SEC
Smart Energy Code

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# DCC Reporting: DCC Performance Measurement Report January 2020

## 1. Purpose

This paper provides the Operations Group (OPSG) with a summary of the monthly DCC Performance Measurement Report (PMR). OPSG Members are asked to note the information provided and agree any issues they believe should be highlighted to the SEC Panel.

The SEC sets out the operational Service Levels which the DCC is required to meet. The PMR provides details of the Service Levels achieved in respect of the Code Performance Measures set out in Sections H13.1 and L8.6 of the SEC and such Service Provider Performance Measures are specified in the Reported List of Service Provider Performance Measures document.

Service Levels are reported monthly. This report is provided within 25 Working Days following the end of each calendar month. Therefore, the most recent PMR available is for January 2020. The report is provided to the Panel, SEC Parties, the Authority and (on request) the Secretary of State. A copy of the January 2020 report is attached to this paper as Appendix A for information. The Performance Measurement Report Tracker and Performance Measurement Report Issue Log have also been provided for information as Appendices B and C.

## 2. Performance Measurement Report General Observations

There are two Code Performance Measures (CPMs) below Target: CPM 1 and CPM 4.

The report lists 12 Category 1 and 2 Incidents that were closed within the reported month. Of these, six were excluded within the reporting period. The DCC has acknowledged January 2020 was its worst month for Incident Management regarding Category 1 and 2 Incidents since it's inception.

INC000000532006: Comms Hubs Devices were dropping off the Home Area Network (HAN) in the Communication Service Provider central & South (CSP C&S). The issue affected approximately 20,000 properties, both pre-payment and credit and multiple Users. A tactical fix has been put in place to reboot affected Devices and is being carried out daily. The Incident took over 22 days to resolve.

INC000000534308: The DCC has been asked to confirm whether messages were being sent successfully but being retried and generated errors. It has also been asked to confirm how many Service Users were impacted.

INC000000541487: After an issue affecting a core network element in the CSP C&S, there was an increase in E20 alerts, which intermittently impacted SRVs in the region. DSP took an action to

improve the efficiency of DNS lookups by removing a non-prod domain entry on the Application Server. This resulted in failures completing quicker, allowing 'real' messages to complete within expected timescales. While this did not resolve the core issue with this incident it did allow service to restore to BAU levels. The DCC have been asked to confirm whether the root cause has been established and an enduring fixed applied.

INC00000542187: A single Service User reported an increase in E20 errors being returned from Service Requests sent during the Install and Commissioning process. The report notes, this is related to an ongoing issue with a Service User sending On-Demand requests rather than Scheduled requests through the night. This issue is being discussed at the main OPSG meeting.

## 2.1 Code Performance Measures (CPM)

Two Code Performance Measures are below Target.

**CPM1 - *'response times for on-demand Service Requests'***, is below Target Service Level at 98.41%. CPM1 has been below Target Service Level for the last 7 months; with this being the 13th instance it has been below in 14 months. It was impacted by the failure of Service Provider Performance Measure (PM) 2 '*response times for delivery of firmware payloads.'* This was below Minimum Target Service Level in Communication Service Provider North (CSP N) at 87.20%. The measure is now above target service level in both CSP Central & South (C&S). As in previous months, the failure in CSP N is attributed to Alerts generated from a small number of meters on the estate which will require device replacements to fix. Once again, the commentary notes 'Service Users have been advised not to install this model of comms hub whilst investigations are on-going'. There is only one model of Comms Hub available in the CSP N and this was highlighted to the DCC after publication of the December report.

**CPM4 - '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'***. Was below Target Service Level at 66.67%. This was due to the failure to resolve INC0000005320056 and INC000000541487 (referenced at the beginning of the report) within Service Level Agreed time. This reporting period has been one of the worst months for volume of Category 1 and 2 Incidents resolved within SLA, with August 2019 being the only month with a lower performance.

The majority of aged Incidents remain with Service Users and the total number has increased month on month. The top three Incidents are listed and the highest is '*Incorrect Communications Hub Variant Installed'*. SECAS is working with the DCC on a forward plan regarding Comms Hub Incidents.

## 2.2 Service Provider Performance Measures Data Service Provider (DSP)

PM 7, '*Notification of Planned Maintenance events'*, is below target service level for Q1 2020 at 93.33%. Since the report is from January 2020, the DCC have been asked how they already have figures for Q1. The report notes that of 30 applicable changes two failed the measure due to, 'an oversight in planning'. The report goes on to say that an additional internal change board has been added to the change management process to avoid such an oversight in the future.

## 2.3 Communication Service Provider (CSP) Performance Measures (PM)

<u>CSP N</u>

All Performance Measures for the CSP N are reported as above Target Service Level or no event.

<u>CSP C&S</u>

All Performance Measures for the CSP C&S are reported as above Target Service Level or no event.

**Exceptions**

CSP N

The same PMs accrued exception in CSP N as last month. SECAS question the 'Data Error' exception. It appears to be a bug or defect within the reporting system, with a fix due by the end of March. The DCC have been asked to confirm the fix is still on target. The OPSG have acknowledged that this Exception is not listed on the PMEL.

After a declining trend in previous months, the number of exceptions in CSP N has increased dramatically, from 15,205 in December to 41,437. The DCC has been asked for an explanation of this abrupt rise.

The DCC is working with CSP N to ensure that it raises Incidents against all incorrect Communication Hub installs.

CSP C

The same PMs accrued exceptions in CSP C as last month. The overall number of Exceptions has increased from 5,177 in December to 7,259 in January.

The number of instances of '*There were no, or incomplete address details provided by the Service User*' is the overwhelming majority of exceptions as with the previous months but has fallen markedly. The report again notes, 'the exception remains as the issue is due to the service users not following the CHIMSM. Invalid data is being entered into the MPxN field.' We noted last month that, the obligation in CHIMSM is to send the 8.14.1 in accordance with DUIS; and the MPxN field for this SRV within DUIS currently does not contain any strict restriction, simply a minimum character value of 1. Although it has been acknowledged that the MPxN field should be appropriately entered with a valid MPAN or MPRN, SECAS would not agree with the statement that Service Users are not following CHIMSM.

CSP S

The same PMs accrued exceptions in CSP C as last month plus, 'CHIMSM Not Followed – Associated with NEP' which did not accrue exceptions last month.

The overall number of exceptions has decreased this month from 6,467 in December to 5,713 in January. The number of instances of '*There were no, or incomplete address details provided by the Service User'* continues to be the majority of exceptions in CSP S. This exception continues to be discussed by the OPSG as above.

S1SPs

All Performance Measures for SIE are reported above Target Service Level except, '*Category 1 or 2 Incidents directly related to a change release within 30 days of release'*, which was below target service level. This was due to a category 2 Incident which was caused by an additional validation step being added to the migration process with an incorrect configuration. This prevented migrations from occurring. The configuration has now been corrected.

All Performance Measures for Capgemini are reported above Target Service Level or no event.

All Performance Measures for Vodafone are reported above Target Service Level or '*no data'*.

## 3. Service Credits

Last month the DCC confirmed that all three CSP regions are above the thresholds for the cumulative number of Comms Hubs installed at the end of a measurement period, meaning they are not exempt from service credits. The DCC are asked why they have left the note in for CSP S and not the other two once again, and whether service credits are being applied accordingly now the thresholds have been surpassed.

Service credits have been applied against three PMs in the CSP N: PM 2, PM 3.2, and PM 7.4. Regarding PM2 '*Percentage of Category 1 Firmware Payloads completed within the relevant Target Response Time'* and PM3.2 '*Category 3 Alerts delivered to the DCC WAN Gateway Interface*', the report again notes that discussion is ongoing between CSP N and the DCC about installations of meters outside agreed derogation areas. The DCC therefore proposed that the recording of service failure is suspended, and no service credits were recorded against this measure.

CSP S&C both had exceptions against them for PM7.3 '*Percentage Incident Resolution of Severity 1 and Severity 2 Incidents within requirement based on Severity level*'.

The DSP accrued no Service credits; however, for PM10 which historically accrued credits, the report says, '*Whilst discussions on an appropriate measurement method for PM10 continue, it has been greyed out and will not count as either a pass or a fail. This will be revisited once the PM10 performance measure is agreed*.'

## 4. Recommendation

The OPSG is requested to:

- **DISCUSS** the contents of this paper and Appendix A;
- **AGREE** whether the report reflects the service experienced for the period of the report; and
- **AGREE** any identified issues to be escalated to the Panel.

**Huw Exley**

**SECAS Team**

**16 March 2020**

**Attachments:**

- **Appendix A:** Performance Measurement Report January 2020 **(GREEN)**
- **Appendix B:** Performance Measurement Report Tracker January 2020 **(GREEN)**