Alert loss during DCC Scheduled Maintenance

Update on March 2020 actions

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Agenda

- User/ DSP Buffer
- Resolving AD1 alert loss
- N53 Summary
- Scheduled Maintenance Timings
- Service user critical alerts
- Next Steps & Way Forward

Purpose

- To address/ partially address actions agreed at the March TABASC.
  - To provide a high level update for the implementation of the User/DSP Buffer
  - To discuss what is being done to resolve the loss of AD1 alerts on TEF
  - To provide an update on the RCA for N53 alert generation
  - To discuss the impact of scheduled maintenance timings for service user business processes
  - To **agree** which alerts are deemed critical to a service user

User/ DSP Buffer

- Draft design document has finished internal DCC review
- Currently under assessment by CGI (DSP)
- DCC to provide update on final design approach at the next TABASC

Resolving AD1 alert loss

- The DCC has specified three high level requirements for AD1:
  a) DCC has defined that the AD1 alert should not be lost during TEF scheduled maintenance
  b) Any AD1s generated during scheduled maintenance should be stored and sent to the DNO after maintenance period is complete
  c) Throttling mechanism – is this required ?

- If TEF component which detects device behaviour and generates AD1 is required to be uplifted during scheduled maintenance, AD1 will be lost. DCC working with TEF to define the detail requirements and where they drive cost / complexity so that different design options could be proposed
- Different solutions being compared against the last 6 months worth of operational data to define potential effectiveness

Resolving AD1 alert loss (2)

- **Question**: In what manner should DCC send these alerts back to the network operator ?

- AD1 is not subject to SECMP0062 – So no alert storm protection for AD1

N53 Summary

- This alert will be consolidated within SECMP0062
- High level of false positives within N53 alerts generated
  - This has been discussed as part of the GBCS working group
  - Current guidance indicates that the N53 isn't always indicative of HAN loss. But more likely to represent an intermittent comms issue within HAN
- DCC is still working on the RCA
- Alerts related to (819D + 819E) will be discussed at TSIRS, updates will be provided to TABASC

Scheduled Maintenance Timings

- Currently scheduled maintenance timings are occurring between: **20:00-02:00** (Currently under UTC times)
- This moves to **19:00-01:00** upon arrival of BST
- The SEC states that the DCC has a 6 hour window to complete scheduled maintenance activities
- **Question**: Does the current 6 hour window between **20:00-02:00** (UTC) impact users business processes?

Service User Critical Alerts

- An action was taken at the last TABASC meeting for members to make DCC aware of alerts which were deemed critical by service users
- Steer was given to include those that support the safety of customers and security of operations
- Proposed list on the next slide

Proposed List of Alerts

- **0x8F78** Unauthorised Physical Access – Other – Supplier - **M**
- **0x8F77** Unauthorised Physical Access - Second Terminal Cover Removed – Supplier - **M**
- **0x8F76** Unauthorised Physical Access - Terminal Cover Removed – Supplier - **M**
- **0x8F74** Unauthorised Physical Access - Meter Cover Removed – Supplier - **M**
- **0x8F73** Unauthorised Physical Access - Battery Cover Removed – Supplier - **M**
- **0x8F72** Firmware Verification Successful – Supplier - **M**
- **0x8F1E** Integrity check of content or format of command failed – Supplier - **M**
- **0x8F3F** Unauthorised Physical Access - Tamper Detect – Supplier - **M**
- **0x8F1F** Low Battery Capacity – Supplier - **M**
- **0x8F1D** GSME Power Supply Loss – Supplier - **M**
- **0x81C0** Supply Disconnect Failure – Supplier - **NM**
- **AD1** Power Outage – DNO
- **0x8F36** Power Restore – DNO - **M**
- **0x8F35** Power Restore – DNO - **M**

Key
M = Mandated
NM = Non-Mandated

Other suggestions

- **Prepay Alerts –** Fraud and Business Critical
- **Indicators of Financial Distress (prepay) -** Emergency Credit, Credit Below Threshold, Low Credit
- **Safety related (Installation)** – Reverse Flow, Inc Polarity, Reverse Current

Next Steps & Way Forward

1. More information on implementation and high level design of the User/DSP Buffer
2. Analysis of solutions to solve AD1 loss on TEF
3. Understanding of RCA study of N53 generation and impact of false positives
4. Are there any views on Scheduled maintenance timings?
5. DCC to conduct review into how it can prioritise alerts deemed critical by users