SEC
Smart Energy Code

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Action:	**For Decision**

DCC Reporting: DCC Performance Measurement Report September 2020

1. Purpose

This paper provides the Operations Group (OPSG) with a summary of the monthly DCC Performance Measurement Report (PMR). OPSG Members are asked to note the information provided and agree any issues they believe should be highlighted to the SEC Panel.

2. Context

The SEC sets out the operational Service Levels which the DCC is required to meet. The PMR provides details of the Service Levels achieved in respect of the Code Performance Measures set out in Sections H13.1 and L8.6 of the SEC and such Service Provider Performance Measures are specified in the Reported List of Service Provider Performance Measures document.

Service Levels are reported against monthly. This report is provided within 25 Working Days following the end of each calendar month. Therefore, the most recent PMR available is for August 2020. The report is provided to the Panel, SEC Parties, the Authority and (on request) the Secretary of State. A copy of the September 2020 report is attached to this paper as Appendix A for information. The Performance Measurement Report Tracker and Performance Measurement Report Queries Log have also been provided for information as Appendices B and C.

3. Performance Measurement Report General Observations

There is one Code Performance Measure (CPM) below Target: CPM 1.

The report lists 12 Category 1 and 2 Incidents that were closed within the reported month. Six of the Incidents were excluded under the PMEL. One was excluded as it only impacted SMETS1 Migrations. The other five were duplicate Incidents.

The summary of INC000000627085 included in the report is limited to a description of the issue rather than explanation of the Incident. As a Category 1 Incident there was a Major Incident report published separately. However, we think that a fuller summary should be provided within the PMR for completeness. The DCC have provided the following update:

'*Response from DCC Incident Management 12/11/20. DCC apologies the below text was provided for the report, we will work with Ops Reporting to ensure this is corrected.*

At 15: 51 07/09/2020, the CSP (Communication Service Provider) North Region reported to DCC they had lost connectivity to Remedy and SSMI (Self Service tools).

Initial analysis by DSP (Data Service Provider) suggested an issue within the CSP North infrastructure as errors had been observed and reported under INC000000627139.

At 16:38 CSP North reported to DCC Incident Management all outbound traffic was impacted and a Category 1 incident was declared.

Further investigations confirmed that traffic was failing at the outbound load balancer servers within the primary CSP North Infrastructure. This was due to the load balancer experiencing a system failure and the standby server not becoming active.

This impacted device generated alerts and device scheduled Service Requests, as well as responses to on demand Service Requests.

At 16:58 service was restored following a restart of the failed Load Balancer within the CSP North primary data Centre.

As immediate mitigation, CSP North have added additional monitoring and alerting for the affected load balancing solutions to give early warning of any potential failure and remedial action can be taken before service is impacted in future.'

INC000000632638 affected SMETS1 and therefore has been considered in detail by OPSG. However, the summary within the PMR is limited. We noted last month that we observed a reduction in the level of detail of the Major Incident summaries which is also the case this month. The DCC has been asked for comment on this. The DCC responded:

'Response from DCC Incident Management 12/11/20. As above we will work with Ops Reporting to understand why the following was omitted from the report. The incident description was correct but did not include the restoration detail.

Approximately 75% of all SMETS1 service requests were failing due to HTTP errors and subsequent timeouts.

SMETS 1 migrations were also being delayed due to Key rotation timeouts.

SMETS2 was unaffected by this issue.

To restore service, DCO completed the following actions:

1 Crypto restarts for Prod A and B
2 Forceful close (kill) on MySQL router node of a process
3 Restart of affected MySQL Router node'

The report notes there was a large number of Incidents excluded as duplicates. There is an explanation for the duplicates of INC000000632334. However, there is no explanation for the duplicates of INC000000629108 and DCC have been asked to provide one. The DCC provided the following:

'*Response from DCC Incident Management 12/11/20. INC000000629108 was a Category 2 incident and details of which were provided on page 12. However, as INC000000632334 was only a Category*

3 and not included in this report, we thought it would be prudent to provide further information. In the future, we'll ensure that this differential is explicitly explained within the report'

INC000000632334 duplicates were caused by a DSP alarm creating a number of Incidents of varying Categories. The report notes improvements have been made. The DCC have been asked to confirm whether the improvements are to fix the Categorisation issue, the duplicate issue or both. The DCC responded:

'Response from DCC Incident Management 12/11/20. Changes have not been made to the categorisations as this type of issue could still cause a Category 2 Incident. The Service Improvements now in place are extra diligence when listing anything as a duplicate. DCC MIM will now put quality assurance checks to ensure this issue is not repeated.'

3.1 Code Performance Measures (CPM)

One Code Performance Measures is below Target.

CPM1 - *'Percentage of On-Demand Service Responses delivered within the applicable Target Resolution Time*, is below Target Service Level at 95.10%. CPM1 has been below Target Service Level for the last 15 months; with this being the 21st instance it has been below in 22 months. It was impacted by the failure of Service Provider Performance Measure (PM) 2 '*response times for delivery of firmware payloads.'* This was below Minimum Target Service Level in Communication Service Provider North (CSP N) at 54.50%. The measure is above target service level in both CSP Central & South (C&S) having fallen below last month. PM1.1 '*Percentage S1SP Countersigned Service Request Times within relevant Target Response Time'* is now above target service level in S1SP Capgemini.

The report now provides statement reporting on the progress of the CSPN improvement plan as requested.

The report includes a PM2 Volumes data table.

PM3.2 (CPM3) for CSP C&S is now reported as above target level having been reported, 'Performance Measure not Reported' for the three months before. This follows a fix deployed at the end of August 2020.

The majority of aged Incidents remain with Service Users. The top three Incidents are listed and the highest is now, '*Incorrect Credentials Loaded on to Device*' having previously been, '*Incorrect Communications Hub Variant Installed*'. The report notes that enhanced attention to Aged Incidents continues reducing overall numbers. The report notes that workshops are being held to understand how the, '*Incorrect Credentials Loaded on to Device´* Incident is occurring lead to new reporting which, once published, should remove the requirement to have Incidents tracking this issue.

2.2 Service Provider Performance Measures Data Service Provider (DSP)

All Performance Measures for the DSP are reported as above Target Service Level or no event except PM2.1, '*Service availability – DCC Data Service*' at 99.76%. the failure was caused by INC000000629108 described in the Major Incident section of the report, in which a planned maintenance window overran and the service was not restored as expected.

3.3 Communication Service Provider (CSP) Performance Measures (PM)

<u>CSP N</u>

All Performance Measures for the CSP N region are reported as above Target Service Level or no event except PM 6.2 '*Percentage availability of DCC WAN Gateway Interface'* which is below target

service level at 99.82%, for the second month in a row. This was caused by INC000000627085 referenced at the beginning of the report.

CSP C&S

All Performance Measures for the CSP C&S region are reported as above Target Service Level or no event.

Exceptions

DSP

Over the past few months, the DSP has accrued Exceptions against PM 1.1. The previous report noted a fix was deployed on 15 August. This month there are no Exceptions.

CSP N

One PM accrued Exceptions in CSP N this month, the same number as the previous month.

The number of Exceptions is 14,435, a slight increase from last month. '*Communications Hubs where no incident has been raised for outage'* and '*Incomplete Communication Hub Install'* make up most Exceptions as with previous months.

CSP C

Three PMs accrued Exceptions in CSP C this month, the same number and PMs as last month. The overall number of Exceptions has increased from 9,860 last month to 12,736 this month.

The number of instances of '*There were no, or incomplete address details provided by the Service User*' is still the most prevalent exception as with previous months.

CSP S

Three PMs accrued Exceptions in CSP S this month, the same number, and PMs, as the previous month.

Like the other two regions the overall number of exceptions has increased in CSP S to 12,346 from 10,253 the month before. The number of instances of '*There were no, or incomplete address details provided by the Service User'* remains the most prevalent.

S1SPs

All Performance Measures for SIE are reported above Target Service Level.

All Performance Measures for Capgemini are reported above Target Service Level.

All Performance Measures for Vodafone are reported above Target Service Level or no event.

All Performance Measures for Critical Software S1SP are reported as '*No Events*'.

Performance Measures for Morrison Data Services have been added and are reported as, '*No Events*'

4. Service Credits

Service credits have been applied against nine PMs in the CSP N, and three (PM2, PM3.1, PM3.2) contribute to a CPM: PM 2, PM3.1, PM 3.2, PM6.2, PM6.3, PM7.1, PM 7.4 and PM9.

No service credits have been applied against CSP C&S.

Service credits have been applied against one PM on the DSP PM2.1

SIE failed to meet target level for PM10.2 and PM10.6, leading to service credits being applied. These two PMs are not reported within section 8.1 '*Service Levels Attained'* for SIE. The DCC has been asked to confirm why but at the time of writing have not provided a response.

A table lists the previous 12 months of SMETS2 Service Provider Service Credits. The table has now been amended to reflect historically erroneous PM2 CSP N performance.

5. Recommendation

The OPSG is requested to:

- **DISCUSS** the contents of this paper and Appendices A-C;
- **AGREE** whether the report reflects the service experienced for the period of the report; and
- **AGREE** any identified issues to be escalated to the Panel.

Huw Exley

SECAS Team

16 November 2020

Attachments:

- **Appendix A:** Performance Measurement Report September 2020 **(GREEN)**
- **Appendix B:** Performance Measurement Report Tracker September 2020 **(GREEN)**
- **Appendix C:** Performance Measurement Report Queries Log September 2020 **(AMBER)**