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DCC Performance Indicators Document – version 0.1

Purpose

This document contains the Data Communications Company (DCC) Performance Indicators produced in accordance with Smart Energy Code (SEC) Section H ‘DCC Services’ H13.5B.

The DCC shall provide metrics on the Performance Indicators within this document in its Performance Measurement Report (PMR).

Definitions

Performance Indicator: means an indicator of service performance from time to time determined by the Panel under SEC Section H13.5B ‘Performance Indicators’, on which the DCC is to report but which does not constitute a Performance Measure.

Business Process Performance Indicators

The following section defines a set of Performance Indicators for each of the identified Business Processes defined in SEC Section H13.1A.

These metrics are to be made available to Users in addition to Code Performance Measure 6A in SEC Section H.

Install and Commission

Install and Commission metrics		
ID	Requirement	Definition
IC1	Provide a greater level of visibility for the time taken for the DCC Total System for the install and commission process. Note: Install and Commission is a complex process and is orchestrated differently by each User making measurement of the end-to-end process challenging.	Measure daily total volume of successful and failed meter installations broken down by Communications Hub/ESME/GSME and Region.
		Provide information on the total number of installs for the period against the predicted number of installs. The predicted installations will be based on historic DCC recorded installation volumes data and therefore may only be used for informational purposes.
		Provide information on the number of Install and Commission verses Install and Leave.
IC2	Provide information on the impact of service degradation and outage on the User.	The DCC uses predictive modelling techniques to record and predict behaviour of meter installations in near real-time. The deviation from the norm provides a good indicator of degradation in service and the volume of messages provides a proxy measure of impact on Users. In addition,

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Install and Commission metrics		
ID	Requirement	Definition
		Sev1 and Sev2 incident data can be combined to provide a more accurate reflection of the User's experience.

Change of Supplier (CoS)

Change of Supplier metrics		
ID	Requirement	Definition
CoS1	Provide a measure of the success of the Change of Supplier Process.	Provide information on the reason for failure e.g. where a CoS database becomes unavailable or other Service Provider issue materialises.

Prepayment

Prepayment metrics		
ID	Requirement	Definition
PP1	Provide a measure of the success of topping up a device remotely.	Provide information on the volumes of success and failures within the period.
		Use non-communicating devices identified during the meter read process as a proxy for gauging estate health.
		Provide a table showing the percentage attempts to top up before success. Provide metric for the first and second attempts and the percentage of failures.
		Where failure is above 5%, provide further details on the reason for the failure.

Update Device Firmware

Update Device Firmware metrics		
ID	Requirement	Definition
DF1	Provide information of the success of transferring the device images from CH to the device.	Measure device image verification success (0x8F72) and verification failures (0x8F1c) to provide information on the percentage of images that are successfully transferred from the CH to the device. Record devices that did not issue an alert after the Service Level Agreement (SLA) has elapsed to identify failure to transfer from CH to the device.
DF2	Provide information on successful activation of device firmware image.	Measure the percentage of success and failure responses to the Service Reference Variant (SRV) 11.3 'Activate Firmware' request.

Alerts

Alerts metrics		
ID	Requirement	Definition
A1	Provide a measure of the success of delivering alerts.	Measure the individual alerts that fail to be delivered within the SLA time to identify the type of alert impacting overall performance.

Additional Performance Measurement Report metrics

The following monthly metrics are to be recorded and reported within the PMR:

Monthly Average and Median RTT Including HAN time

- An Indicator of the Monthly Average (Mean) and Median Round Trip Time (RTT) including time spent within the Home Area Network (HAN). The Median is recommended because, when compared to the average/mean, this measure is less likely to be skewed by extremely large or small numbers and therefore provides a better idea of the typical response time.

Indicator of the Range of RRT values

- An Indicator of the range of RTT values measured within the month to show the longest and slowest response time recorded.

Indicator for Failed SRVs

- An Indicator of the percentage of SRVs that failed to be delivered due to a communications failure or timeout (E20 or E21) or a subsequent failure alert code (N12 or N13).