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Action:	For Information	

MP122 ‘Operational Metrics’ – DCC Preliminary Assessment

1. Purpose

[MP122 ‘Operational Metrics’](#) is currently undergoing the Refinement Process. The Data Communications Company (DCC) is expected to provide its Preliminary Assessment against the five business requirements based on the recommendations of the Operational Metrics Review (OMR). We seek any comments and feedback from the Operations Group on the assessment.

This paper provides a high-level summary of the key points. The DCC will provide a verbal update on its Preliminary Assessment at the meeting and the completed DCC Assessment will be shared once received.

2. Summary

What is the issue?

Issues with transparency of reporting and relevance of the measures contained within the 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 Panel on the issues within the report.

As a result of the issues encountered by the Operations Group, the 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.

What is the solution?

The review recommended 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.

- Specific outcome-based measures are added to the PMR to address the needs of the user and provide a Measure of performance as well as Indicators on the success of the key business processes.
- 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.
- A change be made to CPM5 to report resolution times of Incidents (Category 3, 4 and 5) Individually per Reporting Period.

These formed the five business requirements used by the DCC to carry out its Preliminary Assessment. More detail on each of the business requirements and the corresponding specifications can be found in Appendix A.

3. DCC's Preliminary Assessment

The DCC is expected to submit its Preliminary Assessment response by 28 May 2020, and we will circulate a copy to the Operations Group once received. The DCC will provide a verbal update on its Preliminary Assessment at the meeting. The Preliminary Assessment is expected to contain the following:

- A description of how the DCC will facilitate a solution to meet the five business requirements
- The impact on DCC Systems, Processes and People
- The implementation timescales and approach
- The indicative full implementation costs, as well as a cost for the DCC to undertake an Impact Assessment

4. Recommendations

The Operations Group is requested to:

- **NOTE** the DCC Preliminary Assessment and **PROVIDE** any comments or feedback.

Joe Hehir

SECAS Team

26 May 2020

Attachments:

- **Appendix A:** MP122 business requirements