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<b>Paper Reference:</b>	<b>SECP_94_1607_16</b>
<b>Action:</b>	<b>For Information</b>

## 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 23 June, the SSC reviewed the May 2021 Post Commissioning Information Report. The SSC requested further clarification over the volume of ESMEs failing post-commissioning.

- Post Commissioning Information Report (May 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 June 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 April 2021.

#### Code Performance Measure

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

**CPM1 - 'Percentage of On-Demand Service Responses delivered within the applicable Target Resolution Time'**, is below Minimum Service Level at 95.63%. CPM1 has been below Target Service Level for the last 22 months; with this being the 28<sup>th</sup> instance it has been below in 29 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 Service Level in Communication Service Provider North (CSP N) at 50.27%.

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

The OPSG members reiterated that they remain very concerned about PM2 performance levels in CSP N. The OPSG noted that confidence in CSP N will only increase once remediation plans have been met.

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 three 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

Two Performance Measures for Capgemini were reported below Target Service Level, PM2.1 '*Service Availability – S1SP Data Service (Production Services)*' at 99.84% and PM2.2 '*Percentage Service availability – CP Service (Production Environment)*' also at 99.84%. Both were impacted by Category 1 Incident INC000000715311 - 100% SRV failure caused by a UK Cloud change implementation.

## 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**

**9 July 2021**

## Attachments:

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

## Annex A: DCC SEC Panel Reports

Report Name and Purpose	Delivery per SEC	OPSG Observations of Last Paper
<b>Performance Measurement Report</b> 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>April</u></p> <p>One Code Performance Measure was below Target Service Level:</p> <ul style="list-style-type: none"> <li>CPM1 - <i>'Percentage of On-Demand Service Responses delivered within the applicable Target Resolution Time'</i>, is below minimum Target Service Level at 95.63%. CPM1 has been below Target Service Level for the last 22 months; with this being the 28<sup>th</sup> instance it has been below in 29 months. It was impacted by the failure of Service Provider Performance Measure (PM) 2 <i>'response times for delivery of firmware payloads.'</i> This was below Minimum Target Service Level in Communication Service Provider North (CSP N) at 50.27%.</li> </ul> <p><u>Service Provider Performance Measures</u></p> <p>All Performance Measures in CSP C&amp;S, CSP N and the DSP were above target service level.</p> <p>Two Performance Measures for Capgemini were reported below Target Service Level, PM2.1 <i>'Service Availability – S1SP Data Service (Production Services)'</i> at 99.84% and PM2.2 <i>'Percentage Service availability – CP Service (Production Environment)'</i> also at 99.84%. Both were impacted by Category 1 Incident INC000000715311 - 100% SRV failure caused by a UK Cloud change implementation.</p>

		The number of Comms Hubs Exceptions remained in line with activity. Work continues with SECAS and the CSPs to better understand Exceptions.
<b>Registration Data Provider (RDP) Incident Report</b>  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.	<u>May</u>  There were 11 Incidents opened in the month of May. 15 Incidents were reported as resolved within the month. Three remain open with investigation to be completed one Severity 3 and two Severity 5 Incidents. The DCC noted that since the report was issued one Incident has been incorrectly assigned and was removed from the RDP Incidents. Two RDP Incidents has since been closed.
<b>Certificate Signing Request (CSR) Variance Report</b>  The report that sets out: <ul style="list-style-type: none"> <li>the actual number of CSRs against the forecasted volumes</li> <li>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</li> </ul>	SEC L8.9 – Monthly - 10 <sup>th</sup> Working Day following month end.  Report on time.	<u>May</u>  2,275,575 requests were sent versus a forecast of 1,668,383. 136.4% of the forecast. (Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts')  29 Authorised Subscribers consumed services without submitting a forecast. The OPSG noted that the Panel's decision in January not to actively pursue SEC party compliance with the current User forecasting obligations means that there is limited value in reviewing the total figures in this report.  <a href="#">DP160 'Certificate Signing Request'</a> was endorsed by the SEC Panel on 18 June to be converted to a Modification Proposal and to enter the Refinement Process. SECAS will develop the legal text before it is presented at the SEC Working Group.

<b>Service Request (SR) Variance Report</b> The report sets out: <ul style="list-style-type: none"> <li>the actual number of Service Requests sent against the forecasted volumes; and</li> <li>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</li> </ul>	SEC H3.24 – Monthly - 10 <sup>th</sup> working day of month Report on time.	<u>May</u> 408,071,551 SRs were sent versus a forecast of 38,466,673,962. 1% of the forecast. (Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts')  39 SEC Parties consumed services without submitting a forecast. The OPSG noted that the Panel's decision in January not to actively pursue SEC party compliance with the current User forecasting obligations means that there is limited value in reviewing the total figures in this report.  Following Working Group comments, SECAS have revised the legal text of <a href="#">SECMP116 'Service Request Forecasting'</a> and the DCC are revising the DCC User Guidance document for the July Working Group.
<b>Quarterly Problem Report</b> 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.	No report to review this month as this is provided quarterly.
<b>DCC Responsible Communications Hub (CH) Returns Report</b> 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.	No report to review this month as this is provided quarterly.