolution.

There are still instances of incorrect Communication Hub variants being installed in the Communications Service Provider Central and South. The DCC are following this up with individual SEC Parties.

All the issues relating to the January 2019 PMR will be added to the PMR issues log as before.

3.2 Service Request Variance and Certificate Signing Request Variance Reports

SECAS began the agreed upon process for the review and actioning of the reports, and issued reminders to SEC Parties, who are not providing forecasts of their obligation to do so. It was noted that further work will be undertaken with the DCC and the Ops Group to establish how an accurate forecast per the SEC requirements will be achieved.

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

5 April 2019

Attachments:

- Appendix A: Post Commissioning Information Report (February 2018) (**RED**) *(late paper)*

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 on time.	January 2019 Three Code Performance Measures are reported below Target. There is a greatly reduced number of exceptions across the CSP N region when compared to the November and December 2018 PMRs.
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.	No report to review this month.
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.	No report to review this month.
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.	February 2019 Two records remain open and have been escalated with the DCC for resolution.

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	February 2019: 1,367,784 requests were sent versus a forecast of 3,300,408, with a variance of -2,007,500. SECAS provided reminders on behalf of the Ops Group to Parties who are not providing forecasts of their obligations to do so.
6	**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 – Monthly - 10th working day of month Report provided on time	February 2019: 15,635,779 requests were sent versus a forecast of 47,428,963 for a variance of -31,868,144 SECAS provided reminders on behalf of the Ops Group to Parties who are not providing forecasts of their obligations to do so.
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.	No report to review this month.