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Operations Group Meeting 41_2501

25 January 2021, 13:20 – 15:35

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):

2. DCC Pandemic Update (DCC): The DCC reported that it and the Service Providers continue to operate without problems. The DCC also mentioned that staff sickness remains low.

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 4 February.

3.1 RDP Incidents Report (SECAS): The OPSG noted the report. SECAS highlighted that there were nine Registration Data Provider (RDP) Incidents opened in December 2020. 10 Incidents were reported as resolved within the month. Five remain open with investigation to be completed. The DCC noted that since the report was published, one Incident had since been closed.

3.2 DCC Certificate Signing Request (CSR) Variance Report (SECAS): The OPSG noted the report. The December 2020 report outlined that there were 28 Users who have consumed services without submitting a forecast, which included 10 Large Suppliers (LSs).

3.3 DCC Service Request Variance (SRV) Report (SECAS): The OPSG noted the report. The December 2020 report outlined that 30 Users consumed services without submitting forecasts, including six LSs.

SECAS reported that the Panel has decided that, noting that the current forecasts are lacking in accuracy and onerous for Users to produce, compliance with the User forecasting obligations for CSR and SRV forecasting will not be pursued until the relevant modifications have been implemented.

The Panel decision is conditional on this not affecting DCC and Service Provider ability to meeting their obligations.

SECAS noted that it will write to Users to inform them of the Panel decision.

A Distribution Network Operator (DNO) member noted that SRV reports should be provided to support [MP116 'Service Request Forecasting'](#) during the transition period. The DCC noted that it would be able to provide reports for a further eight months.

4. CH Returns Report – Workshop Outputs (SECAS): SECAS presented a summary of User views from the Communication Hub (CH) Returns Report Workshop that was held on 17 December 2020. The OPSG agreed to the requirements identified at the workshop and the associated next steps.

5. 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 17 months; with this being the 23rd instance it has been below in 24 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 Communication Service Provider North (CSP N).

SECAS reported that PM2 for *'Percentage of Category 1 Firmware Payloads completed within the relevant TRT'* was also below Target Service Level in CSP Central & South (C&S) due to an unexpectedly high number of firmware downloads. The OPSG noted the DCC process of forecasting firmware downloads and its engagement with Users. The OPSG questioned what caused the failure in C&S and if there was an issue within its infrastructure that may have caused an impact on the service level.

The OPSG noted that PM3.1, *'Percentage of Category 2 HAN Interface Commands delivered to the DCC WAN Gateway Interface within the relevant Target Response Time'* has been below service level for a few months and the current solution may not have resolved the underlying issue. The DCC noted that a problem record will be raised to investigate this further and noted that there had been no identified impact on Users.

6. Major Incident Review (SECAS): The OPSG agreed that Major Incident Review Report for INC000000661032 should be published to all SEC Parties.

7. CH and Network Evolution - Cost Benefit Analysis Review (DCC): SECAS presented a status summary, including outstanding queries on the Cost Benefit Analysis (CBA). SECAS noted that the further review of the CBA had been rescheduled to allow time for the Request for Proposal (RFP) to be completed. The OPSG noted the revised timeline.

The OPSG Chair noted that the OPSG were waiting for DCC to propose a clear process and timeline for considering other candidate requirements beyond the Minimum Viable Product (MVP).

8. AOB:

SECAS noted that the schedule for Final Operating Capability (FOC) has been delayed and the OPSG will review the Live Service Criteria at an extraordinary meeting on 12 February. The Testing Advisory Group (TAG) will provide a preview of any significant remaining testing issues at the next meeting (OPSG_42); the DCC will describe the operational impact of any such issues.

Next main meeting: 2 February 2021; Next reporting meeting: 22 February 2021.