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| **Paper Reference:** | **OPSG_26c_2511_03** |
| **Action:** | **For Decision** |

# DCC SEC Panel Reports Summary

## 1. Purpose

This paper provides a summary view of the regular DCC SEC Panel Reports that have been delegated to the Operations Group (OPSG) to review, comment and action as appropriate. The proposed summary table for the SEC Panel can be found in Annex 1 at the end of this paper. OPSG Members are asked to note this summary paper, approve the commentary in ANNEX 1 and raise any further issues that should be highlighted to the Panel.

## 2. Summary Operational Reports

### 2.1. Registration Data Provider (RDP) Incidents

The DCC is required to provide a monthly report related to the time it has taken to resolve incidents, where the DCC is responsible for resolution, but in doing involvement is required by RDP's (SEC Appendix AG 2.5.10).

A copy of the latest report (October 2019) is included as confidential Appendix A (**AMBER**).

There were 14 Incidents reported as resolved within the month. Five remain open with investigation to be completed. The Incidents are 7, 9, 10, 51, and 64 days old respectively. The DCC has responded to an action from the September OPSG Reporting Meeting to investigate the higher volume of RDP issues and the potential relation to a certificate issue (Action OPSG24x/01). The response states that the high volume of RDP Incidents was caused by expired certificates in the RDP systems which took some time to resolve. The new certificates have now all been successfully installed, and the number has dropped this month.

### 2.2. DCC Certificate Signing Request Variance Report

The DCC Certificate Signing Request Variation Report is produced monthly in accordance with SEC Section L8.9. The report presents the actual number of Certificate Signing Requests (CSRs) in respect of Device Certificates sent by all Authorised Subscribers during the month (the total figure and broken down into single Device Certificates and those which are Batched Certificate Signing Requests), versus the numbers most recently forecast for the month.

A copy of the October 2019 report is attached as confidential Appendix B (**AMBER**).

**October 2019 Report Summary**

| Actual | Forecast | Variance | Percentage |
|---|---|---|---|
| **3,555,822** | **4,117,453** | **-561,631** | **86.4%** |

Further to a request by SECAS, the DCC has now produced an additional row in the table which gives amended grand totals in order that they are now mathematically correct when viewed alone. The figures can be viewed above.

### 2.3 DCC Service Request Variance Report

The Service Request Variance Report (SRV) is a monthly report produced in accordance with Section H3.24 of the SEC. It presents the aggregate number of Service Requests (SRs) received from all Users during the Measurement Period (the applicable calendar month) in total and broken down by reference to each Service listed in the DCC User Interface Services Schedule (SEC Appendix E). It also compares the actual numbers against the numbers most recently forecast for the applicable month.

A copy of the October 2019 report is attached as confidential Appendix C (**AMBER**).

The report notes that the DCC is currently validating new data to support the section which identifies variances for individual Users.

**October 2019 Report Summary**

| Actual | Forecast | Variance | Percentage |
|---|---|---|---|
| **86,934,353** | **262,707,992** | **-175,773,639** | **33%** |

It should be noted that the number of SRs forecast is three times the number actually submitted.

As with the CSR report, the SRV report is under review and the DCC has added an additional row of grand totals that are now mathematically correct when viewed alone. The totals for this month can be viewed above.

### 2.4. Network Enhancement Plan Quarterly Report

No report to review this month as this is provided quarterly.

### 2.5. DCC Responsible Communications Hubs Returns Quarterly Report

The DCC Responsible Communications Hubs (CH) Returns Report is produced quarterly in accordance with SEC Section F9.15. The report provides details of the number and circumstances of CH 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. The report is broken down by CSP regions. In instances where the DCC disputes responsibility, the volume of CH under dispute are excluded from the report until the matter is resolved under Communications Hub Fault Diagnosis per the Communication Hub Installation and Maintenance Support Materials (CHIMSM).

A copy of the Quarter 3 2019 report is attached as Appendix D (**GREEN**).

**Quarter 2 2019 Summary**

The report for the third quarter of 2019 shows that progress has been made closing a number of Incidents that were impacting the Comms Hub returns process. The Communication Service Providers

(CSP) have applied a fix for PBI000000116701 (Communication Hub Triage Unlock Command), which was stopping Comms Hubs moving through the full returns triage process. However, they now have a backlog to work through.
At the time of writing the report, 3,157 units have been through the returns process. Of these 2,242 were deemed no fault and 915 were deemed as faulty. INC000000455690 'Unlock Commands', whereby CSPs are unable to triage, has now been closed as has DCC Remedy misalignment and error fields (INC000000455689).

The report notes that the DCC has engaged with Service Users in Q3 to understand their issues and support them in their understanding of the process. A workshop will be held on the issue.

The report states that 77% of the returns are attributed to Communication Service Provider Central & South (CSP C&S).

### 2.6. SEC Panel Quarterly Problem Report Summary

SEC Appendix AG section 3.2 requires the DCC to produce a comprehensive report of all the open Problems periodically. The DCC currently produces these reports quarterly. The report is provided as two documents: a summary which highlights the significant/impactful Problems, and a spreadsheet listing all of the open Problem records.

A copy of the Quarter 3 2019 report and the spreadsheet are attached as Appendices E and G (**AMBER**).

**Quarter 3 2019 Summary**

The Executive Summary reports that 62 new Problem records were opened in the quarter, compared to 54 last quarter. There were 159 Open at the end of the quarter with the following status:

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| Under Investigation | 53 |
| Pending (fix identified but not applied) | 96 |
| Completed (fix applied, awaiting confirmation) | 10 |

The report lists 37 Problems which have breached the target the DCC has set for Root Cause Analysis. It then lists 43 Problems which the DCC considers are 'Significant and/or Impactful'. OPSG Members are asked to review this report to see if any of these Problems require escalation.

## 3. Recommendations

The OPSG is requested to:

- **NOTE** the contents of this paper; and
- **APPROVE** the commentary in Annex 1 and raise any further issues to be provided to the SEC Panel.

**Huw Exley**

**SECAS Team**

**18 November 2019**

**Attachments:**

- **Appendix A:** RDP Monthly Incident Report August (**AMBER**)
- **Appendix B:** CSR Forecast Variance Report August (**AMBER**)
- **Appendix C:** SR Variance Report August (**AMBER**)
- **Appendix D:** Responsible Communications Hub Returns Report Quarter 3 2019 (**AMBER**)
- **Appendix E:** Quarterly Problem Report Quarter 3 2019 (**AMBER**)
- **Appendix F:** Quarterly Problem Report Quarter 3 2019 – Tracker (**AMBER**)

**ANNEX 1**

| Report | Delivery per SEC | Content | Observations |
|---|---|---|---|
| Performance Measurement Report<br><br>September 2019 | On Time (SEC H13.4 – Monthly 25 working days following end of month).<br><br>On Time | Per SEC H13.1. & L8.6 | <u>CPM</u><br><br>Three Code Performance Measures were below target service level. These were:<br><br>• CPM 1 (*Percentage of On Demand 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 the CSP N and CSP S Region. Additionally, PM1.1, a SMETS1 measure drove it down further;<br><br>• 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'); and*<br><br>• CPM 4 (*Percentage of Incident which the DCC is responsible for resolving and which within incident Category 1 or 2 that are resolved in accordance with the Incident Management Policy within the target response time')* is below minimum service level. This was caused by the failure to resolve a Category 2 Incident in Service Level Agreed time.<br><br>The DCC have provided a remediation plan that includes when CPM1 is expected to reach target service level consistently.<br><br><u>Service Provider Performance Measures</u><br><br>Once again there were over 50,000 Comms Hubs exceptions reported in September. The DCC have been actioned with explaining these, and work continues with SECAS and the CSPs to better understand the issue. |

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| DCC Responsible Communications Hub Returns Report<br><br>Quarter 3 | (SEC F9.15 –Quarterly) The SEC does not prescribe when after end of quarter, the report is provided. | Per SEC F9.15 | The DCC have closed a number of Incidents that were inhibiting the returns triage process, and Communications Hubs are now moving through the full triage process. 3,157 units were registered as retuned within the quarter. The DCC are engaging with Users to work on improving the process from both ends. |
| DCC Network Enhancement Report (Network Enhancement Plans - NEP) | (SEC F7.21 "within a reasonable period of time following each quarter that ends prior to 1 January 2021"). | Per SEC F7.21 | No report to review this month. |
| Registration Data Provider (RDP) Incident Report –<br><br>October 2019 | On Time (SEC Appendix AG 2.5.10 – Monthly - timing not specified). | Per SEC Appendix AG. | 23 Incidents reported as resolved within the month and six records reported as outstanding. |
| Certificate Signing Request (CSR) Variance Report –<br><br>September 2019 | SEC L8.9 – 10th Working Day following month end.<br><br>On time | Per SEC L8.9(a) | A new format of the report has been published this month due to confusion with the headline figures. This was because CSRs which were sent without accompanying forecasts, were excluded in the calculation of the Variance, but this was not made clear in previous papers.<br><br>3,555,822 requests were sent versus a forecast of 4,117,453, 86.4% of the forecast. 14 Users are consuming service without submitting a forecast including a Large Supplier. |
| Service Request (SR) Variance Reporting –<br><br>September 2019 | (SEC H3.24 – 10th working day of month)<br><br>On time | Per SEC H3.24 | As with the CSR the DCC have added a new row to the report clarifying the calculation of variance.<br><br>86,934,353 SRs sent versus forecast of 262,707,992, 33% of forecast. 16 Users consumed service without submitting a forecast including a Large Supplier. |

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| Quarterly Problem Report | Per SEC Appendix AG Quarterly timing not specified within Appendix AG. | Per SEC Appendix AG | 62 new Problem records were opened in the quarter, compared to 54 last quarter. There were 159 Open at the end of the quarter with the following status: Under Investigation - 53, Pending (fix identified but not applied) - 96, Completed (fix applied, awaiting confirmation) - 10. |