Operations Group (OPSG) Meeting 28 on 7 January 2020 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 Incidents (DCC): The OPSG agreed to publish the revised Review Report for Incident INC000000503961 to all SEC Parties. The DCC noted that Incident INC000000526144 was caused by human error and the OPSG raised concerns about operational processes in Communications Service Provider North (CSP N).

5. DCC Operational Update (DCC): The DCC provided an operational update for SMETS1 Devices for the first time. The OPSG noted that an issue has been identified with the master keys on one meter type and concerns were raised regarding the exact number of Devices with this issue, that are being migrated. The DCC noted that they intend to resume migrations soon, subject to agreement by the Responsible Suppliers. The DCC noted that it will be requesting OPSG approval to increase the migration rate.

6. PMR Report (SECAS): The DCC were asked to investigate why Production Proving is causing Incidents. The OPSG reiterated that the DCC must adhere to the process for amending the PMR as set out in SEC Section H13 of the SEC; this was escalated to the SEC Panel in November. The OPSG raised two matters regarding metrics: measurement of lost connections; and inappropriate measurement of Over The Air (OTA) delivery. The OPSG noted that the CSPs would not complete their remediation activities on OTA firmware delivery in line with the plan. The OPSG asked DCC to confirm revised plans.

7. Panel Report: (SECAS): The OPSG agreed to provide comments on the table in Annex 1 of the report by 9 January.

8. Capacity Update (DCC): The DCC stated that the currently trend in increase in Alerts will require earlier implementation of Data Service Provider (DSP) motorways during 2020. The OPSG asked the DCC to provide a summary of the end to end capacity and the costs of the additional motorways.

SRV Forecasting (DCC): The OPSG agreed to endorse the trialling of an alternative approach to forecasting. The DCC asked for volunteers to participate in the trial. The OPSG asked the DCC to provide a statement showing the accuracy that needs to be achieved. The OPSG suggested that the DCC submit a SEC Modification for the revised process, and that a trial be included during the refinement stage of the Modification.

9. Operational Metrics Project (SECAS): The OPSG confirmed the scope for the Operational Metrics Project as focusing on industry level metrics, and approved the Quick Wins Trialling Plan. The OPSG were requested to review the Evaluation Framework and the draft metrics report, which will be prepared for the March OPSG_30 meeting.

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10. Process for addressing Party differences: The OPSG noted that the Panel has asked the OPSG to implement the process. The OPSG were asked to provide any comments on the proposed approach by next OPSG meeting (OPSG_29).

11. OPSG Issues Log: The reverse logistics process was mentioned. The OPSG asked DCC to provide a document with a consolidated set of requirements.

12. Alerts (DCC): The 'tap has been turned off' for Single Fuelled Installation Supplier that is currently causing the majority of one type of Alert. The OPSG reiterated the request for the DCC to provide a comprehensive plan for determining root cause and coordinating remediation for each Alert type.

13. CH Exceptions: The OPSG requested that regular reporting on Communications Hub (CH) exceptions recommence at the next meeting (OPSG_29). The OPSG noted that CSPs had not adjusted their reporting of exceptions to account for address data provided by the DSP. The OPSG Chair said that if this was not done for the next meeting, then the report would in all likelihood be rejected.

14. Category 1 vs Category 2 (DCC): The DCC presented a description of the definition of Category 1, 2 and 3 Incidents, explaining their operational criteria and processes. OPSG members asked for explanations of why two particular Incidents were categorised as Category 2 rather than Category 1, and DCC agreed to provide an explanation. The OPSG were asked to provide any further comments to the DCC by the next meeting (OPSG_29).

16. Customer Perspective (OPSG): The OPSG were asked to send any further comments on the Secure Data Exchange Portal (SDEP) proposal to Jonathan Hawkins to Support.SDEP@Gemserv.com.

Next Reporting Meeting: 27 January 2020
Next Regular Meeting Date: 4 February 2020