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Operations Group Meeting

25 January 2021, OPSG_41_2501

13:20 – 15:35

Teleconference

Draft Minutes

Attendees:

Category	Operations Group Members
Operations Group Chair	Dave Warner
DCC	Alex Henighan
Network Parties	Matthew Alexander
	Gemma Slaney
Large Suppliers	Martin Christie
	John Noad
	Rochelle Harrison
	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	Wendy Liddell (<i>agenda item 2</i>)
	Darren Robbins
	Lisa Wong
	Timothy Dunning (Part) (<i>agenda item 4</i>)
	Richard Amey (Part) (<i>agenda item 4</i>)
	Allan Attack (Part) (<i>agenda item 6</i>)
	Graeme Liggett (Part) (<i>agenda item 4</i>)
SECAS	Veronica Asantewaa (Meeting Secretary)
	Joey Manners
	Huw Exley

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TAG	Robin Healey (Part)
BEIS	Natasha Free

Apologies:

Representing	Name
Large Suppliers	Kevin Donnelly
	Rob Short
	Tony Shanahan
	Ed Webber
Small Supplier	Kate Barnes
Other SEC Parties	Geoff Huckerby

1. Actions Outstanding

SECAS presented the updates to the actions outstanding. 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 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	N/A	DCC
<p>The DCC reported that it performed an audit with the Registration Data Providers (RDPs) and had a workshop to discuss the outcomes. The DCC noted that the workshop identified three issues which now have associated Problem Records.</p> <p>The DCC reported that from its investigation, the number of RDP Incidents are not increasing. However, there are other related issues which may have an impact. The DCC is working with SEC Parties to ensure that reporting is accurate and those involved are clear on the end-to-end process, timelines, and expectations.</p> <p>A Distribution Network Operator (DNO) member mentioned an issue with IGT data, in which the workaround was not SEC compliant. The DCC noted that it will investigate this offline. Status: Closed</p>					
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.	23/11/2020	07/12/2020	N/A	DCC

Managed by

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
The DCC noted that additional Problem Records were raised in connection with the half hourly data retrieval issues in October and will be include in the Q4 2020 Quarterly Problem Report. A DNO member assumed that Problem Records would have been raised for 4.10 Incidents. SECAS noted it will investigate this issue with the DCC offline. Status: Closed					
OPSG 39/07	CSP N to provide details of how it would close down and restart services during the CSP N Technical Refresh and the expected User impact.	01/12/2020	05/01/2021	N/A	CSP N/DCC
<p>The OPSG raised further concerns on the traffic volumes following the Communication Service Provider North (CSP N) Technical Refresh. The DCC noted that any scheduled reads will be recovered by automated retries two hours after the service has restarted. All other services will be recovered manually. The DCC noted that more details will be covered in the guidance notes which will be published soon.</p> <p>The DCC also mentioned that the Technical Refresh will still go ahead despite the changes in government guidelines due to the pandemic. Status: Closed</p>					

ACTION OPSG 41/01: The DCC to ensure that Problem Records are raised to investigate 4.10 Incidents.

The OPSG **NOTED** the update.

2. DCC Pandemic Update

Following a change in government guidelines due to the Covid-19 pandemic, the DCC has reconvened its Covid Response Teams and provided an update on its current operational status.

The DCC reported that it and the Service Providers continue to operate without problems. The DCC also mentioned that staff sickness remains low.

The DCC noted that one User has paused installations to focus on more essential work, such as aged Incidents, to keep its customers and business running safely.

The DCC noted that **the daily** installation volumes had decreased throughout January to 11k, compared to 18k before the Christmas period.

The DCC also mentioned that Business Continuity Disaster Recovery (BCDR) teams continue to monitor services for any changes.

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 4 February.

3.1. Registration Data Provider Incident Report

The OPSG considered the RDP Incidents Report for December 2020.

SECAS highlighted that there were nine RDP Incidents opened in December. 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 (INC000000667933) had been closed.

3.2. DCC Certificate Signing Request Variance Report

The OPSG considered the Certificate Signing Request (CSR) Variance Report for December 2020.

The 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 Report

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

The report outlined that 30 Users consumed services without submitting forecasts, including six LSs.

SECAS reported that the Panel had noted the inaccuracy of the Service Request and Certificate Signing Request forecasts and that it can be onerous for Users to produce the forecasts. The Panel had decided that compliance with the User forecasting obligations for CSR and SRV forecasting will not be pursued until the relevant Modifications had been implemented.

SECAS highlighted that the Panel's decision is conditional on this not affecting the DCC and Service Providers ability to meet required service levels.

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

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

ACTION OPSG 41/02: The OPSG to provide any comments on the summary of DCC reporting (Annex 1 of the SEC Panel Report) by 4 February.

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

4. CH Returns Report – Workshop Outputs

SECAS presented a summary of Users views from the Communication Hub (CH) Returns Report Workshop that was held on 17 December 2020.

The OPSG considered the eight requirements for the CH Returns Quarterly Report identified during the workshop and had no further comments. A LS member requested that any draft report material is sent to all attendees of the workshop as well as OPSG members.

The OPSG:

- **NOTED** the outcomes from the CH Returns Report Workshop; and
- **AGREED** to the requirements identified during the workshop and the associated next steps.

5. PMR Report – November

SECAS presented its review of the Performance Measurement Report (PMR) for November 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 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 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's 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, similar to the issue of batching firmware jobs in CSP N. The DCC noted that it will investigate further. The DCC noted it will confirm that the Panel decision to suspend the obligation for Users to forecast, will not impact the DCC providing Service Providers with forecasting.

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 in CSP N for a three 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. The DCC also noted that it may raise this issue with TABASC if it appears to be linked to a design flaw within its infrastructure.

ACTION OPSG 41/03: The DCC to investigate the cause of the failure of PM2 in CSP C&S, and whether this was affected by CSP C&S's infrastructure.

ACTION OPSG 41/04: The DCC to confirm that suspending the forecasting obligations for Users will not cause further issues for Service Providers forecasting firmware downloads.

ACTION: OPSG 41/05: The DCC to raise a problem record for the failure of PM3.1, caused by delayed alerts, to investigate the false positive solution of PM3.1 in the November PMR.

The OPSG **NOTED** the PMR.

6. Major Incident Review

SECAS provided a review of Major Incident INC000000661032.

The DCC acknowledge that CSP N did not follow the agreed Incident notification process and this is being reviewed as part of Heightened Service Management (HSM). The DCC noted that system monitoring did identify the Incident, however, the notification to the DCC was delayed due to multiple system failures and lack of resources.

SECAS highlighted that there had been similar instances of delayed notification of Incidents from Service Providers. The DCC noted that it is working with CSP N via the HSM to improve its communications with DCC Major Incident Management (DCCMIM) and has identified a number of mitigation steps to improve its engagement.

The OPSG noted that the communication of the Incident to SEC Parties was not timely as it was a Service User that contacted the DCCMIM to notify it of the Incident. The OPSG emphasised that the services improvements made via HSM to Improve CSP N's internal processes will need to consider the needs of the end User.

The DCC noted that it will investigate whether the review on the routing network bug that delayed the failover during the Incident has been completed.

ACTION: OPSG 41/06: The DCC to investigate whether the review on the routing network bug (PBI000000121832) has been completed.

The OPSG:

- **NOTED** the Major Incident Review; and
- **AGREED** that the Review Report for INC000000661032 be published to all SEC Parties.

7. CH and Network Evolution - Cost Benefit Analysis Review

SECAS presented a status summary which included 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 with the next review scheduled at OPSG on 22 February 2021. The OPSG noted the revised timeline.

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

The OPSG **NOTED** the presentation.

8. Any Other Business

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.

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

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