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Operations Group (OPSG) Meeting 33 on 2 June 2020

Headlines

At every meeting, the OPSG will focus on cross-industry matters that affect, or have the potential to affect, multiple SEC Parties. This month, the OPSG meeting included the following discussions (referenced by agenda item number):

4. Covid-19 Update (DCC): The DCC reported that there has been no degradation in the service, and it continues to operate at a Green status.

5. OPSG Issues Log (SECAS): The HAN (Home Area Network) Stability issue will be discussed at the next Technical Specifications Issue Resolution Sub-group (TSIRS) meeting on 11 June. OPSG members highlighted issues experienced with Change of Supplier (CoS), possibly caused by process or data misalignment. SECAS noted that a questionnaire will be sent to members for more detailed feedback on this issue.

6. BCDR - Revised Timelines (DCC): The DCC outlined the revised BCDR timeline. The OPSG requested a formal plan for the next meeting (OPSG_34).

7. DCC Operational Update (DCC): The DCC noted that there had been a decrease in recorded CH installations activity. The DCC noted work by Suppliers to complete commissioning and decommissioning processes, resulting in an improvement in data quality.

The DCC noted that it performed the largest volume of change in May and had nine failures in total for the month.

A DNO member raised concerns on the categorisation of Incidents. The OPSG requested that the DCC provide information on the categorisation process for the next meeting (OPSG_34).

SMETS1: The DCC noted that the Morrisons Data Services (MDS) migrations will restart in the week commencing 8 June, the issue regarding Alerts having been resolved. The OPSG noted an Incident resulting in a DNO Party being unable to communicate with all SMETS1 Devices.

8. CH Logistics Update (DCC): The DCC noted that [MP130 'CH order and delivery changes due to COVID-19'](#) has been approved by the Change Board, and the next step will be to have a further consultation on how the market share is calculated. A Large Supplier noted that the initially proposed method for determining allocations from market share was unsatisfactory. The DCC noted this was being further considered. The DCC noted that a further update will be provided at the next meeting (OPSG_34).

9. Aged Incidents (DCC): The DCC noted Communication Service Provider North (CSP N) is raising Incidents for some cases. The DCC is working with Users to identify recommendations in orchestration design to reduce Incidents.

10. CH Exceptions (DCC): The OPSG noted that there has been a small improvement in CH exceptions, due partly to reduced installation activity. The OPSG noted that Users are identifying and planning remediation actions.

11. Incorrect or No DNO Credentials (DCC): The DCC noted that it continues to work with Suppliers to reduce the number of incorrect credentials on Devices. A DNO member requested that the DCC

confirm that the template for the report that summarises impacted Devices by DNO region has been finalised.

12. Spurious Alerts (DCC): The DCC noted that it has seen a reduction in Alerts in some cases and this continues to be monitored. The DCC described remediations that should be deployed in the near future: pilots indicate these will be effective in reducing Alert volumes.

The OPSG was concerned about the DCC's transparency of the root cause for 8F12 Alerts and requested that the DCC confirm CHs are compliant with the SEC.

13. Operational Metrics Project Closure Summary (SECAS): The OPSG agreed the project objectives and deliverables were completed and endorsed the project closure.

14. MP122 - Operational Metrics Modification (SECAS/DCC): The OPSG noted the scope of [MP122 'Operational Metrics'](#). The OPSG highlighted the DCC should follow the SEC Modification process when engaging with Users.

15. SEC November 2020 Release (SECAS/DCC): The OPSG noted the scope of the SEC November 2020 Release. OPSG members were concerned about changes in release dates and interdependencies with other programmes. OPSG members also highlighted they needed adequate time to plan and implement required changes to their systems.

17. Customer Perspective (OPSG): A Small Supplier raised the issue of the DCC triage process. This will be discussed at the next meeting (OPSG_34)

19. AOB:

Alert Suppression: The OPSG noted the Alert suppression report and requested that the DCC produce a report on the availability of the Alert suppression functionality.

NAO – SEC Panel Recommendations: SECAS will provide details of the NAO Survey for OPSG to review and provide comments by 10 June.

CSP N B Max target: The Panel has asked the DCC to provide further evidence of why CSP N could not achieve its target due to Covid-19. The Panel has asked the OPSG to provide comment on this evidence. The OPSG asked that DCC provide evidence that previous targets (prior to Covid-19) have been met.

Network evolution proposals: The OPSG noted that engagement between the DCC and the SEC Panel and its Sub-Committees is being planned.

Next Reporting Meeting: 22 June 2020

Next Main Meeting: 7 July 2020