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Paper Reference:	SECP_93_1806_25
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 Meeting on 26 May, the SSC reviewed the April 2021 Post Commissioning Information Report. SSC Members noted a large amount of GSME failures and advised that this could be due to large volumes of GSMEs. Large Supplier Members offered to assist the DCC to investigate the causes of the GSME failures by comparing non-responses to actual failures and other potential issues that may be resulting in the statistics in the latest Post-Commissioning Report.

- Post Commissioning Information Report (April 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 the May 2021 reporting meeting and the observations raised. Below are the key observations.

3.1 Performance Measurement Report (PMR)

The OPSG considered the PMR report for March 2021.

Code Performance Measure

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

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. 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 two 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 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 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 highest aged Incident is '*Incorrect Communications Hub Variant Installed*'.

SMETS 2 Service Provider Performance Measures

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.

Major Incidents

The report listed five Category 1 and 2 Incidents that were closed within the reported month.

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

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%.

4. Recommendations

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

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SECAS Team

11 June 2021

Attachments:

- **Appendix A – Post Commissioning Information Report (April 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	<p><u>March</u></p> <p>One Code Performance Measures was below Target Service Level. This was:</p> <ul style="list-style-type: none"> CPM 1 (<i>Percentage of On Demand Service Responses delivered within the applicable Target Response Time</i>) at 92.75%. This was driven by Service Provider PM 2 (<i>Category 1 Firmware Payloads completed within TRT</i>) 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 48 the DCC presented its latest improvement plans but members showed concern the enduring plan may not be achieved. <p><u>Service Provider Performance Measures</u></p> <p>All Performance Measures in CSP N and the DSP were above target service level.</p> <p>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.</p> <p>The number of Comms Hubs Exceptions remained in line with activity. Work continues with SECAS and the CSPs to better understand Exceptions.</p>

		<p>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.</p> <p>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%.</p>
<p>Registration Data Provider (RDP) Incident Report</p> <p>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.</p>	<p>SEC Appendix AG 2.5.10 – Monthly - timing not specified.</p>	<p><u>April</u></p> <p>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. Since the report had been issued, the DCC noted that eight RDP Incidents had since been closed at the OPSG Reporting meeting.</p>
<p>Certificate Signing Request (CSR) Variance Report</p> <p>The report that sets out:</p> <ul style="list-style-type: none"> 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 	<p>SEC L8.9 – Monthly - 10th Working Day following month end.</p> <p>Report on time.</p>	<p><u>April</u></p> <p>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')</p> <p>15 Authorised Subscribers consumed services without submitting a forecast.</p>

greater than or equal to 110% of their forecasted volumes		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 Report The report sets out: <ul style="list-style-type: none"> the actual number of Service Requests sent against the forecasted volumes; and 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 	SEC H3.24 – Monthly - 10 th working day of month Report on time.	April 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') 33 SEC Parties consumed services without submitting a forecast. 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.
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 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 (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.	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).
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