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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 22 September, the SSC reviewed the August 2021 Post Commissioning Information Report. The DCC advised that Home Area Network (HAN) stability continues to be monitored with DCC Service Users, and that the DCC are investigating possible improvements to this process to make the reports more stable. SSC noted that the DCC are still working on General Block Transfer (GBT) commands, and that an update will be provided as required. SSC Members noted that L+G have withdrawn proposed firmware, which did not pass testing and so will not be deployed. DCC advised that ACB replacements are anticipated for deployment at the end of September 2021.

TABASC queried the discrepancy between the failure rates of checks on Total Devices regarding checks as per SEC SRV Method (6.3%), in contrast to checks as per actual Certs on Devices (1%). The DCC advised that the SEC is prescriptive on methods to measure failure rates and does not account for anything that goes through Change of Supplier (CoS) or 'times out' when a Certificate has changed. SSC noted that a SEC Modification [DP183 'Post Commissioning Obligations'](#) has been raised to improve this reporting process, which was written before Devices had been installed. SSC noted the reporting is seemingly unable to track the positive responses being returned from Devices. The SSC noted that this would impact normal SRs and is a known issue on northbound responses. The SSC noted that DP183 will not change the process but will modify how the DCC will check how the process is functioning.

The SSC **NOTED** the report.

- Post Commissioning Information Report (August 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 September 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 July 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 Target Service Level at 97.13%. CPM1 had been below Minimum Service Level for the last 12 months; with this being the second consecutive reporting period that this measure has been above the Minimum Service Level since June 2020. CPM1 has been below Target Service Level since July 2018.

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 71.01%.

The DCC presented the August performance and reasons for failure at OPSG 58 on 5 October 2021 (OPSG_58_0510_09 - CSP N Performance). The DCC noted that since Action CB6.6 has been implemented, it has seen a further improvement in PM2 performance and is targeted to achieve approximately 71.07% in September.

The OPSG was pleased with the improvement in PM2 performance although noted that there continued improvement and consistency in performance was required to restore confidence in CSP N. The DCC recognised that there is some way to go to achieve compliance with the SEC requirement, noting that it will continue to drive the plan through intensive management to ensure this is achieved.

The majority of aged Incidents remain with Service Users, the highest aged Incident is '*Incorrect Communications Hub Variant Installed*'.

SECAS report that PM1.1 'Percentage S1SP Countersigned Service Request Times within relevant Target Response Time' for S1SP DXC was recorded as 'Performance measurement not reported', however SECAS highlighted that a fix was implemented in July therefore this will not be the case going forward.

SMETS 2 Service Provider Performance Measures

All PMs for the CSP N and CSP C&S are reported as above Target Service Level except for one Performance Measure for DSP, PM11 '*Anomalous Service Requests*' which was below Minimum Service Level at 33.70%. This was impacted by an incident (INC000000754235) whereby DSP automated incident processes were not creating ADT Warning and Threshold Breach incidents. The incident was caused by a failed Change (CRQ000000133717) which was backed out as part of the Incident restoration process. Additional monitoring has been created to catch any reoccurrence before Service Levels are impacted. DCC Security are reviewing the ADT process to improve DCC monitoring in addition to the DSP monitoring. SECAS has asked the DCC whether the Security Sub-Committee has been notified of this Incident and whether there were any reported Service User or Service Provider impacts.

Major Incidents

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

Exceptions

Three PMs accrued exceptions for CSP C; PM1.1 'First time SMWAN Connectivity', PM11 'Accuracy of Coverage Database'. The In Period exceptions for July had decreased in CSP C to 10,882 from 13,633 in the previous reporting period. The number of instances of 'There were no, or incomplete address details provided by the Service User' remains the most prevalent. PM1.3 'SMWAN Connectivity Level' reported 259,485 Total Estate Exceptions for the July reporting period, an increase from 249,384 in the previous report. The number of instances of 'There were no, or incomplete address details provided by the Service User' remains the most prevalent, representing over 50% of the exceptions.

Three PMs accrued exceptions for CSP S; PM1.1 'First time SMWAN Connectivity' and PM11 'Accuracy of Coverage Database'. The In Period exceptions for July has decreased to 9,964 from 9,997 in the last reporting period. The number of instances of 'There were no, or incomplete address details provided by the Service User' is still the most prevalent Exception as with previous months. PM1.3 'SMWAN Connectivity Level' reported 234,849 total estate exceptions for the June reporting period, an increase from 225,832 in the previous report. The number of instances of 'There were no, or incomplete address details provided by the Service User' remains the most prevalent, representing over 50% of the exceptions.

S1SP Performance Measures

All Performance Measures for the S1SP are reported as above Target Service Level.

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

8 October 2021

Attachments: Appendix A – Post Commissioning Information Report (August 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>July</u></p> <p>One Code Performance Measures was below Target Service Level. This was:</p> <ul style="list-style-type: none"> CPM1 - <i>'Percentage of On-Demand Service Responses delivered within the applicable Target Resolution Time'</i>, is below minimum Target Service Level at 97.13%. CPM1 had been below Minimum Service Level for the last 12 months; with this being the second consecutive reporting period this measure been above the Minimum Service Level since June 2020. CPM1 has been below Target Service Level since July 2018. 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 71.01%. <p><u>Service Provider Performance Measures</u></p> <p>All PMs for the CSP N and CSP C&S are reported as above Target Service Level except for one Performance Measure for DSP, PM11 <i>'Anomalous Service Requests'</i> which was below Minimum Service Level at 33.70%. This was impacted by an incident (INC000000754235) whereby DSP automated incident processes were not creating ADT Warning and Threshold Breach incidents. The incident was cause by a failed Change (CRQ000000133717) which was backed out as part of the Incident restoration process. Additional monitoring has been created to catch any reoccurrence before Service Levels are impacted. DCC Security are reviewing the ADT process to</p>

		<p>improve DCC monitoring in addition to the DSP monitoring. SECAS has asked the DCC whether the Security Sub-Committee has been notified of this Incident and whether there were any reported Service User or Service Provider impacts.</p> <p>There were three Comms Hubs Exceptions accrued for CSP C&S; PM1.1 '<i>First time SMWAN Connectivity</i>', PM11 '<i>Accuracy of Coverage Database</i>' and PM1.3 '<i>SMWAN Connectivity Level</i>'.</p> <p>All Performance Measures for the S1SP are reported as above Target Service Level.</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>August</u></p> <p>Eight Incidents were raised within the month, with a total of 12 Incidents reported as resolved within the month and four Incidents reported as outstanding.</p> <p>Since the report had been issued, the DCC noted that 2 Incidents had since been closed, one Incident was assigned incorrectly, and one Incident is awaiting confirmation from Service Providers that a fix has been implemented.</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 greater than or equal to 110% of their forecasted volumes 	<p>SEC L8.9 – Monthly - 10th Working Day following month end.</p> <p>Report on time.</p>	<p><u>August</u></p> <p>2,686,708 requests were sent versus a forecast of 1,353,680. 198.5% of the forecast. (Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts').</p> <p>29 Authorised Subscribers consumed services without submitting a forecast. MP160 'Certificate Signing Request' is currently in the Refinement Process. SECAS have put the progression of this modification on hold until issues and concerns with MP116 'Service Request Forecasting' have been addressed. Once MP116 enters the Report Phase, we will commence work on MP160.</p>

<p>Service Request (SR) Variance Report</p> <p>The report sets out:</p> <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 	<p>SEC H3.24 – Monthly - 10th working day of month</p> <p>Report on time.</p>	<p><u>August</u></p> <p>517,494,762 SRs were sent versus a forecast of 517,494,762. 193% of the forecast. (Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts')</p> <p>43 SEC Parties consumed services without submitting a forecast. The Refinement Consultation for MP116 'Service Request Forecasting' has now closed. SECAS received six responses (five from Large Suppliers and one from a Network Party). Upon review of the responses, the legal text and DCC User Guidance document will have to be re-drafted. Once complete, MP116 will return to the Working Group. The responses document can be found here.</p> <p>The DCC has agreed to provide a monthly view of the DCC Forecast vs Actuals. 557,560,061 SRs were sent versus a forecast of 584,564,999. 95% of the forecast.</p>
<p>Quarterly Problem Report</p> <p>This report provides details of the Open Operational Problems experienced by DCC Users</p>	<p>SEC Appendix AG 3.2- Quarterly - timing not specified within Appendix AG.</p>	<p>There was no report this month as this is produced quarterly.</p>
<p>DCC Responsible Communications Hub (CH) Returns Report</p> <p>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.</p>	<p>SEC F9.15 – Quarterly - the SEC does not prescribe when after end of quarter the report is provided.</p>	<p>There was no report this month as this is produced quarterly.</p>