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<b>Paper Reference:</b>	<b>OPSG_32_0505_03</b>
<b>Action:</b>	<b>For Information</b>

## Actions Outstanding

Outlined below are the actions outstanding from previous meetings and their current status. The Action Reference identifies the meeting number followed by the action number.

Action Reference	Action	Owner	Date raised	Target Completion Date	Update	Status
Action OPSG 16/02	The DCC to provide the approved and new cost comparison information as soon as possible, and to confirm which costs had been included in the indicative charging statement, for Production Proving; this action replaces: Action OPSG_05/02.	DCC	08/01/2019	05/05/2020	The DCC confirmed that the Production Proving business case is on the DCC Customer Portal.	Closed

Action OPSG 22/12	DCC to investigate the cost benefit analysis of the Ecosystems Management Framework.	DCC	02/07/2019	05/05/2020	The DCC confirmed that the Change Co-ordination proposal (formerly Ecosystems Management Framework) has been published on the DCC's Customer Portal. A webinar to discuss the business case will take place on 4 May 2020.	Closed
Action OPSG 27/09	The DCC to ensure that CSP N explain to OPSG and TABASC why their stated lack of a network model/simulation is justified.	DCC	03/12/2019	05/05/2020	Details of this action will be provided at the May meeting (OPSG_32) under agenda item 8.	Open
Action OPSG 27/12	The CSPs to report on how the unsatisfactory User experiences to date have been reflected in the drivers for the audit, and, in turn, how the changes made as a result of the audit will improve the User experience.	CSP N, C&S	07/01/2020	05/05/2020	CSPs will provide an update on the audits at the May meeting (OPSG_32) under agenda items 6 and 7.	Open
Action OPSG 28/15	The DCC to provide a document with a consolidated set of requirements for Order Management System (OMS) including reverse logistics.	DCC	07/01/2020	05/05/2020	A verbal update to be provided at the May meeting (OPSG_32). DCC to work with SECAS on format requested.	Open
Action OPSG 29/01	The DCC to provide a quarterly review on the Planned Maintenance trial with the first review at the April meeting (OPSG_31)	DCC	04/02/2020	05/05/2020	The quarterly review will be provided at the May meeting (OPSG_32) under agenda item 13.	Open

Action OPSG 29/03	The DCC to provide an update on CSPN audits on all operations.	DCC	04/02/2020	05/05/2020	An update will be provided at the May meeting (OPSG_32) under agenda items 6 and 7.	Open
Action OPSG 29/04	The DCC to provide assurance that protocols have been implemented to prevent changes being made to the Production and Disaster Recovery environments concurrently by the next meeting (OPSG_30).	DCC	04/02/2020	05/05/2020	The DCC has provided slides for this action (OPSG_32_0505_03_Action 29_04 - Change & DR Updates).	Propose to close
Action OPSG 29/10	CSP N to provide more information on PBI000000118411 regarding On Demand Read Requests causing a degradation in the service.	DCC	04/02/2020	05/05/2020	On Demand Read Requests to be covered at the May Meeting (OPSG_32) under agenda item 15.	Open
Action OPSG 29/13	The DCC to provide a report by the end of February highlighting all meters affected by 'incorrect or no credentials' Aged Incidents.	DCC	04/02/2020	05/05/2020	The DCC will provide an update as part of Aged Incidents at the May Meeting (OPSG_32) under agenda item 11.	Open
Action OPSG 29/15	The DCC to perform an audit of its triage process and provide an update at the next meeting (OPSG_30).	DCC	04/02/2020	05/05/2020	The DCC will present its findings from the audit at the May meeting (OPSG_32) under agenda items 6 and 7.	Open
Action OPSG 29/16	The DCC to confirm that Users are receiving the FAR following triage of returned CHs.	DCC	04/02/2020	05/05/2020	This action is also included in the upcoming audit and the DCC will present its findings at the May meeting (OPSG_32), under agenda items 6 and 7.	Open

Action OPSG 30/02	The DCC to confirm what the Service Provider report considers 'malicious damage' with regards to the dual fibre break causing Major Incident INC000000549963.	DCC	03/03/2020	05/05/2020	Following a full review by Gamma's fibre partners, it is now confirmed that the fibre break was caused by third party contractors working in the area and not malicious damage as first suspected.	Propose to close
Action OPSG 30/05	The DCC to confirm that identified remediation actions were fully considered for practicality and robustness, with all parties involved confirmed as committed.	DCC	03/03/2020	05/05/2020	This is being discussed at the May meeting (OPSG_32) agenda item 14.	Open
Action OPSG 30/06	SECAS to draft a report on the OPSG's remit and approach to spurious Alerts	SECAS	03/03/2020	02/06/2020	SECAS to provide report at June OPSG.	Open
Action OPSG 30/08	The DCC to include RAG statuses for each spurious Alert in its remediation plan, clarifying the meaning for each status, and that it be applied consistently.	DCC	03/03/2020	05/05/2020	This is being discussed at the May meeting (OPSG_32) agenda item 14.	Propose to close
Action OPSG 30/10	The DCC to present proposals on emergency workarounds/mitigations that it may need to utilise to reduce Alerts to protect the overall DCC Service.	DCC	03/03/2020	05/05/2020	This is being discussed at the May meeting (OPSG_32) agenda item 14.	Propose to close
Action OPSG 30/12	The DCC to investigate an aged Problem Record raised by a Large Supplier (RH) regarding CH Exceptions.	DCC	03/03/2020	05/05/2020	The DCC discussed this with the Large Supplier and CSP C&S w/c 20 April.	Propose to close

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Action OPSG 30/15	The DCC to provide a summary of the changes to templates and decisions trees in regard to Network Logs.	DCC	03/03/2020	05/05/2020	The DCC has updated the templates. The decision trees and customer guidance will be produced on the back of the workshop. The DCC will provide a further verbal update at the May meeting.	Open
Action OPSG 30/19	SECAS to revise the planned schedule of actions leading to the November 2020 Release to add reports to the OPSG (on progress towards readiness) at least three months and one month before the Go-live decision.	SECAS	03/03/2020	02/06/2020	A 3-month review checkpoint will be added to the August (OPSG_35) agenda. The DCC will report on the readiness as requested.	Open
Action OPSG 30/20	DCC to confirm when a conclusion to the PMM consultation responses will be provided. This relates to the PMM Consultation that opened in December.	DCC	03/03/2020	05/05/2020	The DCC has put the December 2019 consultation and outcomes on hold. Responses received from the 2019 consultation will be considered in the context of broader performance measure reviews and future PMM consultations.	Open
Action OPSG 30/21	The DCC to confirm when the outcome of the Release Management Policy consultation was provided, and reissue this to OPSG members, together with a summary of issues raised and how they had been addressed.	DCC	03/03/2020	05/05/2020	The consultation outcomes were published on 3 April 2020. <a href="https://www.smartdcc.co.uk/customer-hub/consultations/dcc-responses/dcc-consultation-response-to-the-dcc-release-management-policy">https://www.smartdcc.co.uk/customer-hub/consultations/dcc-responses/dcc-consultation-response-to-the-dcc-release-management-policy</a>	Closed
Action OPSG 31/01	The DCC to provide the number of critical staff in its organisation for business continuity.	DCC	07/04/2020	05/05/2020	This will be covered in the Covid-19 Update at the May meeting (OPSG _32) under agenda item 4.	Closed

Action OPSG 31/02	The DCC to produce a revised plan for DR testing as soon as practically possible	DCC	07/04/2020	05/05/2020	The DCC has provided slides for this action. (OPSG_32_0505_03_Action 31_02 - BCDR_Resilience Update)	Open
Action OPSG 31/03	The DCC to provide details of the Phase 2 approach to queue management process (DSP Motorway Cache issue) to the OPSG and TABASC.	DCC	07/04/2020	05/05/2020	This was discussed at April Reporting meeting (OPSG_31x) and will be taken to TABASC.	Open
Action OPSG 31/04	The DCC to consider the impact on energy consumers when planning the pacing strategy for Auxiliary Load circuit.	DCC	07/04/2020	05/05/2020	The DCC has not provided an update.	Open
Action OPSG 31/05	The DCC to investigate whether the SSI changes have gone through the SSI governance process, and if not, propose an approach to rectify this, and to identify the lessons learnt.	DCC	07/04/2020	05/05/2020	This was discussed at April Reporting meeting (OPSG_31x)	Propose to Close
Action OPSG 31/06	The DCC to consider and report the residual risks for the June 2020 Release.	DCC	07/04/2020	05/05/2020	The DCC has reported the residual risks for the June 2020 Release and this was discussed at the April reporting meeting (OPSG_31x).	Closed
Action OPSG 31/07	The DCC to investigate duplicate DSP34 and N13 Alerts in the system	DCC	07/04/2020	05/05/2020	The DCC has not provided an update.	Open
Action OPSG 31/08	The DCC to investigate Problem and Change Management data provided in DCC Operational	DCC	07/04/2020	05/05/2020	This was amended in advance of April SMDG.	Closed

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	Update graphs (Average age of problems and MOC and FOC on Forward Schedule of Change)					
Action OPSG 31/09	The DCC to confirm whether all Devices connected to an expired CH will need to be replaced, or just a Trust Centre Swap Out (CH Replacement) will be required, and how it will inform Users.	DCC	07/04/2020	05/05/2020	The DCC worked directly with the Large Supplier who raised the question to provide clarification. Details will be circulated to the wider customer base.	Open
Action OPSG 31/10	The DCC to confirm how information about expired CHs will be shared	DCC	07/04/2020	05/05/2020	The DCC Problem Management Team will be distributing monthly reports to individual Service Users detailing CH expiry forecast.	Propose to close
Action OPSG 31/11	The DCC to outline the approach for additions/removals of Exceptions, through PMEL forum and how the OPSG will contribute.	DCC	07/04/2020	05/05/2020	The DCC is progressing this and will provide the update to OPSG in due course.	Open