SEC
Smart Energy Code

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Paper Reference:	**OPSG_49_2405_03**
Action:	**For Decision**

DCC SEC Panel Reports Summary

1. Purpose

This paper provides a summary view of the regular DCC SEC Panel Reports that have been delegated to the Operations Group (OPSG) to review, comment and action as appropriate. The proposed summary table for the SEC Panel can be found in Annex 1 at the end of this paper. OPSG Members are asked to note this summary paper, approve the commentary in Annex 1 and raise any further issues that should be highlighted to the Panel.

2. Summary Operational Reports

2.1. Registration Data Provider (RDP) Incidents

The DCC is required to provide a monthly report related to the time it has taken to resolve RDP Incidents where the DCC is responsible for resolution, but RDP input is required to do so (SEC Appendix AG 2.5.10).

A copy of the latest report (April 2021) is included as confidential Appendix A (**AMBER**).

There were 22 Incidents opened in the month of April. 25 Incidents were reported as resolved within the month. 11 remain open with investigation to be completed. The severity and the age in days of the resolved Incidents is provided below:

Resolved RDP Incidents	
Severity	**Quantity**
3	3
5	8

2.2. DCC Certificate Signing Request Variance Report

The DCC Certificate Signing Request Variation Report is produced monthly in accordance with SEC Section L8.9. The report presents the actual number of Certificate Signing Requests (CSRs) in respect of Device Certificates sent by all Authorised Subscribers during the month (the total figure and broken down into single Device Certificates and those which are Batched Certificate Signing Requests), versus the numbers most recently forecast for the month.

A copy of the April 2021 report is attached as confidential Appendix B (**AMBER**).

April 2021 Report Summary

As per request from SECAS, the table below shows an adjusted Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts'.

Actual	Forecast	Variance	Percent of forecast
2,112,776	**1,728,620**	**384,156**	**122.2%**

15 Authorised Subscribers consumed services without submitting a forecast. DP160 'Certificate Signing Request' is currently in the Development stage. It will be taken to the Change Sub-Committee on 25 May 2021 for recommendation to move into the Refinement Process.

2.3 DCC Service Request Variance Report

The Service Request Variance Report (SRV) is a monthly report produced in accordance with Section H3.24 of the SEC. It presents the aggregate number of Service Requests (SRs) received from all Users during the Measurement Period (the applicable calendar month) in total and broken down by reference to each Service listed in the DCC User Interface Services Schedule (SEC Appendix E). It also compares the actual numbers against the numbers most recently forecast for the applicable month.

A copy of the April 2021 report is attached as confidential Appendix C (**AMBER**).

The report notes that the DCC is currently validating new data to support the section which identifies variances for individual Users.

April 2021 Report Summary

As per request from SECAS, the table below shows an adjusted Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts'.

Actual	Forecast	Variance	Percent of forecast
368,373,213	**26,539,683,075**	**-26,171,309,862**	**1%**

33 SEC Parties consumed services without submitting a forecast. Modification SECMP116 'Service Request Forecasting' was discussed at the May 2021 Working Group. SECAS is collating feedback from members regarding the legal text and DCC User Guidance document before returning to the Working Group with amendments.

2.5 SEC Panel Quarterly Problem Report Summary

SEC Appendix AG section 3.2 requires the DCC to produce a comprehensive report of all the open Problems periodically. The DCC currently produces these reports quarterly. The report is provided as two documents: a summary which highlights the significant/impactful Problems, and a spreadsheet listing all the open Problem records.

A copy of the Quarter 1 2021 report and the tracker spreadsheet are attached as Appendices D and E (**AMBER**).

Quarter 1 2021 Summary

The Executive Summary reports notes there were 111 Open problems at the end of the Quarter 1 with the following status:

Under Investigation:	18
Pending (fix identified but not applied):	79
Completed (fix applied, awaiting confirmation):	14

30 new Problem Records were created compared to 43 in the last quarter. The report lists 15 Problems which have breached the target the DCC has set for Root Cause Analysis. 1 is critical Category, 3 are high Category, 6 are medium Category and 5 are low Category. It then lists 60 open Problems which the DCC considers are 'Significant and/or Impactful'. OPSG Members are asked to review this report to see if any of these Problems require escalation.

2.6 DCC Responsible Communications Hubs Returns Quarterly Report

The DCC Responsible Communications Hubs (CH) Returns Report is produced quarterly in accordance with SEC Section F9.15. The report provides details of the number and circumstances of CH 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. The report is broken down by CSP regions. In instances where the DCC disputes responsibility, the volume of CH under dispute are excluded from the report until the matter is resolved under Communications Hub Fault Diagnosis per the Communication Hub Installation and Maintenance Support Materials (CHIMSM).

A copy of the Quarter 1 2021 report is attached as Appendix F (**GREEN**).

Quarter 1 2021 Summary

The DCC has provided the Q1 2021 report in the new format. This was based on the business requirements approved by the OPSG at the OPSG 41 meeting.

The report notes that a total of 12,902 records were closed in Q1 2021. Of these, 10,716 were attributed to Service Users (No Fault Found) and 2,186 were attributed to the DCC (Fault Found).

38% of the returns are attributed to Communication Service Provider Central & South (CSP C&S) and the remaining 62% are attributed to CSP North (CSP N).

Below is a breakdown of the fault attribution data.

<u>South and Central Region</u>

DCC Fault Attribute	January	February	March	Total
Aerial Fault	0	0	0	0
LED Fault	20	1	1	22
Manufacturing Defect	130	63	90	283
SM HAN Interface Fault	251	489	120	860
SM WAN Fault	188	21	69	208
Total	**519**	**574**	**280**	**1373**

North Region

DCC Fault Attribute	January	February	March	Total
Aerial Fault	0	0	0	0
LED Fault	0	0	0	0
Manufacturing Defect	459	177	177	813
SM HAN Interface Fault	0	0	0	0
SM WAN Fault	0	0	0	0
Total	**459**	**177**	**177**	**813**

3. Recommendations

The OPSG is requested to:

- **NOTE** the contents of this paper; and
- **APPROVE** the commentary in Annex 1 and raise any further issues to be provided to the SEC Panel.

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SECAS Team

17 May 2021

Attachments:

- **Appendix A:** RDP Monthly Incident Report April (**AMBER**)
- **Appendix B:** CSR Forecast Variance Report April (**AMBER**)
- **Appendix C:** SR Variance Report April (**AMBER**)
- **Appendix D:** DCC Reporting SEC Panel Quarterly Problem Report - Q1 2021 (**AMBER**)
- **Appendix E:** DCC Reporting SEC Panel Quarterly Problem Report - Q1 2021 Tracker (**AMBER**)
- **Appendix F:** DCC Reporting Responsible Communications Hub Returns Report (**GREEN**).

ANNEX 1

Report	Delivery per SEC	Content	Observations
Performance Measurement Report	On Time (SEC H13.4 – Monthly 25 working days following end of month). On Time	Per SEC H13.1. & L8.6	<u>March</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 92.75%. This was driven by Service Provider PM 2 (*Category 1 Firmware Payloads completed within TRT*) which failed to meet target CSP N at 23.74%. This is the 27th instance this CPM has been below target in 28 months. The OPSG continue to review the CSP N improvement plan on a monthly basis. At OPSG 47 the DCC presented its latest improvement plans but members showed concern the enduring plan may not be achieved. <u>Service Provider Performance Measures</u> All Performance Measures in CSP N and the DSP were above 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. The number of Comms Hubs Exceptions remained in line with activity. 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 –	On Time (SEC Appendix AG 2.5.10 – Monthly - timing not specified).	Per SEC Appendix AG.	22 Incidents were raised within the month with a total of 25 Incidents reported as resolved within the month and 11 records reported as outstanding.
Certificate Signing Request (CSR) Variance Report –	SEC L8.9 – 10th Working Day following month end. On time	Per SEC L8.9(a)	2,112,776 requests were sent versus a forecast of 1,728,620. 122.2% of the forecast. (Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts') DP160 'Certificate Signing Request' is currently in the Development stage. It will be taken to the Change Sub-Committee on 25 May 2021 for recommendation to move into the Refinement Process.
Service Request (SR) Variance Reporting –	(SEC H3.24 – 10th working day of month) On time	Per SEC H3.24	368,373,213 SRs were sent versus a forecast of 26,539,683,075. 1% of the forecast. (Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts') SECMP116 'Service Request Forecasting' was discussed at the May 2021 Working Group. SECAS are collating feedback from members regarding the legal text and DCC User Guidance document before returning to the Working Group with amendments.
Quarterly Problem Report	Per SEC Appendix AG Quarterly timing not specified within Appendix AG.	Per SEC Appendix AG	There were 111 Open at the end of the quarter with the following status: Under Investigation - 18, Pending (fix identified but not applied) - 79, Completed (fix applied, awaiting confirmation) - 14.
DCC Responsible Communications Hub Returns Report	(SEC F9.15 –Quarterly) The SEC does not prescribe when after end of quarter, the report is provided.	Per SEC F9.15	The DCC has provided the Q1 2021 report in the new format. This was based on the business requirements approved by the OPSG at the OPSG 41 meeting. The report notes that a total of 12,902 records were closed in Q1 2021. Of these, 10,716 were attributed to Service Users (No Fault Found) and 2,186 were attributed to the DCC (Fault Found).

			38% of the returns are attributed to Communication Service Provider Central & South (CSP C&S) and the remaining 62% are attributed to CSP North (CSP N).