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## DCC Performance Indicators Document – v1.0

### Purpose

This document contains the Data Communications Company (DCC) Performance Indicators produced in accordance with Smart Energy Code (SEC) Section H ‘DCC Services’ H13.5B.

The DCC shall provide metrics on the Performance Indicators within this document in its Performance Measurement Report (PMR).

### Definitions

**Performance Indicator:** means an indicator of service performance from time to time determined by the Panel under SEC Section H13.5B ‘Performance Indicators’, on which the DCC is to report but which does not constitute a Performance Measure.

### Business Process Performance Indicators

For each Business Process referenced in SEC Section H13.1A, the DCC shall measure the combination of SRVs attempted by a Service User for an iteration of that process and report the percentage of those iterations across all Service Users that returned at least one failure Alert or that did not return a response. This metric would be defined as an Indicator.

The DCC shall also use non-communicating Devices identified during each Business Process as a proxy for gauging estate health.

### Specific Business Process Performance Indicators

The following section defines a set of Performance Indicators for each of the identified Business Processes defined in SEC Section H13.1A.

These metrics are to be made available to Users in addition to Code Performance Measure 6A in SEC Section H.

Table 1: Install and Commission metrics		
ID	Requirement	Definition
IC1	Provide a greater level of visibility for the time taken for the DCC Total System for the install and commission process.	Measure daily total volume of successful and failed installations broken down by CH/ESME/GSME and Region.
		Measure daily total volume of installs for the period against the predicted number of installs. This will be broken down by SEC Party and anonymised as a failure to meet historic install volumes could be due to issues outside DCC control. The predicted installations will be based on historic DCC

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**Table 1: Install and Commission metrics**

ID	Requirement	Definition
	<i>Note: Install and Commission is a complex process and is orchestrated differently by each User making measurement of the end-to-end process challenging.</i>	<p>recorded installation volumes data and therefore may only be used for informational purposes.</p> <p>Measure daily total volume of Install and Commission versus Install and Leave<sup>1</sup>. The reporting is to include a category for any Communications Hubs awaiting a decision that are still within the 90-day investigation period for Install and Leave.</p>
IC2	Provide information on the impact of service degradation and outage on the User.	The DCC uses predictive modelling techniques to record and predict behaviour of meter installations in near real-time. The deviation from the norm provides a good indicator of degradation in service and the volume of messages provides a proxy measure of impact on Users. In addition, Incident Category 1 and Incident Category 2 data can be combined to provide a more accurate reflection of the User's experience.

**Table 2: Change of Supplier metrics**

ID	Requirement	Definition
CoS1	Provide a measure of the success of the Change of Supplier Process.	<p>Provide information on the reason for failure e.g. where a CoS database becomes unavailable or other Service Provider issue materialises.</p> <p>Measure the overall success of SRV 6.23 on a daily basis aggregated by each Supplier Party.</p>

**Table 3: Prepayment metrics**

ID	Requirement	Definition
PP1	Provide a measure of the success of topping up a device remotely.	<p>Provide information on the volumes of success and failures within the period.</p> <p>Provide a table showing the percentage attempts to top-up before success. Provide metric for the first and second attempts and the percentage of failures. Where failure is above 5%, provide further details on the reason for the failure.</p>

<sup>1</sup> Install and Leave shall include both Proactive Install and Leave and Reactive Install and Leave as defined under the Supply Standard License Conditions.

**Table 4: Update Device Firmware metrics**

ID	Requirement	Definition
DF1	Provide information of the success of transferring the device images from CH to the device.	Measure Device image verification success (0x8F72) and verification failure (0x8F1c) responses to provide information on the percentage of images that are successfully transferred from the CH to the Device.  Record Devices that did not issue an Alert after the SLA has elapsed to identify failure to transfer from CH to the Device.
DF2	Provide information on successful activation of device firmware image.	Measure the percentage of success and failure responses to the SRV 11.3 'Activate Firmware' request.

**Table 5: Alerts metrics**

ID	Requirement	Definition
A1	Provide a measure of the success of delivering Alerts.	Measure the total number of Alerts that fail to be delivered within the SLA time and a breakdown of the number of failures by Alert code to identify the type of Alert impacting overall performance.

## Additional Performance Measurement Report metrics

The following monthly metrics are to be recorded and reported within the PMR:

### Monthly Average and Median RTT Including HAN time

- An Indicator of the Monthly Average (Mean) and Median Round Trip Time (RTT) including time spent within the Home Area Network (HAN).

*The Median is reported because, when compared to the average/mean, this measure is less likely to be skewed by extremely large or small numbers and therefore provides a better idea of the typical response time.*

### Indicator of the range of RRT values

- An Indicator of the range of RRT values measured within the month to show the longest and slowest response time recorded.

### Indicator of SRV volumes

- An Indicator of the total number (volume) of SRV requests listed in SEC Section H13.5B, recorded for the period.

**Indicator for Failed SRVs**

- An Indicator of the percentage of SRVs that failed to be delivered due to a communications failure or timeout (E20 or E21).

**Indicator for planned downtime**

- An Indicator for Planned Maintenance to show what actual availability is for Service Users. It is acknowledged that the DCC is permitted under SEC Section H 'DCC Services' to carry out Planned Maintenance.

*Note, Unplanned Maintenance will not be counted under this Indicator.*