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## Operations Group Meeting 25x

28 October 2019, 13:00 – 16:00

### Meeting Headlines

**3. SEC Panel Reports (SECAS):** The OPSG reviewed the SEC Panel reports summary.

RDP Incidents: In response to **Action OPSG 24x/01**, the DCC noted that the spike in RDP Incidents was due to the replacement of DCCKI certificates which had expired after three years. The DCC has given Service Providers a month's notice prior to expiry. SECAS highlighted that the number of Incidents for September remained high and the DCC agreed to investigate why this is.

DCC Certificate Signing Request Variation Report: The OPSG noted the Certificate Signing Requests (CSR) Variance. It was highlighted that 15 Users are consuming service without submitting CSR forecasts, including one Large Supplier.

DCC Service Request Variance Report: The OPSG noted the Service Request (SR) Variance. It was highlighted that 14 Users are consuming service without submitting Service Request forecasts, including one Large Supplier. The OPSG agreed to consider this issue at the December OPSG meeting.

Network Enhancement Plan Q3: The OPSG noted that there had been zero Network Enhancement Plans (NEP) completed in Quarter 3, 2019.

The OPSG approved the proposed commentary, with recommended changes, to be provided to the SEC Panel.

**4. PMR Report – August (SECAS):** The OPSG reviewed the Performance Measurement Report (PMR) summary which now includes SMETS1 metrics.

SECAS emphasised the importance of aligning with SEC requirements for adding metrics to the PMR but welcomed the addition.

The DCC agreed to confirm whether all SMETS1 Incidents will be 'excluded'.

The OPSG noted that, the failure of the Data SP to be resilient to the event on the national power network, was not obvious in the metrics.

SECAS noted that Code Performance Measure (CPM) 1 was below Minimum Service Level, and again driven by Over the Air (OTA) Firmware upgrade failures. The DCC informed members that an update on the fixes implemented for this would be explained at the November OPSG Meeting.

The DCC noted that figures for September showed improvement, however, Users challenged this.

The OPSG Chair informed OPSG Members that the Operational Metrics Project is underway and Users' comments from the meeting would be utilised in the work.

OPSG members expressed concern that the Communication Service Provider North (CSPN) metrics did not demonstrate the issues being experienced in this region, in particular, the large proportion of installation failures and lack of Pre-Payment functionality.

The OPSG Chair noted that the overall metrics for August appeared to indicate worse performance than previous months.

## **5. Any Other Business**

The DCC presented its Operational Acceptance summary report for the November 2019 Release to be considered at the November OPSG meeting. The report has been updated and will be circulated to members in advance of the meeting.

**Next Meeting Date: 28 November 2019**