# Operations Group Meeting 57_2709

## 27 September 2021, 12:20 – 14:30

# 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.

<u>3.1 RDP Incidents Report (SECAS):</u> The OPSG noted the report. SECAS highlighted that there were eight Registration Data Provider (RDP) Incidents opened in August 2021, 12 Incidents were reported as resolved within the month. Four Incidents remain open with investigation to be completed. The OPSG Chair noted that the RDP incidents had returned to normal trend levels.

The DCC noted that since the report was issued two Incidents have since been closed, one was assigned incorrectly, and one is awaiting confirmation from Users that a fix has been implemented.

<u>3.2 DCC Certificate Signing Request (CSR) Variance Report and DCC Service Request Variance (SRV) Report (SECAS):</u> The OPSG noted the report. The OPSG noted that the Panel's decision in January not to actively pursue SEC party compliance with the current User forecasting obligations.

The OPSG noted that work continues on modifications [MP160 'Certificate Signing Request forecasting'](#) and [MP116 'Service Request Forecasting'](#). The OPSG also noted that the DCC achieved 95% accuracy for its service request forecast.

The OPSG noted that there were discrepancies between the actuals in SRV forecasts and the DCC's view of monthly actuals. The DCC noted that it will investigate this further. The OPSG asked that in future reports the difference between the two values be briefly explained.

The OPSG agreed with the summary of DCC reporting (Annex 1) noting that the report reflected the service experience by Users in August 2021.

**4. PMR Report – July 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 Target Service Level. The OPSG noted that this was the second consecutive reporting period that CPM1 had been above the Minimum Service Level since June 2020. CPM1 has been below Target Service Level since July 2018. 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).

SECAS reported that there were three Category 1 and 2 Incidents resolved in July, two Category 2 Incidents were excluded from Performance for July 2021.

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.

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**5. Performance Indicator Summary Report - July 2021 (SECAS):** The OPSG noted the Performance Indicator reports for July. SECAS reported that there has been an improvement in performance of some business process, particularly Change of Supplier (CoS) and meter reads in Communication Service Provider North (CSP N). A Large Supplier (LS) member noted that although the transparency in these trends is appreciated, it is clear that performance being achieved does not meet the level required for these business processes.

The OPSG reiterated its request for DCC to provide a structured process for reviewing tariff update performance.

**6. CH Rejection & Returns Process (DCC/SECAS):** The OPSG noted the Communication Hub (CH) rejection and returns process. The OPSG noted that the DCC will need to confirm how delivery rejections are reflected in the performance measures in CSP Central & South (C&S). A LS member noted that the SEC and the current process do not support the ability to reject CH based on known defects. A LS member questioned whether DCC should continue to charge rental fees for devices that cannot be installed because of known defects.

**7. Tariff Update – Performance Issues (Workshop #1) (DCC/SECAS):** This item was deferred.

**8. Performance Assurance Framework (PAF) – Engagement Timeline (SECAS):** The OPSG noted the approach and timeline of the project brief. The OPSG will review the first draft of the project brief on 25 October (OPSG_59).

**9. OPSG Issues Log – Progress Report (SECAS):** The OPSG reviewed the new candidate issues. The OPSG noted that, regarding Issue 86, this should also include issues based on the Smart Metering Inventory (SMI) as devices may become stranded if this becomes out of sync.

The OPSG endorsed the removal of Issues 77 and 79 from the OPSG Issues Log.

**10.AOB:**

10.1: Office Hosted Meetings

SECAS presented an update on office hosted meetings and noted members' initial feedback. SECAS asked the OPSG to complete a questionnaire on office hosted meetings by 1 October.

10. 2: WAN Connectivity at MDUs

The OPSG noted concerned raised by a member around Wide Area Network (WAN) connectivity for devices installed in Multiple Dwelling Units (MDUs). SECAS noted this will be discussed at the next Home Area Network (HAN)/WAN Working Group meeting. Another OPSG member noted concerns with the current operational processes in relation to T3 aerials. SECAS noted that these issues will be added to the OPSG Issues Log.

10.3: OPR/PMR Measures

The OPSG Chair noted that the DCC will provide a proposal for an approach to setting Operational Performance Regime (OPR)/PMR Measures at the next meeting (OPSG_58).

10.4: SoLR Operational Processes

The DCC noted that it would like to discuss Supplier of Last Resort (SoLR) operational processes at the next meeting (OPSG_58).

**Next main meeting: 5 October 2021; Next reporting meeting: 25 October 2021.**