Operations Group Meeting 30x

23 March 2020, 13:00 – 15:30

Meeting Headlines

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

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

RDP Incidents: SECAS highlighted that since the report was issued, there were three Registration Data Provider (RDP) Incidents opened in February and 11 incidents were resolved within the month.

DCC Certificate Signing Request Variance Report (SECAS): The OPSG noted the report. The February 2020 report outlined that there were 19 Users who have consumed services without submitting a forecast, which included four Large Suppliers.

DCC Service Request Variance Report (SECAS): The OPSG noted the report. The February 2020 report outlined that 19 Users consumed services without submitting forecasts, including one Large Supplier.

SECAS requested that the OPSG provide any comments on the summary of DCC reporting (Annex 1) by 8 April.

4. PMR Report – January (SECAS): The OPSG reviewed the Performance Measurement Report (PMR). SECAS noted that two Code Performance Measures were below Target Service Level; CPM 1 and CPM4. The OPSG agreed to reject the January PMR report due to numerous errors. The DCC agreed to reissue the report by 31 March.

5. PMR Issues Log Analysis (SECAS): The OPSG noted the PMR Issues Log Analysis report and noted that its recommendation will be included in the full report of the Operational Metrics Project. The OPSG would be invited to comment on and endorse the recommendations as part of the report before it is submitted to the SEC Panel.

6. AOB (SECAS/DCC):

Business Continuity – Covid-19 (DCC): The DCC explained that it has full contingency plans in place during the Covid-19 pandemic. The DCC confirmed that it is fully operational and plans to communicate any changes to the status of its services via customer webinars. The DCC agreed to consider whether service status could be published online.

As part of risk reduction during the current circumstances, the DCC asked Users to minimise non critical change to their systems and to notify the DCC.

Queue Management During User Outages (DCC): The DCC, supported by the Data Service Provider (DSP) proposed an emergency change to replace an existing manual process with an automated one.

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This process would manage message queues (service requests and alerts) at the DSP during outages of User systems, and hence would protect the integrity of DCC Services for all Users. The current process is manual and therefore presents a risk in the current circumstances when staffing levels may be reduced.

The DCC proposed that:

1. As in the existing process, when a queue reaches 500,000 messages, an Incident is raised against the Service User
2. In the new process, when a queue reaches one million messages, the DSP will start to delete queued messages. Deletion will be made regardless of the message type.

The OPSG raised concerns that important messages for specific Devices will be lost.

The OPSG asked that the DCC publish clear instructions to Users on how the new process will work.

The OPSG agreed to endorse the implementation of the automated process as an urgent emergency measure.

Whilst accepting the need for an urgent initial implementation, the OPSG asked that the DCC subsequently present details of the process for review and refinement. The OPSG asked that, meanwhile, the DCC provide a monthly briefing on the operation of this process.

PMR Project Report Check Point (SECAS): SECAS updated the OPSG with the progress of the PMR project report since the last iteration. SEC Parties are asked to provide any comments on the key recommendations of the report by 27 March. The OPSG will then be asked to review and endorse the final version of the report before it is submitted to the Panel.

Schedule for Live Service Criteria Governance Steps: SECAS highlighted the forthcoming Live Service Criteria schedule.

Next main meeting: 7 April 2020
Next reporting meeting: 27 April 2020

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