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## MP122A ‘Operational Metrics’ & MP122B ‘Operational Metrics – Part 2’

### Working Group Meeting summary – 17 December 2020

#### Attendees

Attendee	Organisation
David Kemp	SECAS ( <i>Chair</i> )
Joe Hehir	SECAS ( <i>MP122 Lead Analyst</i> )
Joey Manners (part meeting)	SECAS
David Walsh	DCC
Easton Brown	DCC
Oliver Bridges	DCC
David Rollason	DCC
Dipu Manta	DCC
Robbie MacIntosh	DCC
Katie Taaffe	DCC
Simon Rogers	DCC
Wahab Siddiqui	DCC
Ange Smith	DCC
Richard Haigh	BEIS
Tony Shanahan	EDF
John Noad	Npower
Mahfuzar Rahman	Scottish Power
Emslie Law	OVO Energy
Matthew Alexander	SSEN
Rachel Norberg	Utilita
Gemma Slaney	WPD ( <i>MP122 Proposer</i> )

### MP122A ‘Operational Metrics’

#### Summary

[MP122A ‘Operational Metrics’](#) seeks to implement the DCC internal and Technical Operations Centre (TOC) changes, as well as interim approaches for the most affected metrics in order to improve the

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transparency of the Performance Measurement Report (PMR). MP122A is pending implementation in the February 2021 SEC Release. The subsequent reporting will then be delivered from April 2021.

In previous Working Group meetings, it was agreed that the design of the updated PMR would be assessed by the Working Group during the design phase of the modification to prevent any delay to the decision of the modification.

## **The DCC's solution**

The DCC explained that it is building a framework and visual interface to be used to present the data to the Operations Group and the resulting graphs and tables would be exported for the purposes of the PMR. The interface would be developed via a DCC application using a superset of data with the scope for lower level of granularity upon request.

The DCC's aim is to use the application as a base for all its reporting to its various stakeholders where possible. This would be achieved by agreeing a single set of metrics to be used as a single source of truth. A Working Group member questioned whether this would lead to changes in reporting required by Ofgem and BEIS and whether MP122A was therefore picking up the cost for doing so. The DCC advised it is not looking to change any existing reporting requirements it is obligated to produce for any other bodies/agencies. However, where possible it will seek to source the data for all of its reporting from the application. The Department for Business, Energy and Industrial Strategy (BEIS) advised that it has made no request for any additional bespoke reporting.

Before proceeding with the demonstration, the DCC advised that the data wasn't necessarily live but more for the purpose to give the Working Group a visualisation. Once the application is fully operations, a PDF report will be produced each month for the Operations Group with more detail provided on request within the meeting.

## **DCC data application demonstration**

The DCC provided a demonstration of its new reporting application using one month's worth of prepayment data and a year's worth of meter reads data. It explained that it has been designed so that any graph or table within the application can be exported to a PDF document, maintaining consistency between the two. The dataset which underpins the application will be updated two days after month-end.

The demonstration showed that each graph can be split by success and failure of the given Service Request including a range of additional filters including:

- Communications Services Provider (CSP) ID
- Device Type
- Communications Hub (CH) manufacturer
- CH firmware version

The DCC showed that it could also manipulate the data in a way that made it more meaningful. For example, by looking at a graph with a success rate of 0-100%, too much data would be displayed making it hard to interpret. However, by shortening this range to a 0-50% success rate, the DCC would be much more easily able to highlight the causes bringing down performance. This capability would be provided in the DCC's live presentation of the data at the Operations Group but can not be reflected in the PDF.

### **Working Group feedback**

The application was generally well received with a member suggesting that the DCC use it for more than just the PMR and reporting to the Operations Group. They noted DCC service managers should make use of it and use it to work with and aid Parties to better their performance. However, the demonstration focused on the framework of the DCC's solution and only showed glimpses of what the resulting PDF would look like.

One member questioned whether Parties would be given access to the application and subsequently make use of the functionality in its own time. The DCC advised that currently only the DCC will have access to the application. However, it has thought about this and believed it to be possible but highlighted that this would be a new requirement and would require resolving some security arrangements and would therefore come at a further cost.

The DCC highlighted in its demonstration a noticeable trough on one of the graphs, noting the drop in performance was caused by a Severity 1 Incident. Members questioned whether incidents like this would be annotated within the report, noting it would be waste of time having to ascertain this information in real-time in the Operations Group meeting. The Proposer advised that a single sentence clearly stating the Incident or other root cause would suffice. Members did not expect detailed analysis be done on every graph. The DCC believed that such statements highlighting Incidents already exist within the PMR. However, it urged caution to the Working Group in seeking additional commentary, as this would increase Application Support costs. The Working Group concluded that the DCC shall produce a draft PDF report for the Working Group to assess the level of commentary given by the DCC. SECAS will be scheduling a Working Group meeting for week commencing 18 January 2021 to discuss the MP122B questionnaire responses, and the chair requested a draft of the report be made available to discuss at that session.

One member suggested that the Operations Group also be given a chance to comment on the draft report, as it would be the group using the live report going forward. SECAS proposed engaging the Operations Group as soon as possible after the Working Group had reviewed the sample PDF report.

### **Change reporting requirements in BAU**

Members questioned if the DCC would be able to facilitate any change in reporting requirements from the Operations Group. The DCC explained that the application enables it to manipulate the data in many ways and that therefore anything requested within the scope of the application could be facilitated. However, if for example, Parties sought to obligate the DCC to report on a Service Request not specified within the MP122A Section H legal text, this would require a modification and may come at a cost.

### **The Performance Measurement Methodology**

The DCC advised it will update and consult on the Performance Measurement Methodology (PMM) once the content and layout of the PMR is finalised and approved by Parties. Once MP122A is implemented in the February 2021 SEC Release, the DCC will need to gain approval for the updated PMM from the Panel or a delegated Sub-Committee.

A member noted the ongoing DCC project on Power Outage Alerts and asked that DCC wrap the resulting PMM changes along with those resulting from MP122A into the same consultation. The DCC agree it would try to do this if the timescales for one did not significantly impact the other.

## Update on DCC ongoing costs

SECAS presented the following table showing a comparison of the initial estimated DCC ongoing costs against the latest estimated costs:

DCC ongoing costs		
Year	Previous estimated costs (submitted to Change Board)	New estimated costs
Year 1	£907,500	£192,500
Year 2	£737,500	£242,500
Year 3	£737,500	£242,500
Year 4	£737,500	£187,500
Year 5	£737,500	£187,500
<b>Total</b>	<b>£3,857,500</b>	<b>£1,052,500</b>

SECAS and the DCC highlighted that the feedback received from the 14 October 2020 Working Group meeting had contributed to significantly reducing these costs, especially as the level of commentary required had decreased. However, the DCC repeated that any additional commentary may increase the costs.

The DCC noted it is yet to decide which technology platform will be used to support the application. A member questioned who would decide this and the impact it could have on the costs. The DCC advised that it will decide which platform to use but noted that this would not have a considerable impact on what Parties will see. The DCC also confirmed the choice in platform will not impact the implementation costs.

## Next steps

The following actions were recorded from the meeting:

- The DCC will produce a draft of the PDF report in preparation for a Working Group meeting in the week commencing 18 January 2021.

## MP122B 'Operational Metrics – Part 2'

### Summary

The impacts of [MP122B 'Operational Metrics – Part 2'](#) will be limited to the Data Communications Company (DCC) and its Service Providers. These costs are estimated at between £8,292,000 to £9,595,000 if the Working Group were to progress with all the Change Requests currently under this

modification. These costs cover system changes only; contractual changes and Application Support costs will be identified in the Impact Assessment.

These costs have only been provided in a Preliminary Assessment and have been split out over several Change Requests (CRs).

## MP122B next steps

SECAS advised the following next steps are targeted for MP122B:

Timetable	
Event/Action	Date
Working Group questionnaire	Closes on 8 Jan 2021
Working Group meeting to assess questionnaire feedback	W/C 18 Jan 2021
Refinement Consultation	25 Jan 2021 – 12 Feb 2021
Seek Change Board approval for DCC Impact Assessment	24 Feb 2021

It noted the targeted implementation date of the November 2021 SEC Release is unlikely to be achieved and that it would expect to receive an Authority Decision by the end of August 2021 at the earliest. If this were achieved, the CRs with the shortest of lead time (three months for Design, Build and PIT) could be implemented in 2022. However, it is still not clear what lead-time is required for Systems Integrating Testing (SIT) and User Integration Testing (UIT).

Once the set of Change Requests to be progressed are agreed and lead times are clearer, SECAS will investigate a split implementation approach.

Members questioned whether Ofgem was aware of the implementation approach and what impact the delay would have on its Operational Performance Regime (OPR) review. Members also sought to understand which aspects of the MP122A legal text the DCC would be seeking derogations for. SECAS advised it has a discussion scheduled with the DCC about the MP122A legal text, and it will update the Working Group shortly following this.

SECAS advised it had liaised with Ofgem over what MP122A will deliver when it proposed the modification be split. Ofgem had confirmed that the information that will be available from April 2021 will allow it to carry out its intended review. MP122B is progressing those elements of the full reporting set requested by the Operations Group that will require Service Provider changes. Interim workarounds for any affected metrics were put forward under MP122A until the enduring changes can be assessed and implemented under MP122B. SECAS will prepare and issue a statement to the Working Group clearly stating which parts of the OPR are impacted by the deliverables under MP122B.

## Next steps

The following actions were recorded from the meeting:

- SECAS will issue a statement to the Working Group clearly stating which parts of the OPR are impacted by the deliverables under MP122B.
- The DCC will confirm which aspects of the MP122A legal text it will be seeking derogations for, and SECAS will subsequently notify the Working Group.

- SECAS will issue a request to Working Group members seeking availability for the next Working Group session in the week commencing 18 January 2021.