This document is classified as **White**. Information can be shared with other SEC Parties and SMIP stakeholders at large, but not published (including publication online).

Operations Group Meeting 25x

OPSG_25x_2810

13:00 – 16:00

Gemserv, 8 Fenchurch Place, London, EC3M 4AJ

Draft Minutes

DRAFT

Attendees:

Category	Operation Group Members
Operations Group Chair	Dave Warner
DCC	Mo Asif (Teleconference)
Large Suppliers	Tracy Pack (Alternate) (Teleconference)
	Tony Shanahan (Teleconference)
	Rochelle Harrison (Teleconference)
	Nassar Zeb (Teleconference)
	Zoe Marklew (Teleconference)
Network Parties	Matt Alexander (Teleconference)
Small Suppliers	Heidi Wilbor (Teleconference)
Other Sec Parties	Tom Woolley (Teleconference)

Other Attendees:

Representing	Name
SECAS	Tim Hall
	Huw Exley
	Veronica Asantewaa (Meeting Secretary)
DCC	Mari Toda (Part)
	Courtney O'Connor (Teleconference)
	Wendy Lamb (Part) (Teleconference)
	Simon Egerton (Part) (Teleconference)
	Rob Richards (Part) (Teleconference)
	Brendan Byrne (Part) (Teleconference)

BEIS	Natasha Free (Teleconference)
	Fahad Akhter (Teleconference)

Apologies:

Representing	Name
Network Parties	Gemma Slaney
Other SEC Parties	Geoff Huckerby
	Elias Hanna
Small Suppliers	Simon Dowse
	Kate Barnes
Large Suppliers	Endika Enes
	Joey Manners

1. Previous Meeting Minutes

The Operations Group (OPSG) Chair welcomed members to the second additional Reporting meeting and invited comments on the Draft Minutes from OPSG_24x.

No comments were made and the OPSG **AGREED** that the minutes would be published as final.

2. Actions Outstanding

SECAS presented the actions outstanding table from OPSG_24x. Actions were noted as completed where appropriate.

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
OPSG 24x/02	The DNO member to share information about the duplicate RDP Incident related to a missing file with the DCC for investigation	23/09/2019	28/10/2019	25/11/2019	DCC
It was confirmed that a Distribution Network Operator (DNO) member had sent feedback to the DCC regarding the duplicate RDP Incident, however the DCC OPSG representative had not been made aware. SECAS agreed to forward this on to the DCC representative. The Chair stated that the DCC need to ensure their response fulfils the requirement and, if possible, should provide an update at the November OPSG meeting. **Action Status: Open**					

This document has a Classification of **White**

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
OPSG 24x/05	DCC to outline the process for how exceptions are agreed to be added to the PMR report, to the November OPSG.	23/09/2019	28/10/2019	N/A	SECAS
The DCC noted that the process for agreeing exceptions will be covered in the Communications Hub (CH) Exceptions agenda item at the OPSG regular meeting in November. **Action Status: Propose to close**					

3. SEC Panel Reports

SECAS presented a summary of the SEC panel reports to the OPSG.

3.1 Registration Data Provider Incident Report

The first report considered was the Registration Data Provider (RDP) Incidents report for September 2019.

In response to Action OPSG 24x/01[1], the DCC noted that the spike in RDP Incidents in August was due to the replacement of the RDPs DCC Key Infrastructure (DCCKI) certificates which had expired after three years. The DCC noted that this was the first time that they had dealt with RDP certificate expiry and replacement, and they had sent reminders to RDPs one month before the certificates were due to expire.

It was noted that for September, 23 incidents had been closed and six remained open. The DCC agreed to provide an update on the six outstanding Incidents at the next meeting in November. The Chair noted that this number was once again higher than normal, and it was agreed that the DCC would investigate the cause of this.

3.2 Certificate Signing Request Variance Report

The OPSG considered the DCC Certificate Signing Request (CSR) Variance Report. SECAS explained that the presentation of Variance figures had changed this month with additional detail added. However, it was noted that the headline figures still read incorrectly. SECAS informed the OPSG that it is continuing to work with the DCC to improve the clarity of these figures.

It was highlighted that 15 Users had consumed service for the period without submitting CSR forecasts, including one Large Supplier (LS), and that this would be highlighted to the SEC Panel.

3.3 Service Request Variance Report

SECAS presented the Service Request (SR) Variance Report. SECAS noted that the standard format for presentation of variance figures continued to be used in this report leading to inconsistent totals. It was noted that the DCC intends to move to the format seen in the CSR report for October.

1 DCC to investigate the spike in RDP Incidents for August and a potential relation to the certificate issue experienced in the month

It was highlighted that 14 Users had consumed service in the period without submitting Service Request forecasts, including one LS, and that this would be highlighted to the SEC Panel. A LS questioned whether the DCC Service Managers are working with the Suppliers in question to resolve this. The DCC agreed to highlight the issues to its Service Managers. The Chair noted that the topic should be revisited again at the OPSG regular meeting in December.

3.4 Network Enhancement Plan Q3

SECAS presented the final section covering the DCC Network Enhancement Plan (NEP) Report for the third quarter in 2019.

The OPSG noted that zero NEPs had been completed in the period up to 30 September 2019. The OPSG Chair queried whether this number was correct and whether it was related to the installation of incorrect CH variants. It was agreed that the DCC would investigate both these points. The DCC noted that coverage is a core measure within their Operational Performance Regime (OPR).

The OPSG **APPROVED** the proposed commentary in Annex 1 to be provided to the SEC Panel, with the following additions:

- An overall summary sentence on Code Performance Measures (CPMs)
- Clarification that the spikes in RDP Incidents were due to certificate replacement errors.

ACTION OPSG 25x/01: The DCC to provide an update on the six open RDP Incidents at the November meeting.

ACTION OPSG 25x/02: The DCC to investigate the cause of a significant number of RDP incidents in September.

ACTION OPSG 25x/03: The DCC to check whether Service Managers are engaging with Parties who are not submitting SR and CSR forecasts.

ACTION OPSG 25x/04: DCC to confirm that the number of completed NEPs for Q3 2019 was zero, or whether incorrect CH variants are the cause.

4. PMR Report – August

SECAS presented the August Performance Measurement Report (PMR) to the OPSG. It was noted that this month's report included SMETS1 metrics. The Chair welcomed the addition but emphasised the need to ensure this aligned with the SEC requirement for adding metrics to the PMR.

SECAS highlighted some contradictions in the Incidents reported. The report stated that some SMETS1 Incidents were excluded due to having no customer impact. However, a sentence included in the report stated there were examples of customers impacted by SMETS1 incidents. The DCC was asked to confirm whether all SMETS1 Incidents were currently being excluded, or not. It was noted that the explanation for Incident INC000000480074 was unclear and the DCC agreed to clarify this.

SECAS noted that CPM1 was below Minimum Service Level and again driven by Over the Air (OTA) Firmware upgrade failures. A LS member commented that in August and September they observed a drop in service level related to OTA upgrades, specifically in Communications Service Provider Central and South (CSP C&S). The DCC explained that a fix had been implemented in August and another was due in December, in line with their remediation plan. They added that improvements in the September figures had been seen, but Users noted they had experienced problems in this period nonetheless. The

DCC noted that the Service Provider was scheduled to provide an explanation of the fixes at the regular November OPSG regular meeting.

The DCC noted that in relation to CPM 3, a detailed update would be provided under the Alerts agenda item at the regular OPSG November meeting. A LS member queried what 8F12 alerts were; the DCC explained that these are related to Prepayment Meter Interface Devices (PPMIDs) and stated that the majority were generated by one Service User.

OPSG members fed back that the Communication Service Provider North (CSPN) metrics did not demonstrate the issues being experienced in this region. A LS member noted consumers were being let down as around 20% of installations are failing in the CSP N region. Further, they are unable to roll out prepayment meters in this region due to long standing CH defects which had been found in testing. SECAS queried whether the LS member could raise such events as Incidents, however they advised they were unable to do so as Incidents can only be raised on the production system, and the CHs cannot be installed due to the defects. It was noted that the Quarterly Problem Report could be used to shed more light on the issue of defects in the live service environment, and that SECAS will investigate. It was noted that members concerns will be fed into the Operational Metrics Project.

SECAS noted that the DCC is investigating CHs exceptions with support from SECAS and BEIS, and an update will be provided at the November meeting. The Chair noted that they would like to be clear on the process in place to validate claimed Exceptions. A LS noted that the number of installed CHs in the CSP C&S must be nearing the threshold of the number of installed CHs necessary to invalidate certain exemptions from Service Credits. They asked if the CHs number per region could be included, and the DCC agreed to include it in the monthly Operations Report.

The OPSG **NOTED** the reports for the August period, and the User comments, and **AGREED** this should be reported to the Panel.

ACTION OPSG25x/05: SECAS to investigate the issue of defects in the live service environment, including also as part of the Operational Metrics Project.

ACTION OPSG25x/06: The DCC to confirm whether all SMETS1 Incidents are currently being excluded.

ACTION OPSG25x/07: The DCC to clarify the explanation for INC000000480074.

5. Any Other Business

The DCC presented its Operational Acceptance (OA) summary report for the November 2019 Release in preparation for the OPSG November meeting, where the OPSG will be requested to provide its view of go live readiness.

It was noted that the original OA document had been updated since circulation to OPSG members, and it was agreed that SECAS would circulate the updated document to members upon receiving it from the DCC.

The Chair identified the following points that should be included:

1. New capabilities should be identified by components, categorised by process, procedures, staffing and facilities. A readiness table should be structured around these categories with 'Harvey Balls'.
2. An analysis of residual risk.

3. A risk assessment which outlines the operational impact of undertaking two November Releases at the same time and how one would affect the other. This would not only look at the systematic risk but also an analysis from the customer perceptive.
4. The final document will need to detail who authorises the switching on and off, of the capabilities introduced by SECM0062.

The DCC noted they will incorporate the suggestions into their final report.

[Post meeting note: The report has subsequently been updated and was circulated to members on 30 October 2019]

The Chair concluded the meeting and thanked members for their attendance.

Next Meeting Date: 25 November 2019

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