SEC
Smart Energy Code

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Smart Energy Code

DP122
'Operational Metrics'

Modification Report

Version 0.1

Corporate member of Plain English Campaign
Committed to clearer communication
592

About this document

This document is a draft Modification Report. It currently sets out the background, issue, and progression timetable for this modification, along with any relevant discussions, views and conclusions. This document will be updated as this modification progresses.

Contents

1. Summary 3
2. Issue 4

Appendix 1: Progression timetable 8

Appendix 2: Glossary 9

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1. Summary

This proposal has been raised by Gemma Slaney from Western Power Distribution.

Issues with transparency of reporting and relevance of the measures contained within the Data Communications Company (DCC) Performance Measurement Report (PMR) have arisen. In its monthly review of the PMR, the Operations Group has found it increasingly difficult to report to the Smart Energy Code (SEC) Panel on the issues within the report.

As a result of the issues encountered by the Operations Group, the Operational Metrics Review (OMR) was undertaken to better understand the PMR measures, consider amendments and recommendations of new performance indicators.

Through workshops and surveys of Users, it is clear that Users want to see reporting that reflects the business processes that the DCC supports, for example, Installation and Commissioning, Billing, and Prepayment top up.

2. Issue

The Operational Metrics Review

In October 2019, work commenced on the Operations Group's Operational Metrics Review project to identify improvements in the metrics used to measure the DCC service. The need for the review was identified following issues raised by the Operations Group in relation to the monthly PMR produced by the DCC.

The PMR provides details of the Code Performance Service Levels achieved as set out in SEC Sections H13.1, L8.6 and D11.3 and the Service Provider Performance Measures specified in the Reported List of Service Provider Performance Measures document.

The purpose of the Operational Metrics Review was to identify improvements in the set of operational metrics defined in the SEC for the measurement of the delivery of DCC Services. The improvements reflect User requirements and priorities. The review was resourced and managed by the Smart Energy Code Administrator and Secretariat (SECAS) and was conducted over a period of four months.

Ofgem has been engaged throughout the review and is currently reviewing its Operational Performance Regime (OPR) structure. The aim of the Ofgem review is to ensure incentives placed on DCC are adequate and effective, and therefore the outcomes of this project will help to ensure that the most appropriate subset of SEC defined measures feed into the OPR.

The diagram below provides a pictorial view of the performance reporting documents provided and maintained by the DCC in accordance with the SEC and utilised by Ofgem as part of its annual OPR review.

Figure 1

What is the issue?

Through workshops and surveys of Users, it is clear that Users want to see reporting that reflects the business processes that the DCC supports, for example, Installation and Commissioning, Billing, and Prepayment top up.

Key findings with the PMR reporting were:

- Instances where the reported performance is contradictory to the operational experience of Users;
- Instances where the reported metrics, although correct, do not appear to reflect the impact of performance issues on Users; and
- Gaps in reporting whereby important aspects of operational performance are not being addressed by the current set of metrics.

OMR recommendations

This Draft Proposal proposes that the DCC Operational Performance Reporting is addressed for the following areas:

- Report and measure service performance by User business processes using Service Request Variants.
- A measure of end to end DCC Service Availability across the DCC environment reported by Communication Service Provider (CSP) region.
- A change to the production of the PMR to improve the timeliness of production of the PMR, to ensure the PMR remains operationally relevant to Users. Changes or additions to Smart Metering Equipment Technical Speci8fications (SMETS) 2 arrangements for the PMR are, where appropriate, taken forward for SMETS1. This would ensure consistency across SMETS Device types and make sure that reports are focussed on outcomes, reflective of the experience of Users at an industry reported level.
- A measure that the number of Major Incidents (Categories 1 & 2) is no more than one Category 1 per annum and two Category 2 per month, along with detail of the total amount of related outage time.

Options to be investigated for this proposal are to move the performance measures outside of the SEC into a defined document that is controlled by the Operations Group.

Trialling of new metrics by the DCC should be conducted in parallel with this proposal to provide assurance that performance measures are made fit for purpose prior to them being adopted.

What is the impact this is having?

The current arrangements do not provide suitable transparency in the use of the Performance Measurement Methodology (PMM) that the DCC has utilised to date.

The project undertook a review of the PMM. The review was not a forensic examination of the calculations. The project has, instead, tried to understand if the PMR metrics and supporting methodology remain appropriate and to make recommendations for potential amendments and changes.

The table below sets out details of the review and observations against the Code Performance Measures. Without action the issues highlighted within the table below, will continue to be experienced by Users.

Summary of review outcomes			
Performance Measure ID	**Description per SEC**	**Summary of Measurement Methodology**	**Observation**
CPM1: Section H 'DCC Services' 13.1	Percentage of On-Demand Service Responses delivered within the applicable Target Response Time.	Calculation of aggregate performance across a number of On Demand Services and Service Provider contract Service Levels. Uses Round Trip Test Home Area Network (HAN) Interface Commands.	Does not measure actual performance, rather a set of averages across a range of Service Provider Service Measures.
CPM2: Section H13.1	Percentage of Future-Dated Service Responses delivered within the applicable Target Response Time.	Calculation of aggregate performance across a number of future dated service requests across Service Provider contract Service Levels. Uses varying Round Trip Time Test HAN Interface Commands.	Does not measure actual performance. A set of averages are used to determine performance, across a range of Service Provider Measures.
CPM3: Section H13.1	Percentage of Alerts delivered within the applicable Target Response Time.	Calculation of aggregate performance of percentage of Data Service Provider (DSP) Alerts within Target Response Time and CSP Alerts delivered across DCC gateway within the Target Response Time.	Measures average rather than actual volume performance against Service Provider Service Levels.
CPM4: Section H13.1	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.	Calculation of Category 1 and 2 Incidents (for which the DCC is responsible for resolving), closed within the month (Performance Measurement Period). In accordance with Incident Management Policy.	Measures resolution times of Incidents per the measure rather than impact of outage to Users.

Summary of review outcomes			
Performance Measure ID	**Description per SEC**	**Summary of Measurement Methodology**	**Observation**
CPM5: Section H13.1	Percentage of Incidents which the DCC is responsible for resolving and which fall within Incident Category 3, 4 or 5 that are resolved in accordance with the Incident Management Policy within the Target Resolution Time.	Calculation number of Category 3, 4 and 5 Incidents for which the DCC is responsible for resolving, closed within the month that meet the Target Resolution Period divided by number of Category 3, 4 and 5 Incidents for which the DCC is responsible for resolving closed within the month.	Given the length of time to resolve, further transparency required to be sure that resolution is being reported against the correct month.
CPM6: Section H13.1	Percentage of time (in minutes) when the Self-Service Interface is available to be accessed by all Users during the Target Availability Period.	Calculation is total time SSI available for the month.	This is measure only of SSI availability not wider Service availability.
CPM7: Section L 'Smart Metering Key Infrastructure & DCC Key Infrastructure' 8.6	Percentage of Certificates delivered within the applicable Target Response Time for the Smart Metering Key Infrastructure (SMKI) Services.	Calculation of average weighted service level, of signing requests over Individual SMKI Service Interface reported in the month. Where demand is greater than 375,000 requests a manual adjustment is made.	Using weighted service levels, believe this is measuring averages and not time of actual communications of Certificates over the SMKI Service Interface.
CPM8: Section L8.6	Percentage of documents stored on the SMKI Repository delivered within the applicable Target Response Time for the SMKI Repository Service.	Calculates the number of SMKI Repository Requests where the SMKI Repository Response Time is less than or equal to the relevant Target Response Time over the number of SMKI Repository Requests received.	SMKI measure, the SMKI Repository Response Time calculated as the time at which the response to the SMKI Repository Request is sent minus the time at which the SMKI Repository Request is received.
CPM9: Section D 'Modification Process' 11.1	Out of the DCC Assessments required to be completed during the Performance Measurement Period, how many were completed within the required timescales.	Needs to be added to PMM.	Needs to be added to PMM.

Appendix 1: Progression timetable

This Draft Proposal will be presented to the Change Sub-Committee (CSC) for decision on 31 March 2020. If the CSC agrees that this Draft Proposal is ready to be converted into a Modification Proposal, SECAS will submit it for the Panel to consider on 17 April 2020.

Timetable	
Event/Action	**Date**
Draft Proposal raised	24 Mar 2020
Presented to CSC for initial comment	31 Mar 2020
Panel converts Draft Proposal to Modification Proposal	17 Apr 2020

Appendix 2: Glossary

This table lists all the acronyms used in this document and the full term they are an abbreviation for.

Glossary	
Acronym	**Full term**
CSC	Change Sub-Committee
DCC	Data Communications Company
OMR	Operational Metrics Review
PMR	Performance Measurement Report
PPM	Performance Measurement Methodology
SEC	Smart Energy Code
SECAS	Smart Energy Code Administrator and Secretariat