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Paper Reference:	SECP_76_1701_27
Action:	For Information

DCC Reporting

1. Purpose

This paper details which reports are provided by the DCC for the SEC Panel to review, as required by the Smart Energy Code (SEC).

The Panel is also asked to note the observations raised by the Operations Group (OPSG) against the reports currently delegated to them.

2. DCC Reports

The following report has not been delegated to the OPSG and remains a SEC Panel responsibility:

- Post Commissioning Information Report (November 2019)

This report has an **AMBER** classification and distribution is limited to the SEC Panel only and those who have a need to know in order to take action.

3. Operations Group Reports Summary

Annex A to this paper provides the full list of reports that were reviewed by the OPSG at its December 2019 OPSG meeting and the observations raised. Below are the key observations.

3.1 Performance Measurement Report (PMR)

The DCC have been asked to explain why they did not adhere to the process for addition to the PMR as set out in SEC Section H13, this has been escalated to the SEC Panel.

Two Code Performance Measures (CPMs) were below Target Service Level: CPM 1 '*response times for on-demand Service Requests*' at 97.82%, and CPM 3 '*Percentage of Alerts delivered within the applicable Target Response Time*' at 98.85%.

The failure of CPM1 was driven by the underlying Performance Measure (PM) 2 '*Percentage of Category 1 Firmware Payloads completed within TRT*' which was below Target Service Level in Communication Service Provider North (CSP N). However, it is now above target in CSP Central and South (C&S). This is the tenth time this CPM and underlying PMs have been below Target Service Level in ten months. This issue has previously been escalated to the SEC Panel and the OPSG are monitoring the issue each month.

Service Provider PM 3.2 '*Percentage of Category 3 Alerts delivered to the DCC WAN Gateway Interface within the relevant Target Response Time*' was below Target Service Level in the CSP N region, for the fourth month in a row and responsible for the failure of CPM 3. This is the sixth month

in a row that this PM has been below target. CSP N are aware of the issue and are working with Service Users to resolve it.

Major Incidents

There were 17 Major Incidents (MIs) reported in the period. However, 11 of these were excluded. The DCC have now confirmed that SMETS1 Incidents are being included.

A number of ey incidents were caused by Production Proving and the DCC were asked to investigate why Production Proving is causing Incidents.

In October, the OPSG noted that INC000000488824 impacted Self Service Interface (SSI), with the report stating it was unavailable. However, CPM6 *'Percentage Availability – Self Service Interface'* was at 100%. This month's report notes that CPM6 was incorrectly reported last month and has been amended from 100% to 99.85%.

CH Exceptions

The number of CH exceptions continues to grow in the CSP C region. However, there has been a large decrease in the number in CSP S and CSP N.

The largest number of exceptions is now attributed to *'Issue started and ended in prior month'* in CSP N. The DCC confirmed this occurred due to a bug and that Arqiva are scheduled to put a fix live in the next OBI release on 21 January 2019. The number of incidences of *'Communications Hubs where no incident has been raised for outage'* has fallen from 30,847 to just 1694 and is responsible for the overall decrease. *'There were no, or incomplete address details provided by the Service User'* continues to make up the largest number of Exceptions in CSP C&S. The OPSG noted that CSPs had not adjusted their reporting of Exceptions to account for address data provided by the Data Service Provider (DSP). The OPSG Chair said that if this was not done for the next meeting, then the report would likelihood be rejected.

There continues to be incorrect CH variants installed in the CSP C&S.

The number of aged Incidents is increasing month on month, the large majority of which are assigned to Service Users and associated with CH Exceptions.

Work between the DCC, the Technical Operations Centre (TOC), Communication Service Providers (CSPs), BEIS and SECAS on Exceptions continues. The DCC have been asked to recommence providing regular updates on Exceptions at OPSG meetings.

3.2 Service Request Variance Report and Certificate Signing Request Variance Reports

OPSG members observed that there continues to be Users consuming DCC Services that are not submitting forecasts. In November there were 13 Users consuming Certificate Signing Services that have not submitted forecasts including one Large Supplier. There were 14 Users submitting Service Requests that had not completed forecasts.

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 would need to be achieved with user profiling. 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. A Service Request Forecasting problem statement has been provided to the Panel for information (SECP_76_1701_25).

4. Recommendations

The Panel is requested to **NOTE** the OPSG observations in relation to DCC reports delegated to them.

Huw Exley

SECAS Team

10 January 2019

Attachments:

- **Appendix A** – Post Commissioning Information Report (November 2019) (**AMBER**)

Annex A: DCC SEC Panel Reports

	Report Name and Purpose	Delivery per SEC	Ops Group Observations of last paper
1	Performance Measurement Report Sets out the Service Levels achieved in respect of each Performance Measure set out in SEC Section H13.1 and SEC Section L8.6. October 2019	SEC H13.4 – Monthly - 25 working days following end of month. On Time	<u>Code Performance Measures</u> Two Code Performance Measures were below Target Service Level. These were: <ul style="list-style-type: none"> 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. This is the tenth time this CPM and underlying PMs have been below Target Service Level in tenth months. Additionally, PM1.1, a SMETS1 SIE measure, drove it down further. This is attributed to a reporting error with a fix scheduled to be deployed January 2020. 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 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. <u>Service Provider Performance Measures</u>

			The number of Comms Hubs Exceptions reported in October fell in CSP N and CSP S. However, it has increased in CSP C. An agenda item was presented at OPSG_27, agenda item OPSG_27_0312_09, in which the DCC explained these. However, the OPSG requested that the DCC resume a regular Exceptions update on a monthly basis.
2	DCC Responsible Communications Hub (CH) Returns Report Details the number of CHs 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.	SEC F9.15 – Quarterly - the SEC does not prescribe when after end of quarter the report is provided.	No report to review this month.
3	DCC Network Enhancement Report (Network Enhancement Plans - NEP) A report to the Panel and SEC Parties on any ongoing Network Enhancement Plans and those that were completed during the previous quarter.	SEC F7.21 - Quarterly - within a reasonable period of time following each quarter that ends prior to 1 January 2021.	No report to review this month.
4	Registration Data Provider (RDP) Incident Report A report provided to the SEC Panel and Network Parties on the time it has taken to resolve incidents where the DCC is responsible for resolution, but activity is required by RDP's.	SEC Appendix AG 2.5.10 – Monthly - timing not specified.	November 2019 Nine Incidents were raised within the month with a total of nine Incidents reported as resolved within the month and six records reported as outstanding. There is an outstanding Action on the DCC to consider whether the current level of RDP Incidents is reasonable and whether there are operational implications with this continuing level.

5	Certificate Signing Request (CSR) Variance Report The report that sets out: <ul style="list-style-type: none"> the actual number of CSRs against the forecasted volumes details of the Authorised Subscribers whose actual volumes of CSRs submitted were greater than, or equal to, 110% of their forecasted volumes. 	SEC L8.9 – Monthly - 10 th Working Day following month end. Report on time.	November 2019: 2,178,699 requests were sent versus a forecast of 3,763,768, 57.9% of the forecast. 13 Users are consuming service without submitting a forecast including a Large Supplier.
6	Service Request (SR) Variance Report The report sets out: <ul style="list-style-type: none"> the actual number of Service Requests sent against the forecasted volumes; and where there are exceptions, details of the Users whose actual volumes of Service Requests sent were less than or equal to 90%, or greater than or equal to 110% of their forecasted volumes 	SEC H3.24 – Monthly - 10 th working day of month Report on time.	November 2019: 93,455,764 SRs were sent versus a forecast of 297,390,675, 31% of forecast. 14 Users consumed service without submitting a forecast. The OPSG agreed trialling an alternative approach to forecasting. The OPSG asked the DCC to provide a statement showing the accuracy that User profiling would need to achieve. The OPSG suggested that the DCC submit a SEC Modification for the revised process.
7	Quarterly Problem Report This report provides details of the Open Operational Problems experienced by DCC Users	SEC Appendix AG 3.2- Quarterly - timing not specified within Appendix AG.	No report to review this month.