

DCC Performance Measures - SEC Mod 122 Appendix

14 January, 2021

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1 Introduction

1.1 Purpose

SECMOD122A (or SECMP0122A) introduced a set of requirements for DCC to report on the performance of a set of specific Service Reference Variants, Alerts and high level outcome-based Measures and Indicators against Key Business Processes. This report provides details of the performance achieved for;

- Each of the Service Reference Variants against Target Response Time as per SEC Appendix AD DCC User Interface Specification and the volume delivered successfully.
- The volume of Alerts sent to Service Users broken down by Alert type.
- Individual Measurements and Indicators for different business processes.

1.2 Content

Where a Target Service Level and Minimum Service Level apply this report sets out the Service Levels achieved in respect of each.

Where performance has been impacted by Incident the details are provided within the relevant section.

Where applicable a view of each of the included Measures and Indicators will be provided by each region which is subject to different DCC Service Provider Contracts

1.3 Scope

This document reports on the performance of the DCC Service against the Performance Measures for November 2020.

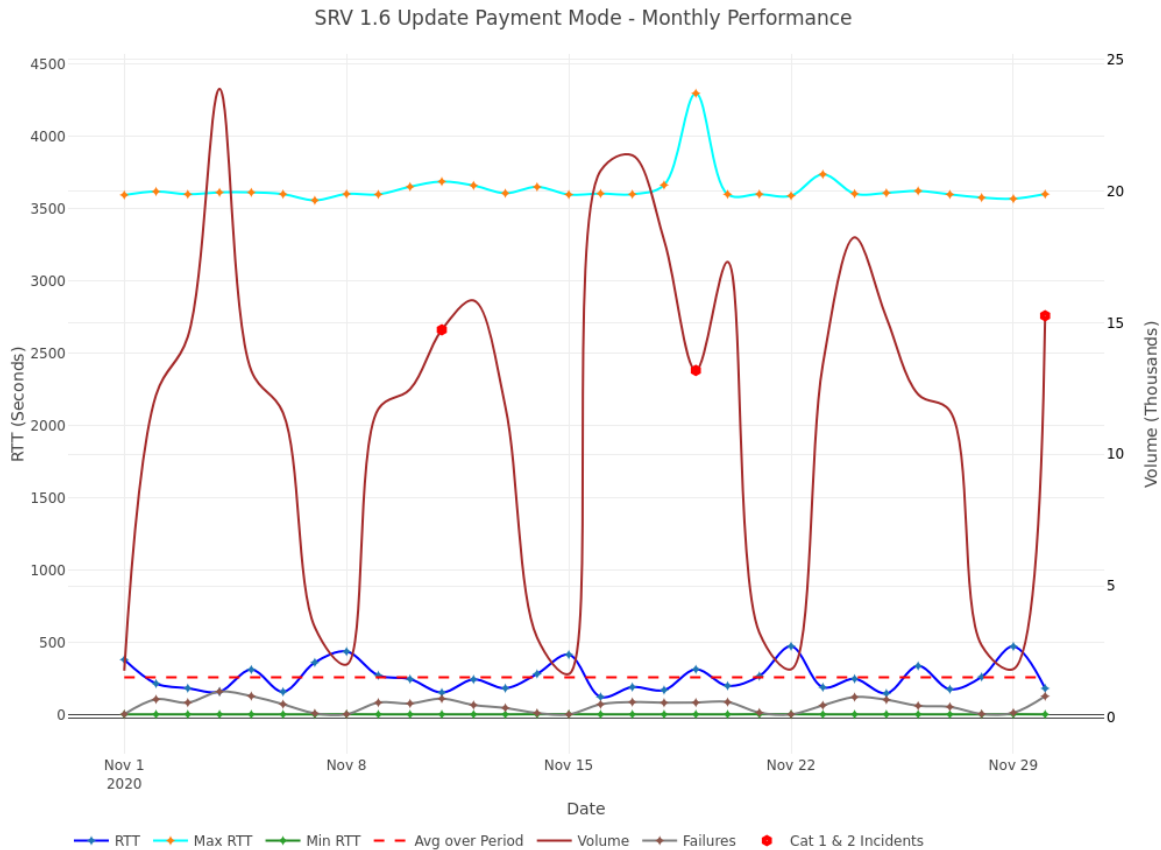
1.4 Confidential Information

This report is classified as DCC Controlled in accordance with the confidentiality provisions under Section M of the SEC. Where the Service Level achieved is below the Target / Minimum Service Level and the reasons for this or the mitigating actions being taken by DCC are classified as DCC Confidential, this shall be reported in an annex to this report which shall be available on request.

2 Prepay

2.1 SRV 1.6 - Update Payment Mode

2.1.1 Monthly SRV Performance



Monthly Performance of 1.6 - Update Payment Mode (DCC)

The table below shows incidents matching to those shown on the graph above (red dots) representing the Category 1 and Category 2 incidents in the reporting period, **November 2020**.

Table 1: Incidents for November 2020

Incident Raised	Service Impacted	Service Restored	ID	Category
2020-11-11 00:00:00	2020-11-11 08:00:00	2020-11-11 14:34:00	INC000000652948	2
2020-11-19 16:32:47	2020-11-19 11:59:00	2020-11-19 16:55:00	INC000000656429	2
2020-11-30 09:33:16	2020-11-30 09:02:00	2020-11-30 09:25:00	INC000000661032	1

2.1.2 Performance Summary

Table 2: Prepayment - Update Payment Mode

Monthly Performance Measure	Region C	Region N	Region S	SMETS1
Average RTT	304.5	298.7	275	26.4
Median RTT	8	22	8	14
Range(Shortest)(Longest)	(2)(4297)	(2)(3687)	(2)(3737)	(5)(3342)
Percentage of Service Responses delivered within the Target Response Time	69.39%	58.79%	71.94%	91.59%
Volumes	123K	65K	94K	56K
Percentage of Service Requests that failed to be delivered	4.04%	6.99%	3.96%	1.32%

The following error codes are included in the results:

1. E20
2. E21

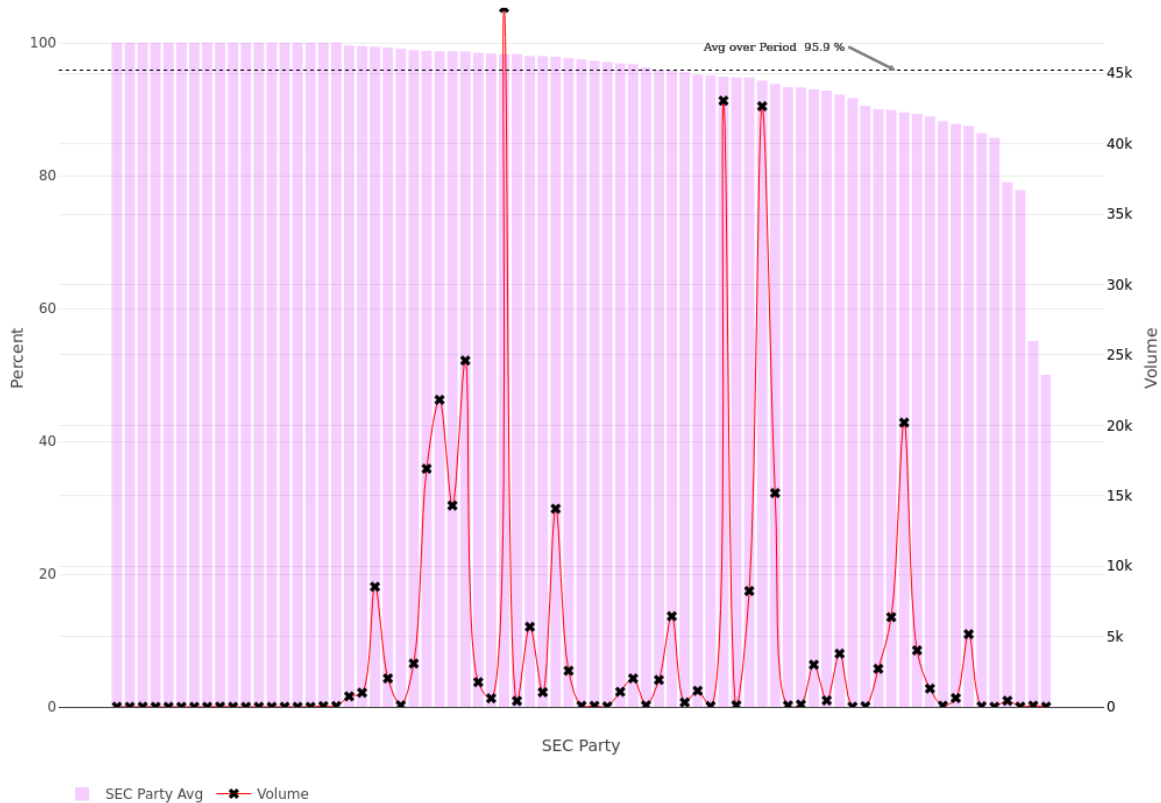
Excluded error codes are:

1. E4 - Unauthorized service requests
2. E5 - Invalid status of device
3. E55 - Duplicate Request ID
4. E63 - SMETS1 Anti Replay
5. E100 - Failed AUthorization

2.1.3 SEC Party Success and Volume

2.1.3.1 DCC

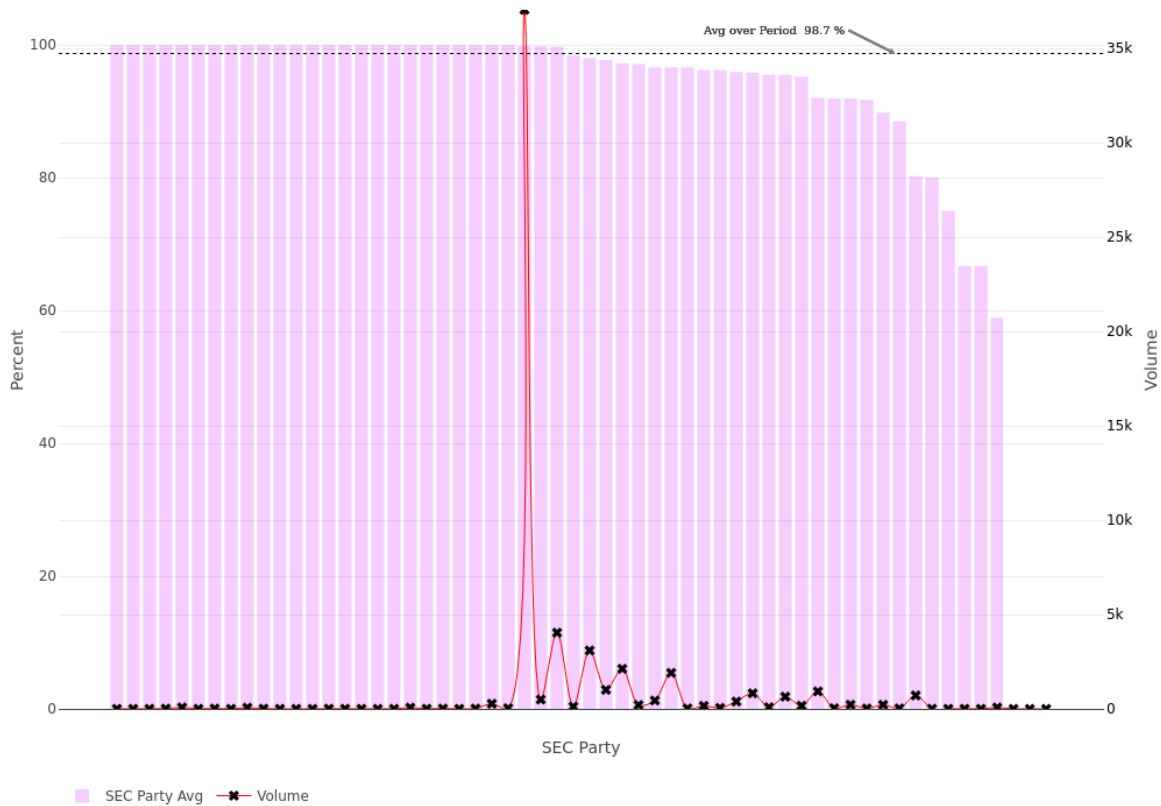
The graph below shows the success rate (bars) and volume (line graph and crosses) for each SEC Party that has sent '1.6 - Update Payment Mode' in the reporting period, **November 2020**. The dotted lined shows the average success rate for the reporting period.



PP1 & PP2 - Update Payment Mode (DCC)

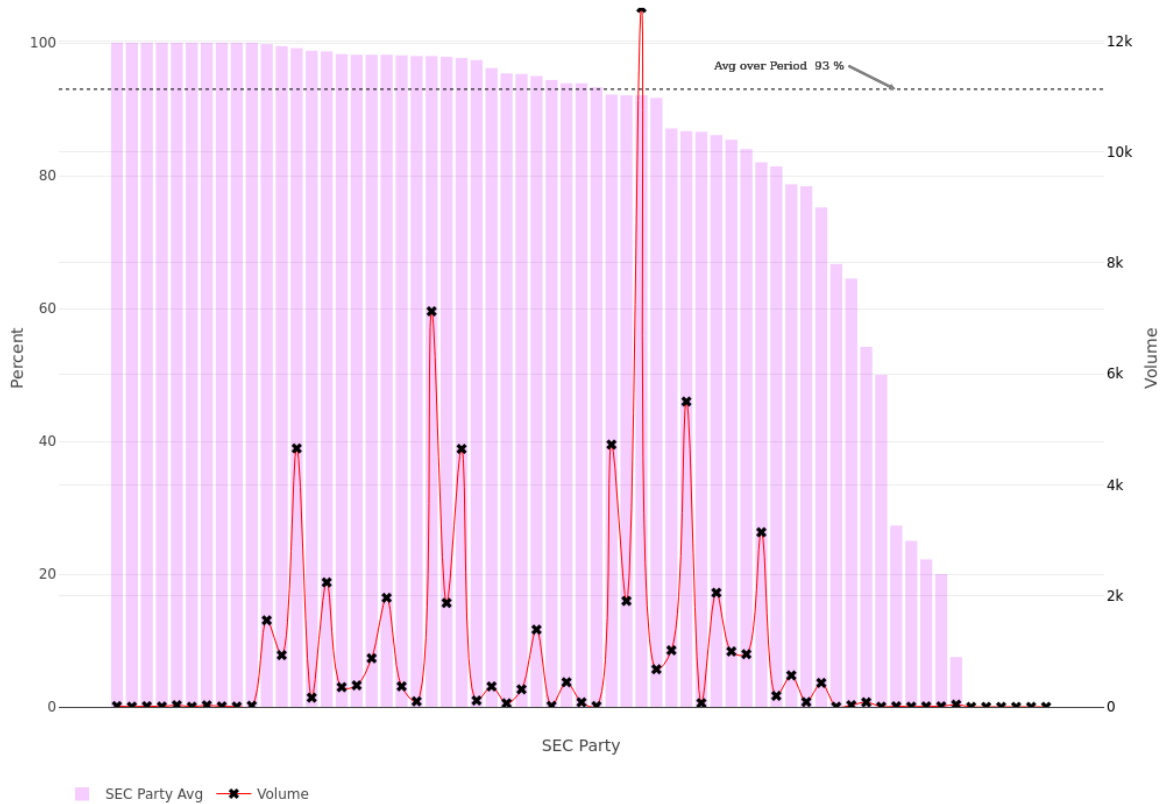
2.1.3.2 SMETS1

The graph below shows the success rate (bars) and volume (line graph and crosses) for each SEC Party that has sent '1.6 - Update Payment Mode' in the reporting period, **November 2020**. The dotted lined shows the average success rate for the reporting period.



2.1.3.3 Region N

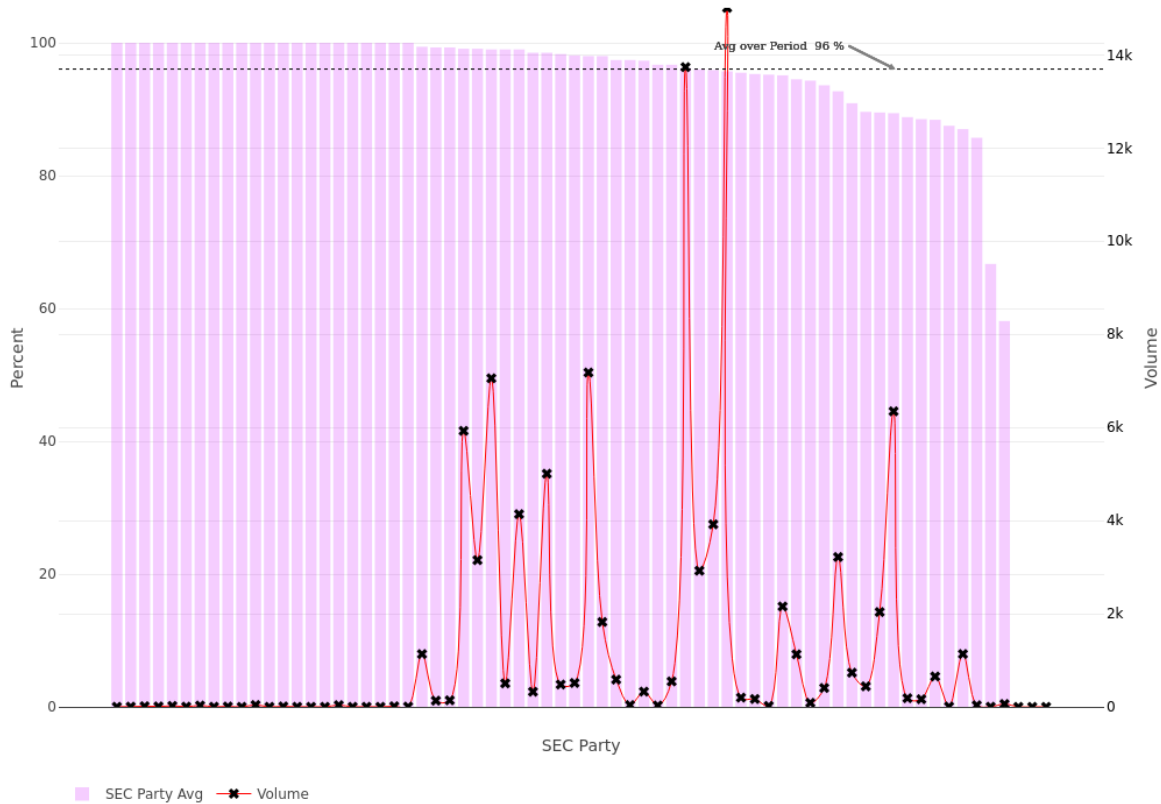
The graph below shows the success rate (bars) and volume (line graph and crosses) for each SEC Party that has sent '1.6 - Update Payment Mode' in the reporting period, **November 2020**. The dotted line shows the average success rate for the reporting period.



PP1 & PP2 - Update Payment Mode (Region N)

2.1.3.4 Region S

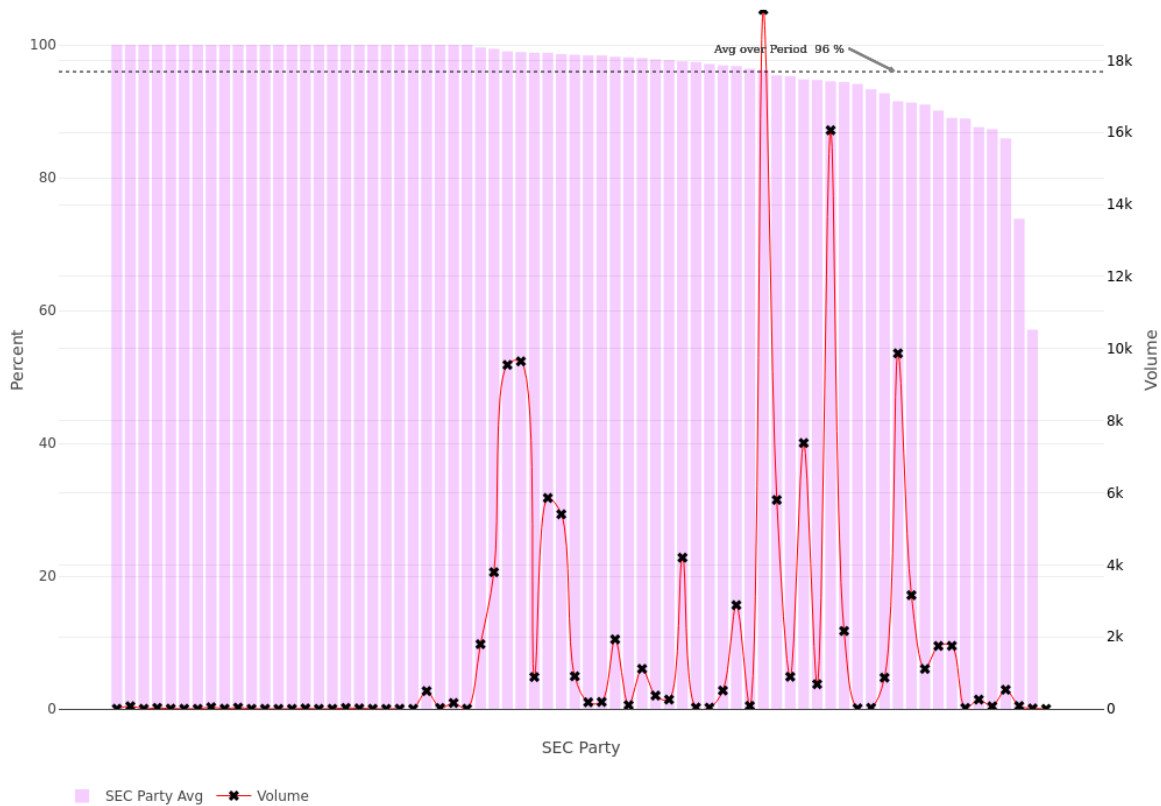
The graph below shows the success rate (bars) and volume (line graph and crosses) for each SEC Party that has sent '1.6 - Update Payment Mode' in the reporting period, **November 2020**. The dotted lined shows the average success rate for the reporting period.



PP1 & PP2 - Update Payment Mode (Region S)

2.1.3.5 Region C

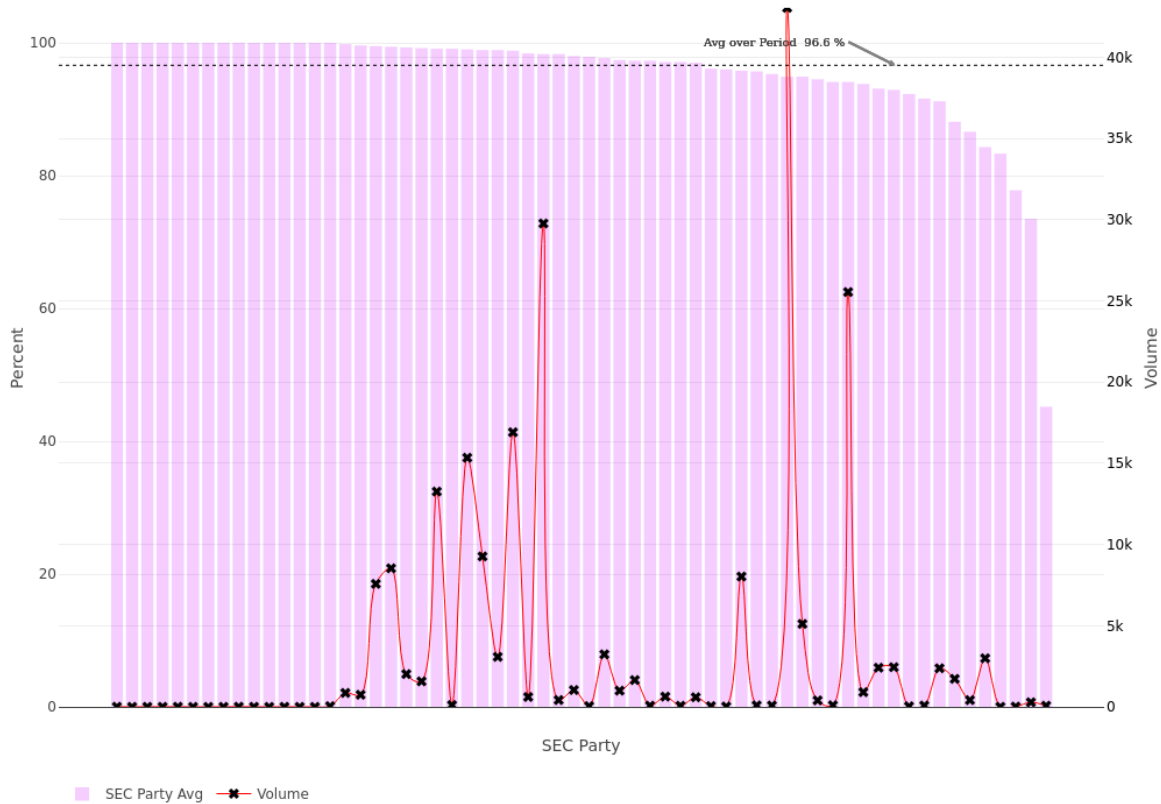
The graph below shows the success rate (bars) and volume (line graph and crosses) for each SEC Party that has sent '1.6 - Update Payment Mode' in the reporting period, **November 2020**. The dotted line shows the average success rate for the reporting period.



PP1 & PP2 - Update Payment Mode (Region C)

2.1.3.6 Device Type ESME

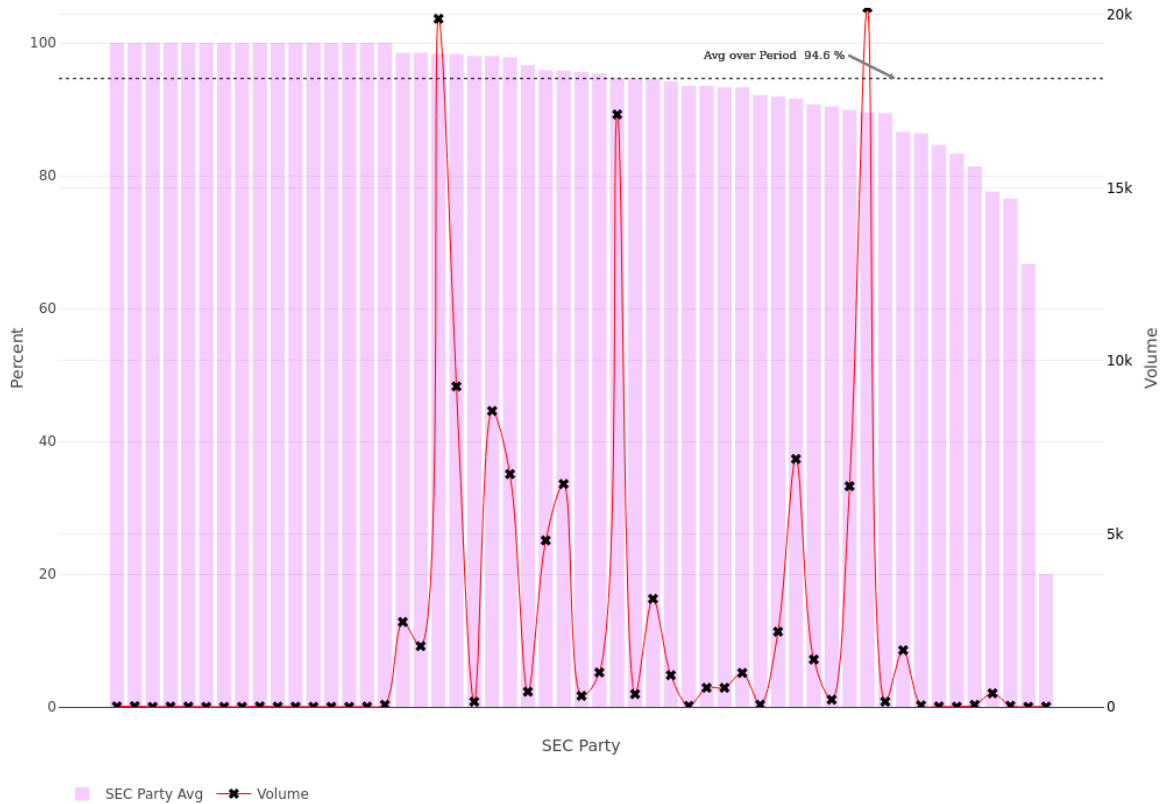
The graph below shows the success rate (bars) and volume (line graph and crosses) for each SEC Party that has sent '1.6 - Update Payment Mode' in the reporting period, **November 2020**. The dotted lined shows the average success rate for the reporting period.



PP1 & PP2 - Update Payment Mode (ESME)

2.1.3.7 Device Type GSME

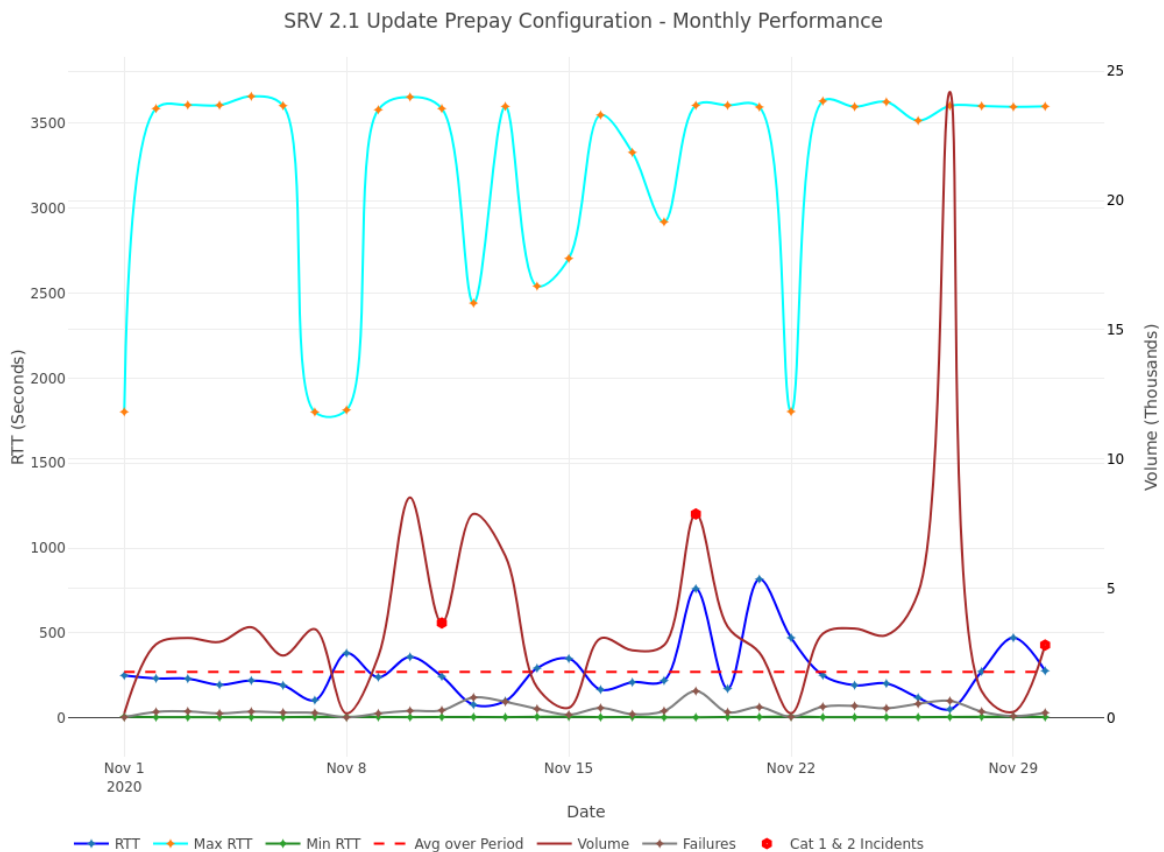
The graph below shows the success rate (bars) and volume (line graph and crosses) for each SEC Party that has sent '1.6 - Update Payment Mode' in the reporting period, **November 2020**. The dotted lined shows the average success rate for the reporting period.



PP1 & PP2 - Update Payment Mode (GSME)

2.2 SRV 2.1 - Update Prepay Configuration

2.2.1 Monthly SRV Performance



Monthly Performance of 2.1 - Update Prepay Configuration (DCC)

The table below shows incidents matching to those shown on the graph above (red dots) representing the Category 1 and Category 2 incidents in the reporting period, **November 2020**.

Table 3: Incidents for November 2020

Incident Raised	Service Impacted	Service Restored	ID	Category
2020-11-11 00:00:00	2020-11-11 08:00:00	2020-11-11 14:34:00	INC000000652948	2
2020-11-19 16:32:47	2020-11-19 11:59:00	2020-11-19 16:55:00	INC000000656429	2
2020-11-30 09:33:16	2020-11-30 09:02:00	2020-11-30 09:25:00	INC000000661032	1

2.2.2 Performance Summary

Table 4: Prepayment - Update Prepay Configuration

Monthly Performance Measure	Region C	Region N	Region S	SMETS1
Average RTT	324.6	269.4	241	35.6
Median RTT	13.5	48.5	12.75	31.5
Range(Shortest)(Longest)	(3)(3658)	(7)(3630)	(3)(3610)	(9)(725)
Percentage of Service Responses delivered within the Target Response Time	65.71%	39.55%	74.17%	53%
Volumes	45K	13K	25K	30K
Percentage of Service Requests that failed to be delivered	10.74%	13.78%	7.07%	2.19%

The following error codes are included in the results:

1. E20
2. E21

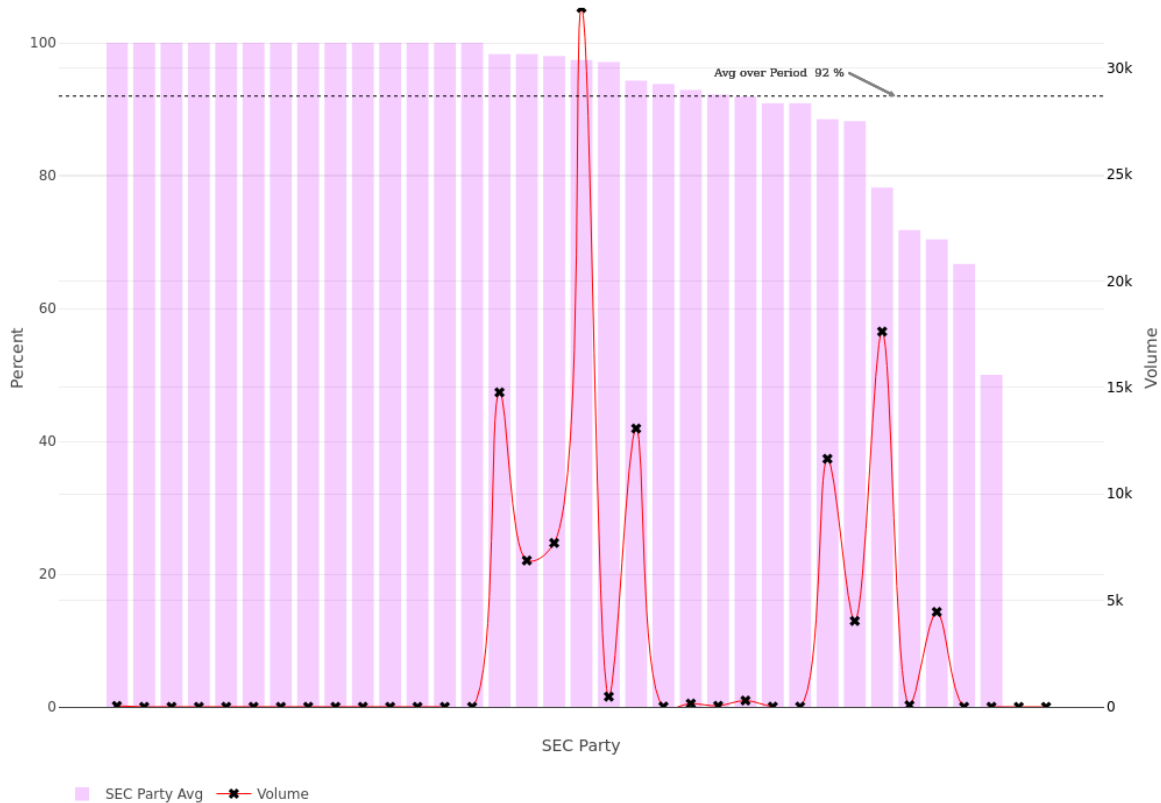
Excluded error codes are:

1. E4 - Unauthorized service requests
2. E5 - Invalid status of device
3. E55 - Duplicate Request ID
4. E63 - SMETS1 Anti Replay
5. E100 - Failed AUTHorization

2.2.3 SEC Party Success and Volume

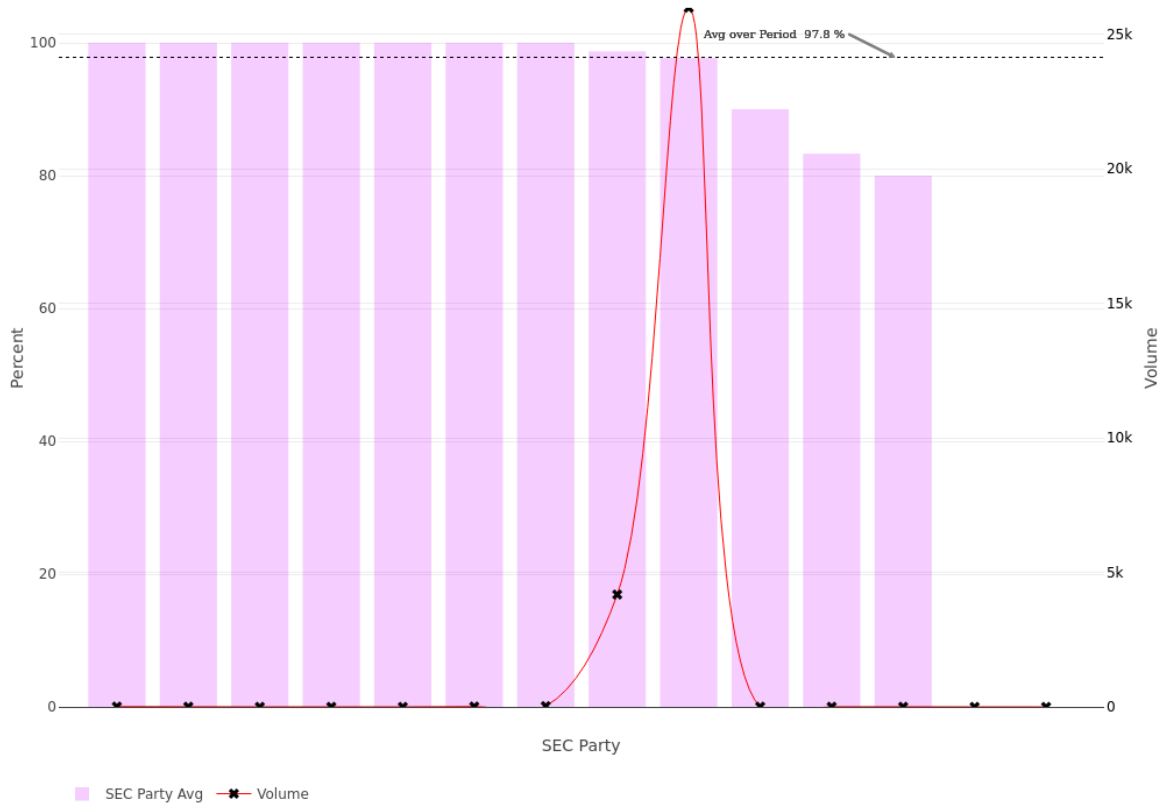
2.2.3.1 DCC

The graph below shows the success rate (bars) and volume (line graph and crosses) for each SEC Party that has sent '**2.1 - Update Prepay Configuration**' in the reporting period, **November 2020**. The dotted lined shows the average success rate for the reporting period.



2.2.3.2 SMETS1

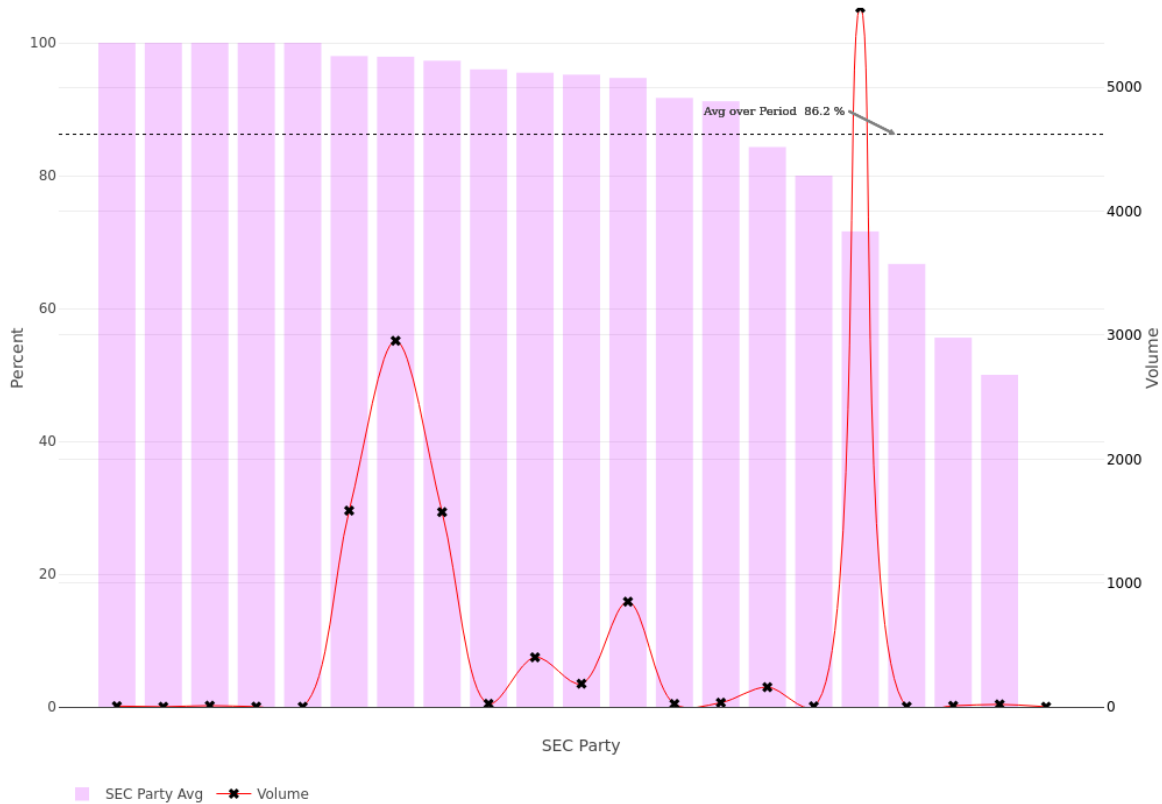
The graph below shows the success rate (bars) and volume (line graph and crosses) for each SEC Party that has sent '**2.1 - Update Prepay Configuration**' in the reporting period, **November 2020**. The dotted lined shows the average success rate for the reporting period.



PP1 & PP2 - Update Prepay Configuration (SMETS1)

2.2.3.3 Region N

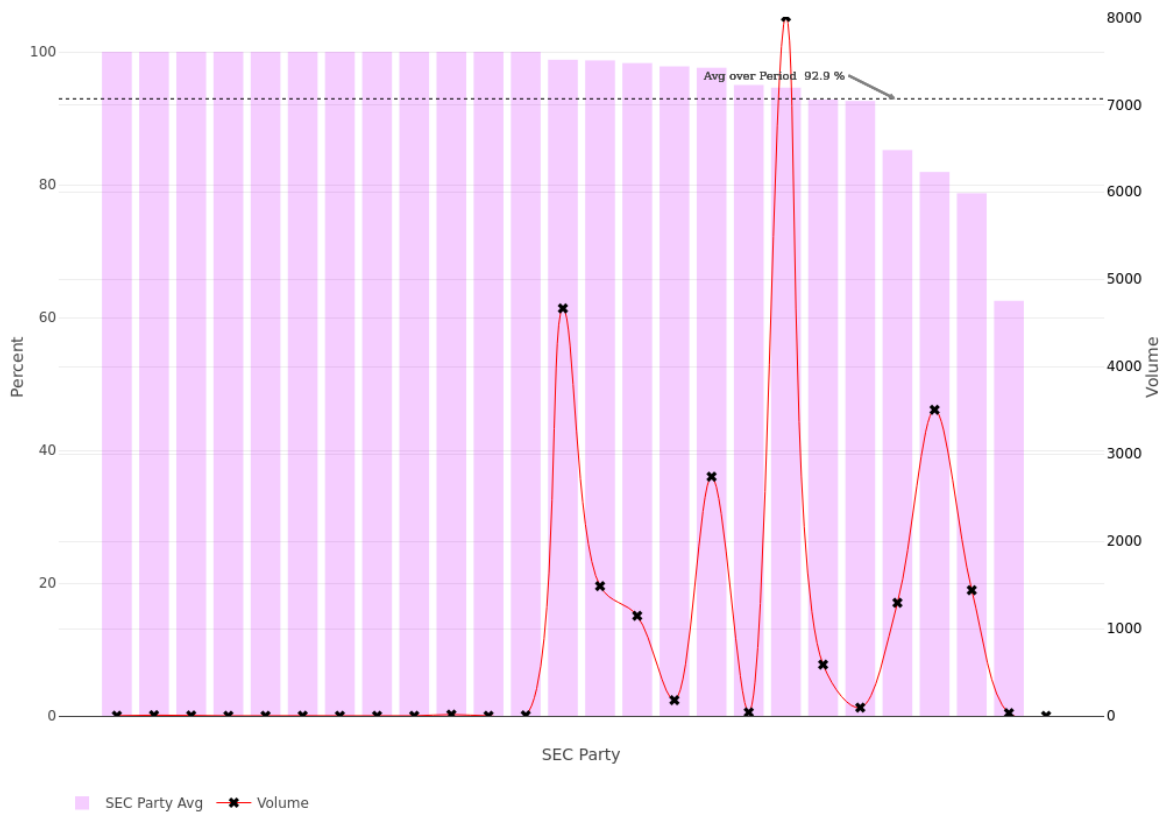
The graph below shows the success rate (bars) and volume (line graph and crosses) for each SEC Party that has sent '**2.1 - Update Prepay Configuration**' in the reporting period, **November 2020**. The dotted lined shows the average success rate for the reporting period.



PP1 & PP2 - Update Prepay Configuration (Region N)

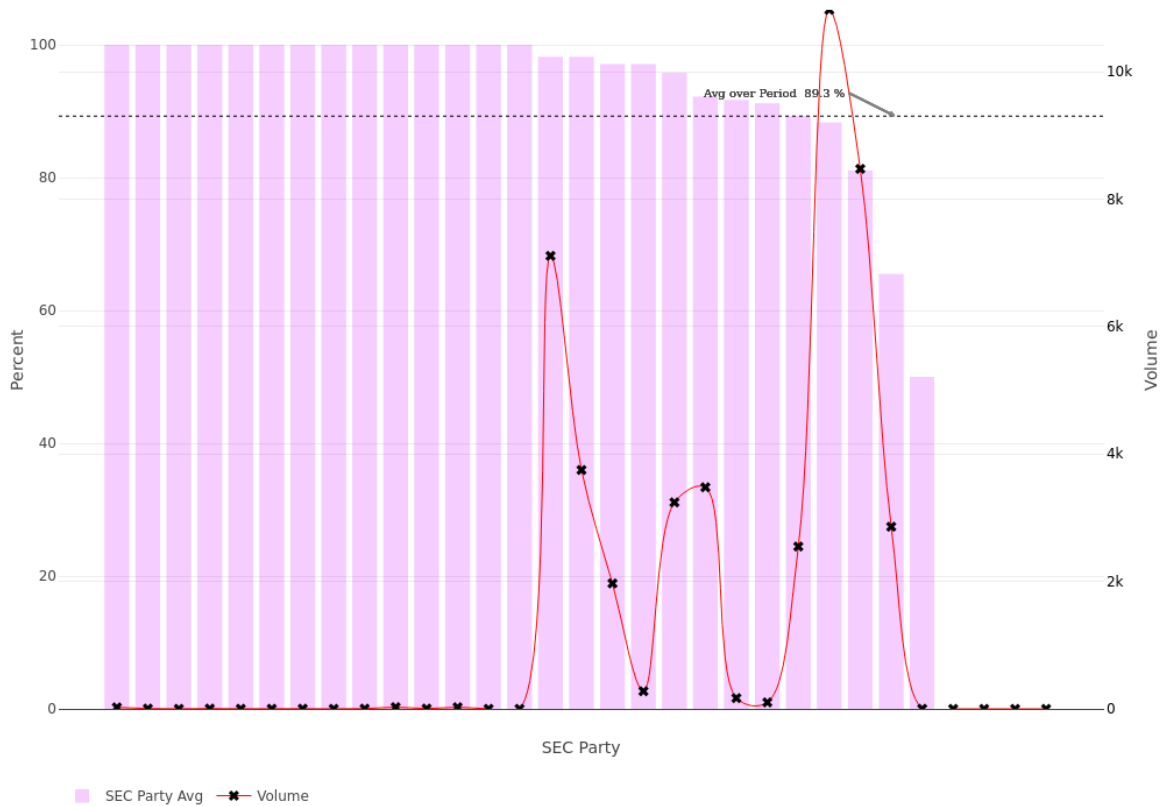
2.2.3.4 Region S

The graph below shows the success rate (bars) and volume (line graph and crosses) for each SEC Party that has sent '**2.1 - Update Prepay Configuration**' in the reporting period, **November 2020**. The dotted lined shows the average success rate for the reporting period.



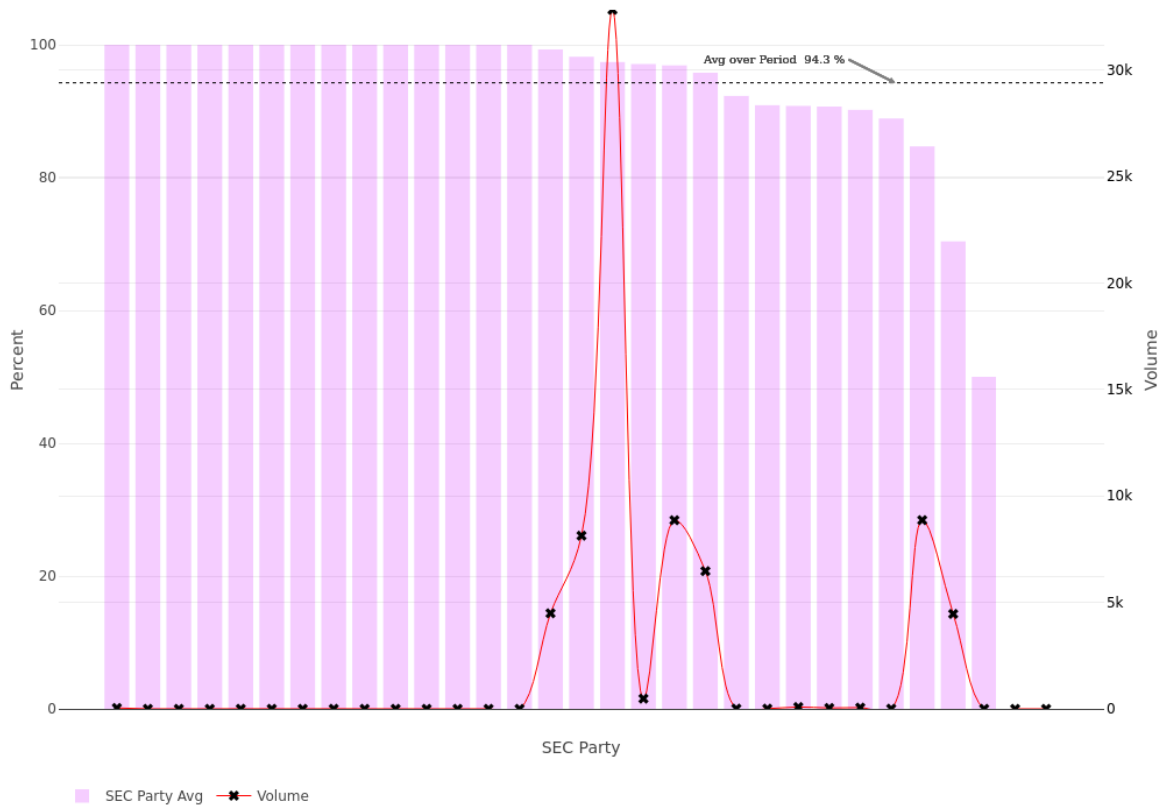
2.2.3.5 Region C

The graph below shows the success rate (bars) and volume (line graph and crosses) for each SEC Party that has sent '**2.1 - Update Prepay Configuration**' in the reporting period, **November 2020**. The dotted lined shows the average success rate for the reporting period.



2.2.3.6 Device Type ESME

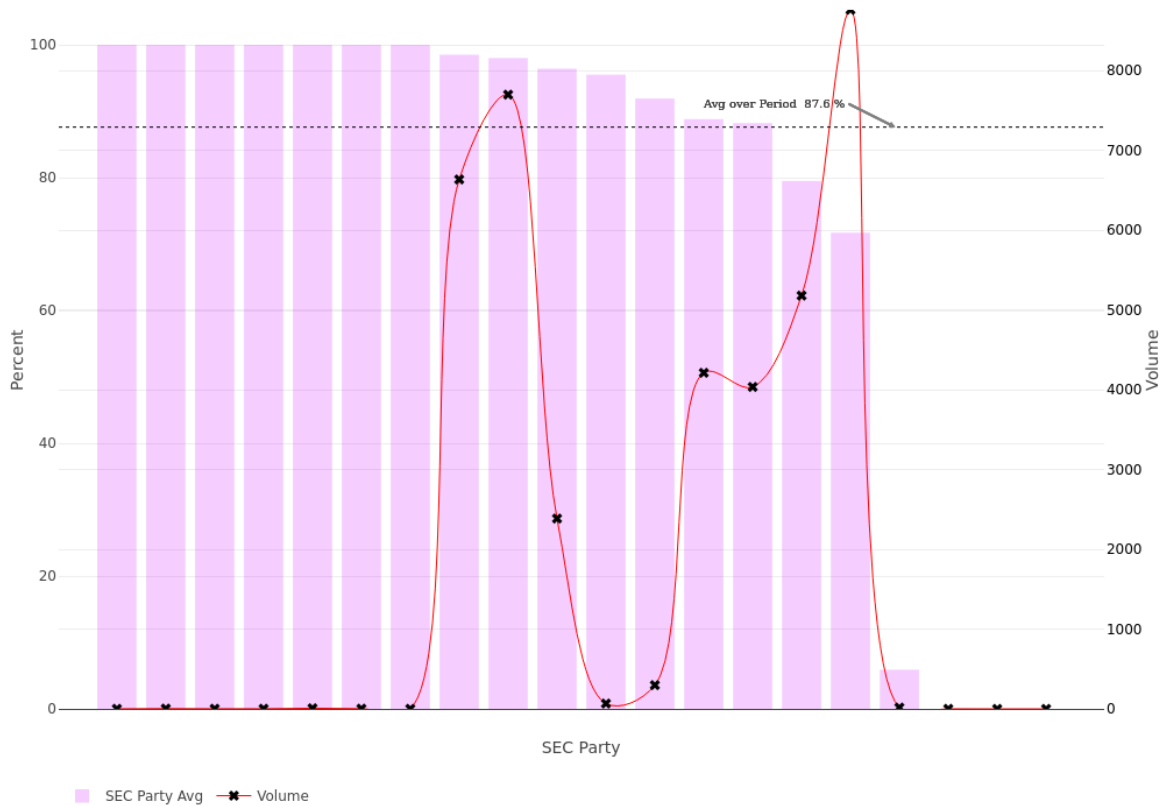
The graph below shows the success rate (bars) and volume (line graph and crosses) for each SEC Party that has sent '**2.1 - Update Prepay Configuration**' in the reporting period, **November 2020**. The dotted lined shows the average success rate for the reporting period.



PP1 & PP2 - Update Prepay Configuration (ESME)

2.2.3.7 Device Type GSME

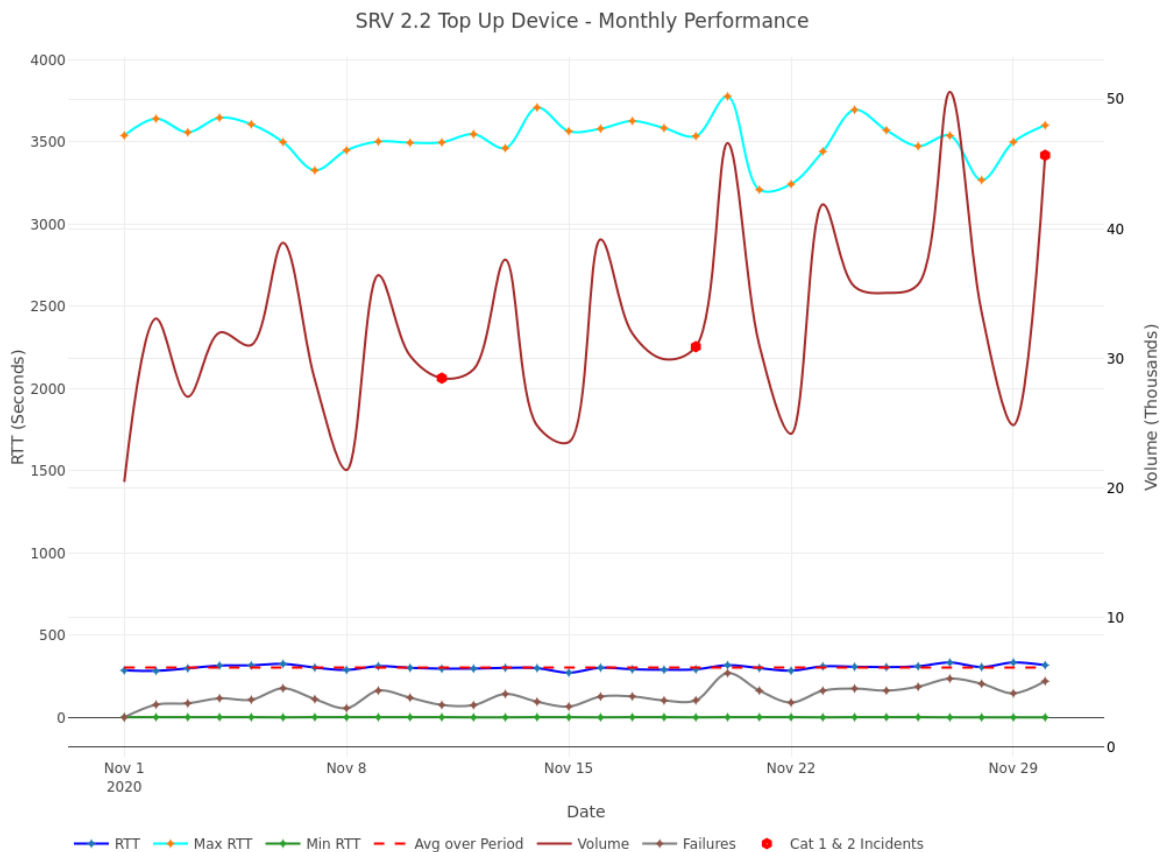
The graph below shows the success rate (bars) and volume (line graph and crosses) for each SEC Party that has sent '**2.1 - Update Prepay Configuration**' in the reporting period, **November 2020**. The dotted lined shows the average success rate for the reporting period.



PP1 & PP2 - Update Prepay Configuration (GSME)

2.3 SRV 2.2 - Top Up Device

2.3.1 Monthly SRV Performance



Monthly Performance of 2.2 - Top Up Device (DCC)

The table below shows incidents matching to those shown on the graph above (red dots) representing the Category 1 and Category 2 incidents in the reporting period, **November 2020**.

Table 5: Incidents for November 2020

Incident Raised	Service Impacted	Service Restored	ID	Category
2020-11-11 00:00:00	2020-11-11 08:00:00	2020-11-11 14:34:00	INC000000652948	2
2020-11-19 16:32:47	2020-11-19 11:59:00	2020-11-19 16:55:00	INC000000656429	2
2020-11-30 09:33:16	2020-11-30 09:02:00	2020-11-30 09:25:00	INC000000661032	1

2.3.2 Performance Summary

Table 6: Prepayment - Top Up Device

Monthly Performance Measure	Region C	Region N	Region S	SMETS1
Average RTT	345.9	410.7	258.8	19.3
Median RTT	6	13	6	15
Range(Shortest)(Longest)	(1)(3778)	(2)(3642)	(1)(3648)	(5)(458)
Percentage of Service Responses delivered within the Target Response Time	64.45%	56.74%	73%	90%
Volumes	502K	44K	405K	27K
Percentage of Service Requests that failed to be delivered	10.49%	9.46%	15.29%	2.01%

The following error codes are included in the results:

1. E20
2. E21

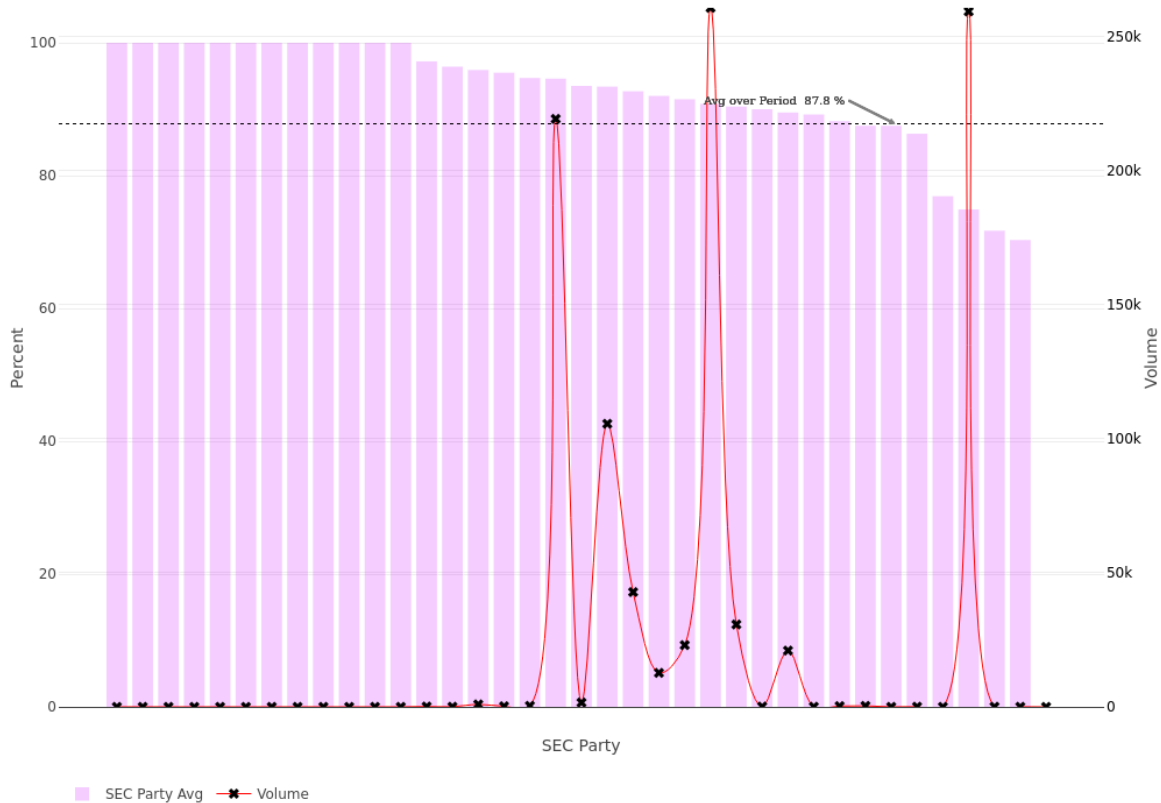
Excluded error codes are:

1. E4 - Unauthorized service requests
2. E5 - Invalid status of device
3. E55 - Duplicate Request ID
4. E63 - SMETS1 Anti Replay
5. E100 - Failed AUthorization

2.3.3 SEC Party Success and Volume

2.3.3.1 DCC

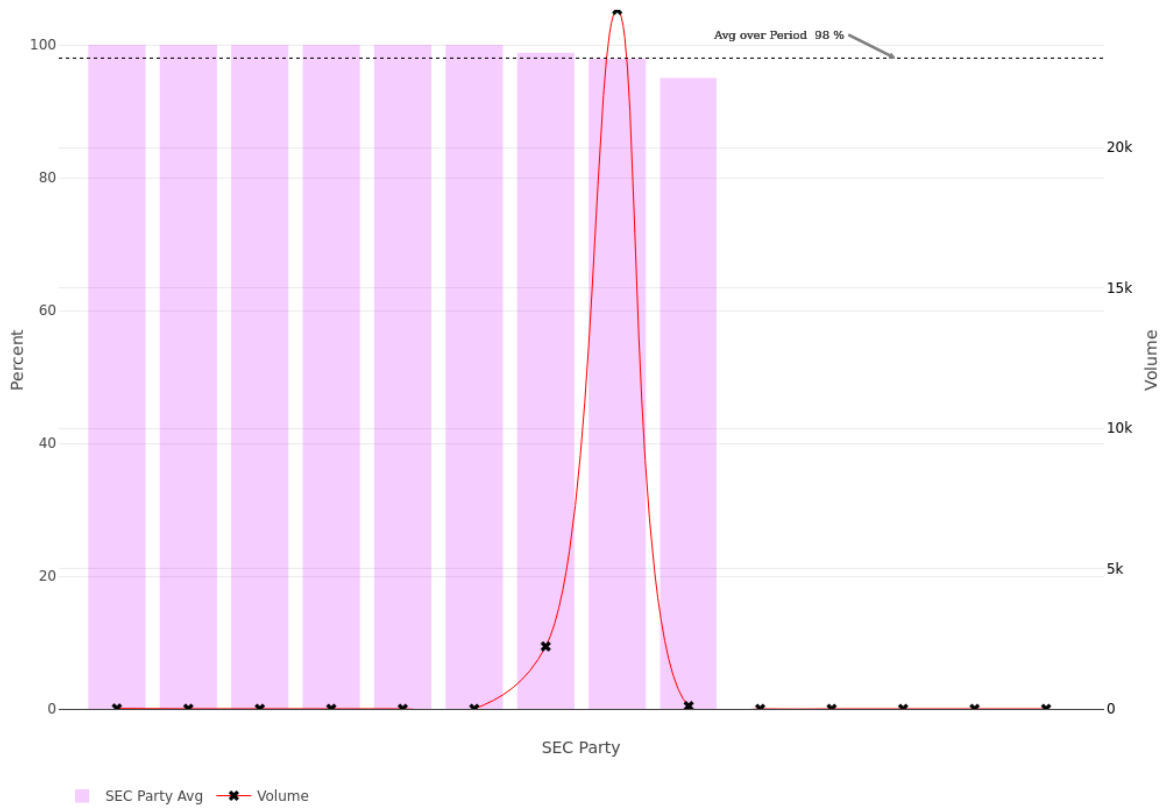
The graph below shows the success rate (bars) and volume (line graph and crosses) for each SEC Party that has sent '**2.2 - Top Up Device**' in the reporting period, **November 2020**. The dotted line shows the average success rate for the reporting period.



PP1 & PP2 - Top Up Device (DCC)

2.3.3.2 SMETS1

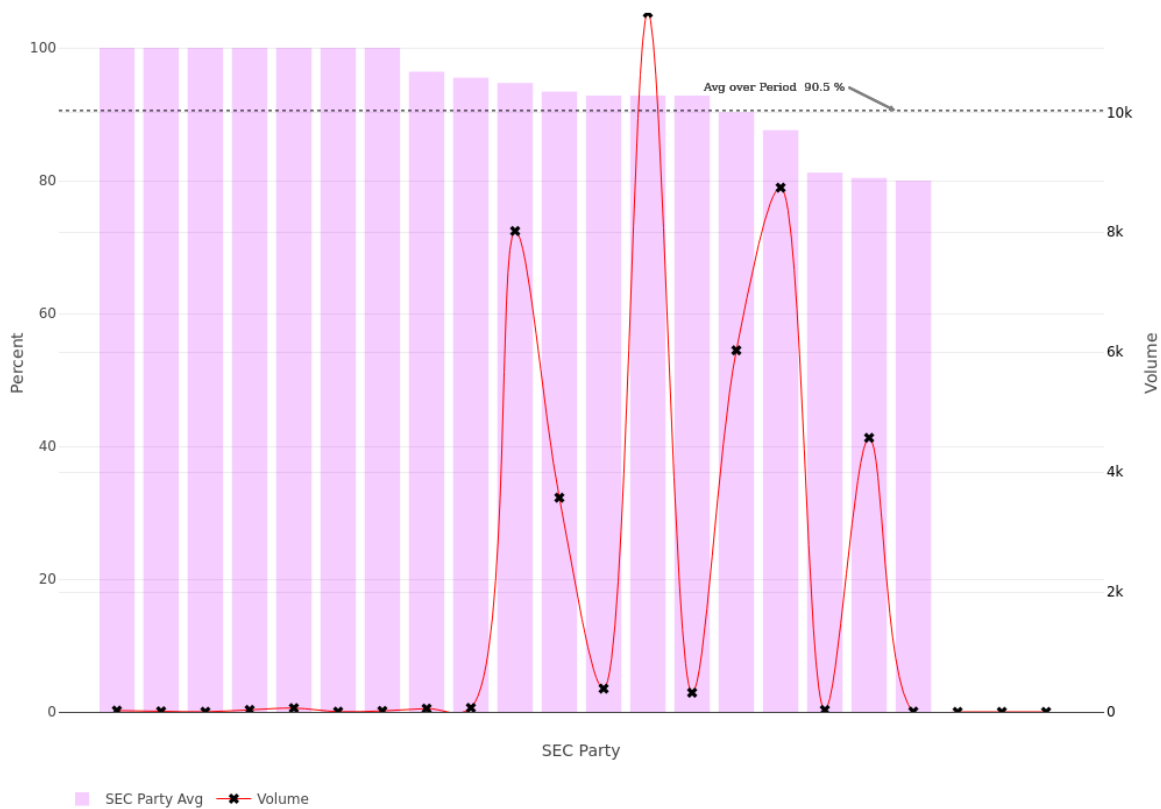
The graph below shows the success rate (bars) and volume (line graph and crosses) for each SEC Party that has sent '2.2 - Top Up Device' in the reporting period, **November 2020**. The dotted line shows the average success rate for the reporting period.



PP1 & PP2 - Top Up Device (SMETS1)

2.3.3.3 Region N

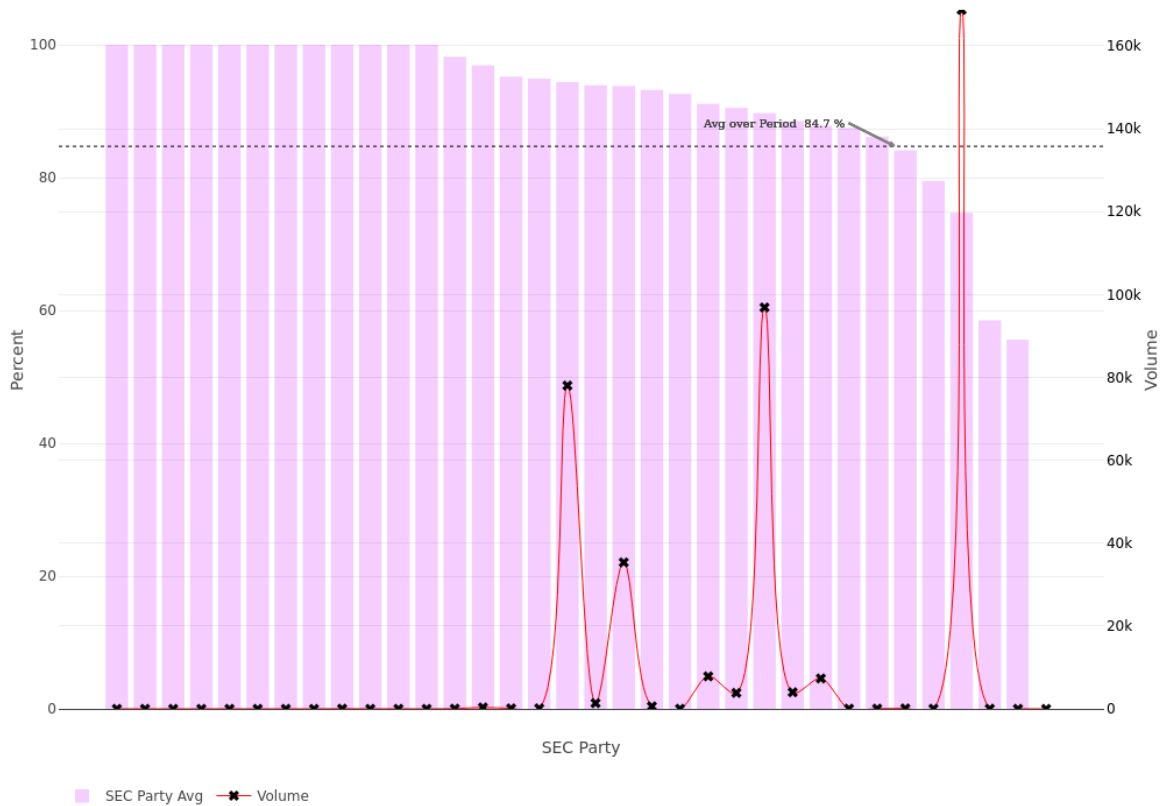
The graph below shows the success rate (bars) and volume (line graph and crosses) for each SEC Party that has sent '2.2 - Top Up Device' in the reporting period, **November 2020**. The dotted line shows the average success rate for the reporting period.



PP1 & PP2 - Top Up Device (Region N)

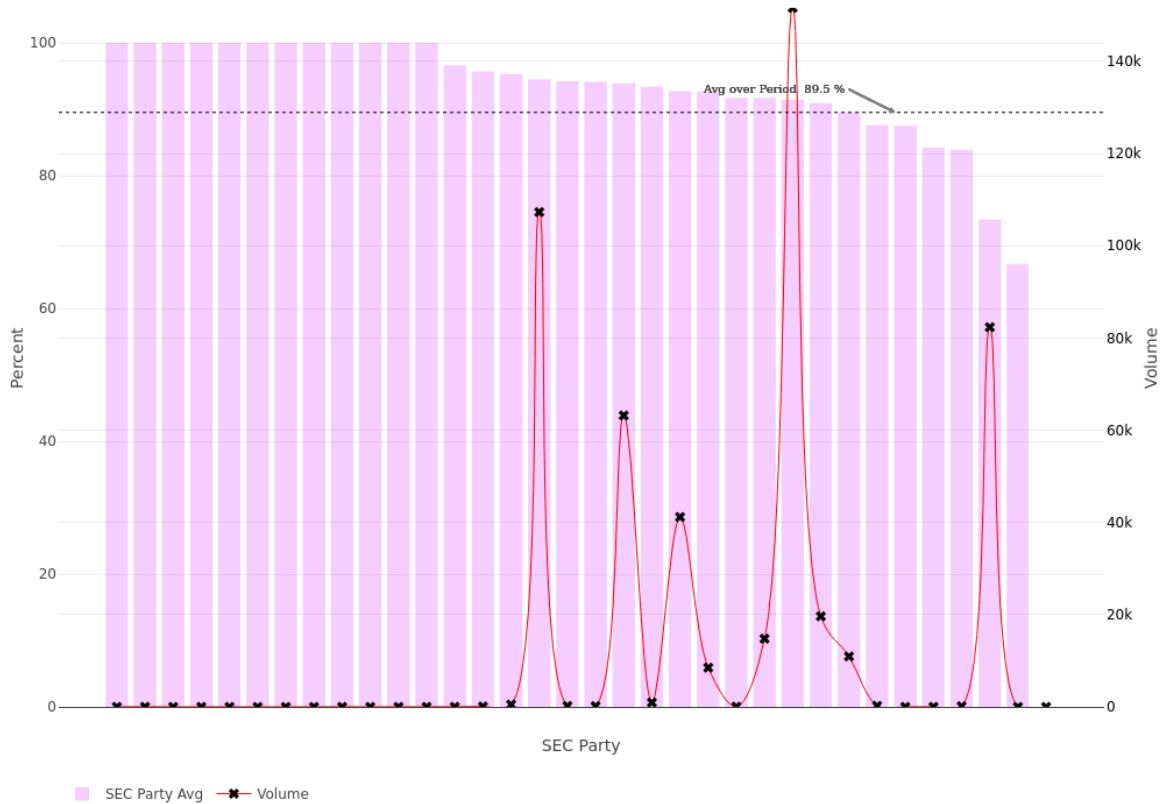
2.3.3.4 Region S

The graph below shows the success rate (bars) and volume (line graph and crosses) for each SEC Party that has sent '2.2 - Top Up Device' in the reporting period, **November 2020**. The dotted line shows the average success rate for the reporting period.



2.3.3.5 Region C

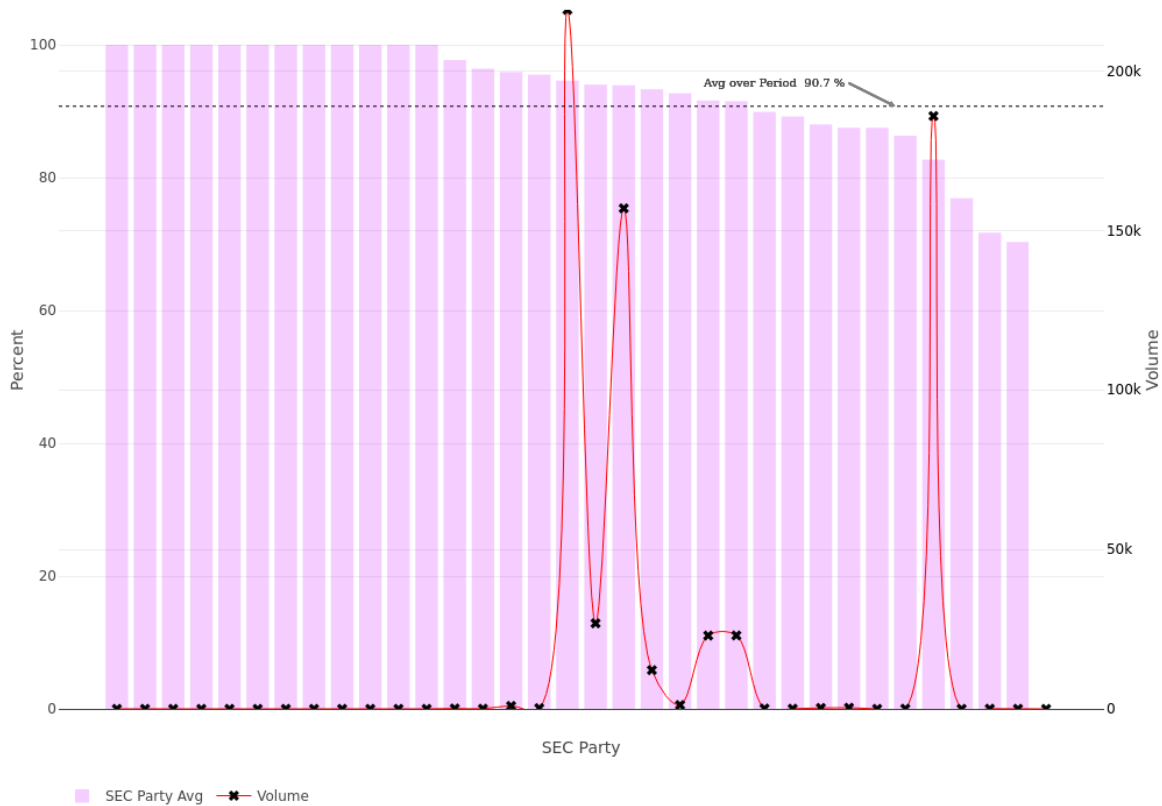
The graph below shows the success rate (bars) and volume (line graph and crosses) for each SEC Party that has sent '2.2 - Top Up Device' in the reporting period, **November 2020**. The dotted line shows the average success rate for the reporting period.



PP1 & PP2 - Top Up Device (Region C)

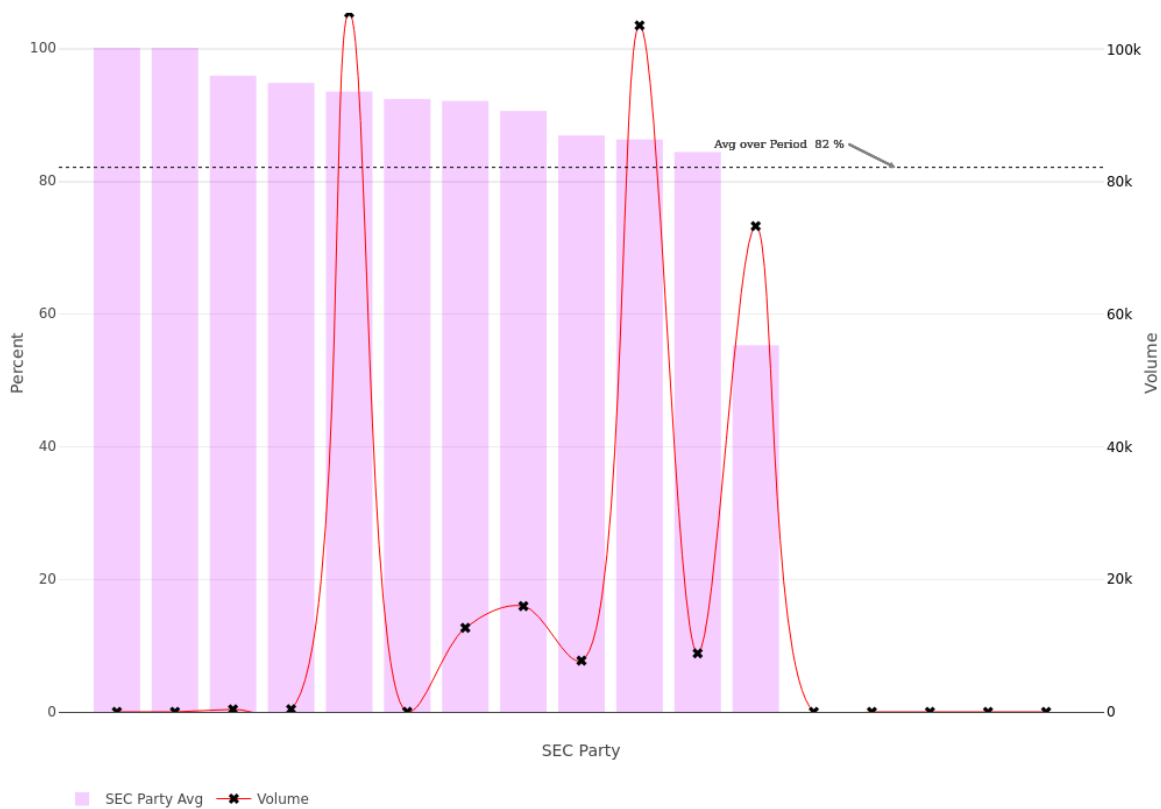
2.3.3.6 Device Type ESME

The graph below shows the success rate (bars) and volume (line graph and crosses) for each SEC Party that has sent '2.2 - Top Up Device' in the reporting period, **November 2020**. The dotted line shows the average success rate for the reporting period.



2.3.3.7 Device Type GSME

The graph below shows the success rate (bars) and volume (line graph and crosses) for each SEC Party that has sent '2.2 - Top Up Device' in the reporting period, **November 2020**. The dotted line shows the average success rate for the reporting period.



PP1 & PP2 - Top Up Device (GSME)