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Action:	**For Information**

DCC Reporting

1. Purpose

This paper details which reports are provided by the DCC for the SEC Panel to review, as required by the Smart Energy Code (SEC).

The Panel is also asked to note the observations raised by the Operations Group (OPSG) against the reports currently delegated to it.

2. DCC Reports

The following report has not been delegated to the OPSG. It remains a SEC Panel responsibility. However, although not officially delegated, it is currently being reviewed on a monthly basis by the Security-Sub Committee (SSC) to improve the accuracy and quality of the data.

At the SSC's meeting on 24 February, the SSC reviewed the January 2021 Post Commissioning Information Report. The DCC noted that the report criterion for a post commissioning failure has been changed giving a more accurate view of failures. The DCC updated the SSC on how implementation of MP122B 'Operational Metrics' – Part 2 should provide further explanation of post commissioning failures. This additional information will enable the DCC to consider if a SEC Modification is required to alter how Post-Commissioning is done or if the DCC should upend its reporting to reflect these developments. SSC Members noted that there has been a general decrease in Post-Commissioning failures for ESMEs and Gas Proxy Functions (GPFs), although there has been an increase in the failure rate for GSMEs and Communications Hubs Functions (CHFs).

- Post Commissioning Information Report (January 2021)

This report has an **AMBER** classification and distribution is limited to the SEC Panel only and those who have a need to know in order to take action.

3. Operations Group Reports Summary

Annex A to this paper provides the full list of reports that were reviewed by the OPSG at its February 2020 reporting meeting and the observations raised. Below are the key observations.

3.1 Performance Measurement Report (PMR)

The OPSG considered the PMR report for December 2020.

Code Performance Measure

One Code Performance Measure (CPMs) was below Target Service Level: CPM 1.

CPM1 - *'Percentage of On-Demand Service Responses delivered within the applicable Target Resolution Time'*, was below Target Service Level at 94.65%, with this being the 24th instance it has been below in 25 months. It was impacted by the failure of Service Provider Performance Measure (PM) 2 '*response times for delivery of firmware payloads.'*, This was below Minimum Target Service Level in Communication Service Provider North (CSP N) at 50.25%.

The report notes that the slight increase in performance is due to no network issues being experienced in the month. The OPSG continue to review CSP N performance plans at their main meeting. The OPSG noted that there is currently no committed schedule in place to improve PM2. At OPSG 44 the DCC presented a first draft of key phases, milestones/deliverables and dates including SIPs for the improvement of PM2.

PM2, '*Percentage of Category 1 Firmware Payloads completed within the relevant TRT'* (CPM1) was also below target for the second month in CSP South (S) at 95.19%. previously this had been linked to unexpectedly high Firmware Download volumes. However, this month the report notes that investigation continues, and the issue could be related to aborted installs. The DCC noted that the commentary was confused, and failure was believed to be the same issue as the month before. The OPSG asked for a clear statement on the reason for failure. The OPSG noted that Service Credits for the failure of PM2 in CSP S were still under discussion due to a claimed contractual clause exemption. 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 was 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.

PM1.1, '*Percentage S1SP Countersigned Service Request Times within relevant Target Response Time'* (CPM1) was below target service level in S1SP Secure at 95.19%. The report notes this is due to an issue during migrations when the S1SP communicates with the Data Service Provider (DSP) to ask them to update the Smart Metering Inventory (SMI). SECAS noted that the explanation provided for the PM1.1 failure was not clear and was too technical for the OPSG review. The OPSG questioned the quality of the commentary in the December PMR against the performance failures and requested that the DCC confirm it will validate any explanations provided by its Service Providers and supplement it if necessary.

SECAS noted that the lack of commentary in the report made it difficult to assess of the reported figures. SECAS noted that it will meet with the DCC to discuss the issues highlighted regarding the format and quality of the PMR.

The majority of aged Incidents remain with Service Users. The top three Incidents are listed, and the highest is '*Incorrect Communications Hub Variant Installed*'.

SMETS 2 Service Provider Performance Measures

All Performance Measures for the SMETS 2 Service Providers were reported as above Target Service Level or 'No events'.

Major Incidents

The report listed four Category 1 and 2 Incidents that were closed within the reported month. Two of these were excluded under the PMEL.

Exceptions

The number of Communications Hubs (CH) Exceptions remained in line with activity.

The DCC, OPSG and SECAS continue to discuss exceptions.

S1SP Performance Measures

All PMs for all S1SPs were above target service level or 'No Event'.

4. Recommendations

The Panel is requested to **NOTE** the OPSG observations in relation to DCC reports delegated to them.

Huw Exley

SECAS Team

5 March 2021

Attachments:

- **Appendix A** – Post Commissioning Information Report (January 2021) (**AMBER**)

Annex A: DCC SEC Panel Reports

Report Name and Purpose	Delivery per SEC	Ops Group Observations of last paper
Performance Measurement Report Sets out the Service Levels achieved in respect of each Performance Measure set out in SEC Section H13.1 and SEC Section L8.6.	SEC H13.4 – Monthly - 25 working days following end of month. On Time	<u>December</u> One Code Performance Measures was below Target Service Level. This was: • CPM 1 (*Percentage of On Demand Service Responses delivered within the applicable Target Response Time*) at 94.57%. This was driven by Service Provider PM 2 (*Category 1 Firmware Payloads completed within TRT*) which failed to meet target CSP N at 50.25%. This is the 24th instance this CPM has been below target in 25 months. The OPSG continue to review the CSP N improvement plan on a monthly basis. Further, PM2, '*Percentage of Category 1 Firmware Payloads completed within the relevant TRT'* (CPM1) was below target in CSP South (S) for the second month in a row at 95.19%. DCC have not been able to provide a clear explanation for the failure. PM1.1 *Percentage S1SP Countersigned Service Request Times within relevant Target Response Time'* (CPM1) was below target service level in S1SP Secure at 95.19%. Root cause for the failure is under investigation. <u>Service Provider Performance Measures</u> All Performance Measures in CSP C&S, CSP N and the DSP were above target service level.

		The number of Comms Hubs Exceptions increased in CSP N but decreased in CSP S&C. Work continues with SECAS and the CSPs to better understand Exceptions. All performance measures for all S1SPs were above target service level or no event.
Registration Data Provider (RDP) Incident Report A report provided to the SEC Panel and Network Parties on the time it has taken to resolve incidents where the DCC is responsible for resolution, but activity is required by RDP's.	SEC Appendix AG 2.5.10 – Monthly - timing not specified.	January 9 Incidents were raised within the month with a total of 14 Incidents reported as resolved within the month and 0 records reported as outstanding.
Certificate Signing Request (CSR) Variance Report The report that sets out: • the actual number of CSRs against the forecasted volumes • details of the Authorised Subscribers whose actual volumes of CSRs submitted were less than or equal to 90%, or greater than or equal to 110% of their forecasted volumes	SEC L8.9 – Monthly - 10th Working Day following month end. Report on time.	January 1,694,526 requests were sent versus a forecast of 1,775,304. 95.4% of the forecast. (Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts') Following that SEC Panel decision that the user obligation to submit CSR forecasts will no longer be actively pursued, SECAS wrote a letter to all SEC Parties on 28 January to inform them. Following OPSG approval, the DCC requested SECAS to formally raise the Modification to remove CSR User obligations week beginning 15 February.
Service Request (SR) Variance Report The report sets out: • the actual number of Service Requests sent against the forecasted volumes; and	SEC H3.24 – Monthly - 10th working day of month Report on time.	January 310,573,596 SRs were sent versus a forecast of 21,479,038,559. 1% of the forecast. (Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts')

• where there are exceptions, details of the Users whose actual volumes of Service Requests sent were less than or equal to 90%, or greater than or equal to 110% of their forecasted volumes		Following that SEC Panel decision that the user obligation to submit SR forecasts will no longer be actively pursued, SECAS wrote a letter to all SEC Parties on 28 January to inform them. The Modification proposal to remove SR Forecasting obligations on Users, is in the refinement process. It returns to the Working Group on 3 March before proceeding to refinement consultation.
DCC Network Enhancement Report (Network Enhancement Plans - NEP) A report to the Panel and SEC Parties on any ongoing Network Enhancement Plans and those that were completed during the previous quarter.	SEC F7.21 - Quarterly - within a reasonable period of time following each quarter that ends prior to 1 January 2021.	Quarter 4 2020: 326 NEPs were completed in the quarter. It was noted that the COVID-19 Pandemic has not affected the CSP C&S coverage improvements. The DCC have confirmed that CSP C&S achieved their B-Max target of 99.25% by the end of 2020. The SEC does not obligate the DCC to produce NEP reports beyond Q4 2020. The OPSG were asked to consider whether there would be value in continuing to produce the report beyond this. The DCC have been requested to propose a way forward.
Quarterly Problem Report This report provides details of the Open Operational Problems experienced by DCC Users	SEC Appendix AG 3.2- Quarterly - timing not specified within Appendix AG.	There were 132 Open at the end of the quarter with the following status: Under Investigation - 31, Pending (fix identified but not applied) - 98, Completed (fix applied, awaiting confirmation) - 3. The DCC have been asked to produce a heat map showing Problems effects on busines processes, DCC Services and systems.
DCC Responsible Communications Hub (CH) Returns Report Details the number of CHs for which the reason for return, loss or destruction, is determined to have been a CH Pre-Installation DCC Responsibility, or a CH Post-Installation DCC Responsibility.	SEC F9.15 – Quarterly - the SEC does not prescribe when after end of quarter the report is provided.	Quarter 4, 2020: Due to time constraints the DCC were not able to produce an alternative version of the Q4 report especially for OPSG review as they did in Q3. Therefore, the OPSG reviewed the 'new format' (Q2 2020 onward) which was published to wider Sec Parties. The OPSG have questioned the compliance of this report.

		Following the December workshop, the OPSG agreed the requirements for a new report to be published in Q1 2021. 10,639 records were closed in Q4 2020. Of these, 9,445 were attributed to Service Users (No Fault Found) and 1,194 were attributed to DCC (Fault Found). It was agreed that SECAS and the DCC review the scope of the report and whether CH deliveries rejected due to defects are included.