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

2. DCC Reports

The following report has not been delegated to the OPSG and remains a SEC Panel responsibility:

- Post Commissioning Information Report (August)

This report has a **RED** classification and distribution is limited to the SEC Panel only.

3. Operations Group Reports Summary

Annex A provides the full list of reports that were reviewed by the OPSG at its September 2019 DCC reporting teleconference and the observations raised. Below are the key observations.

3.1 Performance Measurement Report

The OPSG reviewed the July 2019 Performance Measurement Report (PMR).

Two Code Performance Measures (CPMs) were below Target Service Level. CPM 1 *'response times for on-demand Service Requests'* at 96.78% and CPM 3 '*Percentage of Alerts delivered within the applicable Target Response Time*' at 98.79%. The failure of CPM1 was driven by the underlying Performance Measure (PM) 2 *'Percentage of Category 1 Firmware Payloads completed within TRT'* which was below Target Service Level in all three Communication Service Provider (CSP) regions.

This is the seventh time this CPM and underlying PMs have been below target level in eight months. The DCC was tasked with providing a remediation plan after the issue was escalated to the SEC Panel. However, the OPSG Chair noted that the plan did not answer the original request, showing when it is expected that CPM 1 will return to above Target Service Level consistently. The DCC has been requested to present an updated plan at the October meeting.

Service Provider PM 3.2 '*Percentage of Category 3 Alerts delivered to the DCC WAN Gateway Interface within the relevant Target Response Time'* was below Target Service Level in the CSP North

(N) region and responsible for the failure of CPM 3. This is the third month in a row this PM has been below target. It is at 96.60% this month.

The number of CH exceptions continues to grow in both the CSP Central & South (C&S) and CSP North (N) regions. The largest number of exceptions were attributed to '*Communications Hubs where no incident has been raised for outage*' and '*There were no, or incomplete address details provided by the Service User'.* There is an outstanding action (Action OPSG 12/06) for the DCC to explain how exceptions are being used and how they are defined. SECAS held a meeting with the DCC and representatives from CSP N and CSP C&S on 13 September 2019 to discuss exceptions. Outcomes from the meeting will be considered at the October OPSG meeting.

The number of aged Incidents is increasing month on month, the large majority of which are assigned to Service Users.

There continue to be reported instances of incorrect CH variants being installed in the CSP C&S. The DCC are following this up with individual SEC Parties.

3.3 Service Request Variance Report and Certificate Signing Request Variance Reports

OPSG members observed that there continue to be Users consuming DCC Services that are not submitting forecasts. There are 16 Users that are consuming Certificate Signing Services that have not submitted forecasts and 19 Users submitting Service Requests that have not completed forecasts. One Large Supplier is included in both of these figures.

3.4 Recommendations

The Panel is requested to **NOTE** the OPSG observations in relation to DCC reports delegated to them.

Huw Exley

SECAS Team

4 October 2019

Attachments

- Appendix A – Post Commissioning Information Report (August 2019) (**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. July 2019	SEC H13.4 – Monthly - 25 working days following end of month. Report on time.	Two Code Performance Measures were below Target Service Level. Firstly, CPM 1 (Percentage of OnDemand Service Responses delivered within the applicable Target Response Time). This was again driven by Service Provider PM 2 (Category 1 Firmware Payloads completed within TRT) which failed to meet target in all three CSP Regions. CPM 3 (Percentage of Alerts delivered within the applicable Target Response Time) is also below target level driven by Service Provider PM 3.2 (Percentage of Category 3 Alerts delivered to the DCC WAN Gateway Interface within the relevant Target Response Time). The DCC presented a plan which aims to address these issues by December. DSP Performance Measures 2.7 (Service availability - Test services) was below target Service Level at 98.29%. Once again there were over 50,000 Comms Hubs exceptions reported in July. The DCC has been actioned with explaining these and SECAS has met with CSP C&S and the DCC to discuss exceptions. Initial findings from this meeting were discussed at the October OPSG with a further update planned for November.

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.	July 2019 28 Incidents reported as resolved within the month and four records reported as outstanding. The DCC provided an update on the outstanding Incidents at the teleconference meeting noting all but one have now been closed.
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 on time.	August 2019: 3,458,740 requests were sent versus a forecast of 3,490,062, which is 83.9% of the forecast (zero forecasts are excluded). 16 SEC Parties were using the DCC service without submitting CSR forecasts.

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 late.	August 2019: 71,845,888 SRs sent versus forecast of 119,786,892, which is 60% of forecast (Zero forecasts excluded from percentage). 19 SEC Parties, including a Large Supplier, were using the DCC service, without submitting an SR forecast.
7	**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.