

This document is classified as **White** in accordance with the Panel Information Policy. Information can be shared with the public, and any members may publish the information, subject to copyright.

## Operations Group Meeting 49\_2405

24 May 2021, 12:20 – 16:50

### Meeting Headlines

Each month, the Operations Group (OPSG) reviews reports as delegated to it by the SEC Panel. This month the OPSG discussed the following (referenced by agenda item number):

**3. SEC Panel Reports (SECAS):** The OPSG reviewed the SEC Panel Reports summary. SECAS requested that the OPSG provide any comments on the summary of DCC reporting (Annex 1) by 11 June.

3.1 RDP Incidents Report (SECAS): The OPSG noted the report. SECAS highlighted that there were 22 Registration Data Provider (RDP) Incidents opened in April 2021. 25 Incidents were reported as resolved within the month. 11 remain open with investigation to be completed. The DCC noted that since the report had been issued eight RDP Incidents has since been closed.

The OPSG Chair noted that the number of RDPs Incidents are at a higher level. The DCC reported that approx. 50% of these Incidents were due to customer education and further customer guidance will be published in June.

3.2 DCC Certificate Signing Request (CSR) Variance Report (SECAS): The OPSG noted the report. The April 2021 report outlined that there were 15 Users who have 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. [DP160 'Certificate Signing Request'](#) is currently in the Development stage. It will be taken to the Change Sub-Committee on 25 May 2021 for recommendation to move into the Refinement Process.

3.3 DCC Service Request Variance (SRV) Report (SECAS): The OPSG noted the report. The April 2021 report outlined that there were 33 Users who have 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. Modification [SECMP116 'Service Request Forecasting'](#) was discussed at the May 2021 Working Group. SECAS is collating feedback from members regarding the legal text and DCC User Guidance document before returning to the Working Group with amendments.

A DNO member noted that it would add value if the DCC could also provide its Service Request forecast for members information.

3.4 SEC Panel Quarterly Problem Report (SECAS): The OPSG noted the report. The Q1 2021 report outlined that 15 Problems have breached the target the DCC has set for Root Cause Analysis. There were also 60 open Problems which the DCC considers are 'Significant and/or Impactful'.

**3.5 DCC Responsible Communications Hubs Returns Quarterly Report (SECAS):** The OPSG noted the report and were please with the new format. The Q1 2021 report outlined that a total of 12,902 records were closed during this period. Of these, 10,716 were attributed to Service Users (No Fault Found) and 2,186 were attributed to the DCC (Fault Found).

The OPSG noted the disparities between CH that were returned in each region, and questioned the reason for the differences. The OPSG questioned how the DCC notified how CH Faults (known defects) are notified to Users.

The OPSG requested that CH trend analysis graph ('Raised Across All Region') be split by Region.

**4. PMR Report – March 2021:** The OPSG reviewed the Performance Measurement Report (PMR) and noted the SECAS commentary provided.

SECAS noted that Code Performance Measures (CPM) 1 was below Minimum Target Service Level.

CPM1 has been below Target Service Level for the last 21 months, with this being the 27<sup>th</sup> instance it has been below in 28 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).

A DNO member queried how Incidents are categorised for CPM4 and CPM5. The OPSG Chair noted that Incident categorisation could be discussed at a future review of Incident management.

**5. Introduction to MP122 Reporting - Business Process (SECAS/DCC):** SECAS reported that MP122 introduced four new Code Performance Measures (CPMs). However, reflecting implementation schedules and a derogation granted by Ofgem, the PMR will remain unchanged for the time being.

New performance indicator reports will be available to show performance globally and to support investigation of specific topics. The performance indicator reports will be reviewed alongside the PMR at future meetings.

The OPSG noted that the DCC reporting will need to be fit for purpose. The OPSG asked the DCC to provide an index of the reports available.

The OPSG requested that the DCC provide guidance on where the reports will be stored to ensure that they are widely available.

**6. CH & Network Programme - Potential SEC Modifications (DCC):** The OPSG noted discussions at the Panel where BEIS confirmed its desire to receive advice on candidate additional requirements.

The OPSG agreed that the DCC should provide an initial indication of impacts on cost, benefits, and schedule for the potential three Modifications. The OPSG reiterated its concerns that a full consolidated list of additional candidate requirements needed to be provided.

**7. CH & Network Programme - 4G CHs Transition Questions for Lot One Bidders (DCC):** The DCC outlined questions for the Bidders relating to one aspect of the transition process. The OPSG asked when a fuller view of transition would be considered.

The OPSG emphasised that the Panel should be explicitly identified for engagement in governance discussions.

The DCC asked members to review the questions and provide any further comments by 1 June.

**8. Trusted Service Provider Update (DCC):** The OPSG noted the update on operational readiness for Trusted Service Provider (TSP). The OPSG requested that BT's progress should be noted on the 'Harvey Balls' summary.

The OPSG noted that the formal assessment of readiness will be reviewed by TAB and asked the DCC to continue to provide updates to the OPSG on the operational readiness.

**9. Major Incident Review (SECAS):** The OPSG agreed that the Review Reports for Incident INC000000707890, INC000000708834 and INC000000715311 should be published to all SEC Parties.

**10. AOB:**

10.1. Change of Supplier – Devices gained in Prepayment mode

The OPSG noted that this issue, raised previously at an OPSG meeting, continued to occur. The OPSG Chair asked members to provide any further comments on this issue, for forwarding to the MRA, by 1 June.

10.2. Smart as ‘dumb’

The OPSG noted the issue previously raised at Panel, where a customer does not want Smart Metering capabilities. SECAS noted that a Modification has been raised to address this issue.

10.3. Maintenance Communications

A Large Supplier raised an issue where the length of a maintenance outage was misleadingly notified to Users. The DCC acknowledged the issue. The DCC noted that it will give an update at the next meeting (OPSG\_50).

**Next main meeting: 1 June 2021; Next reporting meeting: 28 June 2021.**