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Paper Reference:	**OPSG_38x_2311_03**
Action:	**For Decision**

DCC SEC Panel Reports Summary

1. Purpose

This paper provides a summary view of the regular DCC SEC Panel Reports that have been delegated to the Operations Group (OPSG) to review, comment and action as appropriate. The proposed summary table for the SEC Panel can be found in Annex 1 at the end of this paper. OPSG Members are asked to note this summary paper, approve the commentary in Annex 1 and raise any further issues that should be highlighted to the Panel.

2. Summary Operational Reports

2.1. Registration Data Provider (RDP) Incidents

The DCC is required to provide a monthly report related to the time it has taken to resolve RDP Incidents where the DCC is responsible for resolution, but RDP input is required to do so (SEC Appendix AG 2.5.10).

A copy of the latest report (October 2020) is included as confidential Appendix A (**AMBER**).

There were 17 Incidents opened in the month of October. 19 Incidents were reported as resolved within the month. 10 remain open with investigation to be completed. Further information including severity and the age in days of the open Incidents, is as follows:

Resolved RDP Incidents	
Severity	**Quantity**
3	6
4	7
5	6

Open RDP Incidents	
Severity	**Quantity (Age in days)**
3	4 (6 and 2)
4	2 (13 and 5)
5	4 (69, 16, 15)

2.2. DCC Certificate Signing Request Variance Report

The DCC Certificate Signing Request Variation Report is produced monthly in accordance with SEC Section L8.9. The report presents the actual number of Certificate Signing Requests (CSRs) in respect of Device Certificates sent by all Authorised Subscribers during the month (the total figure and broken down into single Device Certificates and those which are Batched Certificate Signing Requests), versus the numbers most recently forecast for the month.

A copy of the October 2020 report is attached as confidential Appendix B (**AMBER**).

October 2020 Report Summary

Due to the COVID-19 pandemic, there is an expectation that 'actuals' will be much lower than business as usual numbers.

As per request from SECAS, the table below shows an adjusted Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts'.

Actual	Forecast	Variance	Percent of forecast
2,99,286	**1,584,123**	**715,163**	**145.1%**

26 Authorised Subscribers consumed services without submitting a forecast, including four Large Suppliers. SECAS has contacted the Users who have consistently not provided CSR and SR forecasts as per their SEC obligation. SECAS believe that MP116 will address the issues raised by Users concerning SR Forecasts. SECAS are working with the DCC to consider the best approach for the CSR forecast process and this will be presented to OPSG as soon as practicable.

2.3 DCC Service Request Variance Report

The Service Request Variance Report (SRV) is a monthly report produced in accordance with Section H3.24 of the SEC. It presents the aggregate number of Service Requests (SRs) received from all Users during the Measurement Period (the applicable calendar month) in total and broken down by reference to each Service listed in the DCC User Interface Services Schedule (SEC Appendix E). It also compares the actual numbers against the numbers most recently forecast for the applicable month.

A copy of the July 2020 report is attached as confidential Appendix C (**AMBER**).

The report notes that the DCC is currently validating new data to support the section which identifies variances for individual Users.

October 2020 Report Summary

Due to the COVID-19 pandemic, there is an expectation that 'actuals' will be much lower than business as usual numbers.

As per request from SECAS the table below shows an adjusted Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts'.

Actual	Forecast	Variance	Percent of forecast
236,445,334	**1,455,786,055**	**-1,219,340,721**	**16%**

31 SEC Parties consumed services without submitting a forecast including five Large Suppliers. SECAS has contacted the Users who have consistently not provided CSR and SR forecasts as per

their SEC obligation. SECAS believe that MP116 will address the issues raised by Users concerning SR Forecasts. SECAS are working with the DCC to consider the best approach for the CSR forecast process and this will be presented to OPSG as soon as practicable.

2.4. Network Enhancement Plan Quarterly Report

The DCC Network Enhancement Plan (NEP) Report is produced on a quarterly basis in accordance with SEC Section F7.21. A NEP is a specific commercial arrangement to the Communication Service Provider Central and South (CSP C&S) contracts and details improvements to Wide Area Network (WAN) connectivity within a geographic region. NEPs are an arrangement which allows the DCC to hold CSP C&S to account for its contractual obligations in respect of coverage and connectivity; however, makes allowances for matters beyond the full control of the CSP C&S. Two types of allowances are managed using NEPs, including "Notice to Quit" (NTQ) and "Proactive/Planned Mesh".

A copy of the Quarter 3 2020 report is attached as Appendix D (**GREEN**).

NEP Quarter 3 2020 Summary

The report states that 9 NEPs have been completed in the period up to 30 September 2020.

Overall, the report cites that within the CSP C&S regions, 207,586 premises are subject to a NEP. This is c.1% of all premises within the CSP C&S. The DCC has advised that CSP C&S expect the NEPs to be completed through a combination of actual mesh installation and improvements in cellular coverage. The DCC monitors the NEP completion and overall status of the CSP C&S to meet its coverage commitment of 99.25% by the end of 2020. The DCC updated SECAS on progress to date, noting CSP C's coverage is currently at 99.14% and CSP S's is at 99.11%. There is further cellular deployment planned for the end of 2020 and therefore CSP C&S are on track to achieve the BMAX milestone.

As noted above, the completion of the NEPs through mesh installs by Suppliers places a degree of reliance on Suppliers to complete installation rollout by the end of 2020. The DCC have noted that they continue to see significant volumes of installations of cellular hubs in areas where mesh capable hubs are required. This continues to prevent the deployment of mesh networks to extend connectivity to unreachable properties. The DCC advised this will be included in the, 'non-compliant behaviour' presentation planned for a future meeting. The DCC confirmed that they have seen no adverse impact to their coverage improvements due to the Covid pandemic.

NEP status (by premises)	Central	South
Number of premises affected by NEPs	122,691	84,059
Number of NEPs completed in the quarter*	2	7

*figures represent volume of premises

NEPs in Progress	Central	South
Total NEPs in Progress	2,835	1,927
Number of NEPs ongoing in the quarter (Dependent on non-CSP parties)	2,835	1,927
Number of NEPs created in the quarter (Dependent on non-CSP parties)	0	0

2.6. SEC Panel Quarterly Problem Report Summary

SEC Appendix AG section 3.2 requires the DCC to produce a comprehensive report of all the open Problems periodically. The DCC currently produces these reports quarterly. The report is provided as two documents: a summary which highlights the significant/impactful Problems, and a spreadsheet listing all of the open Problem records.

A copy of the Quarter 3 2020 report and the tracker spreadsheet are attached as Appendices E and F (**AMBER**).

Quarter 3 2020 Summary

The Executive Summary reports notes there were 154 Open problems at the end of the Quarter 3 with the following status:

Under Investigation:	40
Pending (fix identified but not applied):	100
Completed (fix applied, awaiting confirmation):	14

The report lists 31 Problems which have breached the target the DCC has set for Root Cause Analysis. 3 are critical Category, 8 are high Category, 14 are medium Category and 7 are low Category. It then lists 66 open Problems which the DCC considers are 'Significant and/or Impactful'. OPSG Members are asked to review this report to see if any of these Problems require escalation.

As per Action OPSG 35x/03 the DCC have now added the age in Work Days of the Open problems to the spreadsheet.

DCC Responsible Communications Hubs Returns Quarterly Report

The DCC Responsible Communications Hubs (CH) Returns Report is produced quarterly in accordance with SEC Section F9.15. The report provides details of the number and circumstances of CH for which the reason for return, loss or destruction, is determined to have been a CH Pre-Installation DCC responsibility or a CH Post-Installation DCC responsibility. The report is broken down by CSP regions. In instances where the DCC disputes responsibility, the volume of CH under dispute are excluded from the report until the matter is resolved under Communications Hub Fault Diagnosis per the Communication Hub Installation and Maintenance Support Materials (CHIMSM).

A copy of the Quarter 3 2020 report is attached as Appendix G (**GREEN**).

Quarter 3 2020 Summary

Please note, that due to questions of compliance arising after the change in format of the Q2 report, the DCC produced a variation of the Q3 report matching the previous format of the report especially for the OPSG. This version has not been published to the wider SEC Parties, however SECAS proposes to use the previous format for the SEC Panel review until the new format has been agreed.

SECAS have engaged with the DCC and decided the best approach to engage with OPSG members and produce a requirements document for the Q4 report and beyond is via a workshop. The workshop will be one hour and be either a 10 AM or 1 PM start. We propose one of the following dates for the workshop: 7 December, 9 December, 15 December or 17 December. The OPSG is asked to consider and approve the workshop and a suitable date.

The report notes that a total of 33,763 units registered returns were made in Q3 2020. Of these, 15,557 were deemed by the Supplier as faulty (8.14.3) and 18,206 were deemed as not faulty (8.14.4).

Period	Fault SRVs 8.14.3	No Fault SRVs 8.14.4	Total SRVs	%of fault SRVs
Q3 2019	915	2,242	3,157	29.0%
Q4 2019	7,869	8,381	16,250	48.4%
Q1 2020	8,850	11,920	20,770	42.6%
Q2 2020	16,623	21,156	37,779	44.0%
Q3 2020	15,557	18,206	33,763	46.1%

The report states that 54% of the returns are attributed to Communication Service Provider Central & South (CSP C&S) and the remaining 46% are attributed to CSP North (CSP N). The breakdown by Fault and No Fault by region for Q4 2019 can be found below:

Region	Fault SRVs 8.14.3 %	No Fault SRVs 8.14.4 %
Central & South	49%	51%
North	42%	578%

3. Recommendations

The OPSG is requested to:

- **NOTE** the contents of this paper;
- **APPROVE** the commentary in Annex 1 and raise any further issues to be provided to the SEC Panel; and
- **APPROVE** a workshop to produce a requirements document for the DCC responsible CH returns report and select a suitable date.

Huw Exley

SECAS Team

16 November 2020

Attachments:

- **Appendix A:** RDP Monthly Incident Report October (**AMBER**)
- **Appendix B:** CSR Forecast Variance Report October (**AMBER**)
- **Appendix C:** SR Variance Report October (**AMBER**)
- **Appendix D:** Quarterly network Enhancement Plan report Quarter 3 2020 (**GREEN**)
- **Appendix E:** Quarterly Problem Report Quarter 3 2020 (**AMBER**)
- **Appendix F:** Quarterly Problem Report Quarter 3 2020 – Tracker (**AMBER**)
- **Appendix G:** Quarterly Responsible Communications Hubs Returns Report (**GREEN**)

ANNEX 1

Report	Delivery per SEC	Content	Observations
Performance Measurement Report	On Time (SEC H13.4 – Monthly 25 working days following end of month). On Time	Per SEC H13.1. & L8.6	<u>PMR</u> One Code Performance Measures were below Target Service Level. This was: • CPM 1 (*Percentage of On Demand Service Responses delivered within the applicable Target Response Time*) at 95.01%. This was driven by Service Provider PM 2 (*Category 1 Firmware Payloads completed within TRT*) which failed to meet target CSP N at 54.50%. This is the 21st instance this CPM has been below target in 22 months. The OPSG are reviewing the CSP N improvement plan on a monthly basis. <u>Service Provider Performance Measures</u> All Performance Measures in CSP C&S were above target service level. PM 6.2 (*Percentage availability of DCC WAN Gateway Interface)* was below target in CSP N. this was caused by a Major Incident caused by a memory leak issue. PM2.1, '*Service availability – DCC Data Service*' was below target in the DSP which was due to a Major Incident caused by a planned maintenance window overrunning. The number of Comms Hubs Exceptions rose slightly across all three CSPs in in line with the increase in overall activity. Work continues with SECAS and the CSPs to better understand Exceptions. All performance measures for all S1SPs were above target service level or no event.

Registration Data Provider (RDP) Incident Report –	On Time (SEC Appendix AG 2.5.10 – Monthly - timing not specified).	Per SEC Appendix AG.	17 Incidents were raised within the month with a total of 19 Incidents reported as resolved within the month and 10 records reported as outstanding.
Certificate Signing Request (CSR) Variance Report –	SEC L8.9 – 10th Working Day following month end. On time	Per SEC L8.9(a)	2,299,286 requests were sent versus a forecast of 1,584,123. 145.1% of the forecast. (Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts') 26 Authorised Subscribers consumed services without submitting a forecast, including four Large Suppliers. SECAS has contacted the Users who have consistently not provided CSR and SR forecasts as per their SEC obligation. SECAS believe that MP116 will address the issues raised by Users concerning SR Forecasts. SECAS are working with the DCC to consider the best approach for the CSR forecast process and this will be presented to OPSG as soon as practicable.
Service Request (SR) Variance Reporting –	(SEC H3.24 – 10th working day of month) On time	Per SEC H3.24	236,445,334 SRs were sent versus a forecast of 1,455,786,055. 16% of the forecast. (Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts') 30 SEC Parties consumed service without submitting a forecast including four Large Supplier. SECAS has contacted the Users who have consistently not provided CSR and SR forecasts as per their SEC obligation. SECAS believe that MP116 will address the issues raised by Users concerning SR Forecasts. SECAS are working with the DCC to consider the best approach for the CSR forecast process and this will be presented to OPSG as soon as practicable.

DCC Network Enhancement Report (Network Enhancement Plans - NEP)	(SEC F7.21 “within a reasonable period of time following each quarter that ends prior to 1 January 2021”).	Per SEC F7.21	Quarter 3 2020: 9 NEPs were completed in the quarter. It was noted that the COVID-19 Pandemic has not affected the CSP C&S coverage improvements. The DCC have confirmed that CSP C&S are on track to achieve their B-Max target of 99.25% by the end of 2020.
Quarterly Problem Report	Per SEC Appendix AG Quarterly timing not specified within Appendix AG.	Per SEC Appendix AG	There were 154 Open at the end of the quarter with the following status: Under Investigation - 40, Pending (fix identified but not applied) - 100, Completed (fix applied, awaiting confirmation) - 14.
DCC Responsible Communications Hub Returns Report	(SEC F9.15 –Quarterly) The SEC does not prescribe when after end of quarter, the report is provided.	Per SEC F9.15	No report to review this month.