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Operations Group Meeting 28x

OPSG_28x_2701

13:00 – 14:30

Gemserv, 8 Fenchurch Place, London, EC3M 4AJ

Final Minutes

Attendees:

Category	Operation Group Members
Operations Group Chair	Dave Warner
DCC	Alex Henighan (Teleconference)
	Mo Asif (Teleconference)
Large Supplier	Ralph Baxter (Teleconference)
	Rochelle Harrison (Teleconference)
	John Noad (Alternate) (Teleconference)
	Nassar Zeb (Teleconference)
Network Parties	Matthew Alexander (Teleconference)
Other SEC Parties	Elias Hanna (Teleconference)

Other Attendees:

Representing	Name
SECAS	Veronica Asantewaa (Meeting Secretary)
	Huw Exley
	Joey Manners
	Tim Hall
DCC	Sharon Bradley (Part) (Teleconference)
BEIS	Natasha Free (Teleconference)

Apologies:

Representing	Name
Other SEC Parties	Geoff Huckerby

Managed by

	Tom Woolley
Small Suppliers	Simon Dowse
	Kate Barnes
	Kate Frazer
Large Suppliers	Endika Enes
	Tony Shanahan
	Zoe Marklew
	Paul Clark
Network Parties	Gemma Slaney

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_26c.

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

2. SEC Panel Reports

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

2.1 Registration Data Provider Incident Report

The OPSG considered the Registration Data Provider (RDP) Incidents Report for December 2019.

It was noted that for December, three of the seven open RDP Incidents have now been closed with four awaiting resolution.

2.2 DCC Certificate Signing Request Variance Report

The OPSG considered the Certificate Signing Request Variance (CSR) Report for December 2019. SECAS highlighted that the headline figures referenced, assume SEC Parties that consumed service without submitting a forecast, submitted a 'Zero Forecast'. The December 2019 report outlined 19 Users consumed services without submitting a forecast, including four Large Suppliers. SECAS noted an increase on the previous month.

The DCC confirmed that its service managers are in contact with Users who are not submitting Service Request (SR) forecasts but were unaware if the same was happening for CSR forecasts. It was agreed that the DCC would confirm. However, the OPSG Chair expressed that more investigation is needed as it seems difficult to provide the correct forecasts. The DCC agreed to review this in more detail for the next meeting (OPSG_29x).

2.3 DCC Service Request Variance Report

The OPSG considered the SR Report for December 2019. The DCC mentioned that it has support from industry for trialling the alternative solution to SR forecast submissions, and currently have one volunteer for the trial. The DCC stated that the duration of the trial will be two to three months and will test the accuracy and logistics of forecast submissions. The OPSG asked the DCC to confirm that the SRV proposal had been approved by the Panel.

It was noted that current forecasting obligations are still in place and that 16 SEC Parties had used service without submitting a forecast including one LS.

2.4 NEP Quarterly Report

The OPSG considered the Network Enhancement Plan (NEP) Quarterly Report for Quarter 4 2019. SECAS highlighted that 478 NEPs were completed in the quarter compared to zero in the previous quarter.

The OPSG noted that NEPs are necessary, in order for the Communication Service Provider Central & South (CSP C&S) to achieve its 2020 coverage targets. The OPSG Chair questioned when in 2020 this target needed to be achieved and exactly what the target is. The Chair asked whether the OPSG should expect to see CSP C&S's progress towards its target in the Quarter 1 2020 NEP report, with a view of whether tangible progress is being made.

OPSG agreed that the DCC should confirm what the 2020 targets are and when exactly they need to be achieved by, and the quarterly report will need to include progress towards the 2020 coverage targets. The DCC stated that it will provide an update on this at the next main meeting (OPSG_29). It was noted that there is a reliance on Users installing correct Communication Hub (CH) variants and that these issues are being addressed as part of the aged Incidents and CH Exceptions activities; therefore, the DCC update should also cover the impact of incorrect installations.

SECAS asked the OPSG to provide any comments on the summary of DCC reporting (Annex 1) by 6 February.

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

ACTION OPSG 28x/01: The DCC to confirm that its service managers are contacting DCC Users who are submitting Certificate Signing Requests without submitting accompanying forecasts by the next reporting meeting (OPSG_29x).

ACTION OPSG 28x/02: The DCC to provide a verbal update confirming the details of the CSP C&S 2020 coverage target, including when the target must be met, the CSP C&S's progress toward the target and the impact of incorrect CH variant installs.

ACTION OPSG 28x/03: The OPSG to provide any further comments on the summary of DCC reporting (Annex 1) by 6 February.

ACTION OPSG 28x/04: The DCC to confirm that the SRV proposal and trial was presented and approved to proceed by the Panel.

3. PMR Report – November

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

SECAS noted that Code Performance Measure (CPM) 1 was below Minimum Service Level for the 11th time in 12 months. This month it has been caused by the failure of Service Provider (SP) Measure PM 2¹. The DCC stated that this was due to the increase in Alerts and this will be covered at the next

¹ response times for delivery of firmware payloads.

meeting (OPSG_29). The Chair highlighted that CPM 1 rarely achieved a Green status in the last year, therefore failure cannot be blamed solely on the volume of Alerts.

The OPSG noted that it has no further interest in Incidents INC000000510266 and INC000000510869, and all further Incidents impacting the User Interface Testing A (UIT-A) test environment should be referred to the Testing Advisory Group (TAG).

[Post Meeting Note: the OPSG Chair requested that testing Incidents should continue to be reported in the PMR.]

The DCC stated that it is still investigating the root cause for Incident INC000000511280 which impacted Install and Commission. The DCC confirmed that incident INC000000511840, which also impacted Install and Commission, affected an estimated 1,021 meter installations (this figure represents DCC's Technical Operations modelling and does not reflect actual meter installations impacted).

A Large Supplier (LS) member again noted that the DCC reporting does not reflect actual operational performance, especially in the CSP North (N). The LS member referenced Performance Measure (PM) 4.3 from Code Performance Measure (CPM) 1 'Round Trip Time 4 Test HAN Interface Command Time: percentage delivered within 25 seconds', noting that it was above service level and their service experience contradicted this. This led to wider debate around how current metrics are being applied, for example whether it is to all CHs, whether the test messages are producing a realistic view of this measure, etc.

The OPSG requested that the DCC investigate this further and confirm that the report is accurate, in accordance with the metrics as currently defined. It was noted that this is currently being reviewed by the Operational Metrics Project with the aim of defining an improved set of metrics.

The OPSG noted that CH Exceptions included two unexplained categories. The OPSG Chair noted that in his opinion, if the CH Exceptions categories were not clarified, then in all likelihood this section of the report should be rejected. The OPSG Chair added that the DCC should be rejecting these exceptions from Service Providers prior to their inclusion in the report.

The OPSG also requested that the DCC provide a restatement of the report addressing the concerns raised at this and previous meetings regarding the reporting and management of CH Exceptions.

[Post meeting note: Action 24/10 will be reopened as the process has not been applied.]

The OPSG **NOTED** the November PMR report.

ACTION OPSG 28x/05: The DCC to confirm that the 100% achievement of PM4.3 is consistent with poor performance being experienced by Service Users.

ACTION OPSG 28x/06: The DCC to amend and reissue the November PMR, clarifying or removing the two unexplained CH Exceptions.

4. Any Other Business

A LS member raised an issue with the Performance Measurement Methodology (PMM) consultation that the DCC issued in December on changes to the PMM. This had been done without informing the OPSG, and without reference to the Operational Metrics Project. The DCC has accepted that the PMM consultation sent out in December did not follow the standard governance; the DCC has now communicated and extended the closure date for consultation responses to 31 January. OPSG members confirmed they have now received the consultation request.

The OPSG Chair actioned SECAS to produce a draft response to the consultation, to be submitted on behalf of the OPSG.

The OPSG agreed that this response should:

1. outline that the proposal would suppress visibility of the issues and poor performance currently being experienced;
2. ask why the DCC decided to present the consultation given that the Operational Metrics Project is underway; and
3. highlight that the consultation did not address the changes to reflect SMETS1 metrics, which had been requested by the Panel [*Panel Action SECP74/06*].

ACTION OPSG 28x/07: SECAS on behalf of the OPSG, to produce a draft response to the DCC PMM consultation.

There was no further business and the Chair concluded the meeting and thanked members for their attendance.

Next Main Meeting: 4 February 2020

Next Reporting Meeting: 25 February 2020