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Operations Group Meeting

23 November 2020, OPSG_38x_2311

12:30 – 16:45

Teleconference

Final Minutes

Attendees:

Category	Operations Group Members
Operations Group Chair	Dave Warner
DCC	Gary Stuart
Network Parties	Matthew Alexander
Large Suppliers	Tony Shanahan
	John Noad
	Rochelle Harrison
	Ed Webber
	Martin Christie
	Robin Mellish (<i>Alternate for Paul Clark</i>)
	Ralph Baxter
Small Suppliers	Kate Frazer
Other SEC Parties	Elias Hanna
	Michael Snowden

Representing	Other Participants
DCC	Michael Wallace
	Wendy Liddell
	Lisa Wong
	Easton Brown (Part)
	Richard Amey (Part)
	Chun Chen (Part)
	Paul Ecclestone-Brown (Part)
	Jon Varran (Part)
	Johnathan-Phillip Limerick, (Part)

Managed by

	Andrew Rabey (Part)
SECAS	Veronica Asantewaa (Meeting Secretary)
	Joey Manners
	Huw Exley
TABASC	Julian Hughes
BEIS	Natasha Free

Apologies:

Representing	Name
Large Suppliers	Mark Morrison
	Rob Short
Small Supplier	Kate Barnes
Network Parties	Gemma Slaney
Other SEC Parties	Geoff Huckerby

1. Previous Meeting Minutes

The OPSG Chair invited comments on the Draft Minutes from OPSG_37x_2610.

No comments were made and the OPSG **AGREED** that these minutes would be published as final.

2. Actions Outstanding

SECAS presented the updates to the actions outstanding from OPSG_36x. Actions were noted as completed where appropriate. It was noted that a number of actions had not been completed by the target date, and new deadlines for these actions were set.

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
OPSG 31x/03	SECAS to investigate why Users are not submitting SRV and CSR forecasts.	27/04/2020	23/11/2020	05/01/2021	SECAS
SECAS is working with the DCC on a proposal for an approach to Certificate Signing Request (CSR) forecasting, which it will present to the OPSG for review at the January meeting (OPSG_40).					
Status: Open					
OPSG 37x/01	The DCC to provide an update on its investigation into the rise in RDP Incidents at the next meeting (OPSG_38x)	26/10/2020	23/11/2020	01/12/2020	DCC

Managed by

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
<p>The DCC provided a brief update from the Registration Data Provider (RDP) Workshop with Users. The DCC noted that approximately 20% of RDP Incidents were due to a lack of education. The DCC aims to produce guidance for Users and will provide a further update at the next meeting (OPSG_39).</p> <p>Status: Open</p>					
OPSG 37x/08	The DCC to summarise how missing performance data is treated in the calculation of metrics.	26/10/2020	23/11/2020	05/01/2021	DCC
<p>SECAS queried the update provided, noting that the DCC was requested to provide a view of how the Code Performance Measures (CPMs) are aggregated in general and how a 'failure to report' status is treated, and whether this is factored into the calculation of the metric.</p> <p>The DCC explained that this is still under investigation and will provide an update at the next meeting.</p> <p>Status: Open</p>					
OPSG 37x/09	The DCC to communicate the strategy and requirements for SMETS1 to wider SEC Parties regarding the scope for the CH and Network Evolution Plan	26/10/2020	23/11/2020	05/01/2021	DCC
<p>SECAS queried the update provided by the DCC, as the Communications Hub (CH) and Network Evolution Plan is still under review it was premature to provide an update for this action. However, the aim of this action was to get visibility of a communication strategy to the wider industry.</p> <p>Status: Open</p>					

The OPSG **NOTED** the update.

3. SEC Panel Reports

SECAS presented a summary of the SEC Panel reports to the OPSG.

SECAS requested that the OPSG provide any comments on the summary of DCC reporting (Annex 1) by 3 December.

3.1. Registration Data Provider Incident Report

The OPSG considered the RDP Incidents Report for October 2020.

SECAS highlighted that there were 17 RDP Incidents opened in September. 19 Incidents were reported as resolved within the month. 10 remain open with investigation to be completed. The DCC noted that eight of these Incidents had since been closed, including some long-standing Incidents.

The DCC reported that the remaining RDP Incidents INC000000645251 and INC000000622123, have been escalated and updates will be provided at the end of the week.

The OPSG Chair noted that the number of RDP Incidents is once again at a higher level. The DCC noted that this was discussed during the recent workshop with Users and some of these Incidents were due to lack of education (as mentioned in section 2).

3.2. DCC Certificate Signing Request Variance Report

The OPSG considered the CSR Variance Report for October 2020.

The 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.

SECAS and DCC will outline proposals to improve this process to the OPSG at the January meeting (OPSG_40).

3.3. DCC Service Request Variance Report

The OPSG considered the Service Request Variance (SRV) report for October 2020.

The report outlined that 31 Users consumed services without submitting forecasts, including five LSs.

SECAS noted that implementation of [MP116 'Service Request Forecasting'](#) should reduce the number of Users consuming services without submitting SRV forecasts and address other issues with the current process as raised by Users.

3.4. Network Enhancement Plan Quarterly Report

The OPSG considered the Network Enhancement Plan (NEP) Quarterly Report for Q3 2020.

The 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, with planned Cellular installation for the end of the year.

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-compliant behaviour” presentation at a future OPSG meeting. The OPSG noted that this will need to build on the work done considering Aged Incidents and CH exceptions.

The DCC confirmed that the Covid-19 pandemic has not impacted on the ability of CSP C&S to achieve its coverage targets.

3.5. SEC Panel Quarterly Problem Report

The OPSG considered the SEC Panel Quarterly Problem Report for Q3 2020.

The DCC confirmed that there were 47 new records at the start of Q3, with an overall total of 154 open Problems at the end of the Q3.

The report stated 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 ‘Significant and/or Impactful’. The OPSG Chair noted that the report does not identify any specific areas that are particularly impacted, and a heat map summary would be useful to highlight impacted areas by User business processes or area of the service infrastructure.

SECAS questioned whether there was a Problem record in the report associated with the issue of Distribution Network Operators (DNOs) and 'Other Users' ability to retrieve half hourly data. The DCC noted that it will investigate this and confirm.

3.6. DCC Responsible Communications Hubs Returns Quarterly Report

The OPSG considered the DCC Responsible Communications Hubs Returns Quarterly Report for Q3 2020.

SECAS proposed that the OPSG consider the Q3 report in the previous format, not the amended format published to all SEC Parties, due to the ongoing questions of SEC compliance. 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.

SECAS noted that the report outlines that a total of 33,763 registered returns were made in Q3 2020. SECAS reported that of those returns, roughly half were identified as 'fault' and half were 'no fault found'. The DCC noted that it has engaged with Users via workshops to make sure that they are following the correct returns process, including making sure Users select the correct fault/no fault found CHs status when returning CHs.

The OPSG Chair queried if the 'no fault found' CHs figures are accurate in the report and if there are any ongoing CHs disputes between DCC and Users regarding these returns. The DCC noted the majority of these consist of out of date stock. These CHs will be upgraded and redistributed to Users for installation. The DCC also noted it has amnesties in place for non-compliant CHs so that Users can make returns without penalties, this has received a positive response from Users. This is being tracked by the DCC's CH Supply Chain meeting with Users.

ACTION OPSG 38x/01: The OPSG to provide any comments on the summary of DCC reporting (Annex 1 of the SEC Panel Report) by 3 December.

ACTION OPSG 38x/02: The DCC to produce a heat map summary of how Open Problems are impacting areas by user business processes or infrastructure, to complement the SEC Panel Quarterly Problem Report.

ACTION OPSG 38x/03: The DCC to investigate whether the half hourly data retrieval issues are included in the SEC Panel Quarterly Problem Report for Q3 2020.

ACTION OPSG 38x/04: SECAS to send further information and proposed dates for a workshop to develop the requirements for the DCC Responsible Communications Hubs Returns Quarterly Reports.

The OPSG **NOTED** the SEC Panel Reports.

4. PMR Report – September

SECAS presented its review of the Performance Measurement Report (PMR) for September 2020 to the OPSG.

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. A LS member noted that it had not seen duplicate Incidents in the PMR before and queried if this was a new process within the Data Service Provider (DSP) to report them. The DCC noted that due to the ongoing work with the DSP, the new changes in configuration had caused duplicates to the categorisation process. The DCC noted it was a new process that was still being bedded down. A LS member commented that this should be included in the report to the Panel.

SECAS noted that the majority of aged Incidents remain with Service Users; with the highest number of aged incidents listed as '*Incorrect Credentials Loaded on to Device*'. A DNO member questioned whether other DNOs were still raising this Incident, noting that they were no longer raising the Incident and had therefore expected it to decrease. The DCC explained that due to their continued work to identify and track the incorrect credentials issue, the number of aged Incidents identified is rising and will do so until remediations have been agreed and are being actioned.

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 OPSG noted that this should make reference to, and explain the impact of, the rejection of jobs carried out by CSP N in order to prioritise Release 2 CH firmware rollout.

The DCC confirmed that CSP N will provide a view of the OTA firmware download figures at the next meeting (OPSG_39).

ACTION OPSG 38x/05: SECAS to produce a summary of the amended service credits and CPM1 figures from the reissued PMR reports from May 2018 – June 2020.

ACTION OPSG 38x/06: The DCC to provide the total value of service credits by regulatory year in the September PMR Report.

The OPSG **NOTED** the PMR Report.

5. Major Incident Review

SECAS provided a review of Major Incident INC000000643344.

The DCC noted that the Dual Control Organisation (DCO) did not follow the agreed Incident notification process, which was outlined in the post Incident report.

The DCC noted the Incident was identified and escalated correctly. However, the customer communications were delayed. The DCC has plans in place to rectify this in future.

A LS member queried the mitigation and preventative measures implemented during the Incident, noting that there will need to be a long-term solution as this could affect migrations in future.

The OPSG:

- **NOTED** the Major Incident Review; and
- **AGREED** that the Review Report for INC000000643344 be published to all SEC Parties.

6. CH and Network Evolution - Cost Benefit Analysis

The OPSG held an initial discussion of the Cost Benefit Analysis for CH and Network Evolution produced by the DCC. This item is classified as **RED** and is therefore recorded in the Confidential Minutes.

7. DSP Motorway Cache

The DCC outlined 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. A LS member noted that prepayment activities such as top up requests should be of a higher priority.

A DNO member noted that DCC Alerts were not prioritised sufficiently, noting it is important they receive Power Outage and Power Restoration Alerts as soon as possible after an unplanned outage. A DNO member also queried the length of time it would take to deliver each of the sets of messages as prioritised on the list and whether this can be modelled by the DCC.

The OPSG noted that the list was comprised from a technical point of view and the DCC will need to reconsider this from a User's perspective.

The OPSG Chair requested that the DCC provide reasoning for the prioritised list of message delivery, and an explanation of the operational impact.

ACTION OPSG 38x/07: The DCC to provide reasoning for the revised prioritised list of message delivery for the DSP Motorway Cache, and an explanation of the operational impact.

8. Any Other Business

There were no further business items proposed, and the Chair closed the meeting.

Next main meeting: 1 December 2020