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Operations Group (OPSG) Meeting 27 on 3 December 2019 Headlines

At every meeting, the OPSG will focus on cross-industry matters that affect, or have the potential to affect, multiple SEC Parties. This month, the OPSG meeting included the following discussions (referenced by agenda item number):

4. Major Incident (SECAS/DCC): The DCC have made some revisions to the Review Report for Incident INC000000503961 and agreed to provide an updated Report at the January OPSG meeting (OPSG_28) for approval.

6. CSP N Installation failures/times (DCC): The OPSG were surprised and concerned to be told by the Communications Service Provider North (CSP N) that the current level of Alerts is causing a degradation in service performance.

The OPSG were very concerned that the apparent immediacy of this serious problem was in conflict with previous briefings on the impact of Alerts from the DCC.

The OPSG requested the DCC to provide a clear statement on the impact of alerts in the CSP N region. The OPSG expressed disappointment that CSP N have apparently only just begun to reconfigure and tune the network where issues were first reported in the PMR from May 2019.

7. CSP C&S/CSP N Audits (DCC): Both CSPs described the work underway to validate and improve their technical infrastructure. The OPSG asked for confirmation that this would include system configuration management, which has been a continuing source of problems. The OPSG questioned the assertion by CSP N that using independent individual consultants for this work provided a complete independent, authoritative picture.

8. Meter Firmware OTAs (DCC): CSP C&S said they had achieved the Minimum Service Levels for November, but still below target level. CSP N reported improving service levels although they are still below minimum. A Large Supplier member challenged this noting there had only been a 50% success rate of Over The Air (OTA) firmware upgrades especially in CSP N. The OPSG reiterated that both CSPs should be working according to remediation plans so as to achieve Target Service Level by December, as previously agreed. The DCC must advise the OPSG if this cannot be achieved.

9. CH Exceptions (DCC): The DCC reported progress for a number of categories of CHs exceptions noting improvements in a number of areas.

10. Alerts (DCC): The DCC reported progress for a number of categories of Alerts noting improvements in a number of areas. The OPSG noted that the DCC will need to present an overall picture of the how the increased volume of Alerts effects the service in each region. This should encompass the impact end to end through the architecture.

11. BCDR Update (DCC): The DCC reported on completed testing and provided a plan for additional resilience testing, and a plan for all BCDR testing in 2020.

13. Operational Metrics Project (SECAS): The OPSG noted the start of this project and the request for engagement from Users. The OPSG agreed that an Operational Metric Workshop will take place on Monday 16 December from 11am – 4pm.

16. New Draft Proposals and Modification Proposals (SECAS): The OPSG raised an interest in [DP094 'Supporting prepayment customers in no SM WAN scenarios'](#), [DP096 'DNO Power Outage Alerts'](#) and [DP097 'Improving SMETS2 Meter Installs for New Connections'](#).

18. Maintenance Trial Extension (DCC): The OPSG repeated its request that the DCC provides examples of how the categorisation of changes had worked during the trial.

The OPSG supported the DCC proposal that the trial continue until the Modification has been implemented or rejected, subject to a quarterly review at the OPSG.

20. AOB (OPSG Chair): The OPSG supported the proposed approval mechanism for SMETS1 migrations to be presented to the Panel. The OPSG requested that when the DCC proposes an increase in migration rate, they explicitly report on any relevant operational circumstances. *[Post Meeting Note: Further input from a Large Supplier member was subsequently received and advised to BEIS. This generally supported the approach and requested some specific additions.]*

Next Regular Meeting Date: 7 January 2020 (to include consideration of standard reports)

Next Reporting Meeting: 27 January 2020