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## Operations Group Meeting 57\_2709

**27 September 2021, 12:20 – 16:30**

**Teleconference**

### Paper Overview

Item No.	Agenda Item	Paper Overview	Recommendation
	Welcome and Introductions		
<b>Items for Business</b>			
1.	Previous Meeting Minutes <b>FOR DECISION</b>	The draft minutes from the July 2021 reporting meeting (OPSG_55). The OPSG is requested to approve the minutes as final.	The OPSG is requested to <b>APPROVE</b> the minutes as final.
2.	Actions Outstanding <b>FOR DECISION</b>	An update on the outstanding actions from the previous meeting (OPSG_55).	The OPSG is requested to: <b>NOTE</b> the outstanding actions. <b>AGREE</b> to any revised due dates.
3.	SEC Panel Reports a) RDP Incidents b) DCC Certificate Signing Request Variance Report c) DCC Service Request Variance Report <b>FOR DECISION</b>	A summary of the regular DCC SEC Panel Reports that have been delegated to the OPSG to review, comment, and action as appropriate.	The OPSG is requested to: <b>NOTE</b> the contents of this paper. <b>APPROVE</b> the commentary in Annex 1 and raise any further issues to be provided to the SEC Panel.
4.	PMR Report – July 2021 <b>FOR DECISION</b>	A summary of the monthly DCC Performance Measurement Report (PMR) for July 2021. The OPSG is requested to consider whether the report reflects the service experienced during this period.	The OPSG is requested to: <b>DISCUSS</b> the contents of this paper and Appendices A-C. <b>AGREE</b> whether the report reflects the service experienced for the period of the report.

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			<b>AGREE</b> any identified issues to be escalated to the Panel.
5.	Performance Indicator Summary Report – July 2021 <b>FOR DISCUSSION</b>	This provides a summary of the July 2021 reports and to allow OSPG members to raise any comments or areas to investigate.	The OPSG is requested to: <b>NOTE</b> the Performance Indicator Summary Report. <b>PROVIDE</b> feedback on items that require further analysis.
6.	CH Rejection & Returns Process <b>FOR DISCUSSION</b>	This presentation was raised as part of action 43/05. It provides a summary overview of the CH Rejections and Returns processes and how they are reported.	The OPSG is requested to: <b>NOTE</b> the contents of this presentation.
7.	Tariff Update - Performance Issues (Workshop #1) <b>FOR DISCUSSION</b>	This is the first workshop on Tariff Updates. This discussion provides an update on the investigations and potential root causes identified when reviewing the Performance Indicator Summaries.	The OPSG is requested to: <b>NOTE</b> the contents of this presentation.
8.	Performance Assurance Framework – Engagement Timeline <b>FOR DISCUSSION</b>	This paper provides an overview of the Performance Assurance Framework (PAF) dates for developing and engaging on the Project Brief.	The OPSG is requested to: <b>NOTE</b> the approach and timeline outlined in Section 2. <b>PROVIDE</b> any comments or feedback on the proposed approach and timeline.
9.	OPSG Issues Log – Progress Report <b>FOR INFORMATION</b>	This paper provides an update on an on new Candidate Issues, Candidates for Closure and the status of actively managed entries on the Operations Group (OPSG) Issues Log.	The OPSG is requested to: <b>NOTE</b> the contents of this presentation.
10.	Any Other Business (AOB) • Office Hosted Meetings	This presentation provides an update on the office hosted meetings.	The OPSG is requested to: <b>NOTE</b> the contents of this presentation.