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## Operations Group Meeting Headlines 22

**2 July 2019, 10:00 – 16:30**

**Gemserv, 8 Fenchurch Place, London, EC3M 4AJ**

### **OPSG\_01 - Minutes from Previous Meeting** (For Decision)

The Chair welcomed the Members to the 22nd Operations Group (OPSG) meeting and invited comments regarding the Draft Minutes for the OPSG\_21 meeting.

Following a suggestion by a Large Supplier (LS), the OPSG confirmed that a link should be provided in the minutes to the Major Incident Reports on the SEC website.

No further comments were made and the OPSG **AGREED** that the minutes would be published as final to include the above amendment.

### **OPSG\_02 - Panel Feedback Report** (For Information)

SECAS provided a verbal update on feedback that had been received from the SEC Panel June meeting.

In addition the Chair reported a presentation given to the Smart Metering Design Group (SMDG), noting that SMDG had requested a monthly update from the OPSG.

### **OPSG\_03 - Actions Outstanding** (For Decision)

SECAS presented the actions outstanding table from OPSG\_21. Actions were noted as completed where appropriate. A number of verbal updates were provided.

### **OPSG\_04 - Incident Lifecycle** (For Discussion) (**AMBER**)

The DCC presented the OPSG with a high-level overview of the Major Incident lifecycle. OPSG Members noted the improved process.

The OPSG **AGREED** that the DCC will produce user guide and user procedure for the Incident management process.

### **OPSG\_05 - Operational Dashboard** (For Discussion)

The DCC presented the draft Operational Dashboard for the OPSG for review.

The OPSG **AGREED** the Operational Dashboard is ready for use from the August OPSG meeting onwards and any further comments should be sent to SECAS by 11 July.

#### **OPSG\_06 - DCC Operational Update (For Discussion) (AMBER)**

The Communications Service Provider (CSP) South and Central presented an update on their operational performance. The Chair, supported by OPSG Members, emphasised that after a long period of live operation the Service Provider was still not delivering a stable and satisfactory service. The CSP noted that amongst other actions they had commissioned a comprehensive review of their architecture.

The OPSG requested that they and Technical Architecture and Business Architecture Sub-Committee (TABASC) receive the Terms of Reference for the review and the report. The DCC noted that they would consider if this was possible.

#### **OPSG\_07 - Performance Measurement Reports (For Decision)**

SECAS presented a summary of the Performance Measurement Report (PMR) to the OPSG. It was noted that the Code Performance Measure for CPM1 was below target for the fifth consecutive month. The DCC stated that this is due to the failure of the Over The Air (OTA) firmware upgrades for meters rather than firmware upgrades for Communications Hubs (CHs).

The OPSG:

- **AGREED** that the DCC will produce an explanation of the figures and trends of the Communication Hub exceptions; and
- **AGREED** that the DCC will provide separate measurements of the OTA for CH and meter upgrades.

#### **OPSG\_08 - PMR Issues Review (For Decision) (AMBER)**

SECAS presented the OPSG with a proposed approach to reviewing the current metrics and identifying improvements. This will require the involvement of OPSG Members.

The OPSG **AGREED** to the proposal.

#### **OPSG\_09 - SEC Panel Reports (For Decision)**

SECAS presented a summary of the reports they had reviewed. With regards to the Network Enhancement Plan Report, the OPSG noted that interim milestones for the 2020 coverage targets should be added to the Operational Dashboard.

The OPSG noted that for the first time, the Certificate Signing Request Forecast Variance reported values that were within the required tolerances.

The OPSG **AGREED** to provide any comments on the SEC Panel reports paper by 4 July.

#### **OPSG\_10 - Comms Hub Returns (For Discussion) (AMBER)**

The DCC presented slides on the CH returns process.

OPSG Members expressed extreme frustration that the current process does not meet their requirements as set out in the SEC. Members further complained that these serious shortcomings had not been addressed by the DCC even though they had been previously raised at numerous OPSG meetings and other industry forums.

The OPSG:

- **AGREED** to request the Panel to urge the DCC to develop a bulk returns process in accordance with the SEC requirement; and
- **AGREED** the DCC should urgently host a workshop to engage with its customers to identify immediate improvements.

#### **OPSG\_11 – Customer Perspective - Review of SEC Panel Reports** (For Information)

A LS presented a proposal to have an additional monthly OPSG teleconference meeting to review SEC Panel reports. This would allow more time to review these important reports.

The OPSG **AGREED** to the proposal and requested SECAS and the DCC to map out a target schedule for an additional teleconference meeting. This additional meeting will commence in September.

#### **OPSG\_12 – Planned Maintenance** (For Discussion) (**AMBER**)

The DCC provided an update on their Planned Maintenance trial. The DCC stated that the trial is going well, and the success rate continues to improve from month to month. The OPSG noted that they are happy with the progress of the trial.

#### **OPSG\_13 – DCC Ecosystem – EMF** (For Discussion) (**GREEN**)

The DCC provided slides on the DCC Ecosystems Management Framework and the benefits they envisaged it would bring. OPSG Members noted the pilot in progress but also expressed significant concerns regarding the impact, cost and scope of the full project.

The OPSG:

- **AGREED** that the DCC will send out a data information pack of what they require from Users; and
- **AGREED** that the DCC will investigate the cost benefit analysis.

#### **OPSG\_14 - Process for Risks / Issues** (For Discussion)

This agenda item was deferred to the next meeting on 3 August.

#### **OPSG\_15 - Data Quality Update** (For Decision)

SECAS updated the OPSG on behalf of the Data Quality Issues Sub-Group (DQISG). It was noted and agreed the recommendations from the data quality update paper.

SECAS on behalf of the DQISG proposed a summary report to the Panel. The OPSG **APPROVED** the submission of the DQISG Paper to SEC Panel on their behalf.

#### **OPSG\_16 - SSI Transition /Sprint (For Discussion)**

The DCC provided an overview of the new process as a result of [SECMP0058 'Changes to the governance of the Self-Service Interface'](#). The DCC noted they would be issuing the first consultation under the new process immediately and that responses from Parties would be reviewed at the August OPSG meeting. The Chair noted that a paper will need to be provided on 30 July.

#### **OPSG\_17 - LSC Process for Review (For Discussion) (AMBER)**

SECAS presented slides of the process following on from the LSC EPCL<sup>1</sup> discussions on the 12 July. The Chair asked Members to attend in person or via teleconference or have an alternate available. Papers for this meeting will be circulated on 5 July and any questions may be sent to SECAS before the meeting.

#### **OPSG\_18 – New Draft Proposals and Modification Proposals (For Discussion)**

The OPSG **AGREED** to provide any comments on the draft proposals by 16 July.

#### **OPSG\_19 - Any Other Business (For Discussion)**

There was no further business and the Chair closed the meeting.

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<sup>1</sup> Live Services Criteria for the initial first entry onto the Eligible Product Combination List (EPCL) for SMETS1'