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Paper Reference:	SECP_79_1704_21
Action:	For Information

DCC Reporting

1. Purpose

This paper details which reports are provided by the DCC for the SEC Panel to review, as required by the Smart Energy Code (SEC).

The Panel is also asked to note the observations raised by the Operations Group (OPSG) against the reports currently delegated to it.

2. DCC Reports

The following report has not been delegated to the OPSG. It remains a SEC Panel responsibility. However, although not officially delegated, it is currently being reviewed on a monthly basis by the Security-Sub Committee (SSC) to improve the accuracy and quality of the data. At SSC_97_2503, DCC presented the volume of Devices which failed post commissioning, noting a correlation where Service Request (SR) Variants have not been submitted by DCC Users. This could either be due to a successful attempt to issue an SR where the Device did not respond or where the request was not submitted. The DCC is looking to check the certificates within the Device, which may indicate that although the Device did not respond (so the SR failed), it did complete the action.

The SSC noted that Suppliers not issuing SRs are not fulfilling their SEC obligation to do so. The SSC agreed to request the breakdown of Suppliers who are not providing SRs to the DCC.

- Post Commissioning Information Report (February 2020)

This report has an **AMBER** classification and distribution is limited to the SEC Panel only and those who have a need to know in order to take action.

3. Operations Group Reports Summary

Annex A to this paper provides the full list of reports that were reviewed by the OPSG at its March 2020 Reporting meeting and the observations raised. Below are the key observations.

3.1 Performance Measurement Report (PMR)

The OPSG considered the PMR report for January 2020.

Two Code Performance Measures (CPMs) were below Target Service Level: CPM 1 '*response times for on-demand Service Requests*' at 87.20%, and 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*' at 66.67 %.

The failure of CPM1 was again driven by the underlying Performance Measure (PM) 2 '*Percentage of Category 1 Firmware Payloads completed within TRT*' which was below Target Service Level in Communication Service Provider North (CSPN). The measure was above target service level in CSP Central & South (CSP C&S). This CPM has been below Target Service Level 13 times in the last 14 months, with consistent under performance from PM 2.

The failure is attributed to Alerts generated from a small number of meters on the estate. As in December, the report states, 'SU has been advised not to install this model of Comms Hub whilst investigations are on-going'. SECAS again advised the DCC, there is only one model of Comms Hub available in the CSP N region.

Major Incidents

The report lists 12 Category 1 and 2 Incidents that were closed within the reported month. Of these, six were excluded within the reporting period. The DCC has acknowledged January 2020 was its worst month for Incident Management regarding Category 1 and 2 Incidents since its inception.

CH Exceptions

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 in general.

The OPSG rejected the January PMR report due to numerous errors and The DCC agreed to reissue both the January and December reports, which will be reviewed at the OPSG's April reporting meeting.

3.2 Service Request Variance Report and Certificate Signing Request Variance Reports

The OPSG considered the 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. The DCC advised that all SEC Parties should continue to submit SR forecasts as per their SEC obligation until the Modification is implemented.

OPSG noted that the number of Service Requests forecasted were up to three times the actual Service Requests submitted and questioned if there are any implications of the inaccuracy of the forecasts. The DCC will investigate further as part of Modification DP116 that has been raised.

4. Recommendations

The Panel is requested to **NOTE** the OPSG observations in relation to DCC reports delegated to them.

Huw Exley; SECAS Team; 9 April 2020

Attachments:

- **Appendix A** – Post Commissioning Information Report (February 2020) (**AMBER**)

Annex A: DCC SEC Panel Reports

	Report Name and Purpose	Delivery per SEC	Ops Group Observations of last paper
1	Performance Measurement Report Sets out the Service Levels achieved in respect of each Performance Measure set out in SEC Section H13.1 and SEC Section L8.6. January 2020	SEC H13.4 – Monthly - 25 working days following end of month. On Time	<p><u>CPM</u></p> <p>Two Code Performance Measures were below Target Service Level. These were:</p> <ul style="list-style-type: none"> CPM 1 (<i>Percentage of On Demand Service Responses delivered within the applicable Target Response Time</i>). This was again driven by Service Provider PM 2 (<i>Category 1 Firmware Payloads completed within TRT</i>) which failed to meet target in CSP N. This is the 13th instance this CPM has been below target in 14 months; CPM4 (<i>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</i>) was below target due to the failure to resolve two Major Incidents (INC00000005320056 and INC0000000541487) within service level agreed time. <p><u>Service Provider Performance Measures</u></p> <p>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 Decembers PMR and vice versa.</p> <p>The OPSG rejected the January PMR report due to numerous errors report. The DCC agreed to reissue the report.</p>

2	DCC Responsible Communications Hub (CH) Returns Report Details the number of CHs for which the reason for return, loss or destruction, is determined to have been a CH Pre-Installation DCC Responsibility, or a CH Post-Installation DCC Responsibility.	SEC F9.15 – Quarterly - the SEC does not prescribe when after end of quarter the report is provided.	No report to review this month.
3	DCC Network Enhancement Report (Network Enhancement Plans - NEP) A report to the Panel and SEC Parties on any ongoing Network Enhancement Plans and those that were completed during the previous quarter.	SEC F7.21 - Quarterly - within a reasonable period of time following each quarter that ends prior to 1 January 2021.	No report to review this month.
4	Registration Data Provider (RDP) Incident Report A report provided to the SEC Panel and Network Parties on the time it has taken to resolve incidents where the DCC is responsible for resolution, but activity is required by RDP's.	SEC Appendix AG 2.5.10 – Monthly - timing not specified.	February 2020: Three Incidents were raised within the month with a total of 11 Incidents reported as resolved within the month and 1 record reported as outstanding (subsequently resolved).
5	Certificate Signing Request (CSR) Variance Report The report that sets out: <ul style="list-style-type: none"> the actual number of CSRs against the forecasted volumes details of the Authorised Subscribers whose actual volumes of CSRs submitted 	SEC L8.9 – Monthly - 10 th Working Day following month end. Report on time.	February 2020: 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 consumed services without submitting a forecast, including four Large Suppliers.

	were greater than, or equal to, 110% of their forecasted volumes.		
6	Service Request (SR) Variance Report The report sets out: <ul style="list-style-type: none"> the actual number of Service Requests sent against the forecasted volumes; and where there are exceptions, details of the Users whose actual volumes of Service Requests sent were less than or equal to 90%, or greater than or equal to 110% of their forecasted volumes 	SEC H3.24 – Monthly - 10 th working day of month Report on time.	February 2020: 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.
7	Quarterly Problem Report This report provides details of the Open Operational Problems experienced by DCC Users	SEC Appendix AG 3.2- Quarterly - timing not specified within Appendix AG.	No report to review this month.