Operations Group Meeting 43_2202

22 February 2021, 12:20 – 15:30

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):

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 March.

3.1 RDP Incidents Report (SECAS): The OPSG noted the report. SECAS highlighted that there were nine Registration Data Provider (RDP) Incidents opened in January 2021. 14 Incidents were reported as resolved within the month. There were no remaining open Incidents with investigation to be completed.

3.2 DCC Certificate Signing Request (CSR) Variance Report (SECAS): The OPSG noted the report. The January 2021 report outlined that there were 26 Users who have consumed services without submitting a forecast.

SECAS noted that it had written to all SEC Parties on 28 January, informing them of the Panel's decision not to actively pursue SEC party compliance of the current User forecasting obligations . The OPSG noted that the DCC planned to raise the Modification to adjust CSR User obligations week beginning 15 February but await confirmation.

3.3 DCC Service Request Variance (SRV) Report (SECAS): The OPSG noted the report. The January 2021 report outlined that there were 34 Users who have consumed services without submitting a forecast.

SECAS noted that it had written to all SEC Parties on 28 January, informing them of the Panel's decision not to actively pursue SEC party compliance of the current User forecasting obligations. The OPSG noted that the Modification proposal to remove SRV Forecasting obligations on Users, is in the refinement process. It returns to the Working Group on 3 March before proceeding to refinement consultation.

3.4 Network Enhancement Plan Quarterly Report (SECAS): The OPSG noted the report. The Q4 2020 report outlined that that 326 NEPs have been completed in the period up to 8 December 2020.

SECAS noted that Communication Service Provider Central and South (CSP C&S) achieved the BMAX target of 99.25% at the end of 2020.

SECAS noted that the Q4 2020 report is the last report that the DCC are obliged to produce, under the SEC requirement (Section F7.21). The OPSG requested that the DCC propose a way forward, considering, for example, whether continuing reporting would be of value.

3.5. SEC Panel Quarterly Problem Report (SECAS): The OPSG noted the report. The Q4 2020 report outlined that there were 43 new Problem Records created compared to 47 in the last quarter.

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SECAS reported that there were 20 Problems which have breached the target the DCC has set for Root Cause Analysis. The report also listed 74 open Problems which the DCC considers are 'Significant and/or Impactful'.

SECAS asked whether a statement to explain why critical and high category Problems had breached the target root cause analysis date could be included in the report along with any identified mitigation steps. The OPSG Chair noted it would be useful to map Problems to User processes.

3.6 DCC Responsible Communications Hubs Returns Quarterly Report (SECAS): The OPSG noted the report. The Q4 2020 report outlined that a total of 10,639 records were closed during this period. Of these, 9,445 were attributed to Service Users (No Fault Found) and 1,194 were attributed to the DCC (Fault Found).

The OPSG were concerned that the only Fault Found returns in CSP North (N) were attributed to a manufacturing defect, compared to various fault attributions in CSP C&S. SECAS noted that the results of the CSPs audit of the CH triage process (as raised in action 29/15) should highlight why this is the case.

Some OPSG members questioned whether CHs deliveries that are rejected by the Supplier as not fit for purpose are reflected in the report. The DCC gave an initial view that these would be outside the scope of the report. The OPSG Chair asked that SECAS and the DCC review the end to end process and confirm the coverage of the report.

5. PMR Report – December (SECAS): The OPSG reviewed the Performance Measurement Report (PMR).

SECAS noted that Code Performance Measure (CPM) 1 was below the Minimum Service Level. CPM1 has been below Target Service Level for the last 18 months, with this being the 24th instance it has been below in 25 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.

The OPSG noted the failure to achieve PM2 required performance levels despite attempted remediations and active monitoring by the OPSG. The OPSG recognised that DCC are implementing further tactical improvements, the effect of which would be monitored at the OPSG. Also, the OPSG noted that DCC are developing longer term strategic proposals. These activities would allow a credible schedule for improvements to be set out.

SECAS reported that Service Credits had been applied against PM2 in CSP South for December. However, discussions continued regarding Service Credits being applied for the failure in November when CSP C&S claimed exemption due to a contractual clause. The OPSG noted that the Panel had recently agreed Service Request forecasting obligations will not be actively pursued, subject to this not impacting Service Provider contractual obligations: the OPSG were concerned that the reported challenge regarding November Service Credits might mean that the Panel's caveat was not being satisfied.

The OPSG requested that the DCC confirm its position on current Service Credits.

The OPSG repeated its request that DCC confirm that the failure to achieve PM2 in the South region was not due to an underlying problem in the CSP C&S infrastructure.

5. Smart Metering Systems Efficacy (SECAS): Gemserv introduced a project to develop a Device Interoperability Measurement Methodology.

The OPSG noted Gemserv's engagement approach to the project and asked that SECAS arrange a workshop to allow the OPSG members to contribute.

6. CSP N Tech Refresh (DCC): The DCC noted that the CSP N Technical Refresh will go ahead as planned on 27 February, and that at the moment the contingency weekend of 6 - 7 March will not be required. The OPSG were concerned that guidance to SEC Parties on how service will be closed down and restarted may not have been provided in full.

7. CH & Network - CBA follow up and RFP briefing (DCC): The DCC provided a brief update on the CH & Network Cost Benefit Analysis (CBA) review schedule. At the moment the DCC envisage that the Panel will be asked to make its recommendation to BEIS in either April or May. The DCC noted that the DCC Q&A document will answer any further queries from members and will be discussed at the March reporting meeting (OPSG_45). OPSG members repeated their concerns regarding the separation of the Single Band and Dual Band CHs developments.

8. Work Package - Q3 2020 (Oct - Dec) Lookback Report (SECAS): The OPSG noted the lookback report against the Q3 2020 (October – December) Work Package.

9. AOB:

The DCC noted that a workshop on 'DCC Boxed', will held on 1 March 2021 at 16:00.

A Large Supplier member suggest that Prepayment Change of Supplier should be discussed as part of the customer perspective item at the OPSG_44 meeting.

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