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

24 August 2020, OPSG_35x_2408

12:30 – 16:30

Teleconference

Draft Minutes

DRAFT

Attendees:

Category	Operations Group Members
Operations Group Chair	Dave Warner
DCC	Mo Asif
Network Parties	Matthew Alexander
Large Suppliers	Rochelle Harrison
	Fiona Robbie *(Alternate for Mark Morrison)*
	Martin Christie *(Alternate for Zoe Marklew)*
	Paul Clark
	Ed Webber
	Ralph Baxter
Small Suppliers	Kate Frazer
Other SEC Parties	Elias Hanna

Representing	Other Participants
DCC	Michael Wallace
	Wendy Liddell
	Easton Brown
	Ro Crawford (Part)
	Michael Boothby
	Isobel Voyles (Part)
	Timothy Dunning
	James Henton (Part)
	Mari Toda (Part)
Arqiva	Robert Puryer

SECAS	Veronica Asantewaa (Meeting Secretary)
	Joey Manners
	Huw Exley
TAG	Robin Healey
BEIS	Natasha Free

Apologies:

Representing	Name
Large Suppliers	John Noad
	Rob Short
Small Suppliers	Simon Dowse
	Kate Barnes
Other SEC Parties	Geoff Huckerby
	Tom Woolley
Network Parties	Gemma Slaney

1. Previous Meeting Minutes

The OPSG Chair invited comments on the Draft Minutes from OPSG_34x, OPSG_34xx and OPSG_34xxx.

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

2. Actions Outstanding

SECAS presented the updates to the actions outstanding from OPSG_34xxx. 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 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	24/08/2020	N/A	DCC
The DCC provided slides for this action. A DNO member asked the DCC for a report which can be used to analyse any discrepancies in reporting to prevent further Incidents being raised. The DCC noted there are guidance notes on this in the “information to SEC Parties” section on the DCC Sharepoint. If there is a particular issue, the DCC can produce a SR118NU report, in which a service					

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
user can request a date range for a full extract of their motorway traffic, this would include all retries and failures so a comparison in reports can be made. The OPSG asked the DCC to see if it was feasible to produce a routine reconciliation report so that Users can see how the differences arose monthly. The DCC noted the report will include looking at all traffic, defining each exclusion and showing the volume of each exclusion at the reporting level. The DCC noted that it will see if this is feasible. **Status: Closed (this action is superseded by action OPSG 35x/01)**					
OPSG 31x/03	SECAS to investigate why Users are not submitting SRV forecasts.	27/04/2020	24/08/2020	28/09/2020	SECAS
SECAS noted that from its investigations it has identified 25 Users who have consistently not submitted Service Request (SR), Certificate Signing Request (CSR) or both sets of forecasts. From its engagement, SECAS have found the reasons for Users not submitting forecasts was due to lack of education and/or guidance and that it was too resource intense. SECAS will continue to engage with Users and produce recommendation for next steps and improvements. SECAS will provide a final update at the September meeting (OPSG_36x). **Status: Open**					
OPSG 33xx/04	The DCC to reissue the April PMR with the requested revisions.	22/06/2020	28/09/2020	N/A	DCC
The DCC noted that Communication Service Provider North (CSP N) have identified when the issue with Performance Measure (PM) 2 reporting began and will reissue the affected Performance Measurement Reports (PMRs) by mid-September. **Status: Open**					
OPSG 34xx/01	The DCC to confirm a suitable checkpoint to review Secure MOC migrations.	21/07/2020	24/08/2020	28/09/2020	DCC
SECAS noted that the Secure MOC code has now been deployed and the EPCL entry has been published with the initial Secure migrations to commence on 24 August 2020. The DCC are in the process of confirming the expected date for attempting the initial 1700 migrations as outlined in the LSC Recommendation. **Status: Open**					
OPSG 34xxx/04	The DCC to investigate whether the exceptions outlined under PM1.1, should have had an effect on S1SP metrics.	27/07/2020	24/08/2020	28/09/2020	DCC

DRAFT

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
The DCC confirmed that PM1.1 exceptions had no impact on S1SP performance. The OPSG Chair noted that the DSP were claiming an exception based on the characteristics of the messages from S1SP, however questioned that if the service providers are working according to the requirements how can the DSP claim the exceptions were not as expected but the DCC claim that it meets the requirements. The DCC noted it will investigate this further. **Status: Open**					
OPSG 34xxx/05	The DCC to provide further explanation for the failure of PM12.1 in CSP N.	27/07/2020	24/08/2020	N/A	DCC
The OPSG noted the explanation provided by the DCC. The DCC also noted that CSP N have made an improvement of 99.16% against the PM12.1 target. **Status: Closed**					

ACTION OPSG 35x/01: The DCC to review if it is feasible to produce a monthly reconciliation report to analyse the discrepancies in SR reporting.

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 reported final Secure MOC preparations are being implemented and remote working arrangements are in place to support staff.

The DCC noted that it is focussing more on preparing for increasing volumes of installation, ensuring that suppliers are well equipped. The DCC explained that the forecast is that installations will exceed the previous pre Covid-19 volumes by the end of the year, therefore the DCC will be hosting a number of rescaling forums to ensure that systems and services are ready.

The DCC noted that this will be the last Covid-19 update for the reporting meeting as operations are stable. The OPSG Chair asked that the DCC instead provide, for Users reassurance, a short statement at each meeting that the service has not been impacted by Covid-19.

The OPSG thanked the DCC for its good communication and well managed process throughout the pandemic.

ACTION OPSG 35x/02: The DCC to provide a short statement at each meeting that the service has not been impacted by Covid-19.

The OPSG **NOTED** the update.

4. SEC Panel Reports

DRAFT

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 July 2020.

SECAS highlighted that there were seven RDP Incidents opened in July. 13 Incidents were reported as resolved within the month. The DCC noted that since the report was issued, four open Incidents had since been closed.

4.2. DCC Certificate Signing Request Variance Report

The OPSG considered the CSR Variance Report for July 2020.

The report outlined that there were 22 Users who have consumed services without submitting a forecast, which included three Large Suppliers (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 SR Variance report for July 2020.

The report outlined that that 30 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.

SECAS noted that over the past six months, the number of Users consuming services without submitting forecasts continues to increase. SECAS gave initial feedback from its engagement with SEC Parties on CSR and SR forecasting (as mentioned in agenda item 2). SECAS asked the OPSG to provide any further comments on any issues members may be encountering with CSR and SR forecasting.

SECAS asked the OPSG to provide any comments on the summary of DCC reporting (Annex 1) by 3 September.

4.4. Network Enhancement Plan (NEP) Quarterly Report

The OPSG considered the NEP Quarterly Report for Q2 2020.

The report outlined that two NEPs had been completed in the period up to 30 June 2020. SECAS highlighted the issue of missing mesh installations, and the possible impact that Covid-19 may have had on the CSPs ability to meet the coverage milestone. The DCC noted that this is still being investigated and an update will be provided at the next meeting (OPSG_36).

The DCC noted that reports on the sites requiring gateway hubs, where incorrect variants have been installed, had been issued to Users. The service managers are currently conducting a feasibility assessment on which sites will need revisiting. The DCC has also formed a plan to cancel the incidents for incorrect variant hubs that are considered non gateway which will begin this week and there will be an update from Users in the next quarterly report.

4.5. SEC Panel Quarterly Problem Report

The OPSG considered the SEC Panel Quarterly Problem Report for Q2 2020.

The report outlined that 53 new Problem records were opened in the quarter, compared to 47 last quarter. There were 153 open Problems at the end of the quarter. The report stated that 31 Problems had breached the target the DCC has set for Root Cause Analysis.

The OPSG noted that it was difficult to assess the level of service implications of Problems. The OPSG also requested that the DCC add the age of Problems to the report. The OPSG also highlighted the need to summarise the operational impact of the Problems on services.

SECAS requested that the OPSG provide any comments on the summary of DCC reporting (Annex 1) by 3 September.

ACTION OPSG 35x/03: The DCC to add the age of Problems to the SEC Panel Quarterly Problem Report.

ACTION OPSG 35x/04: The DCC to include a summary of the operational impact of Problems in the SEC Panel Quarterly Problem Report.

ACTION OPSG 35x/05: The OPSG to provide any comments on the summary of DCC reporting (Annex 1) by 3 September.

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

5. PMR Report – June

SECAS presented its review of the PMR for June 2020 to the OPSG.

The OPSG noted that performance in June had been poor, with frequent Category 1 and 2 Incidents occurring and failures to meet service levels.

SECAS noted there were four Code Performance Measures (CPM) below Target: CPM1, CPM3, CPM4 and CPM5.

CPM1 was below Target Service Level. CPM1 has been below Target Service Level for the last 12 months; with this being the 18th instance it has been below in 19 months. This was largely driven by the continued failure to achieve the minimum service level for PM2 *'response times for delivery of firmware payloads'* in CSP N.

SECAS noted that PM3.2 *'Percentage of Category 3 Alerts delivered to the DCC WAN Gateway Interface within the relevant Target Response Time'* could not be calculated in CSP Central and South (C&S) due the missing SMETS1 Wide Area Network (SMWAN) usage files. SECAS queried that if SMWAN data is affected then this would in turn have an impact on other code performance measures. The DCC confirmed it only impacts alert performance as the defect is this linked to Modification SECMP0062 Northbound Application Traffic Management - Alert Storm Protection. SECAS questioned why this had only impacted CSP C&S and not CSP N. The DCC noted that it will investigate this further.

SECAS highlighted that some metric figures had been listed as "TBC" on the PMR, and the OPSG agreed that this should be noted as "no reported figure".

The OPSG agreed to SECAS suggestion regarding the reasons for failure of CMP5 *'Percentage of Incidents which the DCC is responsible for resolving and which fall within Incident Category 3, 4 or 5 that are resolved in accordance with the Incident Management Policy within the Target Resolution Time.",* in which the DCC would separate incidents from Service Catalogue Requests for CH reboots. The DCC noted this can be done, and work has already begun to implement this.

A LS member asked the DCC if it has conducted an internal review of the SLAs and KPIs, as there have been some instances where the DCC have changed KPIs into SLAs and vice versa. The DCC explained that the reviews will take place based on the requirements of Modification MP122 "Operational Metrics", which will change the reporting and demands on the CSPs. The OPSG noted that it will be welcomed to provide and input on this when the review takes place.

ACTION OPSG 35x/06: The DCC to investigate if the missing SMWAN files which caused the failure of PM 3.2 in C&S could also affect other Service Providers and performance measurement codes.

ACTION OPSG 35x/07: The DCC to report uncalculated performance measures as "no reported figure" in the PMRs going forward, instead of "TBC".

The OPSG **NOTED** the PMR Report.

6. DCC and CSP N Performance and Reporting

The DCC outlined remediation activities to improve CSP N performance, and in particular regarding PM2.

CSP N Reporting Error

CSP N noted that the origin and extent of the reporting error had now been determined: it had first affected in the PMR in March 2018. Corrected reports were now being produced. CSP N noted that the root cause of the reporting error was a misalignment in the parameters of the low level and high level design documents that the code was built on. The low level documentation incorrectly included an incorrect parameter value resulting in a significant portion of firmware downloads being excluded from the calculations of the performance measurement.

SECAS questioned if there were any lessons learnt going forward. CSP N explained that the error occurred over two years ago and since then it has introduced additional validation measures and it is also using a difference systems integration program.

The OPSG highlighted that the corrected PMRs should include impacts on PM 2, CPM 1, and service credits. The OPSG requested the DCC provide a table showing a summary of service credits and how these had been impacted by the correction to reporting (i.e. "before" and "after" figures).

CSP N Performance

CSP N reported corrected figures for PM2. These were generally worse than those originally reported. The DCC noted that the figures for July will show a further decline.

SECAS highlighted that over the past year there has been a spike in the volume of firmware downloads, which has caused a drop in performance in CSP N as firmware download volumes increased. SECAS queried if the solutions that are being implemented will be scalable. CSP N noted that this is part of the ongoing investigations however mentioned that that there is a correlation of performance with job size: with the current configuration small jobs are not dealt with efficiently.

The OPSG emphasised that the requirement to process small jobs will always exist, and A LS member questioned why the smaller jobs could not be grouped together to reduce traffic. CSP N explained that the current system configuration is unable to do this but is currently investigating a solution. The OPSG Chair noted that the technical solutions will need to be discussed at the Technical Architecture and Business Architecture Sub-Committee (TABASC) and Security Sub-Committee (SSC) and brought back to OPSG to review the operational requirements.

Future Targets

CSP N described improvements being made to achieve 92% against PM2 by October. It also confirmed that in October it will present a plan for achieving the SEC SLA.

ACTION OPSG 35x/08: The DCC to produce a summary of corrected service credits and how these had been impacted by the correction to reporting in the PMR.

The OPSG **NOTED** the update.

7. Traffic Management Mechanism Document Governance

The DCC outlined its proposal for the governance of the Traffic Management Mechanism Document (TMMD) and process.

It is currently thought that the SEC Panel will delegate this governance process to the OPSG, after initial operation.

The OPSG:

- **NOTED** the governance of TMMD; and
- **ENDORSED** the proposed process.

8. CH and Network Evolution Plan

The DCC provided an update on the structure of the CH and Network Evolution work.

The DCC explained that the cost benefit analysis is currently being reviewed by BEIS. A LS member queried the impact on Users that had yet to be addressed by the DCC. The OPSG requested that the DCC provide an appropriate timeline for this review and ensure the needs of members are addressed.

ACTION OPSG 35x/09: The DCC to confirm an appropriate timeline to review the CH and Network Evolution cost benefit analysis and ensure the needs of the OPSG are addressed.

The OPSG **NOTED** the update.

9. SMETS1 FOC Proposals

The DCC outlined its proposal for the path to FOC Go-Live.

The DCC explained the removal of User Integration Testing - A (UIT-A) from the path to Live and noted this will be low risk. The DCC noted that UIT-A will be available for test participants approximately eight weeks after Go-Live, about four weeks later than had been the case for previous cohorts.

The Testing Advisor Group (TAG) Chair reported initial views from the TAG and noted concerns on deployment into production and the lack of uplift rehearsal. A LS member also had concerns on how the proposal will affect the Dual Band and the November 2020 Releases. The OPSG Chair requested that the DCC provide a summary of the robustness of the plan to changes in schedules of the various DCC programmes. The OPSG asked SECAS to draft a response to the BEIS joint industry plan (JIP) change request consultation. Members will then be asked for final comments by 3 September.

ACTION OPSG 35x/10: The DCC to provide a summary of the robustness of the plan to changes in schedules of the various DCC programmes that will be affected by the SMETS1 FOC Go-Live plan.

ACTION OPSG 35x/11: SECAS to draft a response to the BEIS joint industry plan (JIP) change request consultation.

The OPSG **NOTED** the proposal.

10. Any Other Business

Meeting Dates 2021

SECAS proposed changes to the meeting dates based on the reporting schedule for 2021. The OPSG agreed to continue to hold two meetings per month and a change in the meeting date schedule should be considered following the confirmation of the DCC reporting schedule via MP122 'Operational Metrics'.

OPSG Elections

SECAS highlighted the end of term for a number of OPSG members and noted the call for nominations as part of the annual election. SECAS encouraged the OPSG members to send their nominations to SECAS by 11 September.

ACTION OPSG 35x/12: SECAS to schedule meeting dates for January and February 2021, and identify and propose alternative dates from the March meeting onwards.

Next main meeting: 1 September 2020
Next reporting meeting: 28 September 2020

DRAFT