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Action:	For Information

DCC Reporting

1. Purpose

This paper details which reports are provided by the DCC for the SEC Panel to review, as required by the Smart Energy Code (SEC).

The Panel is also asked to note the observations raised by the Operations Group (OPSG) against the reports currently delegated to it.

2. DCC Reports

The following report has not been delegated to the OPSG. It remains a SEC Panel responsibility. However, although not officially delegated, it is currently being reviewed on a monthly basis by the Security-Sub Committee (SSC) to improve the accuracy and quality of the data.

At its meeting on 25 November 2020, the SSC reviewed the October Post Commissioning Report. The SSC noted an increasing number of post commissioning failures in CSP C&S. The SSC discussed the variations in failures versus installs of different Suppliers. It is currently unclear what is causing this. The SSC agreed to contact Suppliers with high failure rates in order to determine commonalities in their processes and obtain “lessons learned” to prevent future post commissioning failure. The SCC continue to work on the format of the report to ensure it fulfils its purpose.

- Post Commissioning Information Report (October 2020)

This report has an **AMBER** classification and distribution is limited to the SEC Panel only and those who have a need to know in order to take action.

3. Operations Group Reports Summary

Annex A to this paper provides the full list of reports that were reviewed by the OPSG at its November 2020 Reporting meeting and the observations raised. Below are the key observations.

3.1 Performance Measurement Report (PMR)

The OPSG considered the PMR report for September 2020.

Code Performance Measures

One Code Performance Measure (CPMs) was below Target Service Level: CPM 1.

CPM1 - 'Percentage of On-Demand Service Responses delivered within the applicable Target Resolution Time', was below Target Service Level at 95.10%, 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 CSP Central & South (C&S) having fallen below last month. PM1.1 '*Percentage S1SP Countersigned Service Request Times within relevant Target Response Time*' which is now above target service level in S1SP Capgemini.

The OPSG noted the poor PM2 performance and anticipate an explanation in the October report including a reference to rejection of jobs to prioritise the Release 2 upgrades carried out during the period.

The DCC have now reissued all the PMR reports between May 2018 – June 2020 due to the CSP N reporting tool error and published them on the SharePoint. It was agreed that SECAS would produce a summary of the amendments for OPSG consideration.

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 '*Incorrect Credentials Loaded on to Device*'.

SMETS 2 Service Provider Performance Measures

All Performance Measures for the SMETS 2 Service Providers were reported as above Target Service Level or 'No events' except PM 6.2 '*Percentage availability of DCC WAN Gateway Interface*' in CSP N. This was below target service level at 99.82%. This was caused by INC000000627085 due to issues with load balancers in the CSP N infrastructure. PM2.1, 'Service availability – DCC Data Service' in DSP was also below target at 99.76%. This was due to INC000000629108, in which a planned maintenance window overran, and the service was not restored as expected.

Major Incidents

The report listed 12 Category 1 and 2 Incidents that were closed within the reported month. Six of these were excluded under the PMEL. A number of Incidents were excluded as duplicates. The DCC explained that this is due to new changes to the configuration of Incident categorisation in the DSP. The DCC noted that this is a new process and is still being 'bedded in'.

Exceptions

The number of Communications Hubs (CH) Exceptions increased slightly within both CSPs after a fall last month. PM1.1 '*Percentage of DSP Service Request Times within relevant TRT*' in the DSP did not accrue any Exception this month following the fix deployed 15 August.

The DCC, OPSG and SECAS continue to discuss exceptions.

S1SP Performance Measures

All PMs for all S1SPs were above target service level or 'No Event'.

4. Recommendations

The Panel is requested to **NOTE** the OPSG observations in relation to DCC reports delegated to them.

Huw Exley

SECAS Team

4 December 2020

Attachments:

- **Appendix A – Post Commissioning Information Report (October 2020) (AMBER)**

Annex A: DCC SEC Panel Reports

Report Name and Purpose	Delivery per SEC	Ops Group Observations of last paper
Performance Measurement Report Sets out the Service Levels achieved in respect of each Performance Measure set out in SEC Section H13.1 and SEC Section L8.6.	SEC H13.4 – Monthly - 25 working days following end of month. On Time	September 2020: <u>PMR</u> One Code Performance Measures were below Target Service Level. This was: <ul style="list-style-type: none"> CPM 1 (<i>Percentage of On Demand Service Responses delivered within the applicable Target Response Time</i>) at 95.01%. This was driven by Service Provider PM 2 (<i>Category 1 Firmware Payloads completed within TRT</i>) 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 (<i>Percentage availability of DCC WAN Gateway Interface</i>) was below target in CSP N. this was caused by a Major Incident caused by a memory leak issue. PM2.1, ' <i>Service availability – DCC Data Service</i> ' was below target in the DSP which was due to a Major Incident caused by a planned maintenance window overrunning.

		<p>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.</p> <p>All performance measures for all S1SPs were above target service level or no event.</p>
<p>Registration Data Provider (RDP) Incident Report</p> <p>A report provided to the SEC Panel and Network Parties on the time it has taken to resolve incidents where the DCC is responsible for resolution, but activity is required by RDP's.</p>	<p>SEC Appendix AG 2.5.10 – Monthly - timing not specified.</p>	<p>October 2020:</p> <p>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. The DCC noted that the original report incorrectly listed 20 Incidents resolved and the report was corrected and republished</p> <p>The DCC advised that eight of the Open Incidents had subsequently been closed.</p> <p>The OPSG noted an increasing number of RDP Incidents. The DCC explained this was in large part due to a lack of User education which is being addressed at DCC workshops.</p>
<p>Certificate Signing Request (CSR) Variance Report</p> <p>The report that sets out:</p> <ul style="list-style-type: none"> the actual number of CSRs against the forecasted volumes details of the Authorised Subscribers whose actual volumes of CSRs submitted were less than or equal to 90%, or 	<p>SEC L8.9 – Monthly - 10th Working Day following month end.</p> <p>Report on time.</p>	<p>October 2020:</p> <p>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')</p> <p>26 Authorised Subscribers consumed services without submitting a forecast, including four Large Suppliers.</p> <p>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</p>

greater than or equal to 110% of their forecasted volumes		approach for the CSR forecast process and this will be presented to OPSG at the January main OPSG meeting.
Service Request (SR) Variance Report The report sets out: <ul style="list-style-type: none"> the actual number of Service Requests sent against the forecasted volumes; and where there are exceptions, details of the Users whose actual volumes of Service Requests sent were less than or equal to 90%, or greater than or equal to 110% of their forecasted volumes 	SEC H3.24 – Monthly - 10 th working day of month Report on time.	October 2020: 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 at the January main OPSG meeting.
DCC Network Enhancement Report (Network Enhancement Plans - NEP) A report to the Panel and SEC Parties on any ongoing Network Enhancement Plans and those that were completed during the previous quarter.	SEC F7.21 - Quarterly - within a reasonable period of time following each quarter that ends prior to 1 January 2021.	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	SEC Appendix AG 3.2- Quarterly - timing not	Quarter 3 2020:

<p>This report provides details of the Open Operational Problems experienced by DCC Users</p>	<p>specified within Appendix AG.</p>	<p>There were 154 Open Problems 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.</p> <p>The OPSG noted the report and noted that a heat map summary which clearly shows impact by business process or infrastructure would be useful.</p>
<p>DCC Responsible Communications Hub (CH) Returns Report</p> <p>Details the number of CHs 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.</p>	<p>SEC F9.15 – Quarterly - the SEC does not prescribe when after end of quarter the report is provided.</p>	<p>Quarter 3, 2020:</p> <p>Due to the questions of compliance following the publication of the Q2 report the DCC produced two variations of the Q3 report. One following the altered format that went to all SEC Parties and one matching the original format produced for OPSG. This has not been seen by wider SEC Parties but SECAS proposed to use this version until a new format had been agreed upon by the DCC and the OPSG.</p> <p>The report notes that a total of 33,763 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). The DCC noted they are engaging with Users to ensure they understand the correct returns process.</p> <p>SECAS proposed holding a workshop in order to produce a requirements document for the future CH returns reports ensuring any such document considers SEC compliance. SECAS have sent a request to OPSG members to select a suitable day in mid-December to hold the workshop.</p>