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 26c

OPSG_26c_2511

13:00 – 15:00

Gemserv, 8 Fenchurch Place, London, EC3M 4AJ

Draft Minutes

Attendees:

Category	Operation Group Members
Operations Group Chair	Dave Warner
DCC	Alex Henighan (Teleconference)
DCC	Mo Asif (Teleconference)
Large Suppliers	Yvonne McKenzie (Alternate) (Teleconference)
	Tracy Pack (Alternate) (Teleconference)
	Tony Shanahan (Teleconference)
	Rochelle Harrison (Teleconference)
	Ed Webber (Teleconference)
Network Parties	Matt Alexander (Teleconference)
	Gemma Slaney (Teleconference)
Other SEC Parties	Tom Woolley (Teleconference)

Other Attendees:

Representing	Name
SECAS	Veronica Asantewaa (Meeting Secretary)
	Huw Exley
	Tim Hall
DCC	Courtney O'Connor (Teleconference)
	Alan Brown (Teleconference)
BEIS	Natasha Free (Teleconference)
	Fahad Akhter (Teleconference)

Apologies:

Representing	Name
Other SEC Parties	Geoff Huckerby
	Elias Hanna
Small Suppliers	Simon Dowse
	Kate Barnes
	Heidi Wilbor
Large Suppliers	Nassar Zeb
	Joey Manners
	Zoe Marklew

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_25x.

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_25x. 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	03/12/2019	DCC
A Distribution Network Operator (DNO) member confirmed the Registration Data Provider (RDP) Incident references related to a missing file have been sent to the DCC. DCC noted that investigation of the issue is ongoing and an update will be provided at the December regular meeting (OPSG_27). **Action Status: Open**					
OPSG 25x/01	The DCC to provide an update on the six open RDP Incidents at the November meeting.	28/10/2019	25/11/2019	N/A	DCC

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Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
The DCC has provided details of current open RDP Incidents. The details demonstrated that the DCC is following the Incident resolution process and following up with the RDPs and Users as appropriate. **Action Status: Closed**					
OPSG 25x/02	The DCC to investigate the cause of a significant number of RDP incidents in September.	28/10/2019	25/11/2019	N/A	DCC
The DCC confirmed that the significant number of RDP incidents in September was due to the expiry of DCC Key Infrastructure (DCCKI) certificates. **Action Status: Closed**					
OPSG 25x/03	The DCC to check whether Service Managers are engaging with Parties who are not submitting SR and CSR forecasts.	28/10/2019	25/11/2019	03/12/2019	DCC
The DCC confirmed that this is not currently being escalated to Users. A DNO member questioned why the DCC are not following up with Users that are not submitting forecasts. The DCC noted that an update from the Service Managers will be provided at the December meeting (OPSG_27). This action will be closed and replaced by action OPSG 26c/01. **Action Status: Closed**					
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.	28/10/2019	25/11/2019	03/12/2019	DCC
The DCC has confirmed that the Network Enhancement Plan (NEP) Report was correct. The DCC will address any direct links to incorrect Communication Hub (CH) variants being installed at the December regular meeting (OPSG_27). **Action Status: Closed**					
OPSG 25x/05	SECAS to investigate the issue of defects in the live service environment, including also as part of the Operational Metrics Project.	28/10/2019	25/11/2019	07/01/2020	DCC

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Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
SECAS confirmed that it is investigating the issue of defects in the live service environment, and an update will be provided at the January regular meeting (OPSG_28). **Action Status: Open**					
OPSG 25x/06	The DCC to confirm whether all SMETS1 Incidents are currently being excluded from the PMR report.	28/10/2019	25/11/2019	N/A	DCC
The DCC confirmed that the SMETS1 Incidents are being included in the Performance Measurement Report (PMR). **Action Status: Closed**					
OPSG 25x/07	The DCC to clarify the explanation for INC000000480074.	28/10/2019	25/11/2019	N/A	DCC
The DCC have confirmed that no issue was found and there was no customer impact. **Action Status: Closed**					

ACTION OPSG 26c/01: Service Managers to provide an update on Users who have not submitted forecasts at the December meeting (OPSG_27).

3. SEC Panel Reports

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

1.1 Registration Data Provider Incident Report

The OPSG considered the Registration Data Provider (RDP) Incidents Report for October 2019.

It was noted that for October, 14 Incidents had been closed and five remained open. The OPSG Chair highlighted that the number of RDP Incidents had increased since the last meeting. OPSG Members noted that they expected more stability in the service, however were still experiencing Incidents that were being caused by missing files.

The DCC agreed to investigate if these are 'normal' operational issues or if there are underlying issues that need to be addressed.

1.2 Certificate Signing Request Variance Report and Service Request Variance Reports

The OPSG considered the DCC Certificate Signing Request (CSR) and Service Request (SR) Variance Reports.

A DNO member disagreed with the SR figures in the DCC's published report and highlighted an ongoing issue with the DCC regarding the forecast reporting process. It was also noted that the DNO's explanation for why their forecast was outside the 10% tolerance had been omitted from the DCC report, and concerns were raised that the process was not being followed correctly.

The DCC agreed to investigate why a DNO member's explanation had been omitted from the October report and SECAS agreed to note these issues in the OPSG summary of DCC reporting, which is provided to the Panel each month.

1.3 SEC Panel Quarterly Problem Report Summary

The OPSG considered the SEC Panel Quarterly Problem Report Summary. It was suggested that a summary of problems and defects and their business impact on the live service be used as a baseline during future consideration of Live Service Criteria in governance processes. The OPSG members noted that the business impact of problems and workarounds will need to be considered.

The DCC agreed to:

1. explain the relationship between problems and defects in the context of the Quarterly Problem Report. The DCC also agreed to contact Users to investigate which problems have the biggest operational impact on Users.

2. Work with SECAS to develop a summary of the business impact on the live service of known problems and defects (this would also encompass Action OPSG 25x05)

1.4 DCC Responsible Communications Hubs Returns Quarterly Report

The OPSG considered the DCC Responsible Communications Hubs (CHs) Returns Quarterly Report. The OPSG noted that the returns process for individual CHs has begun, however members noted that they are yet to validate if the returns process is working.

The OPSG noted that the level of 'returned and no fault found' reported was at a reasonable rate, however concerns were raised regarding the level of 'fault found'. The DCC noted that an update from the CH team will be provided at the December regular meeting (OPSG_27) to explain the "fault found". The OPSG agreed that a DCC industry specialist will be present the next time the Responsible Communications Hubs Returns Report is discussed, to provide more insight on the process and answer any queries.

SECAS agreed to amend the OPSG summary of DCC reporting (Annex 1) and issue to members for any further comments by 2 December.

ACTION OPSG 26c/02: The DCC's CH team to explain the level of 'fault found' in the Responsible CH Returns Quarterly Report at the December meeting (OPSG_27).

ACTION OPSG 26c/03: The DCC to investigate if the RDP Incidents highlighted in the October 2019 report are caused by 'normal' operational issues or if there are underlying issues which need to be addressed.

ACTION OPSG 26c/04: The DCC to investigate the DNO's explanation of their 10% tolerance being omitted from the report.

ACTION OPSG 26c/05: SECAS to include the DNO's issues regarding the forecast processing issues in the OPSG summary of DCC reporting, which is provided to the Panel.

ACTION OPSG 26c/06: The DCC to explain the relationship between problems and defects in the context of the Quarterly Problem Report.

ACTION OPSG 26c/07: The DCC to contact Users to investigate which problems have the biggest operational impact to Users.

ACTION OPSG 26c/08: SECAS and the DCC to develop a summary of the business impact on the live service of known problems and defects (this would also encompass Action OPSG 25x/05).

ACTION OPSG 26c/09: OPSG members to provide any further comments on Annex 1 by close of play on 2 December.

4. PMR Report – September

SECAS presented the September Performance Measurement Report (PMR) to the OPSG.

SECAS noted that Code Performance Measure (CPM) 1 was below Minimum Service Level, which is the ninth occurrence below Service Level in ten months. The poor performance was due to the failure of the Over the Air (OTA) Firmware upgrade to meet the required standard. It was noted that Action 23/06[1] has already been raised regarding this issue and the DCC will give an update on their remediation plan at the regular December meeting (OPSG_27).

SECAS noted that resolution of Incident INC000000477267 had failed the DCC's Target Resolution Time and questioned what caused this Incident. The DCC noted that it will investigate this further and confirm whether new guidelines will need to be produced.

The OPSG requested the DCC to include the number of Alerts indicated across Communications Service Provider North (CSP N) and CSP Central and South (C&S) in its monthly reporting. The OPSG also requested the DCC to change all titles of their PDF documents to match the reports issued.

The DCC noted that it will include the number of Communication Hubs (CHs) installed in each CSP region at future OPSG reporting meetings.

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

ACTION OPSG 26c/10: The DCC to confirm what led to Incident INC000000477267 and if further guidelines are needed for Users.

ACTION OPSG 26c/11: The DCC to include the number of Alerts indicating the distribution across CSP N and CSP Central C&S.

ACTION OPSG 26c/12: The DCC to change all titles on PDF documents to match the reports issued.

1 DCC to produce a remediation plan for improvement of CPM 1, including dates for when compliance with the SLA will be achieved, ensuring CSP N is included

5. OPR in SMETS1

The DCC presented the proposed Operation Performance Regime (OPR) measures in relation to SMETS1.

The OPSG noted that the proposal appeared to constitute a change to the Performance Measurement Methodology (PMM), noting that the SEC requires that such changes be consulted upon (SEC Section H13.2 (a), (b) and H13.6 (a)). The DCC noted that the proposed measures for SMETS1 have been discussed with Ofgem.

The OPSG noted that more clarity is needed around how the weighting against SMETS1 will affect dormant meters in DCC User Interface Specification (DUIS) 3.

The OPSG noted the presentation, however it was felt that it did not fulfil the SEC requirement for consultation, which would require the DCC to engage with all SEC Parties.

6. Any Other Business

There was no further business and the Chair concluded the meeting and thanked members for their attendance.

Next Regular Meeting: 3 December 2019

Next Reporting Meeting: 27 January 2020

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