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<b>Paper Reference:</b>	<b>SECP_88_1501_22</b>
<b>Action:</b>	<b>For Information</b>

## 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.

The SSC will review the November Post Commissioning Report at their first January meeting. An update on the discussion will be provided in the February panel paper. The report is included as an appendix for information.

- Post Commissioning Information Report (November 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 January 2020 meeting and the observations raised. Below are the key observations.

#### 3.1 Performance Measurement Report (PMR)

The OPSG considered the PMR report for October 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 91.69%, with this being the 22<sup>nd</sup> instance it has been below in 23 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 11.73%.

The report noted that mass OTA CH Firmware Upgrades conducted throughout October impacted the true reflection of performance in October. CSP N had noted that Meter Firmware jobs were cancelled in October as agreed as part of the Release 2.0 CH Firmware upgrade. The figure included in the report includes the rejected jobs. The DCC confirmed they are unable to provide a figure with these jobs excluded.

PM3.1 (CPM2) and PM3.2 (CPM3) were below target service level for CSP N. The DCC explained that Release 2 has now improved the performance of PM3.2 to a green status.

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'.

## Major Incidents

The report listed 2 Category 1 and 2 Incidents that were closed within the reported month.

## Exceptions

The number of Communications Hubs (CH) Exceptions decreased slightly within the CSP N and CSP C after a rise last month. The number of Exceptions rose in CSP S.

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' except PM2.1, 'Service Availability – S1SP Data Service (Production Services)' which is below minimum target level at 99.42%. This was caused by two Category 1 DCO Incidents.

## 4. Recommendations

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

Huw Exley

SECAS Team

8 January 2021

## Attachments:

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

## Annex A: DCC SEC Panel Reports

Report Name and Purpose	Delivery per SEC	Ops Group Observations of last paper
<b>Performance Measurement Report</b> 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	<p>October 2020:</p> <p><u>PMR</u></p> <p>One Code Performance Measures was below Target Service Level. This was:</p> <ul style="list-style-type: none"> <li>CPM 1 (<i>Percentage of On Demand Service Responses delivered within the applicable Target Response Time</i>) at 91.69%. 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 11.73%. This is the 22<sup>nd</sup> instance this CPM has been below target in 23 months. The OPSG are reviewing the CSP N improvement plan on a monthly basis.</li> </ul> <p><u>Service Provider Performance Measures</u></p> <p>All Performance Measures in CSP C&amp;S, CSP N and the DSP were above target service level.</p> <p>The number of Comms Hubs Exceptions decreased slightly across all three CSP N and CSP C but rose in CSP S. 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 except PM2.1, (<i>Service Availability – S1SP Data Service (Production Services)</i>) in Capgemini which is below minimum target level at 99.42%. This was caused by two Category 1 DCO Incidents.</p>

<b>Registration Data Provider (RDP) Incident Report</b>  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.	SEC Appendix AG 2.5.10 – Monthly - timing not specified.	November 2020:  11 Incidents were raised within the month with a total of 17 Incidents reported as resolved within the month and 3 records reported as outstanding. The DCC have confirmed that one of these has now been closed. The remaining two have work arounds which have now been deployed.
<b>Certificate Signing Request (CSR) Variance Report</b>  The report that sets out: <ul style="list-style-type: none"> <li>the actual number of CSRs against the forecasted volumes</li> <li>details of the Authorised Subscribers whose actual volumes of CSRs submitted were less than or equal to 90%, or greater than or equal to 110% of their forecasted volumes</li> </ul>	SEC L8.9 – Monthly - 10 <sup>th</sup> Working Day following month end.  Report on time.	November 2020:  2,035,697 requests were sent versus a forecast of 1,873,065. 108.1% of the forecast. (Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts')  28 Authorised Subscribers consumed services without submitting a forecast, including seven Large Suppliers.  SECAS has contacted the Users who have consistently not provided CSR and SR forecasts as per their SEC obligation. SECAS have discussed with the DCC a recommended approach forward on the CSR forecast process. There was an agenda item at the January main meeting to discuss the future approach to forecasting. The OPSG endorsed the progression of a modification to remove the obligation on Users to provide CSR forecasts.
<b>Service Request (SR) Variance Report</b>  The report sets out: <ul style="list-style-type: none"> <li>the actual number of Service Requests sent against the forecasted volumes; and</li> <li>where there are exceptions, details of the Users whose actual volumes of Service Requests sent were less than or equal to</li> </ul>	SEC H3.24 – Monthly - 10 <sup>th</sup> working day of month  Report on time.	November 2020:  256,622,803 SRs were sent versus a forecast of 509,201,598. 50% 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 Suppliers.

90%, or greater than or equal to 110% of their forecasted volumes		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.
<b>DCC Network Enhancement Report</b> (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.	No report to review this month.
<b>Quarterly Problem Report</b>  This report provides details of the Open Operational Problems experienced by DCC Users	SEC Appendix AG 3.2- Quarterly - timing not specified within Appendix AG.	No report to review this month.
<b>DCC Responsible Communications Hub (CH) Returns Report</b>  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.	SEC F9.15 – Quarterly - the SEC does not prescribe when after end of quarter the report is provided.	SECAS held a workshop to discuss the format of the DCC Responsible Comms Hubs Returns report. Users discussed the two different formats the DCC produced in 2020 for the report highlighting the positives from both plus additional information they would like to see. SECAS will create a requirements document from this that will go to the January OPSG reporting meeting for approval. The DCC will use this to create a new format for subsequent reports.