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Operations Group (OPSG) Meeting 44 on 2 March 2021

Headlines

At every meeting, the OPSG will focus on cross-industry matters that affect, or have the potential to affect, multiple SEC Parties. This month, the OPSG meeting included the following discussions (referenced by agenda item number):

3. Operational Update (DCC): The DCC presented a comparison of prepayment top up performances between the top five ESME/GSME Suppliers. The OPSG queried how the comparison would show factors that influenced performance levels, for example Device Model Combinations (DMC), and expressed a view that the data could be shared anonymously. BEIS noted that [MP137 'Sharing information on Defects and Issues'](#) had been raised to address the question of information sharing.

The DCC reported that the number of Incidents (all categories) had reduced. The DCC described two Major Incidents that had recently occurred.

The DCC presented the Forward Schedule of Change. The DCC reported that it had achieved 96.46% success rate with no adverse impact.

The DCC reported that the Communications Service Provider North (CSP N) Technical Refresh had been rescheduled to 6-7 March due to a Category 1 Incident that impacted CSP N. The OPSG raised concerns about the impact on services due to the rescheduling, which stretched beyond the declared outage window. The OPSG reiterated the request for guidance on the closing down and restarting of services, including information on throttling service requests. The DCC noted that the guidance will be provided to SEC Parties as soon as possible.

3.1 SMETS1: The DCC reported the meter enrolment success rate continues to be high at 97.2% in February with over 3.6 million meters migrated in total.

4. CH Reporting - CHTs IVP and MVP (DCC/SECAS): The OPSG were requested by the Panel to monitor issues relating to [MP139 'MVP and IVP dates for CHTS'](#), to ensure that Communication Hubs (CHs) are installed and the firmware is upgraded in a timely fashion without any compatibility issues.

The OPSG questioned the effectiveness of some aspects of the CH returns process. The OPSG were also concerned with the costs of upgrading CHs to the latest versions.

5. SMETS1 Stability Plan Review (DCC): The DCC reported that it has achieved 124 days of stable service. The DCC noted that it continues to work with the DCO on the database architecture and performance as part of its remediations plans.

6. Spurious Alerts (DCC): The DCC noted that the spurious Alerts are being successfully managed.

The DCC reported on 8F3E Alerts in CSP N possibly due to a hardware fault from a single manufacturer.

7. Additional Maintenance and Adverse Weather Update:

7.1. Maintenance Outages (DCC): The DCC noted that, following initial feedback from Users, it will propose 10pm as the start time for maintenance outages and will meet with Service Providers to assess any associated risks.

7.2. Adverse Weather (DCC): The OPSG noted the progress of the trial. The OPSG agreed to support the extension of the trial for six months, to finalise the process and assess the benefits and costs.

8. OPSG Risks and Issues Log (SECAS): SECAS updated the OPSG on the progress of current issues.

The OPSG noted that the root cause for the 'Other User' Data Retrieval issue had been identified and remediation had commenced.

The OPSG noted that regarding 'SR 4.10 Data Retrieval', it was discovered that there were apparent functionality issues with network components, instead of just issues with 4.10 Service Requests.

The OPSG noted that the issue of 'iGT certificate at Xoserve systems', had been added to the OPSG Issues Log.

SECAS noted that it has engaged with SEC Parties to finalise items for the Risk Register. SECAS will circulate the risk register for endorsement, which is expected to be completed by the April main meeting (OPSG_46).

9. MP122A:

9.1 Live Service Criteria (DCC/SECAS): The OPSG accepted the DCC's statement of readiness of the Technical Operating Centre (TOC) to support [MP122A 'Operational Metrics'](#) for the February 2021 SEC Release.

9.2 OPSG Readiness Review (SECAS): SECAS reported that following the implementation of MP122A a new Performance Measurement Report (PMR) will be created based on the new metrics, this will provide more alignment with User business processes. The OPSG noted that the Performance Measurement Methodology (PMM) will need to be completed before the PMR is produced.

The OPSG noted the intention to execute a full end to end trial of the new processes, including the TOC, other parts of DCC, SECAS and the OPSG.

10. CSP N Performance & Reporting (DCC): The DCC reported that CSP N had achieved 96 days of stable service. The OPSG noted that although Service Improvement Plan (SIP) 5 (OTA Batching Trial) successfully demonstrated performance improvement, taken alone it would not result in achieving the SEC PM2 Service Level.

The OPSG requested that Technical Architecture and Business Architecture Sub-Committee (TABASC) be given the opportunity to review the SIPs, noting that the nature of the SIPs might be such as to be outside TABASC's normal remit.

The DCC reported it would pause the implementation of SIP 1 ('Not killing jobs at 5 days') in favour of implementing SIP 6 (Removal of stuck jobs in image check state) as soon as possible.

The OPSG endorsed DCC's approach to the execution of the SIPs, noting the indicative timing and extent of improvements outlined by DCC.

11. Incorrect DNO Certificates (DCC): The OPSG noted DCC's engagement with Users to reduce the number of incorrect DNO certificates. The DCC noted that it has provided additional reporting to support Suppliers with actions to amend the incorrect certificate.

The DCC noted the issue with iGT Certificates not being processed correctly from Xoserve. SECAS, DCC and BEIS are considering proposals to allow SMETS1 migrations to progress.

12. Work Package - Q1 2021 submission (Apr - Jun) (SECAS): The OPSG recommended the Work Package for Q1 2021 – 22 for SECCo Board approval.

14. AOB:

14.1 NCL: The DCC reported that it has conducted an audit of its Nominated Contact List (NCL) process and seeks to reduce the information provided to Users.

14.2 Farewells: The OPSG Chair noted that it was Paul Clark's last meeting and thanked him for his contributions to the OPSG.

Next Reporting Meeting: 22 March 2021; Next Main Meeting: 6 April 2021