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Operations Group Meeting 26

5 November 2019, 10:00 – 17:00

Gemserv, 8 Fenchurch Place, London, EC3M 4AJ

OPSG_26_0511 - Draft Minutes

Attendees:

Category	Operations Group Members
Operations Group Chair	Dave Warner
DCC	Mo Asif
	Alex Henighan
Network Parties	Gemma Slaney
	Matthew Alexander
Large Suppliers	Tony Shanahan
	Nassar Zeb (Teleconference)
	Rochelle Harrison (Teleconference)
	Zoe Marklew
	Yvonne Mackenzie (Alternate)
	Paul Clark
Small Suppliers	Kate Barnes
Other SEC Parties	Elias Hanna
	Geoff Huckerby
	Tom Woolley

Representing	Other Participants
DCC	Wendy Liddell
	Courtney O'Connor
	Darren Robbins
	Penny Brown (Part)
	Ibrahim Ahmed (Part)
	Mari Toda (Part)
	Dan Lambert (Part)
	Dominic Butt (Part)

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	Chris Thompson (Part)
	Ian Brown (Part)
	Rob Munro (Part) (Teleconference)
	Gary Fairclough (Part) (Teleconference)
	Wendy Lamb (Part) (Teleconference)
	David Whitley (Part) (Teleconference)
	Phil Mitchell (Part) (Teleconference)
	Claire Stapley (Part) (Teleconference)
	Mehtab Singh (Part) (Teleconference)
CGI	Jane Angus (Part) (Teleconference)
	Brendan Byrne (Part) (Teleconference)
DSP	Graham Spenceley (Part)
CSP C&S	Stephen Easton (Part)
CSP N	David Morris (Part)
	Rob Puryer (Part)
SECAS	Alan Bateman (Part)
	Tim Hall
	Tim Newton (Part)
	Huw Exley
	Veronica Asantewaa (Meeting Secretary)
TABASC	Julian Hughes
BEIS	Natasha Free
	Fahad Akhter
	Dan Chambers (Part)

Apologies:

Representing	Name
Large Suppliers	Joey Manners
Small Supplier	Simon Dowse
	Heidi Wilbor

1. SMETS1 Governance

The DCC presented the SMETS1 Release Governance statement of readiness to add two further entries to the Eligible Products Combination List (EPCL). The Operations Group (OPSG) considered this so as to make a recommendation to the Panel. The addition of these entries would enable the migration of 24,000 active Itron installations and 50,000 dormant Honeywell Elster installations. The DCC stated that they are ready to migrate the meters at a rate of 2,000 installations per day. OPSG

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therefore reviewed the evidence provided on the basis that the volume being migrated is no greater than 2,000 installations per day.

The DCC also explained that they could, and would wish to, migrate volumes greater than 2,000 installations per day. The Chair stated that prior to this happening, further assurance would be required from the DCC including: how DCC would determine when volumes should increase and how any decision would be conducted and communicated to SEC Parties. Discussion will continue between the relevant sub committees, DCC and BEIS to establish a way forward.

The OPSG considered the readiness of the changes being made by the DCC and the residual risks presented by the DCC. The OPSG then assessed the DCC statement of readiness for the Live Service Criteria (LSCs).

It was concluded that OPSG would recommend to the Panel that they accepted the DCC statement of readiness to add the entries for Itron Active and Honeywell Elster dormant meters to the EPCL. The OPSG identified some matters that should be addressed. The recommendation to the Panel and matters raised can be found [here](#).

[Post Meeting Note: Two subsequent meetings were held on 8 and 13 November to discuss operational issues on the SMETS1 production service that were identified by OPSG members, and to determine whether these impacted the assessment of readiness. As a result of these discussions, the OPSG identified further residual risks, and matters to be addressed, and adjusted the assessment of an LSC to Amber. Overall, the OPSG recommendation to the Panel was not changed. The additional points are documented in the Panel paper referred to above.]

ACTION OPSG 26/02: OPSG Chair, DCC and BEIS to agree a process for increasing the volume of installation migrations in the future.

2. November 2019 Governance

The DCC presented the November 2019 SEC Release Governance. The OPSG agreed that the DCC should provide a statement of readiness consistent with the requested structure. The OPSG noted the evidence provided and requested clarifications on the content, which will be reviewed at an additional OPSG meeting scheduled for Friday, 8 November.

[Post Meeting Note: At the meeting on 8 November the OPSG agreed to the revised statement of readiness for the November 2019 SEC Release. Full details of the decisions made can be found on the SEC website [here](#).]

ACTION OPSG 26/03: The DCC to provide a statement of readiness consistent with the requested structure for the November 19 SEC Release.

3. Previous Meeting Minutes

The Chair invited OPSG members to comment on the Draft Minutes from OPSG_25. The DCC said that the redlined action OPSG 25/10¹ should be reviewed by the Working Group first, then brought back to the December meeting for an update and further comment from members.

OPSG **AGREED** that the minutes would be published as final, subject to the revised OPSG action described above.

ACTION OPSG 26/04: SECAS to transfer action OPSG 25/10 to the Working Group to review, then provide an update at the December meeting.

4. Panel Feedback Report

SECAS informed the OPSG that the proposal for the Operational Metrics Project had been reviewed and approved by the Panel at their October meeting.

5. Actions Outstanding

SECAS presented the actions outstanding table from OPSG_25. Actions were noted as completed where appropriate. It was noted that a number of actions had not been completed by the target date, and new deadlines for these actions were set.

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
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.	08/01/2018	31/10/2019		DCC
<p>OPSG members noted that the business case will need to be understood before it is issued to the Finance Forum, so that any queries from members can be discussed. The DCC commented that costs and business cases are discussed and voted on at the Finance Forum before it is referred to the DCC Board for approval. OPSG members were encouraged to attend the Finance Forum to ensure their queries were being addressed.</p> <p>Action Status: Closed</p>					
OPSG 23/06	DCC to produce a remediation plan for improvement of CPM 1, with dates for when compliance with the SLA will	06/08/2019	01/10/2019	03/12/2019	DCC

¹ ACTION OPSG 25/10: The DCC to update the threshold matrices formula in the Preliminary Assessment of SECMP0067 to include further explanation of all variables.

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
	be achieved and ensure that CSP N is included.				
<p>The Chair asked when the Code Performance Measure (CPM) 1 will be Green. Communication Service Provider Central & South (CSP C&S) provided an update stating that 98.6% were Green in their region at the end of October and noted that they are in a good position to meet the SLA for this month. CSP North (N) also provided an update on their region, noting that there had been some challenges with requests for more than 5,000 Over the Air (OTA) Devices, however they have not seen any further issues since a fix has been applied. In December CSP N are planning to use Technical Operations Centre (TOC) to monitor this closely with the aim of getting the metric to Green status.</p> <p>The OPSG Chair noted that the regions are on track with their remediation plan and requested a preview of the metrics from each region at the December meeting.</p> <p>Action Status: Open</p>					
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).	03/09/2019	05/11/2019	N/A	DCC
<p>The DCC provided slides regarding this action and it was noted that the Business Continuity and Disaster Recovery (BCDR) team will provide a quarterly update to the OPSG, beginning in December 2019.</p> <p>Action Status: Closed</p>					
OPSG 24/05	DCC to engage with customers and create business scenarios and an early risk assessment of implications for capacity.	03/09/2019	01/10/2019	To be determined	DCC
<p>The Chair emphasised the need to ensure that this is driven by business scenarios and the DCC should provide a detailed list for members to comment upon.</p> <p>Action Status: Open</p>					
OPSG 24/08	DCC and SECAS to work together to establish what the SEC requirement is for how Critical Commands should be forecast.	03/09/2019	01/10/2019	03/12/2019	DCC/SECAS

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
<p>SECAS explained that this action remains ongoing. The Chair stated that Forecasts for Critical Commands will be discussed in more detail at the December meeting.</p> <p>Action Status: Open</p>					
OPSG 25/04	DCC to provide the OPSG with the Terms of Reference for the CSP C&S external audit as soon as possible.	01/10/2019	05/11/2019	N/A	DCC
<p>The DCC explained that CSP C&S have already completed their external audit and CSP C&S will provide an update at the December meeting.</p> <p>Action Status: Closed</p>					
OPSG 25/14	DCC to canvas Users for their views on a per User Problem Record and for other suggestions.	01/10/2019	05/11/2019	03/12/2019	DCC
<p>The DCC noted that feedback from members is still required on the issues that the DCC are facing regarding User Problem Record, and noted that they will also reach out to other Sub-Committees for views. The Chair encouraged members to submit their views to the DCC.</p> <p>Action Status: Open</p>					
OPSG 26/01	<p>This action has been passed to the OPSG from TABASC.</p> <p>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.</p>	08/10/2019	05/11/2019	03/12/2019	DCC
<p>The DCC explained that they have discussed this query with their CTO team, and they will continue to work with the CSPs and Service Users to resolve this issue.</p> <p>Action Status: Open</p>					

6. DCC Operational Update

Problems

The DCC presented an update on their operations this month. A Large Supplier (LS) noted that the 'Problem Management Solution Implemented' graph displayed more critical problems raised than

solutions implemented. DCC recognised that further work was required to clearly present the cumulative status of problems raised and fixed. The Chair commented that more assurance is needed regarding how and when the problems are resolved and suggested that an age profile should be provided.

Incidents

The DCC explained that there had been one Category 1 and five Category 2 Incidents across SMETS1 and SMETS2 in October, noting that there were three repeat issues in CSP N. The DCC explained that they have a high level of engagement with executives at CSP N and will also meet with the Data Service Provider (DSP) to discuss the reliability of the service.

The Chair noted that the DCC have been trying to achieve a reliable service for two years and questioned whether the current approach could achieve the required outcomes. A LS member also mentioned repeat issues with the CSP N service and questioned how long this will take to be resolved. The DCC explained that they have escalated the issue of service failures to senior members at CSP N and will update the OPSG at the December meeting.

The DSP presented slides on the impact on Service Requests of the failure of a Hardware Security Module (HSM) which occurred on 19 October. A LS member queried if prepayment meters were affected. The DCC explained that all services were affected but they do not know how many prepayment meters failed. They now have automated alerts to gain a better understanding should similar issues occur. The Chair raised concern that there might be analogous situations elsewhere in the architecture where this might occur – the DSP confirmed that there were not. The DCC noted that they are working to provide resilience in the infrastructure and application of HSM, and they will also look at different versions of HSM with suppliers and decide a new plan of action.

ACTION OPSG 26/05: The DCC to provide an update on the service failures at CSP N at the December meeting.

7. Self-Service Interface

The DCC updated the OPSG on the recent Service Improvement Proposals (SIPs) which they were asked to review following meeting OPSG_25 in October. It was noted that out of 18 SIPs only one item was for change coordination. They explained that the DCC calendar is still needed on the DCC interface regardless of the change coordination. The OPSG Chair noted that more assurance is needed that these SIPs have no overlaps with [DP083 'Change Coordination'](#). A LS member supported this noting that the business requirements of the SIP will need to be well defined so that it is not duplicated in the SEC Modification. The OPSG asked both SECAS and DCC (as the modification Proposer) to communicate this work on requirements to the Modification Working Group, the aim being to avoid duplication.

The OPSG approved the package of SIPs, subject to completion of Action OPSG 26/05, as outlined below.

ACTION OPSG 26/06: SECAS and the DCC to outline the requirements of the SIPs to the Modification Working Group, to avoid duplication of DP083 'Change Coordination'.

8. Confirmed Decision

SECAS presented the summary of the discussion under agenda item 1, SMETS1 Governance. The OPSG confirmed their acceptance of the DCC's statement of readiness, and the issues and risks that

had been highlighted as requiring attention. Full details of the recommendation can be found in the Panel paper [here](#).

9. Device Alerts

The DCC presented slides on how they are managing Device Alerts. The Chair asked again that to the presentation show for each month the number of new instances (that is, devices producing superfluous alerts for the first time) the number of Devices that have been fixed and ones that continue to produce Alerts.

The DCC noted that the volume of 8014 and 8015 Alerts has continued to fall, and they are currently working with Distribution Network Operators (DNOs) to reduce this even further. A DNO member questioned whether they are only working with installation Suppliers, and if a process was needed to inform Suppliers who had gained these devices through a Change of Supplier. It was also noted by a DNO member that an OTA update to the firmware may be needed as they are still getting up to two million Alerts every day. The DCC explained that, whilst a firmware update will help, it will not eliminate all of the Alerts being generated.

The DCC asked the OPSG for support in encouraging Service Users to take all reasonable steps to reduce the number of Device Alerts being generated. The OPSG agreed and asked the DCC to produce guidance on how to avoid the production of superfluous Alerts, and asked SECAS to add the Device Alerts issue to the Risk Register.

The OPSG did not agree to a DCC request to formally record a general statement that DCC had no responsibility for the Alerts issues being encountered.

ACTION OPSG 26/07: OPSG to support DCC in encouraging Service Users to take all reasonable steps to reduce the number of superfluous Device Alerts being generated.

ACTION OPSG 26/08: DCC to produce guidance notes for suppliers on how to avoid the production of superfluous Alerts.

ACTION OPSG 26/09: SECAS to add the issue of high numbers of Alerts to the OPSG Risk Register.

10. Comms Hub Exceptions Update

The DCC gave a brief verbal update stating that the CH Exceptions had been grouped into four categories. Progress had been made in the investigations, however the next stage will require help from Service Users to identify the root cause of failed installations.

11. Customer Perspective

a) Management of traffic from the DCC to Service Users

A Small Supplier presented the issue of traffic management from DCC to Service Users. It was suggested that, following a break in service between the DSP and a Service User/Users, messages from the DSP should be sent in priority order and 'trickle fed'. The OPSG supported the suggestion that this should be investigated and agreed with the User that a modification proposal would most likely be necessary.

b) Relative Performance of Communication Service Providers for Install and Commission

A LS presented the issue of Install and Commission performance in which the figures were materially different in CSP N and CSP C&S. This was originally reviewed at EUK, however only four responses were received from Users. The DCC agreed to consider the performance figures. The OPSG agreed to discuss the issue at meeting OPSG_27 in December.

ACTION OPSG 26/10: DCC to review the issue of relative CSP Install and Commission performance figures.

12. Change Management Maintenance Trial Update

It was noted that the Panel had agreed an extension to the Trial, whilst a modification proposal was being raised. Discussion of this item was deferred to meeting OPSG_27 in December.

13. Operational Metrics Project

SECAS gave a brief verbal update stating that the project was now fully staffed, work had started, and a full report will be given in meeting OPSG_27 in December.

14. Any Other Business (AOB)

A DNO member noted that they had found two serious issues in SMETS1 testing using Service Request Variance (SRV) 6.15.1 to Update Certificates, which will potentially leave SMETS1 devices completely stranded from a DNO perspective.

The OPSG Chair said that this should be investigated further.

[Post Meeting Note: The two issues in SMETS1 testing was discussed at the two additional meeting held on 8 and 13 November, as described in item 1.]

ACTION OPSG 26/11: DCC to investigate the issues in SMETS1 using Service Request Variance (SRV) 6.15.1 to Update Certificates.

15. OPSG Issues Log

This item was for information only and was not discussed at the meeting. Any further comments on this paper provided should be sent to secas@gemerv.com.

16. New Draft Proposals and Modification Proposals

This item was for information only and was not discussed at the meeting. Any further comments on this paper provided should be sent to secas@gemerv.com.

Next Reporting Meeting: 25 November 2019

Next Regular Meeting: 3 December 2019