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Action:	For Information

MP122B ‘Operational Metrics – Part 2’

1. Purpose

[MP122B ‘Operational Metrics – Part 2’](#) is currently undergoing the Refinement Process. This modification has six DCC Change Requests associated with it, which have undergone a DCC Preliminary Assessment. These Change Requests aim to deliver the new and improved metrics recommended by the Operational Metrics Review (OMR) to improve the transparency and timeliness of the DCC’s Performance Measurement Report (PMR).

The Technical Architecture and Business Architecture Sub-Committee (TABASC) will likely benefit from this improved reporting, especially in areas such as Alerts and Device firmware.

This paper provides the TABASC with an update on the progress and Proposed Solution of this modification. The TABASC is invited to provide its views on this to support the modification through the Refinement Process.

This paper provides a high-level summary of the key points. The MP122B Modification Report can be found in Appendix A.

2. Summary of the proposal

Parties have highlighted issues with the transparency of reporting and relevance of the measures contained within the DCC PMR. As a result, the OMR was undertaken to better understand the PMR measures, consider amendments and provide recommendations of new performance indicators. Through workshops and User surveys, Users highlighted they wanted to see reporting that reflects the business processes that the DCC supports.

To realise the full set of reporting sought, changes are needed to the DCC Systems and Service Provider contracts. To ensure the reporting elements that did not require these changes could be delivered sooner, the original modification was split into two, with core reporting provided by the DCC Technical Operations Centre (TOC) progressed under [MP122A ‘Operational Metrics’](#). MP122B seeks to progress the DCC System and Service Provider changes to improve reporting on several business processes as well as improve the timeliness of the PMR.

3. Proposed Solution

The Proposed Solution is for the DCC to design solutions for each of the five areas not addressed under MP122A:

- Enhanced reporting on Alerts
- Enhanced reporting on Incident Categories 3, 4 and 5
- Reduced delivery timescales of the PMR
- Enhanced reporting on Communications Hub firmware
- Enhanced reporting on SMETS1 Device firmware

Any solutions to the above areas that would not rely upon the DCC's Service Providers will be considered in order to maximise cost effectiveness.

The associated Change Request(s) and cost for each area below can be found in section 5 of the Modification Report.

Reporting on Alerts

The reporting resulting from Code Performance Measure (CPM) 3 will be expanded. Instead of measuring the Target Response Time for the combination of all Alerts, each individual Alert will be measured. The points at which the Alerts are measured from and to will also be expanded as follows:

- From when the Alert is generated by the Device;
- When the Alert reached the Communications Hub;
- When the Alert entered the CSP/SMETS1 Service Provider systems;
- When the Alert left the CSP/SMETS1 systems to the DSP; and
- When the Alert finally reaches the Service User

(or vice versa).

Reporting on Incident Categories 3, 4 and 5

Incident Categories 3, 4 and 5 shall be reported by Category, with statistics identifying the number of Incidents per Category, the number that met the Target Initial Response Time and the number that met the Target Resolution Time. These statistics will be broken down by resolver group where the resolver is the DCC, DSP, CSP, SMETS1 Service Provider, Dual Control Organisation (DCO) or other Service Providers.

This reporting will support CPM 5 and CPM 5A.

Reducing the delivery timescales of the PMR

The DCC shall reduce the time it takes to create the PMR to within 10 Working Days from the end of the measurement reporting period. This is to ensure the PMR remains operationally relevant to Users.

The effect would be that, depending on bank holidays and month end falling on Working Days, the report could be reviewed by the Operations Group the month following the end of the reporting period.

For example, a report for the month of February could be reviewed at the end of March at the Operations Group report review meeting.

This will support SEC Section H13.4.

Reporting on Communications Hub firmware

The DCC will report both the percentage of firmware images successfully delivered and the percentage of firmware images successfully activated on Communication Hubs.

This reporting will support CPM 6B and CPM 6C.

Reporting on SMETS1 Device firmware

The DCC will measure and report on whether SR11.1 'Update Firmware' and SR11.3 'Activate Firmware' targeted at SMETS1 Devices were delivered within the Target Response Time.

4. Alternative TOC solutions

The latest costs for each of the associated Change Requests can be found in the Modification Report. These are very high and the DCC continues to challenge its Service Providers on these, as well as investigate solutions that are not dependent on its Service Providers.

Any alternative solutions will likely involve utilising the DCC's TOC and result in significantly cheaper Impact Assessment costs, implementation costs and DCC lead-times. However, the DCC has informed us that any solutions not utilising the Service Providers will likely not fully meet the original requirements as set out in the OMR.

5. Next steps

We are expecting the DCC to complete its investigations on the alternative solutions in early April 2021 and we will convene a Working Group meeting following this to assess these.

We will inform the TABASC if any changes are made to any of the above solutions to the areas in which it holds an interest.

6. Recommendations

The TABASC is requested to **NOTE** the contents of this paper.

Joe Hehir

SECAS Team

25 March 2021

Attachments

- **Appendix A:** MP122B Modification Report