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Operations Group Meeting

28 September 2020, OPSG_36x_2809

12:30 – 16:30

Teleconference

Final Minutes

Attendees:

Category	Operations Group Members
Operations Group Chair	Dave Warner
DCC	Mo Asif
Network Parties	Matthew Alexander
	Gemma Slaney
Large Suppliers	Rochelle Harrison
	Tony Shanahan
	Stephen McLaughlin (<i>Alternate for Mark Morrison</i>)
	Martin Christie (<i>Alternate for Zoe Marklew</i>)
	Robin Mellish (<i>Alternate for Paul Clark</i>)
	Ralph Baxter
Other SEC Parties	Elias Hanna

Representing	Other Participants
DCC	Michael Wallace
	Wendy Liddell
	Sally Musaka
	Easton Brown
	Ro Crawford (Part)
	Timothy Dunning (Part)
	James Henton (Part)
	Parmjeet Dayal (Part)
	Kayode Oluwatayo (Part)
	Andrew Rabey (Part)
	Oliver Bridges (Part)

Managed by

	Gary Stuart (Part)
	Derren Stephenson (Part)
	Richard Amey (Part)
	Graeme Liggett (Part)
	Nick Rodgers (Part)
SECAS	Veronica Asantewaa (Meeting Secretary)
	Joey Manners
	Huw Exley
	Harry Jones (Part)
TAG	Robin Healey
BEIS	Natasha Free

Apologies:

Representing	Name
Large Suppliers	John Noad
	Ed Webber
	Rob Short
Small Suppliers	Simon Dowse
	Kate Frazer
	Kate Barnes
Other SEC Parties	Geoff Huckerby
	Tom Woolley

1. Previous Meeting Minutes

The OPSG Chair invited comments on the Draft Minutes from OPSG_35x_2408.

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_35x. 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 34xx/04	The DCC to reissue all PMRs affected by the CSP N reporting tool error with the inclusion of a summary of the impact to CPM1 and service credits	22/06/2020	28/09/2020	26/10/2020	DCC
The DCC noted that it has now received the corrected Communications Service Provider (CSP N) Performance Measure (PM) 2 data for all affected dates caused by the reporting tool error. The DCC explained it provided details in a backup data sheet in the July report, to show how the error has impacted Code Performance Measure (CPM) 1. SECAS noted the progress made and added the same level of detail will need to be provided for service credits. DCC confirmed that as soon as the final calculations have been completed for service credits, it will reissue all PMR reports but no firm date has been provided. Status: Open					
OPSG 34xx/01	The DCC to confirm a suitable checkpoint to review Secure MOC migrations	21/07/2020	28/09/2020	N/A	DCC
SECAS noted that at the recent Implementation Manager's Forum (IMF) meeting it was reported that there were approximately 100 dormant migrations remaining. SECAS informed members there will be a scheduled checkpoint to review how Secure Middle Operating Capability (MOC) migrations have performed operationally. Status: Closed					
OPSG 35x/02	The DCC to provide a short statement at each meeting that the service has not been impacted by Covid-19.	24/08/2020	28/09/2020	06/10/2020	DCC
The DCC noted that it will provide such a statement as part of its Operational Update going forward. SECAS questioned if the DCC expects to reinstate a standing agenda item on Covid-19 update due to the recent changes in government guidelines. The DCC noted that it has processes in place to restart response teams if necessary, and will update the OPSG accordingly. Status: Open					
OPSG 34xxx/07	SECAS and the DCC to confirm the appropriate governing body or forum to discuss the BMax target.	27/07/2020	28/09/2020	26/10/2020	DCC

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
SECAS noted that it has engaged with Ofgem to establish if it is the appropriate body to discuss the BMax target and will provide an update following response. Status: Open					

The OPSG **NOTED** the update.

3. SEC Panel Reports

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

3.1. Registration Data Provider Incident Report

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

SECAS highlighted that there were 11 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 since the report was issued, two open Incidents had since been closed.

The DCC confirmed the categorisation of RDP Incidents takes into account the number of MPxNs affected.

3.2. DCC Certificate Signing Request Variance Report

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

The report outlined that there were 21 Users who have consumed services without submitting a forecast, which includes three Large Suppliers (LSs). The OPSG noted that due to the Covid-19 pandemic, the reported “actuals” had been much lower than the usual numbers. As restrictions eased, installation activity has begun to return to pre-Pandemic levels. The OPSG will continue to monitor the installation volumes and any changes in government guidelines.

3.3. DCC Service Request Variance Report

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

The 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.

The OPSG Chair raised concern about the number of Users who have consumed services without submitting a forecast. SECAS noted that there is an action underway (OPSG 31x/03) to consider this issue and the DCC is in the process of completing the development of a User modelling solution. SECAS will provide a detailed update at the next OPSG meeting (OPSG_37x).

3.4. DCC Responsible Communications Hubs Returns Quarterly Report

The OPSG considered the DCC Responsible Communications Hubs (CH) Returns Quarterly Report for Q2 2020.

The report outlined that 4,932 CH returns were requested. 57% were requested in the CSP N region and 42% in CSP Central and South (C&S). The report gives a breakdown of the DCC triage of CH

Devices. However, it lacks the full clarity and detail on requested returns, physical returns and triage results.

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 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 CH returns categorised by “fault found” and “no fault found” and consider any systematic differences between User and DCC assessments of these.

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

The OPSG and DCC agreed that DCC would engage with SECAS on the revised report to be produced in time for the next reporting meeting (OPSG_37x).

SECAS requested that the OPSG provide any comments on the summary of DCC reporting (Annex 1) by 9 October.

ACTION OPSG 36x/01: The DCC to engage with SECAS to produce a revised DCC Responsible Communications Hubs Returns Quarterly Report to be submitted by 19 October.

ACTION OPSG 36x/02: The OPSG to provide any comments on the summary of DCC reporting (Annex 1 of the SEC Panel Report) by 9 October.

The OPSG:

- **NOTED** the SEC Panel Reports; and
- **REJECTED** the DCC Responsible Communications Hubs Returns Quarterly Report.

4. PMR Report – July

SECAS presented its review of the Performance Measurement Report (PMR) for July 2020 to the OPSG.

SECAS summarised that CPM1 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.

A LS member commented that they had experienced firmware downloads of Devices being rejected and that these were being excluded from the measurement of the metric. The DCC added that CSP N previously reported that jobs should only be cancelled if the Firmware download channels were full, and from their assessments the peak has been 200 out of the 400 channels in use at one time. The DCC will investigate and provide confirmation of whether any firmware download jobs are being cancelled and rationale for this.

The OPSG and DCC agreed that all submitted jobs should be reported on. The OPSG Chair suggested that the SEC Working Group should be informed regarding any implications for [MP122 ‘Operational Metrics’](#).

The OPSG noted poor performance by the Capgemini SMETS1 Service Provider (S1SP), with two of four performance measures below Target Service Level.

SECAS reported that two of the 18 planned system Changes executed by Capgemini S1SP caused three Incidents. The DCC confirmed that remediation plans are being implemented by S1SP Capgemini and that progress is being closely monitored. The DCC also reported that S1SP Capgemini “Get to Green” plan will be completed by the end of October; it will then work towards three months of clean service by 29 January 2021.

A LS member commented that PM 2.1 ‘Percentage of Communications Hub Incidents resolved by remote maintenance’ for the CSPs was recorded as ‘No Events’. The LS questioned why remote reboots on CHs were not included in the metric. The DCC agreed that this should be captured and will investigate further.

ACTION OPSG 36x/03: The DCC to investigate with CSP N whether firmware downloads are being cancelled or rejected and if they are being excluded from the PM2 in CSP N.

ACTION OPSG 36x/04: SECAS to inform the SEC Working Group of the exclusion of rejected firmware downloads from the measurement of PM2 in CSP N, and ensure this is captured as part of the [MP122 ‘Operational Metrics’](#) Modification.

ACTION OPSG 36x/05: The DCC to investigate why remote reboots of CH are not captured in the SLA for PM2.1 ‘Percentage of Communications Hub Incidents resolved by remote maintenance’ in the CSPs.

The OPSG **NOTED** the PMR Report.

5. CH and Network Evolution - Solution & Business Requirements

The DCC described the structure, scope and deliverables of the CH and Network Programme, which aims to deliver a 4G Minimum Viable Product (MVP) (CH and service). The DCC provided an overview of the requirements to be addressed.

The OPSG raised numerous questions and comments regarding the presentations, the following details have been forwarded separately to DCC and will be addressed at the next OPSG meeting (OPSG_37) *[Post Meeting Note: As DCC were not able to respond to these queries immediately, the next consideration of this topic will now be on 26 October (OPSG_37x)]*

Programme Brief

The OPSG raised concerns that the programme brief presented by the DCC, did not make clear the overall timescales envisaged and the consequences of any delays. The OPSG requested that clarity on the different options to the approach with cost and timescales be provided.

It was noted that DCC do not intend to produce a separate Programme Initiation Document after the Programme Brief.

Programme Scope

The OPSG noted that activities related to the 4G service were not clear in the scope and questioned how the 4G service would initially be set up. The OPSG also questioned whether the Wide Area Network (WAN) coverage would be available from the first day of the 4G service or whether the service would be staggered as with BMax target milestones.

A LS member raised concerns that due to the timeline of the business case presented, 2G/3G CHs will have limited life when the 4G CHs are rolled out, and the full benefits will not be achieved. Also, the late delivery of 4G CHs will incur cost to Suppliers as 2G/3G CHs will need to be replaced.

The OPSG questioned how the solution will support or relate to SMETS1. A LS member asked why the cost of individual cohorts for Suppliers is not highlighted in the report. The DCC confirmed that it cannot provide individual costs, however, a summary will be included in the Cost Benefit Analysis (CBA).

The DCC reported that the 4G Single Band (SB) CHs and Dual Band (DB) CHs will be implemented separately, noting that SB CHs will be prioritised. A LS member raised a concern that the DB CHs will be left behind, when, in fact, both SB and DB devices will be required at similar times; the member questioned the rationale for, in effect, separate programmes.

A DNO member explained that it is a SEC requirement for alerts to be sent within 60 seconds of a power outage. The DNO member questioned if the MVP requirements will specify compliance with the SEC as is, or will seek to reflect the discussions currently underway. The OPSG requested that DCC provide a clear statement as to whether it plans to provide support for current SEC requirements or whether the MVP requirements will make some assumption about the outcome of Modification [DP096 'DNO Power Outage Alerts'](#).

Requirements

The OPSG Chair noted that the business themes and business requirements need to be systematically mapped to the lower level detailed requirements in the Requirements Traceability Matrix (RTM). The OPSG would seek assurance that this had been done, although it was not expected that the OPSG would review the RTM in detail. Rather, the OPSG would review any elements of the RTM that indicate changes to the current SEC requirements.

The OPSG requested the DCC to confirm that Users will not need to make changes to their processes and systems when the MVP is implemented.

The OPSG noted that DCC had presented possible optional requirements for OPSG comments. These requirements would go beyond those for the MVP. For clarity, the OPSG requested that requirements be categorised as:

- (a) MVP requirements where these differ from the existing SEC requirements
- (b) Any added requirements where the intention is to ensure the successful delivery of existing SEC requirements
- (c) Optional requirements beyond the scope of the MVP, where the DCC is seeking OPSG input, where

A LS member raised concerns regarding the Service Integration citing previous examples where key milestones have been missed at the cost of Service Users. The DCC responded that they are considering the implications on contracts to ensure the Service Provider chosen delivers to time and quality, and to avoid incurring undue cost on industry.

The OPSG was asked to send any further comments to SECAS as soon as possible before the next meeting.

ACTION OPSG 36x/06: The DCC to address the comments raised by OPSG members on the CH and Network Programme (Solution & Business Requirements) for the next meeting (OPSG_37).

ACTION OPSG 36x/07: The OPSG to send any further comments to SECAS as soon as possible before the next meeting (OPSG_37)

The OPSG **NOTED** the presentation.

6. MP117 - Bulk CH Returns – Solutions

SECAS presented a proposed solution for [MP117 'Bulk CH Returns'](#).

The OPSG questioned the costs of £550,000 for the proposed solution and any potential costs that may arise following 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 concern regarding the quoted costs of implementing Modifications.

The OPSG Chair noted that the bulk returns requirement had appeared to be seen as important in previous discussions at OPSG.

Two LS members supported the request for a full Impact Assessment (IA) costing approximately £16,350. 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.

ACTION OPSG 36x/08: SECAS to raise the OPSG request for DCC to explain the costs for the proposed solution to MP117 'Bulk CH Returns' with the SEC Working Group.

ACTION OPSG 36x/09: SECAS to request the DCC to provide a more cost-effective solution to MP117 'Bulk CH Returns'.

The OPSG:

- **NOTED** the presentation; and
- **AGREED** that the views of OPSG members regarding a full IA for MP117 be relayed to the Working Group.

7. Any Other Business

Duplicate Counter IDs

SECAS explained an issue of a duplicate header appearing in 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 due to this.

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.

Self Service Interface (SSI) Reports

A DNO member previously raised the issue of RSMI reports in the SSI not being available due to their large file size. In August, a fix was put in place to allow for reports to be generated and retrieved at a later date. However, the DNO noted that they are still experiencing issues accessing reports. The

DNO member also highlighted that a new problem record has been raised for this, even though there is an existing open Problem. The DCC noted it is reviewing the Problem and will investigate further.

ACTION OPSG 36x/10: The DCC to investigate the issue of duplicate Problems being raised for an open Problem relating to RSMI reports in the SSI.

Next main meeting: 6 October 2020

Next reporting meeting: 26 October 2020

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