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Paper Reference:	**OPSG_30x_2303_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 so, involvement is required by RDPs (SEC Appendix AG 2.5.10).

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

There were 3 Incidents opened in the month of February. 11 Incidents were reported as resolved within the month. One remains open with investigation to be completed. The open Incident is a Category 3 and is 9 days old. The DCC has been asked for an update on the open Incident. Further information can be seen in the table below.

Resolved RDP Incidents	
Severity	**Quantity**
3	3
4	2
5	6

Open RDP Incidents	
Severity	**Quantity**
3	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 February 2020 report is attached as confidential Appendix B (**AMBER**).

February 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
2,215,703	**3,652,222**	**- 1,436,519**	**60.7%**

19 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 February 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 is 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 its proposal at OPSG 28.

February 2020 Report Summary

As per the 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
128,892,815	**556,097,402**	**-427,204,587**	**23%**

It should be noted that the number of SRs forecasted is over three times the actual Service Requests submitted.

19 SEC Parties consumed service without submitting a forecast including one 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

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

2.6. SEC Panel Quarterly Problem Report Summary

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

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

16 March 2019

Attachments:

- **Appendix A:** RDP Monthly Incident Report February (**AMBER**)
- **Appendix B:** CSR Forecast Variance Report February (**AMBER**)
- **Appendix C:** SR Variance Report February (**AMBER**)

ANNEX 1

Report	Delivery per SEC	Content	Observations
Performance Measurement Report January 2020	On Time (SEC H13.4 – Monthly 25 working days following end of month). On Time	Per SEC H13.1. & L8.6	<u>CPM</u> Two Code Performance Measures were below Target Service Level. These were: • 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 CSP N. It did however exceed target in CSP C&S This is the 13th instance this CPM has been below target in 14 months; • 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 due to the failure to resolve two Major Incident (INC000000532006 and INC000000541487) within service level agreed time. <u>Service Provider Performance Measures</u> The number of Comms Hubs Exceptions has increased since December in bothbCSP N and CSP C and fallen slightly in CSP S. There continues to be discussion surrounding the Exception, *There were no, or incomplete address details provided by the Service User*' 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.

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	No report to review this month.
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 – February 2020	On Time (SEC Appendix AG 2.5.10 – Monthly - timing not specified).	Per SEC Appendix AG.	3 Incidents were raised within the month with a total of 11 Incidents reported as resolved within the month and 1 records reported as outstanding.
Certificate Signing Request (CSR) Variance Report – February 2020	SEC L8.9 – 10th Working Day following month end. On time	Per SEC L8.9(a)	2,215,703 requests were sent versus a forecast of 3,652,222, 60.7% of the forecast. (Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts') 19 Authorised Subscribers who are consumed services without submitting a forecast, including four Large Suppliers.
Service Request (SR) Variance Reporting – February 2020	(SEC H3.24 – 10th working day of month) On time	Per SEC H3.24	128,892,815 SRs were sent versus a forecast of 556,097,402, 23% of the forecast. (Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts') 19 SEC Parties consumed service without submitting a forecast including one Large Supplier.

Quarterly Problem Report	Per SEC Appendix AG Quarterly timing not specified within Appendix AG.	Per SEC Appendix AG	No report to review this month.