

This document is classified as **White**. Information can be shared with other SEC Parties and SMIP stakeholders at large, but not published (including publication online).

Operations Group Meeting 33xx

22 June 2020, OPSG_33xx_2206

13:00 – 15:30

Teleconference

Final Minutes

Category	Operations Group Members
Operations Group Chair	Dave Warner
DCC	Mo Asif
Network Parties	Gemma Slaney
	Matthew Alexander
Large Suppliers	John Noad
	Rochelle Harrison
	Martin Christie (<i>Alternate for Zoe Marklew</i>)
	Fiona Robbie (<i>Alternate for Mark Morrison</i>)
	Tracey Pack (<i>Alternate for Paul Clark</i>)
	Ed Webber
	Jenny Smith
	Rob Short
	Ralph Baxter
Small Suppliers	Kate Frazer

Representing	Other Participants
DCC	Wendy Liddell
	Courtney O'Connor
	Easton Brown
	Martin Cullen
	Peter Doyle
CGI	Rosie Davies
SECAS	Huw Exley
	Joey Manners
	Veronica Asantewaa (Meeting Secretary)

	Robin Healey (Part)
SSC	Gordon Hextall (Part)
BEIS	Natasha Free
	Dan Chambers
	Jackie Wright

Apologies:

Representing	Name
Large Suppliers	Tony Shanahan
Small Suppliers	Simon Dowse
	Kate Barnes
Other SEC Parties	Geoff Huckerby
	Tom Woolley
	Elias Hanna

1. Previous Meeting Minutes

The OPSG Chair invited comments on the Draft Minutes from OPSG_32x.

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

2. Actions Outstanding

SECAS presented the updates to the actions outstanding from OPSG_32x. Actions were noted as completed where appropriate. It was noted that a number of actions had not been completed by the target date, and new deadlines for these actions were set.

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
OPSG 28x/05	The DCC to confirm that the 100% achievement of PM4.3 is consistent with poor performance being experienced by Service Users.	27/01/2020	22/06/2020	N/A	SECAS
SECAS provided an update on its investigation into test messages and whether they are reflective of actual performance. A Large Supplier (LS) member was concerned that the timed-out messages are being excluded from the Performance metric, as these outages are not being measured the impact these have on Service Users is not apparent. The OPSG Chair noted that this suggests that some of the metrics are not fit for purpose. SECAS noted that this had been raised as part of the scope of the Operational Metrics Project. However, DCC had noted that there were issues with information sharing from the Service Providers regarding test messages that made this difficult. SECAS noted the next steps are to work with DCC to gather					

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
detailed information on test messages. The OPSG Chair noted that if this information should be fed into the Working Group for MP122 'Operational Metrics' . Status: Open					
OPSG 29xx/03	The DCC to investigate and resolve the apparent discrepancy between the two DCC-sourced reports (SR production report and SR reports).	24/02/2020	22/06/2020	27/07/2020	DCC
<p>The DCC noted that it has not received any examples of discrepancies in Service Request reporting from Service Users. However, a Distribution Network Operator (DNO) member had already identified misalignment in the volumes of Service Requests across multiple DCC reports, hence the Action. A DNO member expressed disappointment that the DCC could not analyse the reports themselves, noting Users have to spend unnecessary time and resource in order to do so.</p> <p>The OPSG Chair requested that the OPSG provide examples of this via SECAS and asked the DCC to investigate the consistency of these issues more proactively. The DCC noted that it will provide an update on this at the next meeting under a specific agenda item (OPSG_34xx).</p> <p>Status: Open</p>					
OPSG 30x/05	The DCC to provide a monthly update on the operational process of the automated queue management system, and present options for refining the process to meet User concerns.	23/03/2020	27/07/2020	N/A	DCC
<p>A DNO member raised concerns that the queue management process should have been part of the scope for Modification SECMP0062 'Northbound Application Traffic Management - Alert Storm Protection'. The DNO member reiterated its disappointment in the amount of system changes that are being made by the DCC without consulting Users, resulting in negative User impact. The DNO member requested that the DCC provide details on its change process for the different types of changes across the DCC, in particular highlighting where an assessment is made of whether there is any User impact. The OPSG Chair noted changes should not be made to systems without an operational view. The DCC agreed that it will provide the requested description of the DCC Change process. Status: Open</p>					
OPSG 31x/03	SECAS to investigate why Users are not submitting SRV forecasts	27/04/2020	22/06/2020	27/07/2020	SECAS
<p>SECAS noted that it had conducted preliminary analysis and determined which Service Users had consumed services without submitting CSR and SRV forecasts over the past six months. SECAS noted the next step will be to contact Users who have not been submitting forecasts. A LS member noted that Users may not be submitting forecasts due to the fact the process as is, is neither functional nor useful. The LS suggested that the process should be fixed prior to enforcing compliance on Users.</p> <p>SECAS agreed, assuring the LS it is not looking to enforce SEC compliance but to learn the reasons why Users are not submitting forecasts to inform improvements to the process. Status: Open</p>					

ACTION OPSG 33xx/01: The DCC to provide details on its change process for the different types of changes across the DCC.

The OPSG **NOTED** the update.

3. Covid-19 Update

The DCC reported that there has been no degradation in the service, and it continues to operate at a Green status.

The DCC noted that an External ISO27001 Information Security Management audit was completed. This was the first audit done while lockdown measures were in place and no issues were reported. Staff sickness remains low and the DCC is providing refresher training for all cross-functional support team members.

The DCC highlighted that there has been an increase in installations. It is now up to 25% of the amount of installations pre Covid-19.

The DCC noted that the Operational Performance Regime (OPR) Exceptional Event request (in relation to coverage in Communication Service Provider North (CSP N)) had been presented to the Panel, together with the OPSG view. SECAS confirmed that the Panel agreed that the SEC criteria for an OPR Exceptional Event had been met. The SEC Panel will write to Ofgem with its views.

The OPSG **NOTED** the update.

4. SEC Panel Reports

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

4.1. Registration Data Provider Incident Report

The OPSG considered the Registration Data Provider (RDP) Incidents Report for May 2020.

SECAS highlighted that there were five Registration Data Provider (RDP) Incidents opened in May. Three Incidents were reported as resolved within the month. Five remain open with investigation to be completed.

The DCC noted that reported open Incidents INC000000585301 (RDP Data Issue) and INC000000588191 (TOC Application Issue) have since been closed. INC000000587439 (Daily Electricity Registration Update File Not Received) has been escalated via the Service Management team.

4.2. DCC Certificate Signing Request Variance Report

The OPSG considered the Certificate Signing Request (CSR) Variance Report for May 2020.

The report outlined that there were 16 Users who have consumed services without submitting a forecast, which included five LSs. The OPSG noted that due to the Covid-19 pandemic the reported “actuals” were much lower than the usual numbers.

4.3. DCC Service Request Variance Report

The OPSG considered the Service Request (SR) Variance report for May 2020.

The report outlined that 21 Users consumed services without submitting forecasts, including four LSs. The OPSG noted that due to the Covid-19 pandemic, the reported “actuals” were much lower than the usual numbers.

As mentioned in Section 2, SECAS will be contacting Users who are consuming services without submitting forecasts, to understand the reasons why Users are not submitting forecasts. The OPSG recognised that the current circumstances make forecasting difficult.

SECAS asked the OPSG to provide any comments on the summary of DCC reporting (Annex 1) by 9 July.

ACTION OPSG 33xx/02: The OPSG to provide any comments on the summary of DCC reporting (Annex 1) by 9 July.

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

5. PMR Report – April

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

SECAS noted that CPM1 was below Target Service Level. CPM1 has been below Target Service Level for the last ten months; with this being the 16th instance it has been below in 17 months. This was impacted by the failure of PM2 ‘*response times for delivery of firmware payloads*’ which was below minimum target level of 54.80% in CSP N.

SECAS noted the reasons for this decrease in performance were not explained in the report. However, offline, the DCC had notified that it was due to the high number of Alerts as in previous months. Previously, the DCC had noted that CSP N were facing issues with its reporting tool explaining that this would affect PM2 figures. The DCC noted that a Change Request had been raised with the subcontractor responsible for reporting to have this rectified. The OPSG was concerned that the PMR figures from CSP N may be unreliable due to issues with its reporting tool; also, OPSG continued to be concerned by the lack of explanation for the poor performance. The OPSG Chair noted that it is misleading to report an incorrect figure and should be recorded as “null”. The OPSG was surprised it has not been addressed previously by CSP N as it has been aware of this issue for a month.

The OPSG asked that the DCC confirm the reliability of the reported figures and add an explanation of the current status of the reporting tool. The OPSG expressed its continuing concerns with performance in CSP N. A LS member expressed its lack of confidence in CSP N and noted that the failure to report accurately should not be used to divert attention from the failure to achieve a Green status in the future. The DCC noted that it has not received negative feedback from Users regarding performance in the North. Therefore, they believe there is a discrepancy between the customers experiences and what is being reported.

The OPSG noted that due to the current low levels of activity caused by the pandemic, mean that the quality of the service at present is unlikely to be a good indicator. A DNO member also highlighted that through its read network data service request testing, it has experienced a much greater failure rate in CSP N than CSP Central and South (C&S).

The DCC agreed to reissue the PMR with the requested revisions and will provide a further update at the next meeting (OPSG_34).

SECAS noted that it will include User sentiment of CSP N performance in the DCC reporting SEC Panel paper.

ACTION OPSG 33xx/03: The DCC to confirm the reliability of the reporting figures for the April PMR and explain the current status of the reporting tool.

ACTION OPSG 33xx/04: The DCC to reissue the April PMR with the requested revisions.

The OPSG **NOTED** the PMR Report.

6. Work Package - Q2 2020 submission (Jul - Sept)

SECAS presented the OPSG Q2 Quarterly Work Package and clarified the activities and estimated costs for the SECAS core team and project resources for the period of July – September 2020.

The OPSG **RECOMMENDED** the Work Package for SECCo Board approval.

7. Any Other Business

Secure SIT Completion Report - OPSG Input

At the recent Testing Advisory Group (TAG) meeting, the DCC's Secure SIT Completion Report was reviewed in preparation for adding MOC Secure Device Model Combinations (DMCs) to the Eligible Products Combination List (EPCL).

The TAG's assessment highlighted an outstanding Testing defect relating to functionality used to notify Users of a breach of an Anomaly Detection Attribute (ADA) threshold relating to SMETS1 Secure Devices. The TAG has asked the OPSG to assess the level of impact this defect could have on Users' operational processes.

A DNO member noted that this will have an impact on Users, although the direct impact on DNOs is minimal. The DNO added that a level of assurance in the reporting of ADA breaches will need to be provided so that time and resources are not wasted in making up for the defect.

The DCC then briefly described an enhanced mitigation that it would be willing to apply, where the DCC would actively monitor SR failures to SMETS1 Secure Devices to help Users identify breaches of the ADA threshold. Since this possible mitigation had not been presented in advance in writing, it was not possible for the OPSG to take a considered view of its value. The OPSG requested a written specification of this mitigation and the residual risks should it be implemented.

The DCC noted that the volumes of erroneous Alerts are expected to be small, with around 20 failures in 2020.

The DCC indicated that it will have an enduring fix implemented by the end of September 2020. The OPSG asked that DCC confirm this, together with their level of confidence, in the Live Services submission.

The DCC noted that the expected total volume of Secure migrations up until the second week of September will be 10,000 installations of dormant meters. The OPSG noted that it will consider migration volume limitations for SMETS1 Secure MOC during the Live Service Criteria (LSC) review.

The OPSG also requested that the DCC confirm the Service Requests and attributes affected by this defect.

The OPSG noted that the Security Sub-Committee (SSC) will be reviewing the Defect at its meeting on 24 June 2020.

The OPSG noted that it would provide an initial view on the significance of this defect and that it would consider the matter in more detail when reviewing the LSC.

The OPSG **AGREED** that the defect found in testing, relating to notification of an ADA breach, posed a moderate level of operational impact for Users.

DCC Service Desk Communications

A DNO member highlighted issues with the DCC's Nominated Contact List (NCL), noting that consultations are not being sent to the correct SMETS1 contacts. The DCC explained that this is currently a manual process that will soon be automated. A LS member also experienced issues in updating its NCL entries and will send examples of these to the DCC.

ACTION OPSG 33xx/05: The DCC to provide the specific service requests and attributes affected by the ADA defect.

ACTION OPSG 33xx/06: The DCC to confirm when the fix for the ADA breach will be implemented.

ACTION OPSG 33xx/07: The DCC to provide a written specification of the mitigation for the ADA breach and the residual risks should it be implemented.

Next main meeting: 7 July 2020

SMETS1 Secure MOC meeting: 10 July 2020

Next reporting meeting: 27 July 2020