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Operations Group Meeting 30x

OPSG_30x_2303

13:00 – 15:30

Gemserv, 8 Fenchurch Place, London, EC3M 4AJ

Draft Minutes

Attendees:

Category	Operations Group Members
Operations Group Chair	Dave Warner (Teleconference)
DCC	Mo Asif (Teleconference)
	Alex Henighan (Teleconference)
Network Parties	Gemma Slaney (Teleconference)
	Matthew Alexander (Teleconference)
Large Suppliers	Nassar Zeb (Teleconference)
	Rochelle Harrison (Teleconference)
	Yvonne Mackenzie (<i>Alternate for Endika Enes</i>) (Teleconference)
	Tracey Pack (<i>Alternate for Paul Clark</i>) (Teleconference)
	Ed Webber (Teleconference)
	Ralph Baxter (Teleconference)
Small Suppliers	Kate Frazer (Teleconference)
Other SEC Parties	Elias Hanna (Teleconference)
	Tom Woolley (Teleconference)

Representing	Other Participants
DCC	Steve Stathakis (Teleconference)
	Sharon Bradley (Teleconference)
	Richard Ascough (Part) (Teleconference)

SECAS	Veronica Asantewaa (Meeting Secretary) (Teleconference)
	Huw Exley (Teleconference)
	Joey Manners (Teleconference)
	Tim Newton (Part) (Teleconference)
TABASC	Julian Hughes (Teleconference)
BEIS	Natasha Free (Teleconference)

Apologies:

Representing	Name
Large Suppliers	Tony Shanahan
	Zoe Marklew
	Rob Short
Small Suppliers	Kate Barnes
	Simon Dowse
Other SEC Parties	Geoff Huckerby

1. Previous Meeting Minutes

The Operations Group (OPSG) Chair welcomed members to the additional Reporting Meeting and invited comments on the Draft Minutes from OPSG_29xx and the Draft Minutes from the SMETS1 Governance Meeting OPSG_29xxx.

No comments were made and the OPSG **AGREED** that the minutes would be published as final.

2. Actions Outstanding

SECAS presented the updates to the actions outstanding from OPSG_29xx. Actions were noted as completed where appropriate. It was noted that a number of actions had not been completed by the target date, and new deadlines for these actions were set.

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
OPSG 28x/04	The DCC to confirm that the DP116 'Service Request Forecasting' proposal and trial was presented and approved to proceed by the Panel.	27/01/2020	23/03/2020	27/04/2020	DCC

A Distribution Network Operator (DNO) mentioned that the appropriate timescales will need to be approved by the Change Sub-Committee (CSC). The group discussed whether the action to bring the Service Request

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
Forecasting proposal to Panel was still relevant, as there is no requirement for SEC obligations to be waived. This action will be closed following CSC follow-up. Action Status: Open					
OPSG 28x/05	The DCC to confirm that the 100% achievement of PM4.3 is consistent with poor performance being experienced by Service Users.	27/01/2020	23/03/2020	25/05/2020	DCC
SECAS and the DCC are currently investigating the design of test messaging and will provide more information on the route cause at the May meeting (OPSG_32x). Action Status: Open					
OPSG 29xx/01	OPSG members to review the SR forecast production report and SR forecast reports provided by the DCC to investigate if there are discrepancies in the reported forecasts.	24/02/2020	23/03/2020	25/05/2020	DCC
A DNO member noted that this is still an ongoing issue and highlighted that there are discrepancies across multiple reports, including Technical Operation Centre (TOC) reports and the DNO Load Balance report on SSI. A DNO member stated that reliability of data has been raised as part of DP116 Service Request Forecasting . The OPSG agreed that reporting would be covered by the SEC Modification but asked the DCC to confirm whether the current inaccuracy of forecasts and data poses a problem for the DCC. Action Status: Open					

The OPSG **NOTED** the update.

3. SEC Panel Reports

SECAS presented a summary of the SEC Panel reports to the OPSG.

3.1 Registration Data Provider Incident Report

The OPSG considered the Registration Data Provider (RDP) Incidents Report for February 2020.

SECAS highlighted that in February 2020, there were three Registration Data Provider (RDP) Incidents opened and 11 resolved.

The DCC confirmed that one open RDP Incident (INC000000559813) under investigation was caused by a missing file in the sequence. This was later received and processed by the DSP, resolving the Incident.

3.2 DCC Certificate Signing Request Variance Report

The OPSG considered the Certificate Signing Request (CSR) Variance Report for February 2020.

The report outlined that there were 19 Users who have consumed services without submitting a forecast, which included four Large Suppliers (LSs).

SECAS noted that CSR forecasts to actual variance continues to be outside of tolerance. The OPSG Chair questioned if there are any implications from the inaccuracy of the forecasts and noted this will continue to be highlighted to the Panel.

3.3 DCC Service Request Variance Report

The OPSG considered the Service Request (SR) Variance report for February 2020.

The report outlined that there were 19 Users who have consumed services without submitting a forecast, which included one LS.

SECAS noted that the number of Service Requests forecasted were up to three times the actual Service Requests submitted. As with the CSR Variances, The OPSG Chair questioned if there are any implications from the inaccuracy of the forecasts and noted this will continue to be highlighted to the Panel. The DCC stated that it will investigate further as part of Modification DP116 that has been raised.

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

ACTION OPSG 30x/01: The DCC to confirm whether there is an impact of inaccurate forecasting in Certificate Signing Request and Service Request Variance Reports.

ACTION OPSG 30x/02: OPSG members to provide any comments on the summary of DCC Reporting (Annex 1) by 8 April.

The OPSG **NOTED** the SEC Panel Reports.

4. PMR Report – January

SECAS presented its review of the January Performance Measurement Report (PMR) to the OPSG.

SECAS noted that two Code Performance Measures were below Target Service Level; CPM1 and CPM4. CPM1 was below Target Service Level for the 13th time in 14 months.

The DCC confirmed that the January and December PMR CH Exceptions figures for CSP N had been incorrectly reported; January's actuals were used in December's PMR and vice versa. SECAS noted that the December PMR had not been reissued to correct the inaccuracies highlighted at the OPSG reporting meeting in February. The OPSG raised concerns about the quality of the PMR reports.

The OPSG **AGREED** to **REJECT** the December and January PMR reports due to numerous errors. The DCC agreed to reissue the report by 31 March.

ACTION OPSG 30x/03: The DCC to amend and reissue the December and January PMR reports by 31 March.

5. PMR Issues Log Analysis

SECAS presented a detailed review of the PMR Issues Log Analysis report. This review consisted of 74 logged PMR issues between April 2018 to July 2019.

Regarding the proposed standard for the acceptable number of Category 1 and 2 incidents, the OPSG Chair was concerned that the proposal reflected the level of service that had already been

achieved, which was generally seen as not acceptable. Any new standard should reflect what Users regarded as an appropriate level of service.

The OPSG noted that the recommendations included in this paper will be included in the full report of the Operational Metrics Project. The OPSG will be invited to comment on and endorse the recommendations as part of the report before it is submitted to the SEC Panel.

The OPSG **NOTED** PMR Issues Log Analysis report.

6. Any Other Business

Business Continuity – Covid-19

The DCC explained that it has full contingency plans in place during the Covid-19 pandemic. The DCC has identified its critical staff including the Service Desk, Major Incident Management (MIM) and Change Management teams, and has made provisions to ensure the resilience of its workforce.

The DCC stated that it is fully operational and has identified the key operational services required to support the industry such as Prepayment Top Up and Live Service Request Management. These services are operating at a Green status and the DCC will continue to monitor this during the crisis period.

A LS member questioned the DCC's level of communication if the status of these services changed, and the DCC noted the plans to communicate any changes to the status of its services via customer webinars. The DCC also agreed to consider whether service status could be published online.

The DCC confirmed that Business Continuity Disaster Recovery (BCDR) testing had not been suspended. 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 when doing so. The Chair noted that it would be worthwhile for DCC to consider the benefit/risk case for Disaster Recovery (DR) testing at the current time.

Queue Management During User Outages

The DCC, supported by the Data Service Provider (DSP), proposed an emergency change to replace an existing manual process for queue management with an automated one. This process would manage message queues (Service Requests and Alerts) at the DSP during outages of User systems, protecting the integrity of DCC Services for all Users. As the current process is manual it may be at risk due to the potential for staffing levels to be reduced during the pandemic.

The DCC noted that:

1. In the existing manual process, when a queue reaches 500,000 messages a Category 3 Incident is raised against the individual Service User. A Category 3 Incident is also raised when the queue has a combined total of 1.5 million messages.
2. A Category 2 Incident is raised when there is over two million messages in the queue, it is at this point where the Service User will be contacted by the MIM Team to discuss the situation and the next steps to remove these messages.

The DCC proposed that:

1. In the new automated process, when a queue reaches one million messages, the DSP will start to delete the queued messages. Deletions will be made indiscriminately, regardless of the message type.

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

ACTION OPSG 30x/04: The DCC to publish clear instructions on how the automated queue management system will work to all DCC Users.

ACTION OPSG 30x/05: The DCC to provide a monthly update on the operational process of the automated queue management system, and present options for refining the process to meet User concerns.

PMR Project Report Check Point

SECAS updated the OPSG with the progress of the PMR Metrics 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.

ACTION OPSG 30x/06: The OPSG to provide any comments on the key recommendations of the PMR project report to SECAS by 27 March.

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