


This document is classified as **White** in accordance with the Panel Information Policy. Information can be shared with the public, and any members may publish the information, subject to copyright.

Paper Reference:	SECP_83_1408_21	
Action:	For Information	

DCC Reporting

1. Purpose

This paper details which reports are provided by the DCC for the SEC Panel to review, as required by the Smart Energy Code (SEC).

The Panel is also asked to note the observations raised by the Operations Group (OPSG) against the reports currently delegated to it.

2. DCC Reports

The following report has not been delegated to the OPSG. It remains a SEC Panel responsibility. However, although not officially delegated, it is currently being reviewed on a monthly basis by the Security-Sub Committee (SSC) to improve the accuracy and quality of the data.

At its meeting on 22 July 2020, the SSC reviewed the May and June Post Commissioning Reports. In response to a number of open actions the DCC had amended the reports and they were considered improved and satisfactory by the SCC.

- Post Commissioning Information Report (May, June 2020)

This report has an **AMBER** classification and distribution is limited to the SEC Panel only and those who have a need to know in order to take action.

3. Operations Group Reports Summary

Annex A to this paper provides the full list of reports that were reviewed by the OPSG at its July 2020 Reporting meeting and the observations raised. Below are the key observations.

3.1 Performance Measurement Report (PMR)

The OPSG considered the PMR report for May 2020.

Code Performance Measures

One Code Performance Measure (CPMs) was below Target Service Level: CPM 1 '*response times for on-demand Service Requests*' at 96.55%.

The failure of CPM1 was again driven by the underlying Performance Measure (PM) 2 '*Percentage of Category 1 Firmware Payloads completed within TRT*' which was below Target Service Level in Communication Service Provider North (CSP N) at 68.31%. CSP N have found an error in their reporting tool leading to inaccurate PM2 figures. Therefore, this figure is likely to be lower than

reported. This CPM has been below Target Service Level 17 times in the last 18 months, with consistent under performance from PM 2.

The DCC and CSPN presented an agenda item at OPSG_34xxx noting that a fix for the reporting tool error has now been implemented. However, they have yet to confirm how long the issue has been affecting PM2 and CPM1 figures. CSPN confirmed that once they have established this, all affected reports will be corrected and republished. CSP N noted that it aims to achieve a service level of 92% for PM2 by October 2020, this will still be below the minimum service level. The DCC/CSP N noted that they are investigating how to achieve the SLA requirements and what triggered the initial decrease in performance.

The report showed the number of aged Incidents for incorrect DNO credentials has increased, having reduced in prior months following work from the DCC and Users. It is believed this is due to the increase in installation and commissioning activity. The OPSG requested that this is monitored closely to avoid undoing the good work done to date to decrease these.

Service Provider Performance Measures

One Performance Measures for CSP N were reported as below Target Service Level. PM 12.1, *'Percentage of Power Outage Event alerts delivered: 50 Communications Hubs or fewer'* at 98.94%. The report explains that this was caused by the lockdown impacting deliveries needed for fixes. The OPSG have asked for further explanation of this.

PM 2.1, *'Service Availability – S1SP Data Service (Production Services)'* the S1SP Capgemini was below Target Service Level at 99.56%. The failure was attributed to INC000000594100.

Major Incidents

The report lists one Category 2 Incidents that was closed within the reported month. However, this was excluded under the PMEL as it is SMETS1 Migration related.

CH Exceptions

The number of CH Exceptions has risen after a sharp fall last month. The DCC noted that this is in line with the increase in installation activity. There were a large number of Exceptions against PM1.1 *'Percentage of DSP Service Request Times within relevant TRT'* in the DSP, as there were last month. The DSP deployed a fix last month, but the issue has continued. A further fix is being investigated.

The DCC, OPSG and SECAS continue to discuss exceptions.

4. Recommendations

The Panel is requested to **NOTE** the OPSG observations in relation to DCC reports delegated to them.

Huw Exley; SECAS Team; 7 August 2020

Attachments:

- **Appendix A – Post Commissioning Information Report (May, June 2020) (AMBER)**

Annex A: DCC SEC Panel Reports

	Report Name and Purpose	Delivery per SEC	Ops Group Observations of last paper
1	Performance Measurement Report Sets out the Service Levels achieved in respect of each Performance Measure set out in SEC Section H13.1 and SEC Section L8.6.	SEC H13.4 – Monthly - 25 working days following end of month. On Time	<p>May 2020:</p> <p><u>CPM</u></p> <p>One Code Performance Measures was below Target Service Level. This was:</p> <ul style="list-style-type: none"> CPM 1 (<i>Percentage of On Demand Service Responses delivered within the applicable Target Response Time</i>). This was again driven by Service Provider PM 2 (<i>Category 1 Firmware Payloads completed within TRT</i>) which failed to meet target in CSP N. It did however exceed target in CSP C&S. This is the 17th instance this CPM has been below target in 18 months. The DCC has confirmed that an error in the CSP N reporting tool is producing erroneous result for the PM2 metric. The OPSG have noted that the erroneous measures should not be included in the report and it should be republished accordingly. The report notes that a fix is being tested with planned implementation on 23 July. Once the fix has been deployed all erroneous reports will be republished. <p><u>Service Provider Performance Measures</u></p> <p>CSP N were below target service level in one Performance Measure PM12.1, due to the lockdown impacting deliveries needed for fixes.</p> <p>The number of Comms Hubs Exceptions increased in CSP C&S having decreased in April. Work continues between SECAS, the DCC and the CSPs to better understand the issue.</p>

2	DCC Responsible Communications Hub (CH) Returns Report Details the number of CHs for which the reason for return, loss or destruction, is determined to have been a CH Pre-Installation DCC Responsibility, or a CH Post-Installation DCC Responsibility.	SEC F9.15 – Quarterly - the SEC does not prescribe when after end of quarter the report is provided.	No report to review this month.
3	DCC Network Enhancement Report (Network Enhancement Plans - NEP) A report to the Panel and SEC Parties on any ongoing Network Enhancement Plans and those that were completed during the previous quarter.	SEC F7.21 - Quarterly - within a reasonable period of time following each quarter that ends prior to 1 January 2021.	No report to review this month.
4	Registration Data Provider (RDP) Incident Report A report provided to the SEC Panel and Network Parties on the time it has taken to resolve incidents where the DCC is responsible for resolution, but activity is required by RDP's.	SEC Appendix AG 2.5.10 – Monthly - timing not specified.	June 2020: There were eight RDP Incidents opened within March 2020. There were eight resolved within the month and eight Incidents remain open. The DCC reported that one of the Open incidents has subsequently been closed.
5	Certificate Signing Request (CSR) Variance Report The report that sets out: <ul style="list-style-type: none"> the actual number of CSRs against the forecasted volumes details of the Authorised Subscribers whose actual volumes of CSRs submitted 	SEC L8.9 – Monthly - 10 th Working Day following month end. Report on time.	June 2020: 889,299 requests were sent versus a forecast of 2,374,804, 37.4% of the forecast. (Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts') 25 Authorised Subscribers who are consumed services without submitting a forecast, including seven Large Suppliers. SECAS has gathered data to identify Users who have consistently not provided CSR and SR forecasts as per their SEC obligation. Non-

	were greater than, or equal to, 110% of their forecasted volumes.		compliant Users have been contacted to understand what is preventing them from submitting forecasts.
6	Service Request (SR) Variance Report The report sets out: <ul style="list-style-type: none"> the actual number of Service Requests sent against the forecasted volumes; and where there are exceptions, details of the Users whose actual volumes of Service Requests sent were less than or equal to 90%, or greater than or equal to 110% of their forecasted volumes 	SEC H3.24 – Monthly - 10 th working day of month Report on time.	June 2020: 136,532,943 SRs were sent versus a forecast of 2,102,436,732, 6% of the forecast. (Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts') 24 SEC Parties consumed service without submitting a forecast including four Large Supplier. SECAS has gathered data to identify Users who have consistently not provided CSR and SR forecasts as per their SEC obligation. Non-compliant Users have been contacted to understand what is preventing them from submitting forecasts in.
7	Quarterly Problem Report This report provides details of the Open Operational Problems experienced by DCC Users	SEC Appendix AG 3.2- Quarterly - timing not specified within Appendix AG.	No report to review this month.