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Operations Group Meeting

24 May 2021, OPSG_49_2405

12:20 – 16:50

Teleconference

Final Minutes

Attendees:

| Category | Operations Group Members |
|------------------------|--|
| Operations Group Chair | Dave Warner |
| Network Parties | Matthew Alexander |
| | Gemma Slaney |
| Large Suppliers | Rob Short |
| | Martin Christie |
| | Rochelle Harrison |
| | Emslie Law |
| | Ralph Baxter |
| | Andy Knowles (<i>alternate for Marta Kaminska</i>) |
| | Kevin Donnelly |
| Small Suppliers | Kate Frazer |
| Other SEC Parties | Elias Hanna |
| | Michael Snowden |

| Representing | Other Participants |
|--------------|---|
| DCC | Robbie MacIntosh (DCC's nominated lead) |
| | Wendy Liddell |
| | Lisa Wong |
| | Timothy Dunning |
| | Nicholas Ives |
| | Easton Brown (<i>agenda item 5</i>) |
| | Kayode Oluwatayo (<i>agenda item 6 & 7</i>) |
| | Chantal Mayoh (<i>agenda item 6 & 7</i>) |

| | |
|-------|---|
| SECAS | Parmjeet Dayal (<i>agenda item 6 & 7</i>) |
| | Rob Richards (<i>agenda item 8</i>) |
| | Veronica Asantewaa (Meeting Secretary) |
| | Joey Manners |
| BEIS | Ishti Bhatti |
| | Natasha Free |
| | Jackie Wright |

Apologies:

| Representing | Name |
|-------------------|----------------|
| Large Suppliers | John Noad |
| 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_47.

The OPSG **AGREED** that the Draft Minutes from OPSG_47 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 43/07 | The DCC to confirm its position on current Service Credits for Service Providers, specifically CSP S. | 22/02/2021 | 24/05/2021 | N/A | DCC |
| The DCC reported that it has come to an agreement with CSP S on its position regarding Service Credits, noting that CSP S acknowledged that the measure was missed. The DCC Commercial Team will provide an update in the April PMR. Status: Closed. | | | | | |
| OPSG 45/CONF 02 | The DCC to provide a plan for the additional candidate requirements of MVP and 4G Service to be considered. | 22/03/2021 | 23/08/2021 | N/A | DCC |

| Action ID | Action | Date Raised | Last Target Date | Revised Target Date | Owner |
|---|--|-------------|------------------|--------------------------------------|-------|
| The DCC reported that it will provide a plan for additional candidate requirements to be considered at the August meeting (OPSG_55). The OPSG noted that this action will remain open until an approach and process for reviewing the additional candidate requirements are presented. The OPSG Chair also mentioned that at the recent Panel meeting, BEIS iterated its request for Panel and the Sub-Committees to provide input on the additional candidate requirements. Therefore, a clear process will need to be defined leading up to the formulation of that input. Status: Open. | | | | | |
| OPSG 47/08 | The DCC to set out a detailed process to review the NE DSP High Level Requirements by 10 May. | 26/04/2021 | 10/05/2021 | Revised date to be determined by DCC | DCC |
| The DCC reported that it will propose a workshop in June to discuss the High-Level Requirements. The OPSG noted that this action to remain open until an approach and process for reviewing the High-Level Requirements are presented. Status: Open. | | | | | |
| OPSG 45/CONF 03 | The DCC to provide the planning assumptions by cohort for the 'premature' removal of SMETS1 Devices. | 22/03/2021 | 24/05/2021 | N/A | DCC |
| The DCC provided slides for this action. A Large Supplier (LS) member questioned the length of time needed to replace the different cohorts. The DCC noted that it will explain this in more detail at the upcoming extraordinary meeting. Status: Open. | | | | | |

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 11 June.

3.1. Registration Data Provider Incident Report

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

SECAS highlighted that there were 22 RDP Incidents opened in April. 25 Incidents were reported as resolved within the month. 11 remain open with investigation to be completed. The DCC noted that since the report was issued, eight RDP Incidents had since been closed.

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

3.2. DCC Certificate Signing Request Variance Report

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

The report outlined that there were 15 Users who have consumed services without submitting a forecast.

The OPSG noted the Panel's decision in January 2021 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 Report

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

The report outlined that there were 33 Users who have consumed services without submitting a forecast.

The OPSG noted the Panel's decision in January 2021, 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 less Users are likely to submit a forecasting while the Modifications are being processed, and noted that it would add value if the DCC could also provide its Service Request forecasts that it is using for OPSG information.

3.4. SEC Panel Quarterly Problem Report

The OPSG considered the SEC Panel Quarterly Problem Report for Q1 2021.

The report outlined that 30 new Problem Records were created compared to 43 in the last quarter. 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'.

The OPSG Chair requested that SECAS outline Problems associated with significant User impact for the next Quarterly Problem Report.

3.5. DCC Responsible Communications Hubs Returns Quarterly Report

The OPSG considered the Responsible Communications Hubs (CH) Returns Quarterly Report for Q1 2021. The OPSG noted the report and supported the new format, noting its much improved content and layout.

The 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).

38% of the returns are attributed to Communication Service Provider Central & South (CSP C&S) and the remaining 62% are attributed to CSP North (CSP N). The OPSG noted the relative portfolio sizes of CHs in the CSP Regions and that the returns for CSP North would represent a larger percentage compared to the installed base than in CSP C&S. The OPSG questioned the reason for the difference and whether there was a key driver for returns in CSP North.

The OPSG questioned how the DCC notifies Users of CH faults (CHs with known defects). The DCC responded that 'Known Defects' can be found in the CH Release Notes for the relevant hardware and firmware version.

SECAS highlighted that CSP N had only attributed faults against manufacturing defects and was keen to see the outcome of the audit of the CH returns triage process. The DCC noted that this had been delayed due to the Covid-19 pandemic, and that this is scheduled to recommence in Q3 2021 depending on the government guidelines. The OPSG requested that the DCC provide a glossary of terms for the 'fault attribute' criteria.

The OPSG also requested that the trends analysis graph ('Raised Across All Region') be split by region.

ACTION OPSG 49/01: The OPSG to provide any comments on the summary of DCC reporting (Annex 1 of the SEC Panel Report) to SECAS by 11 June.

ACTION OPSG 49/02: The DCC to provide its Service Request forecast for OPSG members' information.

ACTION OPSG 49/03: SECAS to highlight Problems associated causing (or likely to cause) significant User impact in the next Quarterly Problem Report summary.

ACTION OPSF 49/04: The DCC to explain the disparities in the number of CHs returned between CSP N and CSP C&S, and what are the key drivers for a larger volume of returns in CSP North, in the CHs Returns Quarterly Report for Q1 2021.

ACTION OPSG 49/05: The DCC to provide a glossary of terms for the 'fault attribute' criteria in the CH Returns Quarterly Report.

ACTION OPSG 49/06: The DCC to split the trend analysis graph ('Raised Across all Regions') by region.

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

4. PMR Report – March 2021

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

The DCC noted that it will reissue the February and March PMR due to a typo in the Executive Summary for CSPC CHPM1.1.

SECAS questioned whether the updated reporting for CHPM1.1 for CSP C and CSP S was related to the Global Component Shortage that was cited in the February 2021 PMR. SECAS highlighted that the DCC should not be changing the reporting baseline unless an exceptional OPR event had been endorsed by the SEC Panel and agreed by the Authority. The DCC confirmed that the reported metrics for February and March 2021 were an error and are not related to the Global Component Shortage. This latter will impact the reports for May and June 2021, for which months a shortfall against current plan will be reported. The OPR Exceptional Event discussed at the Panel reflects this.

SECAS noted that Incident INC000000702177 that occurred on 10 March and INC000000702810 that occurred on 11 March seemed to have the same root cause and questioned why Incident INC000000702177 had not been reopened. The DCC noted that as INC000000702177 had been confirmed as resolved and that when INC000000702810 happened the following day the root cause was unknown so the process would be to not reopen the Incident. The DCC noted that Incidents in CSP N region will be monitored via the Heightened Supplier Management (HSM) process.

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 27th 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).

As outlined in section 2, the DCC reported that it has come to an agreement with CSP S on its position regarding Service Credits, noting that CSP S acknowledged that the measure was missed. The DCC Commercial Team will provide an update in the April PMR.

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, and asked SECAS to schedule this in agreement with DCC.

ACTION OPSG 49/07: The DCC to provide an update on Incident categorisation at the next meeting (OPSG_52).

The OPSG:

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

5. Introduction to MP122 Reporting - Business Process

SECAS and the DCC presented a first look at the new reporting metrics for [MP122A 'Operational Metrics'](#) and outlined proposals on how the OPSG would use them.

SECAS highlighted that MP122 will introduce four new CPMs to provide reporting on:

- Service Availability by DCC interface and region (CPM6)
- Reporting of Service Request times by Business Process (Install & Commission, Prepayment, Change of Supplier, Tariff Updates, Meter Reads) (CPM6A)
- Firmware delivery and activation on Communication Hubs (CPM6B & 6C).

However, SECAS noted that, reflecting implementation schedules and a derogation granted by Ofgem, the PMR will remain unchanged for the time being.

SECAS noted that CPM6A will be an important performance indicator, helping drive improvements for DCC services and infrastructure, Devices, and end to end performance.

The OPSG noted that CPM6B & 6C will cover CH firmware images, and SMETS1 firmware images will be discussed under [MP122B 'Operational Metrics - Part 2'](#).

New performance indicator reports will be available to show performance globally and to support investigation of specific topics. An identified subset of the available performance indicator reports will be routinely reviewed, alongside the PMR at future meetings. The Chair asked SECAS to propose which reports should be routinely reviewed.

It is further anticipated that appropriate reports will also be used to provide information on specific items each month at the main OPSG meeting, for example as prompted by the DCC Operational Update, or ad hoc issues raised by Members. The Chair asked SECAS to ensure this is included in planning the main meeting.

The OPSG agreed that the use of the new reporting capability would be likely to evolve over the coming months.

The DCC noted that it will analyse how the new reports will help to identify features of usage of DCC services. 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.

ACTION OPSG 49/08: The DCC to provide and index to the new performance indicator reports for the new MP122 metric.

ACTION OPSG 49/09: The DCC to provide guidance on where the reports will be stored to ensure that they are widely available to Users.

ACTION OPSG 49/10: SECAS to propose a summary of the new Performance Indicator Reports, including which of the performance indicator reports and graphs will be routinely reviewed.

ACTION OPSG 49/11: SECAS to work with the DCC to ensure relevant graphs and information from the Performance Indicator Reporting can be used at the main meeting such as the DCC Operational Update.

The OPSG:

- **NOTED** the presentation; and
- **CONSIDERED** the proposals on the approach for the new reporting.

6. CH & Network Programme - Potential SEC Modifications

The OPSG noted discussions at the Panel where BEIS confirmed its desire to receive advice on candidate additional requirements for the CH & Network Programme (i.e. requirements for capability beyond the MVP).

The DCC presented three additional candidate service improvements proposed for CH & Network requirements that would require a SEC Modification. These were:

1. DCC Reflash Service for Customer Stock
2. CH Reset Capability
3. DCC Return CH Collection Service.

The OPSG agreed that consideration of these service improvements should progress further. The OPSG noted that the DCC should provide an initial indication of impact on costs, benefits, and timelines for each of the three.

The DCC noted that it will present the candidate service improvements at TABASC and also at SSC to review any security implications.

The OPSG highlighted concerns with the difference between these candidate items and the previous list that had been provided to the OPSG in October 2020 (OPSG_37x) and reiterated its concerns that a full consolidated list of additional candidate requirements needed to be provided. The DCC noted

that it will review the list of additional candidate requirements and define a process for them to be reviewed.

ACTION OPSG 49/12: CH & Network Programme: The DCC to provide a roadmap to review a consolidated list of additional candidate requirements

ACTION OPSG 49/13: CH & Network Programme: The DCC to provide initial indication of impact on costs, benefits, and timelines for the candidate three service improvements.

The OPSG:

- **NOTED** the presentation; and
- **AGREED** that the three potential Modification should progress further.

7. CH & Network Programme - 4G CHs Transition Questions for Lot One Bidders

The DCC outlined questions for the Bidders relating to one aspect of the transition process.

The OPSG emphasised that an overall picture of the full envisaged transition phase and approach was required as context: without this as a starting point it is very difficult to comment on specific features. The OPSG asked the DCC to set out a fuller view of the transition process (including the governance process and any implications).

The OPSG questioned what coverage checker address data options were being specified as a requirement for the Bidders, e.g. Post Office or Ordinance Survey data for property information. The DCC explained that the coverage checker option would be similar to what is already in operation, it will include additional information on what CHs can be installed and how the information would be shared to Users. The OPSG asked the DCC to consider how the data set to be used and the planned approach will overcome the long-standing issues regarding address data used in the coverage checker. The DCC noted that this will be addressed at the extraordinary meeting in June.

Regarding the questions posed under Theme 4 (Initial Pallet Validation (IPV) Phase), the OPSG questioned what would stop manufacturers shipping at mass volume if there is an issue identified during the IPV. The DCC noted that this will form part of the governance process.

Regarding the questions posed under Theme 8 (Forecasting & Ordering Improvements), The OPSG questioned whether the same approach would be used for investigating and resolving defects, for example adjusting ordering timescales. The DCC noted that it will work with manufacturers to incorporate these factors if needed. The OPSG asked the DCC to confirm that a responsive process for defect resolution will be required of bidders.

The OPSG asked that the Panel (and hence its subcommittees) should be explicitly identified for engagement in governance discussions, including those related to Transition.

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

ACTION OPSG 49/14: CH & Network Programme – Transition Questions: The DCC to provide a full view of the transition phase and approach (including the governance process and any implications).

ACTION OPSG 49/15: CH & Network Programme – Transition Questions: The DCC to explicitly identify and involve the Panel and its Sub-Committees as part of the engagement plan in governance discussions.

ACTION OPSG 49/16: CH & Network Programme – Transition Questions: The DCC to set out what address data will be used in the coverage checker, and how the approach will resolve/avoid previous long running problems (by the June meeting, OPSG_50).

ACTION OPSG 49/17: CH & Network Programme – Transition Questions: The OPSG to review the transition questions and provide any further comments by 1 June.

The OPSG **NOTED** the presentation

8. Trusted Service Provider Update

The DCC presented an overview of BT's existing SMKI platform which will be retired in April 2022, and the Trusted Service Provider (TSP) project to consider options for a replacement service. This included an update on the project timescales, engagement activities and operational readiness.

The DCC noted that it is confident that there will be no substantial changes to the way Customers will use SMKI services, with the exception of the two changes:

- a) Users with hard coded IP addresses may be required to update their IP and Firewall/Network configuration.
- b) A small enhancement to the SPOTI User Interface.

Regarding the TSP operational readiness, 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 operational readiness. SECAS will confirm with DCC the dates for these updates.

ACTION OPSG 49/18: The DCC to include BT's progress on the TSP 'Harvey Balls' summary, for operational readiness.

ACTION OPSG 49/19: SECAS to confirm with the DCC when updates on the TSP operational readiness will be provided to the OPSG at future meetings.

The OPSG **NOTED** the update.

9. Major Incident Review

9.1. INC000000708834

SECAS provided a review of Major Incident INC000000697994 which occurred on 25 March 2021. The DCC noted that the communications of the Incident to SEC Parties were delayed. The DCC noted that the Incident prevented access to the nominated contacts list used for external communications. The DCC noted that this was included in the post incident report but acknowledged that further improvements could be made.

9.2. INC000000707890

SECAS provided a review of Major Incident INC000000707890 which occurred on 23 March 2021.

The DCC reported that there was no single point of failure responsible for this Incident. The DCC noted that the DCO database cluster became unavailable due to an issue with the DCO's third-party

platform which impacted several virtual servers including the Network Database (NDB). The DCC noted that if the secondary node had been connected to the correct storage node, then the system would not have been impacted.

The DCC acknowledged that the communications sent to SEC parties were not timely. The DCC noted that DCO should have raised the Incident, rather than the first report coming from instead a Service User; however, the DCC notified SEC Parties within 15 minutes of the impact of the Incident being confirmed.

9.3. INC000000715311

SECAS provided a review of Major Incident INC000000715311 which occurred on 14 April 2021.

The DCC noted that there was not a single point of failure.

Regarding the reason for the failure, the DCC explained that the DCO's 3rd party cloud provider had now instituted restricted access to the network systems, to ensure the Virtual Local Area Network (VLAN) cannot be removed in error in the future.

SECAS noted that both INC000000707890 & INC000000715311 were related to maintenance or change activities. Although the DCC had implemented changes to peer review and restricted system access, SECAS questioned whether any additional monitoring had been implemented to identify when issues arise post maintenance change. The DCC explained maintenance change activities were paused during these Incidents and a full review of the schedule was made. The DCC noted that all of the run books are peer reviewed using a 'four eye' approach. Implementation plans are checked as part of the post change review and Business Continuity Disaster Recovery (BCDR) planning to prevent this from reoccurring.

SECAS questioned whether full reporting of DCO service stability should recommence at future OPSG meetings. The OPSG asked DCC to provide a recommendation at the next meeting.

ACTION OPSG 49/20: The DCC to confirm whether full reporting of the DCO service stability should recommence at future OPSG meetings due to recent DCO Incidents.

The OPSG:

- **NOTED** the Major Incident Review; and
- **AGREED** that the Review Report for INC000000707890, INC000000708834 and INC000000715311 be published to all SEC Parties.

10. Any Other Business

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 and a had been raised by another LS. The OPSG Chair asked members to provide any further comments and information on occurrences of this issue, for forwarding to the Master Registration Agreement (MRA), by 1 June.

10.2. Smart as 'dumb'

The OPSG noted the issue was discussed at the May SEC Panel, and relates to the scenario where a customer does not want Smart Metering services. 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.