Operations Group Meeting 36x_2809

28 September 2020, 12:30 – 16:30

Meeting Headlines

Each month, the Operations Group (OPSG) reviews reports as delegated to it by the SEC Panel. This month the OPSG discussed the following (referenced by agenda item number):

3. SEC Panel Reports (SECAS): The OPSG reviewed the SEC Panel Reports summary.

RDP Incidents: SECAS highlighted that there were 11 Registration Data Provider (RDP) Incidents opened in August. 10 Incidents were reported as resolved within the month. Six remain open with investigation to be completed. The DCC noted that two open Incidents had since been closed.

DCC Certificate Signing Request (CSR) Variance Report (SECAS): The OPSG noted the report. The August 2020 report outlined that there were 21 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.

DCC Service Request (SR) Variance Report (SECAS): The OPSG noted the report. The August 2020 report outlined that 28 Users consumed services without submitting forecasts, including three LSs. The OPSG noted that due to the Covid-19 pandemic, the reported "actuals" were much lower than the usual numbers.

DCC Responsible Communications Hubs Returns Quarterly Report (SECAS): The OPSG noted the report.

SECAS noted that the format and content for the report had changed without notice and discussion, The OPSG noted that this was not good practice. SECAS further explained that the report no longer appeared to satisfy the SEC requirement.

The OPSG noted that it will need to be able to review the number of "fault found" and "no fault found" CHs, and consider any systematic differences between User and DCC assessments.

The OPSG rejected the DCC Responsible Communications Hubs Returns Quarterly Report.

The OPSG Chair suggested that the DCC engage with SECAS on the revised report for the next meeting (OPSG_37x).

SECAS requested that the OPSG provide any comments on the summary of DCC reporting (Annex 1) by 8 October.

4. PMR Report – July (SECAS): The OPSG reviewed the Performance Measurement Report (PMR).

SECAS noted that Code Performance Measures (CPM)1 was below Target Service Level.

CPM1 has been below Target Service Level for the last 13 months; with this being the 19th instance it has been below in 20 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.

OPSG_36x_2809 - Meeting Headlines

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Page 1 of 2

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A LS member commented that some firmware downloads of Devices have been rejected and excluded from the metric. DCC noted that CSP N is investigating this and agreed that all submitted jobs should be reported. The OPSG Chair noted that the SEC Working Group should be informed regarding any implications for MP122 'Operational Metrics'.

The OPSG noted poor performance by the S1SP, with two of four performance measures being below Target Service Level.

SECAS reported that two of the 18 planned system Changes executed by S1SP/Capgemini caused three Incidents. The DCC confirmed that remediation plans are being implemented by S1SP/Capgemini and that progress is being closed monitored.

5. CH and Network Evolution - Solution & Business Requirements (DCC): The DCC described the structure, scope and deliverables of the CH and Network Programme. The DCC provided and overview of the requirements to be addressed.

The OPSG raised numerous questions and comments regarding these presentations which have been forwarded separately to DCC and will be addressed at the next OPSG meeting (OPSG_37). The OPSG were asked to send any further comments to SECAS as soon as possible before the next meeting.

6. MP117 - Bulk CH Returns – Solutions (DCC): The OPSG were asked to comment on these proposals.

 The OPSG questioned the costs of the proposed solution to [MP117 'Bulk CH Returns'](#) and any potential costs that may arise after pre integration testing. A DNO member also questioned if this was now a high priority for all Suppliers noting the limited response to the refinement consultation. The OPSG noted general concerns regarding the quoted costs of implementing Modifications.

Two LS members supported taking the proposals to complete a full Impact Assessment. The OPSG Chair suggested that the DCC be asked to identify the cost drivers for their estimate, and suggest whether a more cost effective solution was feasible. will need to provide an alternative solution or further investigations of the associated costs.

10. AOB

Duplicate Counter IDs (SECAS)

SECAS explained an issue of a duplicate header appearing with Device Alerts whereby the Counter ID is not maintaining a unique sequential number as expected in the GB Companion Specification (GBCS) due to the Counter ID being reset. This can cause Alert messages to be rejected by User systems as the Counter ID is not unique and may result in Alerts not being actioned. A DNO member commented that it has seen approximately 8,000 Alert messages being removed daily.

SECAS highlighted that this had been added to the OPSG Issues Log. SECAS requested that OPSG members investigate whether their User systems or Adapters use the GBCS headers to identify new Device Alerts (and potentially reject duplicate Alerts) and provide any feedback to SECAS.

Next main meeting: 6 October 2020; Next reporting meeting: 26 October 2020.