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Paper Reference:	OPSG_26_0511_05
Action:	For Information

Actions Outstanding

Outlined below are the actions outstanding from previous meetings and their current status. The Action Reference identifies the meeting number followed by the action number.

Action Reference	Action	Owner	Date raised	Target Completion Date	Update	Status
Action OPSG 11/02	The DCC to update and publish its Incident Management process with the inclusion of DNO Incidents and share with OPSG within 10 working days of OPSG_11.	DCC	28/08/2018	01/10/2019	<p>The DCC explained it has reviewed its Incident process and has a new triage process for the reassignment of Incidents. Following Sprint 17, a second triage has been added with a new status to address Incidents raised by Distribution Network Operator (DNO) members.</p> <p>This action has been closed and will be superseded by a new action (OPSG 25/01) to track the experiences of DNO members following implementation of this new process.</p>	Closed

Action OPSG 15/05	The OPSG to consider, as an issue, the definition and execution of the Performance Measurement Reporting Methodology from a User Perspective.	OPSG	18/12/2018	05/11/2019	This action has been taken forward via the PMR review process and will be progressed through the Operational Metrics project. An update will be provided under agenda item 13.	Propose to close
Action OPSG 16/02	The DCC to provide the approved and new cost comparison information as soon as possible, and to confirm which costs had been included in the indicative charging statement, for Production Proving; this action replaces: Action OPSG_05/02.	DCC	08/01/2019	31/10/2019	This will be taken forward to the next Finance Forum in September 2019 and will remain open until the Finance Forum discussion has been completed. DCC to give a verbal update at the November OPSG meeting.	Open
Action OPSG 20/06	DCC to confirm how the 'Power Outage Events' Performance Measures are defined and if they are being reported correctly for the measurement period.	DCC	07/05/2019	01/10/2019	The DNO member confirmed that they understand how the 'Power Outage Events' Performance Measures are defined and agreed with the DCC that it is being reported correctly, however more work is required on the end to end process. The OPSG agreed that this will be investigated as part of the Operational Metrics Project.	Closed
Action OPSG 22/12	DCC to investigate the cost benefit analysis of the Ecosystems Management Framework.	DCC	02/07/2019	05/11/2019	A verbal update will be provided at the November meeting.	Open
Action OPSG 23/03	The DCC to confirm whether the CSP North are blocking 8F3E alerts.	DCC	06/08/2019	01/10/2019	This was discussed at the October meeting under agenda item 16.	Closed

Action OPSG 23/05	The DCC to clarify the exact meaning, interpretation, and reporting of Service Provider Performance Measure 2 Code Performance Measure 1.	DCC	06/08/2019	05/11/2019	The DCC confirmed that the Service Provider Performance Measure 2 Code Performance Measure 1, only applies to meter firmware upgrades and not Communication Hubs. The DCC informed members that it will also confirm this in writing by the November meeting.	Open
Action OPSG 23/06	DCC to produce a remediation plan for improvement of CPM 1, including dates for when compliance with the SLA will be achieved, ensuring CSP N is included.	DCC	06/08/2019	05/11/2019	The Technical Architecture and Business Architecture Sub-Committee (TABASC) Chair raised concerns that the DCC is not challenging the processes proposed by the CSPs. SECAS added that the updated process for Users to follow will need to be clear. The DCC confirmed that this item will be discussed at the end of October with two separate workshops scheduled including CSPs. The DCC anticipate that the Green status will be achieved by the end of the year, although that is dependent on Users following the process.	Open
Action OPSG 23/08	DCC to investigate the concerns raised by the DNO regarding the functionality of the SSI and bring a solution to the September meeting.	DCC	06/08/2019	05/11/2019	A DNO member stated that they are still consolidating a list of their requirements for the Self-Service Interface (SSI), and will have a completed list for the DCC by the November meeting.	Open
Action OPSG 23/09	DCC to establish and present to the OPSG a list of all candidate changes to SSI and their priorities.	DCC	06/08/2019	05/11/2019	The DCC explained that once it has received the list of requirements from DNO members, it will accommodate the needs of the DNOs in its improvement plan and produce a list of candidate changes for the next OPSG meeting.	Open

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Action OPSG 23/10	SECAS to email OPSG members on behalf of the DQISG for comments on the issues of the 'ability for Supplier to manually update status in the SMI' and 'Smart Metering Inventory is not updated in real-time', with comments due by 30 August.	SECAS	06/08/2019	01/10/2019	This was discussed at the October meeting under agenda item 18.	Closed
Action OPSG 24/02	The DCC to review and analyse the traffic generated on the network caused by the power disruption and subsequent reconnections.	DCC	03/09/2019	05/11/2019	From the Preliminary results that were shared with DNOs at the September ENA meeting, there was agreement that further investigation was needed, the results of which will be shared at the October ENA meeting. OPSG members suggested that this issue should be reviewed more widely than just from the DNO perspective, and that the full report should be provided to the OPSG.	Open
Action OPSG 24/03	The DCC to clarify at the October meeting the flow from Incident to Problem, and how cancelled and closed Problems are differentiated.	DCC	03/09/2019	01/10/2019	This was discussed at the October meeting under agenda item 14.	Closed
Action OPSG 24/04	DCC to resolve the issue raised regarding BCDR testing with the TABASC Chair and confirm resolution to the OPSG at the first meeting in October (or before next consideration of the SMETS1 LSCs if that is sooner).	DCC	03/09/2019	05/11/2019	A verbal update will be provided at the November meeting.	Open

Action OPSG 24/05	DCC to engage with customers and create business scenarios and an early risk assessment of implications for capacity.	DCC	03/09/2019	To be determined	The DCC provided a quarterly update on capacity. The OPSG Chair stated that the DCC needs to engage more with Users and incorporate their feedback into the updates.	Open
Action OPSG 24/06	DCC to explain the CSPN Scalability approach.	DCC	03/09/2019	01/10/2019	The OPSG agreed that this action is related to technical architecture and should therefore be transferred to the Technical and Business Architecture Sub-Committee (TABASC) to action. SECAS will progress this.	Closed
Action OPSG 24/08	DCC and SECAS to work together to establish what the SEC requirement is for how Critical Commands should be forecast.	DCC/ SECAS	03/09/2019	05/11/2019	It was noted that SECAS and DCC have progressed this item but not yet reached a conclusion. A DNO member raised concerns as the DCC requested a change in their process in the interim. The OPSG agreed that those Users that are submitting Forecasts for Critical Commands as one Service Request should continue, while SECAS and the DCC establish the SEC requirement.	Open
Action OPSG 24/10	DCC to propose a process for managing CH exception categories and clarifying their impact by the next meeting.	DCC	03/09/2019	01/10/2019	This was discussed at the October meeting under agenda item 17.	Closed
Action OPSG 25/01	DCC to track the progress of DNO members experience following the change to the Incident Management System.	DCC	01/10/2019	05/11/2019	A verbal update will be provided at the November meeting.	Open

Action OPSG 25/02	SECAS to transfer Action OPSG 24/06 to the TABASC to action.	SECAS	01/10/2019	05/11/2019	SECAS has transferred ownership of this action to the Technical and Business Architecture Sub-Committee (TABASC).	Closed
Action OPSG 25/03	SECAS to confirm to the DCC what amendments, if any, need to be made to the report for INC000000478818 regarding Service request time out notifications.	SECAS/ DCC	01/10/2019	05/11/2019	This was confirmed in a post-meeting note in the minutes, which state that the need to resubmit is stated in the original report submitted by the DCC.	Closed
Action OPSG 25/04	DCC to provide the OPSG with the Terms of Reference for the CSP C&S external audit as soon as possible.	DCC	01/10/2019	05/11/2019	A verbal update will be provided at the November meeting.	Open
Action OPSG 25/05	The DCC to add a metric to its November operational update showing the number of successful Prepayment vends.	DCC	01/10/2019	05/11/2019	This has been added to the November Operational Update and will be discussed in agenda item 6.	Closed
Action OPSG 25/06	DCC to update Users with the date when they will receive WNC DB CHs.	DCC	01/10/2019	05/11/2019	A verbal update will be provided at the November meeting.	Open
Action OPSG 25/07	The DCC to resubmit its SSI improvement proposal by 8 October. In the resubmission, the DCC should remove: the duplication of the scope of Draft Proposal DP083: 'Change Coordination', with its SSI improvement proposal; and should	DCC	01/10/2019	05/11/2019	The DCC has resubmitted the SSI improvement proposal, this will be discussed under agenda item 7	Open

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	provide individual cost estimates for each SIP included.					
Action OPSG 25/08	SECAS asked members to submit any feedback on digitalised SEC to secas@gemserv.com.	OPSG	01/10/2019	05/11/2019	No further comments have been provided by OPSG members.	Closed
Action OPSG 25/09	SECAS to relay OPSG comments on SECMP0067 to the SEC Change Working Group.	SECAS	01/10/2019	05/11/2019	OPSG comments from the meeting were sent to the Change Team to raise at the next Working Group	Closed
Action OPSG 25/10	The DCC to update the threshold matrices formula in the Preliminary Assessment of Modification 67 to include further explanation of all variables.	DCC	08/10/2019	05/11/2019	A verbal update will be provided at the November meeting.	Open
Action OPSG 25/11	SECAS and the DCC to extend the Acceptance Criteria for operational readiness	SECAS/ DCC	01/10/2019	05/11/2019	A verbal update will be provided at the November meeting.	Open
Action OPSG 25/12	OPSG to submit any further comments on SEC 2020 November Release as soon as possible	OPSG	01/10/2019	05/11/2019	No further comments received from OPSG members	Closed
Action OPSG 25/13	DCC to produce a risk assessment for having the same Go-live date for the next phase of SMETS1 migrations and the November 2019 Release.	DCC	01/10/2019	05/11/2019	A verbal update will be provided at the November meeting.	Open

Action OPSG 25/14	DCC to canvas Users for their views on a per User Problem Record and for other suggestions.	DCC	01/10/2019	05/11/2019	A verbal update will be provided at the November meeting.	Open
Action OPSG 25/15	SECAS to add milestones and staff effort per month to the Operational Metrics Project Brief.	SECAS	01/10/2019	03/12/2019	This is in progress and an update will be provided at the December meeting.	Open
Action OPSG 25/16	SECAS to add Alerts issues and aged Incidents to the OPSG Issues Log	SECAS	01/10/2019	05/11/2019	Alerts issues have been added to the OPSG Issues Log and is being investigated.	Closed
Action OPSG 25/17	SECAS to add the issue of CH Exceptions to the OPSG Issues Log.	SECAS	01/10/2019	05/11/2019	CH Exceptions have been added to the OPSG Issues Log and is being investigated.	Closed
Action OPSG 25/18	OPSG members to provide comments on candidate issues by 15 October.	OPSG	01/10/2019	05/11/2019	Comments have been received by the OPSG members and are currently being investigated.	Closed
Action OPSG 26/01	This action has been passed to the OPSG from TABASC. The DCC to provide an answer to the TABASC query regarding what will happen with incidents raised where Suppliers are being told to install T3 Aerials.	DCC	08/10/2019	05/11/2019	A verbal update will be provided at the November meeting.	Open