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Operations Group Meeting

28 June 2021, OPSG_51_2806

12:20 – 16:15

Teleconference

Draft Minutes

Attendees:

Category	Operations Group Members
Operations Group Chair	Dave Warner
DCC	Alex Henighan
Network Parties	Matthew Alexander
	Gemma Slaney
Large Suppliers	Martin Christie
	Rochelle Harrison
	Emslie Law
	Ralph Baxter
	Andy Knowles
	Marta Kaminska
	Kevin Donnelly
Small Suppliers	Kate Frazer
Other SEC Parties	Elias Hanna
	Michael Snowden

Representing	Other Participants
DCC	Wendy Liddell
	Lisa Wong
	Andrew Rabey (<i>agenda item 5</i>)
	Timothy Dunning
	Nicholas Ives
	Daniel Heathcote
	Graeme Liggett

Managed by

	Easton Brown
	Robbie MacIntosh
	Craig Caldwell
SECAS	Veronica Asantewaa (Meeting Secretary)
	Joey Manners
	Ishti Bhatti
	Harry Jones (<i>agenda item 8</i>)
	Louise Evans (<i>agenda item 9</i>)
BEIS	Natasha Free
	Jackie Wright
	Richard Ward
TABASC	Julian Hughes
TAG	Robin Healey

Apologies:

Representing	Name
Large Suppliers	John Noad
	Rob Short
	Nick Coombs
Small Suppliers	Kate Barnes
Other SEC Parties	Geoff Huckerby

1. Previous Meeting Minutes

The Chair invited Operations Group (OPSG) members to comment on the Draft Minutes from OPSG_49.

The OPSG **AGREED** that the Draft Minutes from OPSG_49 will be published as final.

2. Actions Outstanding

SECAS presented the updates to the actions outstanding. Actions were noted as completed where appropriate.

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
OPSG 45/CONF 03	The DCC to provide the planning assumptions by cohort	22/03/2021	24/05/2021	TBC	DCC

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
	for the 'premature' removal of SMETS1 Devices.				
OPSG 45/CONF 04	The DCC to provide an alternative planning assumption for how Suppliers will schedule CH replacements.				
The OPSG noted that both actions 45/CONF03 and 45/CONF04 had been deferred following the SEC Panel meeting on 18 June. It was agreed at the SEC Panel meeting that the DCC will talk to Suppliers and MAPs in the context of SMETS1 and SMETS2 replacements. The OPSG noted that SMETS1 and SMETS2 replacements will be treated differently.					

The OPSG **NOTED** the update.

3. SEC Panel Reports

SECAS presented a summary of the SEC Panel reports to the OPSG.

SECAS requested that the OPSG provide any comments on the summary of DCC reporting (Annex 1) by 9 July.

3.1. Registration Data Provider Incident Report

The OPSG considered the Registration Data Provider (RDP) Incidents Report for May 2021.

SECAS highlighted that there were 11 RDP Incidents opened in 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 reported that since the report was issued Incident INC000000729945 had been incorrectly assigned and was removed from the RDP Incidents. Incidents INC000000725249 and INC000000726615 have since been closed.

3.2. DCC Certificate Signing Request Variance Report

The OPSG considered the Certificate Signing Request (CSR) Variance Report for May 2021.

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.

[DP160 'Certificate Signing Request'](#) 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.

3.3. DCC Service Request Variance Report

The OPSG considered the Service Request Variance (SRV) report for May 2021.

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 [SECMP116 'Service Request Forecasting'](#) and the DCC are revising the DCC User Guidance document for the July Working Group.

The OPSG asked that the DCC should provide an update on the process of submitting forecasts being developed for Modifications DP160 and SECMP116 at the next meeting (OPSG_53).

ACTION OPSG 51/01: The OPSG to provide any comments on the summary of DCC reporting (Annex 1 of the SEC Panel Report) to SECAS by 9 July.

ACTION OPSG 51/02: The DCC to provide and update on the process of submitting forecasts being developed for Modifications DP160 and SECMP116 at the next meeting (OPSG_52).

The OPSG **NOTED** the SEC Panel Reports.

4. PMR Report – April 2021

SECAS presented its review of the Performance Measurement Report (PMR) for April 2021. The OPSG noted the associated commentary.

SECAS noted that Code Performance Measures (CPM) 1 was below Minimum Target Service Level at 95.63%, a slight improvement on the previous month of 92.75%.

CPM1 has been below Target Service Level for the last 22 months, with this being the 28th instance it has been below in 29 months. This was largely driven by the continued failure to achieve the Minimum Service Level for PM2 'response times for delivery of firmware payloads' in Communication Service Provider North (CSP N).

The OPSG members reiterated that they remain very concerned about PM2 performance levels in CSP N and requested that this is reflected in the SEC Panel report. The OPSG noted that confidence in CSP N will only increase once remediation plans have been met. SECAS took an action to ensure the SEC Panel update reflects the level of concern and lack of confidence of OPSG members.

The OPSG noted that S1SP DXC Performance Measurements have been included in the PMR following the SMETS 1 Final Operating Capability (FOC) activity.

SECAS queried the reference to Action 7 in the CSP N PM2 Performance summary, as this is an action that has not been discussed at the OPSG previously. The DCC suggested that this may actually be a reference to Action 6B but will confirm and if not, outline when Action 7 will be presented to the OPSG as part of remediations plans for PM2. The DCC noted that it will confirm.

The OPSG noted that certain Service Request responses were recorded as Anomaly Detection Threshold (ADT) Incidents. A Large Supplier (LS) member noted that it had received numerous communications from the DCC regarding a breach in ADT when this was not the case and has requested that the DCC provide a definition of Incidents raised regarding ADT Alerts. Another LS member also noted that it is related to the Gas Proxy Function (GPF) generating alerts on the CSP N Communication Hubs (CHs) rather than an ADT breach. The OPSG requested that the DCC clarify the correct classification for ADT Incidents. SECAS noted that it will investigate this further with DCC.

ACTION OPSG 51/03: The DCC to clarify whether Action 7 cited in the April PMR relates to Action 6b or when further detail will be presented to the OPSG as part of PM2 remediation plans.

ACTION OPSG 51/04: SECAS and the DCC to clarify the correct classification for GPF events being categorised as ADT Incidents.

ACTION OPSG 51/05: SECAS to inform that SEC Panel of OPSG members lack of lack of confidence in CSP N PM2 performance levels.

The OPSG:

- **NOTED** the PMR; and
- **AGREED** the report reflected the service experienced for the period of April 2021.

5. Performance Indicator Summary Report - April 2021

For the first time the OPSG reviewed the new Performance Indicator reports, these being the first deliverables from the new capability provided by MP122.

The OPSG Chair thanked OPSG members, SECAS and DCC on their collaborative work on the new capability and the performance indicators.

A DNO member commented that their initial views were that the DCC Overall Performance report would not reflect the performance that Users are experiencing. The OPSG noted the need to develop higher level summaries to clearly present overall performance.

A Large Supplier (LS) member noted the need to be able to focus on key elements of the data, for example through the Risk Management process. The OPSG requested that SECAS should provide mapping that provides a link on how Risks, Issues, Incidents and Problems are affecting the service.

OPSG members are asked to provide any further comments on the structure of the Performance Indicator Summary Report by 19 July.

ACTION OPSG 51/06: SECAS to provide mapping that links how Risks, Issues, Incidents and Problems are affecting the service.

ACTION OPSG 51/07: The OPSG to provide any further comments on the structure of the Performance Indicator Summary Report by 19 July.

The OPSG **NOTED** the presentation.

6. CH & Network - Additional Candidate Requirements

The DCC presented two categories of additional candidate requirements which may be considered as part of the Minimum Viable Product (MVP) in the 4G Communications Hubs (CH) and Network programme.

Regarding the SEC Modification category, SECAS queried whether there would be a risk of delivering the MVP scope if there are delays to the Modification process. BEIS noted that certain of the potential changes will be delivered under BEIS governance (BEIS Designations) instead of the SEC Modification process.

The OPSG noted other candidate requirements that should be included for consideration, including addressing the issue of 'smart as dumb' Meters.

A Large Supplier (LS) commented that the demand for current Dual Band CH (DBCH) in Production is a smaller market than anticipated; therefore is there sufficient justification to design, build, test and deploy both a DBCH and SBCH. The same LS member also commented that a Supplier had mentioned that it has many years supply of DBCHs in stock.

The OPSG were concerned that the DCC apparently will not be able to provide a view on the cost and schedule implications for one of these categories of additional functionality (possible service changes such as local reflash capability).

The DCC noted that it will request OPSG views on the additional candidate requirements on 26 July (OPSG_53).

A LS member questioned if there has been an update on the extension of the CSP C&S 2G/3G CHs and Service to 2033. The DCC noted that it will confirm.

The DCC confirmed that the CH Transition Approach Workshop will be held on 15 July.

ACTION OPSG 51/08: The DCC to provide an update on the extension of the CSP C&S 2G/3G CHs and Service to 2033, at the next meeting (OPSG_53).

7. Major Incident Review

7.1. INC000000719287

SECAS provided a review of Major Incident INC000000719287 which occurred on 26 April 2021.

SECAS reported that the root cause of this Incident was a configuration error: the network interface for one of the two DataPower network devices was not connected to the correct VLAN (Virtual Local Area Network), following a BCDR failover test. SECAS noted that a previous Incident (INC000000715311) that occurred on 14 April 2021 also had issues with VLAN being removed or not connected, and questioned whether these Incidents were related.

The DCC clarified that the two Incidents were not related as they occurred on two different platforms. The DCC noted that Incident INC000000715311 was a DCO UK Cloud issue in which a core network switch, which was supposed to removed one VLAN, removed all VLANs in error during routine low risk maintenance activity. This resulted in a total outage for the 3rd party cloud provider. Service was restored once the VLANS were reinstated. The DCC reported that additional monitoring and Actions related to INC000000715311 have proven effective as there have been no further Major Incidents for DCO since this particular Incident occurred.

SECAS noted that the communications sent to SEC parties for Incident INC000000719287 were clear and timely.

The OPSG noted that at the OPSG 50 meeting in June, the DCC provided an update of recent BCDR failover tests for the DSP and DCC's decision not to retest. The OPSG questioned whether a BCDR test (involved in INC000000719287) should be rerun. The DCC noted that as this was a procedural failure a BCDR retest was not needed, and the runbooks had been updated to remediate the cause of failure. The OPSG noted that this should be reflected in the Post Incident Report.

The Testing Advisory Group (TAG) Chair noted that any changes to BCDR procedure should be reported to the Panel. The DCC noted that this was a low-level occurrence but would clarify the formal

process. [Post Meeting Note] The SEC Panel were notified of the BCDR outcome and decision to not retest as part of the Sub-Committee Report at SEC Panel 93 on 18 June 2021.

ACTION OPSG 51/09: The DCC to provide a summary statement in the Post Incident Report for INC000000719287 regarding the justification that the BCDR failover would not need to be retested.

The OPSG:

- **NOTED** the Major Incident Review; and
- **AGREED** that the Review Report for INC000000719287 be published to all SEC Parties.

8. DP157 'Removal of DUIS v1.0 and v2.0'

SECAS presented an overview of Draft Proposal [DP157 'Removal of DUIS v1.0 and v2.0'](#).

The OPSG questioned the schedule for the DCC User Interface Specification (DUIS) removal date because the Technical Specification Applicability Tables (TSAT) table currently has removal dates listed for DUIS versions. The OPSG were concerned as to whether DP157 would provide an enduring process. SECAS noted that although the removal dates were included as part of [MP080 'Managing DUIS uplifts'](#), the enduring process was not clearly defined.

SECAS noted that the DCC will provide a 12 months' notice period prior to the DUIS removal date, together with guidance notes explaining the actions that will need to be taken. The OPSG asked whether a notice period should be included in the SEC: it was explained that discontinuing a DUIS version would be achieved by a Modification, involving a consultation with SEC Parties. The Technical Architecture and Business Architecture Sub-Committee (TABASC) Chair noted that the application of the removal date is a non-technical change therefore can be implemented quickly, subject to the consultation with industry. The TABASC Chair also noted that industry consultations as part of the modification will allow for the appropriate input/objections on DUIS version end dates.

The OPSG requested that SECAS provide a clear view of the full end of life process of a DUIS version including how Users will be notified.

ACTION OPSG 51/10: SECAS to provide an end of life process for DUIS versions, including how Users will be notified, as part of DP157.

ACTION OPSG 51/11: SECAS to ask the Working Group to confirm whether the notice period for DUIS removal should be included in the SEC.

The OPSG:

- **NOTED** the presentation; and
- **PROVIDED** initial views on the solution for DP157.

9. Meeting Arrangements

The OPSG noted the benefits for operating remote and office-hosted meetings and the proposed approach for hosting meetings going forward.

The OPSG members provided feedback on the current remote working arrangements and possible periodic in-office meetings.

SECAS proposed 1-2 office-hosted meetings are arranged before the end of March 2022. The OPSG agreed this approach and requested that SECAS consider the current schedule of OPSG meetings and propose an alternative schedule that accounts for the DCC reporting schedule and any industry clashes. A DNO member noted the advantages of arranging meetings of different Sub-Committees on consecutive days.

ACTION OPSG 51/12: SECAS to review and propose an alternative OPSG meeting schedule that considers the DCC's reporting schedule and any clashes.

The OPSG:

- **NOTED** the benefits for operating remote and office-hosted meetings;
- **PROVIDED** feedback against the current remote working measures in place; and
- **AGREED** the proposed approach for hosting meetings moving forward.

10. Any Other Business

There was no further business, and the Chair closed the meeting.

Next main meeting: 6 July 2021; Next reporting meeting: 26 July 2021.