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Paper Reference:	**OPSG_49_2405_04**
Action:	**For Decision**

DCC Reporting: DCC Performance Measurement Report March 2021

1. Purpose

This paper provides the Operations Group (OPSG) with a summary of the monthly DCC Performance Measurement Report (PMR). The OPSG is asked to note the information provided and agree any issues that should be highlighted to the SEC Panel.

2. Context

The SEC sets out the operational Service Levels which the DCC is required to meet. The PMR provides details of the Service Levels achieved in respect of the Code Performance Measures set out in Sections H13.1 and L8.6 of the SEC and such Service Provider Performance Measures are specified in the Reported List of Service Provider Performance Measures document.

Service Levels are reported against monthly. This report is provided within 25 Working Days following the end of each calendar month. Therefore, the most recent PMR available is for March 2021. The report is provided to the Panel, SEC Parties, the Authority and (on request) the Secretary of State. A copy of the March 2021 report is attached to this paper as Appendix A for information. The Performance Measurement Report Tracker and Performance Measurement Report Queries Log have also been provided for information as Appendices B and C.

3. Performance Measurement Report General Observations

There is one Code Performance Measures (CPM) below Target: CPM 1.

The report notes that there were eight Category 1 or Category 2 Incidents closed in March 2021. Three of the Category 1 or 2 Incidents have been excluded from reporting due to being 'Non DCC Service Impacting'.

3.1. Code Performance Measures (CPM)

One Code Performance Measure is below Target.

CPM1 - *'Percentage of On-Demand Service Responses delivered within the applicable Target Resolution Time*, is below minimum Target Service Level at 92.75%. CPM1 has been below Target Service Level for the last 21 months; with this being the 27th instance it has been below in 28 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 23.74%.

The report notes that this Performance Measure has not achieved Service Level since April 2018. Despite a number of CSPN lead action plans, no improvement to service has been seen and performance against SLA is worse now that it was 12 months ago.

To note the DCC does not expect the delivery of the two plans to deliver a PM2 service of 99% until Summer 2022. The Tactical Plan is targeted to deliver performance as high as 94% by the end of the Summer 2021. However, the DCC notes that this is unproven in a live environment and in modelling can only be shown as each individual initiative and impact.

The DCC presented the March performance and reasons for failure at OPSG 48 on 4 May 2021 (OPSG_48_0405_08 - CPS N Performance). The DCC reported that the PM2 Minimum Service Level had not been achieved in March impacted by t wo major outages (INC000000702177 & INC000000702810). On both occasions these outages resulted in the system cache being dumped and all firmware jobs in those caches failed. The DCC have identified the cache issue and the process has now been changed to prevent re-occurrence. The DCC explained improved performance has been observed in April. The OPSG noted that the end of Q2 2021 would be a suitable point to review the performance against the plan.

The majority of aged Incidents remain with Service Users. The top three Incidents are listed and the highest is, '*Incorrect Communications Hub Variant Installed*'. The report notes that enhanced attention to Aged Incidents continues reducing overall numbers and the DCC gave an update on its work at the February main meeting.

3.2. Service Provider Performance Measures

3.2.1. Data Service Provider (DSP)

All Performance Measures for the DSP are reported as above Target Service Level except PM2.7 *'Service Availability – Test Services'* which was below target service level at 98.56%. This was caused by an Incident on 2 March 2021 (INC000000699464) that impacted the User Integration Testing B (UIT-B) environment.

3.2.2. Communication Service Providers (CSP)

CSP N

All Performance Measures for the CSP N region are reported as above Target Service Level or no event.

CSP C&S

All Performance Measures for the CSP C&S regions are reported as above Target Service Level or no event.

3.2.3. SMETS1 Service Providers (S1SPs)

All Performance Measures for SIE are reported above Target Service Level.

One Performance Measure for Capgemini was reported below Target Service Level, PM2.1 *'Service Availability – S1SP Data Service (Production Services)'* at 99.84%. This was impacted by Category 1 Incident (INC000000707890) on 23 March 2021 which resulted in the 100% failure of SMETS1 Service Requests.

One Performance Measure for Vodafone was reported as achieving below Minimum Service Level, *'Monthly IoT Core availability (Voice/Data/SMS)'* at 99.85%. The published Core availability of the IoT platform is for the whole of the shared environment utilised by all of Vodafone's customers, however, the DCC was not impacted by the service outage which impacted the availability of the service during the period. If the non-DCC impacting outage was excluded from the measure, then the performance would have been above target service level at 99.95%.

All Performance Measures for Critical Software S1SP are reported as '*No Events*'.

All Performance Measures for Morrison Data Services are reported as, '*No Events*'.

All Performance Measures for Secure has been added this month. All Performance Measures are reported above Target Service Level.

3.3. Exceptions

3.3.1. DSP

There are no Exceptions.

3.3.2. CSP N

One PM accrued Exceptions in CSP N this month, the same number, and PM, as the previous month.

The number of Exceptions is 22,152, an increase from last month's figure 18,538. '*Communications Hubs where no incident has been raised for outage'* and '*Incomplete Communications Hub Install'* make up the majority of Exceptions as with previous months.

3.3.3. CSP C

Three PMs accrued Exceptions in CSP C this month, the same number, and PMs, as last month. The overall number of Exceptions has decreased from 10,519 last month to 8,561 this month.
The number of instances of '*There were no, or incomplete address details provided by the Service User*' is still the most prevalent Exception as with previous months.

3.3.4. CSP S

Three PMs accrued Exceptions in CSP S this month, the same number, and PMs, as the previous month.

The overall number of exceptions has increased in CSP S to 13,662 from 9,489 the month before. The number of instances of '*There were no, or incomplete address details provided by the Service User'* remains the most prevalent. It is assumed Exceptions across both CSPs are in line with activity.

4. Service Credits

Service credits have been applied against three PMs in the CSP N, one of which (PM2) contribute to a CPM. The three PMs were: PM2, PM6.3 and PM7.4.

Service credits have been applied against one PM in CSP S, PM1.1.

In the previous reports, CSP S reported that PM2 performance was 98.87%, which is below the Target Service Level of 99.00%. CSP S invoked a contractual clause relating to forecasted SRV volumes being significantly lower than the actual SRV volumes and therefore deeming this Performance Measure as a success. The DCC Commercial team is continuing to review this with CSP S and any Service Credits due will be reported in a future report. An update is expected at the next OPSG meeting.

Service credits have been applied against one PM for DSP, PM2.7, however this does not contribute to a CPM.

Service credits have been applied against one PM for Capgemini, PM2.1 which contributes to a CPM.

A table lists the previous 12 months of SMETS1 and SMETS2 Service Provider Service Credits.

5. Recommendation

The OPSG is requested to:

1. **DISCUSS** the contents of this paper and Appendices A-C;
2. **AGREE** whether the report reflects the service experienced for the period of the report; and
3. **AGREE** any identified issues to be escalated to the Panel.

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17 May 2021

Attachments:

- **Appendix A:** Performance Measurement Report March 2021 **(GREEN)**
- **Appendix B:** Performance Measurement Report Tracker March 2021 **(GREEN)**
- **Appendix C:** Performance Measurement Report Queries Log March 2021 **(AMBER)**