

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.

Operations Group Meeting 37x_2610

26 October 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. SECAS requested that the OPSG provide any comments on the summary of DCC reporting (Annex 1) by 5 November.

RDP Incidents: SECAS highlighted that there were 11 Registration Data Provider (RDP) Incidents opened in September. Nine Incidents were reported as resolved within the month. Nine remain open with investigation to be completed. The DCC noted that eight Incidents had since been closed, including some long standing Incidents.

The OPSG Chair noted that the number of RDPs Incidents was again at a higher level. The DCC noted that it continues to engage with RDPs and will provide an update on its investigation at the next meeting (OPSG_38x).

DCC Certificate Signing Request (CSR) Variance Report (SECAS): The OPSG noted the report. The September 2020 report outlined that there were 27 Users who have consumed services without submitting a forecast, which included two Large Suppliers (LSs).

DCC Service Request Variance (SRV) Report (SECAS): The OPSG noted the report. The September 2020 report outlined that 31 Users consumed services without submitting forecasts, including five LSs.

4. CH Returns Quarterly Report - Revised format (SECAS/DCC): The OPSG noted the variance between the format of Q2 and the Q3 Communications Hub (CH) Returns Quarterly Report.

The DCC acknowledged that it should have engaged with the OPSG before publishing the newly formatted report.

The OPSG Chair noted that SECAS and the DCC will need to confirm if the new version of the report is compliant with the SEC. The DCC will produce both versions of the Q3 report for review at the next meeting (OPSG_38x). The OPSG and DCC will review and discuss, with the target of producing the Q4 report in the agreed format.

5. PMR Report – August (SECAS): The OPSG reviewed the Performance Measurement Report (PMR).

SECAS noted that two Code Performance Measures (CPM) were below Target: CPM 1 and CPM 3.

CPM1 has been below Target Service Level for the last 14 months; with this being the 20th instance it has been below in 21 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 and the failure to achieve Target Service Level in Communications Service Provider Central and South (CSP

C&S). CPM1 was further impacted by the failure to achieve Target Service Level of PM1.1
“Percentage S1SP Countersigned Service Request Times within relevant Target Response Time”.

SECAS noted that CSP C&S did not report its performance for PM3.2 for August, however it has met the Target Service Level in previous months. The OPSG Chair asked that the report to the Panel should note the failure of CSP C&S and DCC to report the performance measure.

6. CH and Network Evolution - Solution & Business Requirements (DCC): The DCC answered some concerns raised previously by members on the project scope. A LS member queried when the DCC will communicate the SMETS1 scope to wider SEC Parties. The OPSG Chair requested that the DCC consider the quality in delivery, specifically the avoidance of defects.

The OPSG agreed there was a clear and recognised user business need for this project. The OPSG noted the assurances from DCC that the Minimum Viable Product (MVP) + 4G service would meet the existing SEC requirements and that there would be no changes to SRVs or User orchestrations. There are a number of questions on candidate service improvements that are dependent on the Cost Benefit Analysis (CBA).

7. Major Incident Review (SECAS): The OPSG agreed that Incident INC000000627085 and INC000000629108 should be published to all SEC Parties, after some amendments have been made to the reports.

8. Work Package - Q2 2020 (July - Sept) actuals (SECAS): The OPSG noted the lookback report against the Work Package for Q2 2020–21.

9. OPSG ToR Project (SECAS): The OPSG endorsed the recommended changes to the OPSG Terms of Reference (ToR).

10. Meeting Effectiveness – Survey Actions (SECAS): SECAS outlined the actions from the recent Sub-Committee Survey. The OPSG noted areas of improvement and agreed to the proposals made which will be implemented at future meetings.

Next main meeting: 3 November 2020; Next reporting meeting: 23 November 2020.