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Operations Group Meeting 38x_2311

23 November 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 3 December.

RDP Incidents: SECAS highlighted that there were 17 Registration Data Provider (RDP) Incidents opened in October. 19 Incidents were reported as resolved within the month. 10 remain open with investigation to be completed. The DCC noted that since the report was published, eight Incidents had since been closed.

The OPSG Chair noted that the number of RDPs Incidents are once again at a higher level. The DCC noted that this was discussed during the recent workshop with Users.

DCC Certificate Signing Request (CSR) Variance Report (SECAS): The OPSG noted the report. The October 2020 report outlined that there were 26 Users who have consumed services without submitting a forecast, which included four Large Suppliers (LSs). The OPSG noted that for Users submitting forecasts, the values were accurate.

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

SECAS noted that implementation of [MP116 'Service Request Forecasting'](#) may reduce the number of Users consuming services without submitting CSR and SRV forecasts. SECAS and DCC will outline its proposal to the OPSG at the January meeting (OPSG_40).

Network Enhancement Plan Quarterly Report (SECAS): The OPSG noted the report. The Q3 report outlined that nine NEPs have been completed in the period up to 30 September 2020. The DCC highlighted that Communication Service Provider Central & South (CSP C&S) is on track to achieving its BMAX milestone for 2020.

The DCC noted that there are still instances of cellular hubs being installed in areas where mesh capable hubs are required. The DCC noted it will provide more details in a non-compliance presentation at a future OPSG meeting.

SEC Panel Quarterly Problem Report (SECAS): The OPSG noted the report. The Q3 report outlined that 31 Problems have breached the target the DCC has set for Root Cause Analysis. There were also 66 open Problems which the DCC considers are 'Significant and/or Impactful'. The OPSG Chair noted that the report does not identify any specific areas that have been impacted, and a heat map summary would be useful to highlight impacted areas by business processes or infrastructure.

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DCC Responsible Communications Hubs Returns Quarterly Report (SECAS): The OPSG noted the report. SECAS proposed that DCC use the previous format for the Q3 report and begin to use the new for format from Q4 onwards. SECAS noted that it will hold a workshop for OPSG members to develop the requirements for a report to align with the SEC and will send out further information on the proposed dates.

4. PMR Report – September (SECAS): The OPSG reviewed the Performance Measurement Report (PMR).

SECAS noted that Code Performance Measure (CPM) 1 was below target. 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. 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 North (N).

SECAS reported that a number of Incidents were excluded as duplicates, the DCC noted that changes had been made to the categorisation and that it was a new process still being bedded down.

SECAS noted that the DCC has now reissued the PMR reports for May 2018 – June 2020, making corrections to previously reported values for PM2 and CPM1, and making consequential changes to service credits.

A LS member requested that the DCC provide the total value of service credits by regulatory year. SECAS will produce a summary of the amendments.

The OPSG members commented on CSP N's poor OTA meter firmware delivery performance and noted they are anticipating an explanation in the October PMR report. The DCC confirmed that CSP N will provide a view of the OTA firmware download figures at the next meeting (OPSG_39).

5. Major Incident Review (SECAS): The OPSG agreed that Major Incident Review Report for INC000000643344 should be published to all SEC Parties.

6. CH and Network Evolution - Cost Benefit Analysis (DCC): The OPSG had a first discussion of the Cost Benefit Analysis produced by the DCC. The OPSG noted that the DCC had not yet provided specifics regarding the deployment model, which the OPSG had previously identified as required. The OPSG concluded that it required further information and explanation to enable it to advise the Panel.

7. DSP Motorway Cache (SECAS): The OPSG noted the proposed changes to queue management in the DSP motorway cache. The OPSG queried the prioritised order of messages and alerts upon system reboot following a User outage. The OPSG Chair requested that the DCC provide a revised prioritised list of message delivery, and an explanation of the operational impact.

Next main meeting: 1 December 2020