Operations Group Meeting 28x

27 January 2020, 13:00 – 14:30

Meeting Headlines

Each month, the Operations Group (OPSG) reviews reports as delegated to them by the SEC Panel. This month the OPSG discussed the following (referenced by agenda item number):

2. SEC Panel Reports (SECAS): The OPSG reviewed the SEC Panel Reports summary.

RDP Incidents: SECAS highlighted that four of the seven open Registration Data Provider (RDP) Incidents are awaiting resolution.

DCC Certificate Signing Request Variance Report (SECAS): The OPSG noted the Certificate Signing Request Variance (CSR) Report. SECAS highlighted that SEC Parties that are consuming the service without submitting a forecast will be counted as 'Zero Forecasts'. The December 2019 report outlined that there were 19 Users who have consumed services without submitting a forecast, which included four Large Suppliers. The DCC explained that it is in contact with Users that are not submitting forecasts, however, the OPSG Chair outlined that more investigation is needed as it seems difficult to provide the correct forecasts. The DCC agreed to review this in more detail for the next meeting (OPSG_29x).

DCC Service Request Variance Report (SECAS): The OPSG noted the Service Request (SR) report. The DCC mentioned that it currently has one volunteer for the trial of an alternative solution to SR forecast submissions. The DCC stated that the duration of the trial will be for two to three months.

NEP Quarterly Report (SECAS): The OPSG noted the Network Enhancement Plan (NEP) quarterly report. SECAS noted that 478 NEPs were completed in the quarter compared to zero in the previous quarter. The OPSG raised that the next quarterly report will need to include progress towards the 2020 coverage targets. The DCC stated that it will provide an update on this at next week's meeting (OPSG_29).

SECAS asked the OPSG to provide any comments on the summary of DCC reporting (Annex 1) by 6 February.

3. PMR Report – November (SECAS): The OPSG reviewed the Performance Measurement Report (PMR).

SECAS noted that Code Performance Measure (CPM) 1 was below Minimum Service Level, which was caused by the failure of Service Provider (SP) Measure PM 2[1]. The DCC stated that this will be covered at the meeting next week (OPSG_29) and stated that this is due to the increase of Alerts. The OPSG Chair highlighted that CPM 1 has only achieved a Green status rarely in the last year therefore failure cannot be blamed solely on the volume of Alerts.

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1 response times for delivery of firmware payloads.

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A Large Supplier (LS) member again noted that the DCC reporting does not reflect actual operational performance, specifically that CSP North (N) measures are all reported as Green whilst the service was unstable during the month. The OPSG requested that the DCC investigate this further and confirm that the report is accurate, at least in accordance with the metrics as currently defined. It was noted that the Operational Metrics Project is reviewing this topic with the objective of defining an improved set of metrics.

OPSG noted that the Comms Hubs Exceptions contained two unexplained new categories. The DCC agreed to amend and reissue the report. The OPSG Chair noted the likelihood that the relevant section of the report would be rejected if it were not amended. To address these concerns, and the concerns raised at previous meetings, the DCC were asked to provide a restatement of the report, addressing the concerns regarding the reporting and management of Comms Hub Exceptions.

4. AOB (OPSG):

A LS member raised an issue with the Performance Measurement Methodology (PMM) consultation that the DCC issued in December on changes to the PMM. This had been done without informing the OPSG, and without reference to the Operational Metrics Project. The OPSG Chair actioned SECAS to produce a draft response to the consultation, to be submitted on behalf of the OPSG. The OPSG agreed that this response should briefly: outline that the proposal would suppress visibility of the issues and poor performance currently being experienced; ask why the DCC decided to present the consultation given that the Operational Metrics Project is under way; and highlight that the consultation did not address the changes to reflect SMETS1 metrics, which had been requested by the Panel.

Next main meeting: 4 February 2020
Next reporting meeting: 25 February 2020