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Paper Reference:	OPSG_29xx_2402_03
Action:	For Decision

DCC SEC Panel Reports Summary

1. Purpose

This paper provides a summary view of the regular DCC SEC Panel Reports that have been delegated to the Operations Group (OPSG) to review, comment and action as appropriate. The proposed summary table for the SEC Panel can be found in Annex 1 at the end of this paper. OPSG Members are asked to note this summary paper, approve the commentary in Annex 1 and raise any further issues that should be highlighted to the Panel.

2. Summary Operational Reports

2.1. Registration Data Provider (RDP) Incidents

The DCC is required to provide a monthly report related to the time it has taken to resolve Incidents, where the DCC is responsible for resolution, but in doing involvement is required by RDP's (SEC Appendix AG 2.5.10).

A copy of the latest report (January 2020) is included as confidential Appendix A (**AMBER**).

There were 13 Incidents opened in the month of January. 19 Incidents were reported as resolved within the month. Five remain open with investigation to be completed. Three open Incidents are Category 3 (two of which are four days old and one of which is 17), One open Incident is Category 4 (three days old) and the final open Incident is Category 5 (7 days old). The DCC has been asked for an update on the open Incidents. Further information can be seen in the table below.

Resolved RDP Incidents	
Severity	Quantity
3	6
4	2
5	11

Open RDP Incidents	
Severity	Quantity
3	3 (age can be viewed above)
4	1 (age can be viewed above)
5	1 (age can be viewed above)

2.2. DCC Certificate Signing Request Variance Report

The DCC Certificate Signing Request Variation Report is produced monthly in accordance with SEC Section L8.9. The report presents the actual number of Certificate Signing Requests (CSRs) in respect of Device Certificates sent by all Authorised Subscribers during the month (the total figure and broken down into single Device Certificates and those which are Batched Certificate Signing Requests), versus the numbers most recently forecast for the month.

A copy of the January 2020 report is attached as confidential Appendix B (**AMBER**).

January 2020 Report Summary

As per request from SECAS, the table below shows an adjusted Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts'.

Actual	Forecast	Variance	Percentage
2,545,540	3,048,873	- 503,333	83.5%

18 Authorised Subscribers consumed services without submitting a forecast, including four Large Suppliers.

2.3 DCC Service Request Variance Report

The Service Request Variance Report (SRV) is a monthly report produced in accordance with Section H3.24 of the SEC. It presents the aggregate number of Service Requests (SRs) received from all Users during the Measurement Period (the applicable calendar month) in total and broken down by reference to each Service listed in the DCC User Interface Services Schedule (SEC Appendix E). It also compares the actual numbers against the numbers most recently forecast for the applicable month.

A copy of the January 2020 report is attached as confidential Appendix C (**AMBER**).

The report notes that the DCC is currently validating new data to support the section which identifies variances for individual Users.

The DCC are trialling an alternative to User Service Request forecasts with a SEC Modification to be raised in parallel that would alter the obligation on DCC Users to submit SRV Forecasts. The DCC presented their proposal OPSG 28.

January 2020 Report Summary

As per request from SECAS the table below shows an adjusted Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts'.

Actual	Forecast	Variance	Percentage
120,861,220	446,211,453	-325,350,233	27%

It should be noted that the number of SRs forecast is over three times the number submitted.

20 SEC Parties consumed service without submitting a forecast including two Large Supplier.

2.4. Network Enhancement Plan Quarterly Report

No report to review this month as this is provided quarterly.

2.5. DCC Responsible Communications Hubs Returns Quarterly Report

The DCC Responsible Communications Hubs (CH) Returns Report is produced quarterly in accordance with SEC Section F9.15. The report provides details of the number and circumstances of CH 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. The report is broken down by CSP regions. In instances where the DCC disputes responsibility, the volume of CH under dispute are excluded from the report until the matter is resolved under Communications Hub Fault Diagnosis per the Communication Hub Installation and Maintenance Support Materials (CHIMSM).

A copy of the Quarter 4 2019 report is attached as Appendix D (**GREEN**).

Quarter 4 2019 Summary

The report for the fourth quarter of 2019 shows that progress has been made closing a number of Incidents that were impacting the Comms Hub returns process. The Communication Service Providers (CSP) have applied a fix for PBI000000116701 (Communication Hub Triage Unlock Command), which was stopping Comms Hubs moving through the full returns triage process. However, they now have a backlog to work through.

At the time of writing the report, 16,250 units have been through the returns process. Of these 8,381 were deemed no fault and 7,869 were deemed as faulty.

Period	Fault SRVs 8.14.3	No Fault SRVs 8.14.4	Total SRVs	% of Fault SRVs
Q1 2019	189	4,072	4,261	4%
Q2 2019	270	2,424	2,694	10%
Q3 2019	915	2,242	3,157	29%
Q4 2019	7,869	8,381	16,250	48%
Total	9,243	17,119	26,362	35%

The report states that 66% of the returns are attributed to Communication Service Provider Central & South (CSP C&S) and the remaining 34% are attributed to CSP North (CSP N). The breakdown by Fault and No Fault by region for Q4 2019 can be found below:

Region	Fault SRVs 8.14.3 %	No Fault SRVs 8.14.4 %
Central & South	44%	56%
North	57%	43%

2.6. SEC Panel Quarterly Problem Report Summary

SEC Appendix AG section 3.2 requires the DCC to produce a comprehensive report of all the open Problems periodically. The DCC currently produces these reports quarterly. The report is provided as two documents: a summary which highlights the significant/impactful Problems, and a spreadsheet listing all of the open Problem records.

A copy of the Quarter 4 2019 report and the spreadsheet are attached as Appendices E and F (**AMBER**).

Quarter 4 2019 Summary

The Executive Summary reports that 69 new Problem records were opened in the quarter, compared to 62 last quarter. There were 168 Open at the end of the quarter with the following status:

Under Investigation	46
Pending (fix identified but not applied)	118
Completed (fix applied, awaiting confirmation)	14

The report lists 36 Problems which have breached the target the DCC has set for Root Cause Analysis. One is critical Category, nine are high Category, 18 are medium Category and nine are low Category. It then lists 53 open Problems which the DCC considers are 'Significant and/or Impactful'. OPSG Members are asked to review this report to see if any of these Problems require escalation.

3. Recommendations

The OPSG is requested to:

- **NOTE** the contents of this paper; and
- **APPROVE** the commentary in Annex 1 and raise any further issues to be provided to the SEC Panel.

Huw Exley

SECAS Team

17 February 2019

Attachments:

- **Appendix A:** RDP Monthly Incident Report January (**AMBER**)
- **Appendix B:** CSR Forecast Variance Report January (**AMBER**)
- **Appendix C:** SR Variance Report January (**AMBER**)
- **Appendix D:** Responsible Communications Hub Returns Report Quarter 4 2019 (**GREEN**)
- **Appendix E:** Quarterly Problem Report Quarter 4 2019 (**AMBER**)
- **Appendix F:** Quarterly Problem Report Quarter 4 2019 – Tracker (**AMBER**)

ANNEX 1

Report	Delivery per SEC	Content	Observations
Performance Measurement Report December 2019	On Time (SEC H13.4 – Monthly 25 working days following end of month). On Time	Per SEC H13.1. & L8.6	<p><u>CPM</u></p> <p>Three Code Performance Measures were below Target Service Level. These were:</p> <ul style="list-style-type: none"> • CPM 1 (<i>Percentage of On Demand Service Responses delivered within the applicable Target Response Time</i>). This was again driven by Service Provider PM 2 (<i>Category 1 Firmware Payloads completed within TRT</i>) which failed to meet target in all three CSP Regions. This is the 12th instance this CPM has been below target in 13 months; • CPM 3 (<i>Percentage of Alerts delivered within the applicable Target Response Time</i>) is also below target level for the sixth month in a row. This is driven by Service Provider PM 3.2 (<i>Percentage of Category 3 Alerts delivered to the DCC WAN Gateway Interface within the relevant Target Response Time</i>); and • CPM4 (<i>Percentage of Incidents which the DCC is responsible for resolving and which fall within Incident Category 1 or 2 that are resolved in accordance with the Incident Management Policy within the Target Resolution Time</i>) was below target due to the failure to resolve one Major Incident (INC000000518930)within service level agreed time. However, two further Major Incidents failed SLA but were incorrectly reported. The DCC have been asked whether they will amend this CPM and reissue the report. <p><u>Service Provider Performance Measures</u></p> <p>The number of Comms Hubs Exceptions has fallen by half since November in CSP N and fallen slightly in CSP C&S. There continues to be discussion surrounding the Exception, <i>There were no, or incomplete address details provided by the Service User</i> for a number of reasons. The DCC have suggested this exception is occurring due to User non-compliance however, SECAS refute this. Work continues with SECAS and the CSPs to better understand the issue.</p>

DCC Responsible Communications Hub Returns Report	(SEC F9.15 –Quarterly) The SEC does not prescribe when after end of quarter, the report is provided.	Per SEC F9.15	Having completed a number of fixes to Problems and Incidents that were stopping the returns process, the CSP now have a backlog to work through. 16,250 units were registered as returned within the quarter. The DCC presented an agenda item at the February OPSG meeting, detailing the work they are carrying out on returns process. They noted that members of the DCC would make customer site visits to aid with them process.
DCC Network Enhancement Report (Network Enhancement Plans - NEP)	(SEC F7.21 “within a reasonable period of time following each quarter that ends prior to 1 January 2021”).	Per SEC F7.21	No report to review this month.
Registration Data Provider (RDP) Incident Report – January 2019	On Time (SEC Appendix AG 2.5.10 – Monthly - timing not specified).	Per SEC Appendix AG.	Twelve Incidents were raised within the month with a total of 19 Incidents reported as resolved within the month and 5 records reported as outstanding.
Certificate Signing Request (CSR) Variance Report – January 2019	SEC L8.9 – 10 th Working Day following month end. On time	Per SEC L8.9(a)	2,545,540 requests were sent versus a forecast of 3,048,873, 83.5% of the forecast. (Grand Total which assumes that those SEC Parties consuming services with no forecast submitted ‘Zero Forecasts’) 18 Authorised Subscribers who are consumed services without submitting a forecast, including four Large Suppliers.
Service Request (SR) Variance Reporting – January 2019	(SEC H3.24 – 10 th working day of month) On time	Per SEC H3.24	120,861,220 SRs were sent versus a forecast of 446,211,220, 27% of the forecast. (Grand Total which assumes that those SEC Parties consuming services with no forecast submitted ‘Zero Forecasts’) 20 SEC Parties consumed service without submitting a forecast including two Large Supplier.

Quarterly Problem Report	Per SEC Appendix AG Quarterly timing not specified within Appendix AG.	Per SEC Appendix AG	69 new Problem records were opened in the quarter, compared to 62 last quarter. There were 168 Open at the end of the quarter with the following status: Under Investigation - 46, Pending (fix identified but not applied) - 118, Completed (fix applied, awaiting confirmation) - 14.
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