

Details			Dates			Overdue Actions		
Action Reference	Main/ Reporting meeting	Action	Raised on	Due Date	Closed Date	Update	Status	Revised Due Date
OPSG 31x/03	Reporting	SECAS to investigate why Users are not submitting SRV forecasts.	27/04/2020	22/05/2020		SECAS continues engage with Users who are not submitting forecasts and will provide a final update at the November meeting (OPSG_38x), with recommendation for next steps and improvements. Deferred from October due to high priority decision items.	Open	23/11/2020
OPSG 31x/07	Reporting	The DCC to provide a document describing the end service as it would be seen from a User's perspective, after implementation of the proposed changes to queue management for the DSP Motorway Cache. The DCC also to provide an estimate of any costs incurred.	27/04/2020	22/05/2020		The DCC noted that this action will return to TABASC to be discussed further. The DCC will provide an update at the November meeting (OPSG_38x).	Open	23/11/2020
OPSG 33xx/04	Reporting	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	27/07/2020		The DCC continues to work through the backlog. There have been challenges with volume. Work is ongoing, but taking longer than initially anticipated. Anticipated that the reports will be ready to be published in the next couple of weeks	Open	28/09/2020
OPSG 34xxx/04	Reporting	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		SIE have confirmed in the Service Review that the issue only impacted DSP RTT reporting. It had no impact on SIE RTTs.	Propose to close	26/10/2020
OPSG 34xxx/06	Reporting	The DCC to provide an update on how CSP N intend to achieve the SEC SLA at the September meeting (OPSG_36x)	27/07/2020	28/09/2020		The DCC will provide a high level overview at November meeting (OPSG_38) and a detailed update at the November reporting meeting (OPSG_38x)	Open	23/11/2020
OPSG 34xxx/07	Reporting	SECAS and the DCC to confirm the appropriate governing body or forum to discuss the BMax target.	27/07/2020	24/08/2020		SECAS contacted Ofgem who confirmed they were content with the current approach of SEC Panel notification to them. The DCC have been asked to confirm the latest position.	Open	26/10/2020
OPSG 34xxx/08	Reporting	The DCC to share the outcomes from the Network and CH Evolution plan assessment undertaken by an external company, including cost benefit analysis with the OPSG	27/07/2020	24/08/2020		This action was discussed at September reporting meeting (OPSG_36x). The Cost Benefit Analysis (CBA) will be discussed at the November meeting (OPSG_38), subject to agreement by BEIS.	Open	03/11/2020
OPSG 34xxx/09	Reporting	The DCC to provide documents describing the operational implications of the Network and CH Evolution plan for consideration by the OPSG.	27/07/2020	24/08/2020		This action will be discussed further at the October meeting (OPSG_37x) under agenda item 6, CH and Network Evolution - BRD Review.	Propose to close	28/09/2020
OPSG 35x/01	Reporting	The DCC to review if it is feasible to produce a monthly reconciliation report to analyse the discrepancies in SR reporting.	24/08/2020	28/09/2020		The DCC is looking into the feasibility of this around existing workloads. Will be able to provide an update at the October meeting (OPSG_37x).	Open	26/10/2020
OPSG 35x/02	Reporting	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	19/10/2020	The DCC has now included this in the Operational update and will continue to going forward.	Closed	26/10/2020
OPSG 35x/03	Reporting	The DCC to add the age of Problems to the SEC Panel Quarterly Problem Report.	24/08/2020	23/11/2020		The age of Problems will be included in the next quarterly report.	Open	
OPSG 35x/04	Reporting	The DCC to include a summary of the operational impact of Problems in the SEC Panel Quarterly Problem Report.	24/08/2020	23/11/2020	19/10/2020	The DCC reporting team has added the number of working days for any open problem so this element can be fulfilled. The DCC is reviewing the additional requirements within the team and will look to incorporate for the November report as requested.	Closed	
OPSG 35x/06	Reporting	The DCC to investigate if the missing SMWAN files which caused the failure of PM 3.2 in CSP C&S could also affect other Service Providers and performance measurement codes.	24/08/2020	28/09/2020		This was fixed at the end of August 2020 and was a data provision issue from DSP to CSP. The data will enable TEF to report from next month. Retrospective data will not be available unfortunately.	Propose to close	
OPSG 35x/09	Reporting	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.	24/08/2020	28/09/2020		The CBA is due to be discussed at the November meeting (OPSG_38), subject to agreement by BEIS.	Open	03/11/2020

OPSG 35x/10	Reporting	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.	24/08/2020	06/10/2020		The DCC has not provided an update.	Open	
OPSG 35x/12	Reporting	SECAS to schedule meeting dates for January and February 2021, and identify and propose alternative dates from the March meeting onwards.	24/08/2020	28/09/2020		The OPSG meeting dates for Jan and Feb 2021 have been scheduled and will be sent out to members shortly. Meeting dates from March onwards will be based on the upcoming MP122 schedule.	Open	
OPSG 36x/01	Reporting	The DCC to engage with SECAS to produce a revised DCC Responsible Communications Hubs Returns Quarterly Report to be submitted by 19 October.	28/09/2020	26/10/2020		This action will be discussed further at the October meeting (OPSG_37x) under agenda item 4.	Open	
OPSG 36x/02	Reporting	The OPSG to provide any comments on the summary of DCC reporting (Annex 1 of the SEC Panel Report) by 9 October.	28/09/2020	09/10/2020	09/10/2020	There were no further comments from OPSG members.	Closed	
OPSG 36x/03	Reporting	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.	28/09/2020	26/10/2020		This action is still under investigation and will provide an update at the November reporting meeting (OPSG_38x).	Open	23/11/2020
OPSG 36x/04	Reporting	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.	28/09/2020	26/10/2020		SECAS Change Team have contacted the DCC to understand how firmware exclusions will be managed under SECMP122 and will raise for Working Group consideration if required.	Open	
OPSG 36x/05	Reporting	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.	28/09/2020	26/10/2020		This action is still under investigation and will provide an update at the November reporting meeting (OPSG_38x).	Open	23/11/2020
OPSG 36x/06	Reporting	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).	28/09/2020	06/10/2020		The DCC will provide an update at the October reporting meeting (OPSG_37x), under agenda items 6 and 7.	Open	26/10/2020
OPSG 36x/08	Reporting	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.	28/09/2020	26/10/2020		This will be discussed at the the next SEC Working Group meeting on 4 November.	Propose to close	
OPSG 36x/09	Reporting	SECAS to request the DCC to provide a more cost-effective solution to MP117 'Bulk CH Returns'.	28/09/2020	26/10/2020		This will be discussed at the the next SEC Working Group meeting on 4 November.	Propose to close	

OPSG 36x/10	Reporting	The DCC to investigate the issue of duplicate Problems being raised for an open Problem relating to RSMI reports in the SSI.	28/09/2020	26/10/2020	<p>Problem (PBI000000111113) was originally raised due to RSMI002 timeouts. Original scope of the problem was to provide a solution which would limit the report input to prevent timeouts owing to the volume of data being returned. The scope of this problem changed as the solution was redesigned over the time from its inception in 2018 (resulting in the materialised view solution and asynchronous reporting model recently delivered for all RSMI reports). The solution deployed delivered the new redesign requirements of RSMI002. Post deployment a new incident was raised and following analysis by DSP, they have confirmed that the new incident is not related to the original issue. The behaviour is different, in that the reports appear to complete, however we see a disconnect between the database and SSI, meaning the output cannot be returned. Analysis has highlighted that 2 in 7 asynchronous reports were failing. We have since created a new problem record PBI000000121903 in relation to RSMI002 to perform root cause analysis into the newly identified issue – Initial technical conference scheduled for 30/09/2020. So in summary, the reason for the new problem is that based on incident analysis:</p> <p>The behaviour of the timeouts differs from the behaviour observed prior to Materialised view / asynchronous reporting deployment (in that reports look to complete but are not being delivered, as opposed to not completing as previous). Not all RSMI002 reports are failing.</p> <p>The fact we have an essentially new solution in use by SUs means the scope of the problem investigation will differ to the original issue.</p> <p>PBI000000111113 was set to 'Completed' status for an extended 4 week period (process denotes 2 weeks as BAU) – This was visible on SSI and also advised via an email communication sent out by the Service Centre – There were, in total, 15 Service Users impacted by this issue and no concerns were raised in the 4 week monitoring period, therefore the problem ticket was set to closed, after which point a ticket cannot be re-opened. In this instance a new problem investigation is the correct process as the new incident relate to different symptoms on a new solution.</p>	Propose to close	
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