

Details			Responsible	Dates			Overdue Actions		
Action Reference	Main/ Reporting meeting	Action	Owner	Raised on	Due Date	Closed Date	Update	Status	Revised Due Date
OPSG 29/15	Main	The DCC to perform an audit of the CSPs CH triage process and provide an update at the next meeting (OPSG_30)	DCC	04/02/2020	03/03/2020		The audit is expected to take place in Q4. DCC to provide a further update nearer the time.	On Hold	05/10/2021
OPSG 33/03	Main	SECAS to send a questionnaire to members for feedback on experiences with CoS.	SECAS	02/06/2020	07/07/2020		This action is currently on hold as Xoserve is working with BEIS to perform analysis on: •The process by which the DCC Service Flag is updated into the UK Link database, and whether any validation/exception handling which may mean the update fails •A reconciliation between the DCC Service Flag and whether the meter mechanism code (identified meter type) in the UK Link data says the device is SMEST2 or SMETS1 (to highlight if there are industry meter asset data discrepancies)	On Hold	07/09/2021
OPSG 35/09	Main	The DCC to provide a view of end to end capacity showing a forecast reflecting service traffic, using traffic profiles and to reflect peak usage.	DCC	04/08/2020	03/11/2020		This will be presented at the October meeting (OPSG_58) under agenda item 8, End to End Capacity.	Propose to Close	05/10/2021
OPSG 38/02	Main	SECAS to investigate if the issue of 'Other User Data Retrieval' is a separate issue or another manifestation of an existing issue.	SECAS	03/11/2020	01/12/2020		The DCC is working with manufacturers and undergoing scenario testing until 28 January to determine if this issue has any resemblance to current issues.	On Hold	22/02/2022
OPSG 42/15	Main	The DCC to confirm the process for SEC Parties to engage with and consider non modification costs (e.g. change requests).	DCC	02/02/2021	04/05/2021		Following discussions with SECAS, this will be presented at a later date.	Open	05/10/2021
OPSG 46/03	Main	The DCC to provide a strategic view of on the total outages of the service, how different types of outages are defined and how this might evolve (e.g. when the service is unavailable due to planned or unplanned maintenance, BCDR testing and Incidents) at the May meeting (OPSG_48).	DCC	06/04/2021	04/05/2021		This will be discussed at the October meeting (OPSG_58) under agenda item 6, Service Outage Strategy.	Propose to Close	05/10/2021
OPSG 46/08	Main	The DCC to work with Users on the remediation plans over the subsequent 90 days (approx. 23 July), to remove non-compliant meters.	DCC	06/04/2021	23/07/2021		Discussions on Remediation Plans with Users are ongoing. The plan will be made available by the beginning of October.	Open	05/10/2021
OPSG 48/04	Main	The DCC to provide seasonal mapping that will outline variations in prepayment transactions.	DCC	04/05/2021	06/07/2021		The DCC and SECAS to arrange a meeting to discuss the requirements before it is presented to OPSG.	On Hold	05/10/2021
OPSG 48/05	Main	The DCC to provide milestone dates for each area being investigated as part of E20/E21 aged Incidents, for example Banded Sim and RAN Review.	DCC	04/05/2021	06/07/2021		The Banded SIM is being tackled under the PM6.3 SIP. A Large Supplier has identified more geographical areas of concern mainly around South Yorkshire and work is underway with Arqiva and the Supplier to look at the reasons behind this. As the Common Issues Forum (CIF) identifies more geographical areas the DCC will pick them up there and action accordingly.	Open	07/09/2021
OPSG 48/09	Main	The DCC to provide provisions for User testing of SSI SIPs implemented outside of modifications.	DCC	04/05/2021	03/08/2021		There was no time slot for this item on the October agenda. The DCC will wait for it to be added onto the November agenda in order to review the SSI change governance process.	Open	02/11/2021
OPSG 48/10	Main	The DCC to provide a ToR, including how it would share information from the Other Users Common Issues Forum with governance bodies.	DCC	04/05/2021	01/06/2021		The DCC sent the updated TOR (v2.1) to SECAS on 1 September and requested for the action to close.	Propose to Close	05/10/2021
OPSG 48/11	Main	SECAS, DCC and BEIS to investigate concerns raised regarding the implementation of MP093 'Implementing IRP511 and CRP535 to support GBCS v3.2 Devices'.	SECAS	04/05/2021	06/07/2021		SECAS has provided a paper for this action (OPSG_58_0510_02) - Action 48_11 - MP093 lessons learnt).	Propose to Close	05/10/2021
OPSG 50/03	Main	The DCC to provide a forward view of the expected total level of service outage.	DCC	01/06/2021	06/07/2021		The DCC will provide an update at the October meeting (OPSG_58).	Open	05/10/2021

OPSG 50/05	Main	The DCC to consider how noisy meters would affect the CH & Network 4G Programme, to ensure that meters are not removed prematurely.	DCC	01/06/2021	06/07/2021		4G Comms Hub will be designed to connect to the hosts which are installed in the Central and South region even if it is in the derogation limit.	Open	
OPSG 50/08	Main	The DCC to review and confirm the that the DSP will retest the BCDR exercises in Q1 2022.	DCC	01/06/2021	05/10/2021		The dates are agreed with the Service Provider during the creation of the 2022 Test Calendar which starts in the later part of this year. During that time, this action will be discussed with the DSP to get their confirmation to conduct the test in Q1 2022.	On Hold	
OPSG 50/11	Main	SECAS to conduct a review of why further Modifications have been needed to correct issues with Modifications that have previously been implemented.	SECAS	01/06/2021	03/08/2021		SECAS has provided a slide for this action (OPSG_58_0510_02 - Actions Outstanding - Action 50_11).	Propose to Close	05/10/2021
OPSG 52/01	Main	The DCC to include the success and failure rates of maintenance windows on the 'Delta to Success' graph, in the Operational Update.	DCC	06/07/2021	07/09/2021		<p>The DCC shared some slides (Delta to 100%) with SECAS on 9 August. The status was as follows:</p> <ul style="list-style-type: none"> <li>• There were two system outages in August 2021 of approximately 6.5 hours (17/08/21 and 24/08/21).</li> <li>• Where there is a DSP outage SRVs do not pass through Customer gateway and DCC cannot therefore identify the number of Prepayment Top Ups that Energy Suppliers have sent during this period.</li> <li>• Comparison of the outage time period with an average of the same time period in the weeks surrounding the outage suggest that Energy Suppliers are likely to have sent approximately 10,357 vends during this period (0.57% of the total SRV 2.2s sent in the month).</li> </ul>	Open	
OPSG 52/08	Main	The DCC to provide a view on starting maintenance windows on Tuesdays at 10pm, considering any implications to costs and schedule reads.	DCC	06/07/2021	03/08/2021		This will be discussed under agenda item 6, Service Outage Strategy.	Open	
OPSG 52/09	Main	Gemserv and SECAS to provide a mapping of the reporting capabilities needed for the Device Interoperability Measurement Methodology against current capabilities.	Gemserv/SECAS	06/07/2021	07/09/2021		SECAS is hosting a SMETS2 Device Interoperability workshop on 28 September to discuss and monitoring arrangements and requirements for tracking Device Interoperability. Outputs will be provided to the OPSG at the November meeting combined with the work from the BEIS led workshops on Post Install Consumer Experience.	Open	
OPSG 53x/CONF02	CH&N Extraordinary Meeting	The DCC to provide a clear process for Functional Options added to the Roadmap with planned check point reviews.	DCC	02/08/2021	07/09/2021		The DCC has committed to reviewing this through half yearly reviews starting in March 2022. The DCC will finalise the process before sharing with SECAS ahead of the review.	Open	05/10/2021
OPSG 54/01	Main	The DCC to provide a strategic review of outages including Planned and Unplanned maintenance at the next meeting (OPSG_56).	DCC	03/08/2021	07/09/2021		This will be presented under agenda item 6, Service Outage Strategy.	Propose to Close	05/10/2021
OPSG 54/02	Main	The DCC to provide clear workaround plans and a remediation plan showing when OTA firmware upgrades will be delivered as per the SEC requirement.	DCC	03/08/2021			This will be presented under agenda item 10, DCO Capacity.	Propose to Close	05/10/2021
OPSG 54/05	Main	The DCC to investigate and provide reporting on the reasons for the failure of the job that impacted PM2 performance.	DCC	03/08/2021	07/09/2021		Arqiva has identified three main issues to address for failures and are working on these fixes now. Load start, channel mismatch and inventory mismatch which was discussed at the Common Issues Forum (CIF) mid September. In addition to this DCC has been working with some of the Users looking at specific guidance that has failed. DCC has received the analysis from Users which will be discussed and shared at the CIF on the 1st October.	Open	
OPSG 54/08	Main	SECAS to clarify what the MDR function will do and if/how this will impact other Users, as part of the requirements for MP162.	SECAS	03/08/2021	07/09/2021		This action will be covered under agenda item 14, MP162 'SEC Changes to deliver MHHS'	Propose to Close	

OPSG 56/01	Main	The DCC to provide a timeline of when smaller sized CH for the MVP was discussed with Sub-Committees and when a decision was made and communicated to not to pursue this as a CH&N optional requirement.	DCC	07/09/2021	05/10/2021	<p>The High Level Requirements and the BRD was shared with TABASC in August 2020. This included a statement on CH design principles and that the supplier shall comply with the ICHIS. On 17 September 2020, the programme presented a subset of its technical requirements to TABASC with the aim of illustrating the changing components of what is otherwise, today's "As is" solution.</p> <p>Following agreement with TABASC on the scope of the technical requirements, DCC presented an overview of the operational requirements to Ops Group (36x) on the 28th September 2020. DCC provided an introduction to the Business Requirements Document, as well as an overview of the End to End Solution Design.</p> <p>The DCC has also stated that "re-use" would be prioritised in the MVP and the ITT – any change to dimensions requires a change of internal and external design that would impact the "re-use". While the fact that this effectively meant that the programme was highly unlikely to deliver a smaller dimension CHs and it was not discussed directly, it was assumed that this was understood.</p> <p>MVP technical designs have been assessed by DCC Operations' Service Design Team to determine the impact to operational services. This assessment has concluded that no changes to user processes will be required to implement and operate the new 4G comms hub and WAN. The same services that support today's 2G/3G comms hub and WAN capability will also run the proposed 4G comms hub and WAN service being delivered by the comms hub &amp; networks programme.</p> <p>The "Options to MVP" was shared with TABASC and it was clear that the reduced size was not there as an option. There were no objections noted, therefore smaller CHs was not progressed.</p>	Propose to Close	
OPSG 56/02	Main	The DCC and SECAS to investigate the increase in Users decommissioning Devices to identify if there any areas for further investigation.	DCC/SECAS	07/09/2021	TBC	<p>DCC acknowledges SECAS's comments around the decommissioning graph, it was never DCC's intention to give the impression there is a link between install failures and decommissioning volumes but was merely used to explain the net install volume in month. DCC has removed this visual from the pack whilst it works on how better to present this.</p> <p>SEAS was to explore the decommission reasons. However DCC Service Management is speaking to Users so there may be some feedback by the time of the meeting. TOC is also working on the makeup of decommissioning which can be presented next month.</p>	Open	
OPSG 56/03	Main	The DCC to identify the number of exceptions as a proportion of the installation volumes.	DCC	07/09/2021	02/11/2021	DCC will provide an update at the November meeting.	Open	
OPSG 56/04	Main	The DCC to provide a specific migration plan for ECoS migration, including any governance related to the decommission of TCoS services.	DCC	07/09/2021	TBC	The DCC will advise the OPSG Chair when this is ready to share and return to OPSG to present.	Open	
OPSG 56/05	Main	SECAS and DCC to confirm with BEIS the governance overall governance responsibilities for the ECoS migration	SECAS/DCC	07/09/2021	TBC	This action is ongoing.	Open	
OPSG 56/06	Main	SECAS to discuss with Alt Han how its services can assist with monitoring end to end performance of smart metering service requests	SECAS	07/09/2021	02/11/2021	SECAS to engage with Alt HAN over October to discuss action.	Open	
TABASC64/ CONF05	TABASC	Action transferred from TABASC - DCC to consider the point raised by a TABASC Member that older Communication Hubs should be deployed to clear stock rather than deploying new Communication Hubs, as part of Network Evolution.	DCC	01/09/2021	07/12/2021	The DCC has hosted a series of transition workshops with industry which disusses the process for transition. The outcome of those workshops would be to produce a transition approach and to decide what format that document would be in. whether it would be a SEC Subsidiary document or guidance document. It is estimated that it will be produced by the end of the year.	Open	