

OPSG Action 55/10: “The DCC to provide a clear view of the User impact for the open problems that are attributed to DCO, in the Q2 2021 Quarterly Problem Report.”

PBI000000123400: SMETS1 - DCO - Failure of SMETS1 Service Requests.

PBI created 30/06/2021. Severity – Critical

Current status: 20/09/2021 – Pending,

Target completion 30/11/2021.

End user impact = No enduring impact.

PBI000000122607: SMETS-1 - DCO returning "There was a problem with the cryptographic operations" errors to S1SP1.

This Problem Record is with DCO (S/W Provider). S1SP1 Have reported receiving a number of Cryptographic errors with the error message "There was a problem with the cryptographic operation". These errors are occurring outside of known HSM (Hardware Security Module)/Crypto reboot times though they are currently within BAU tolerance.

PBI created 30/04/2021. Severity – Medium

Current status 20/09/2021 – Closed,

End user impact = None as application issues not service impacting

PBI000000122808: DCO Network Traffic Missing.

This Problem Record is with DSP. For a period of 8 hours on the 5th May between 10:00 and 18:00, there was no network traffic being routed in or out of one of the DCO's sites.

After investigations it was confirmed that the circuit was up and error free, but corroborated the lack of traffic. There appears that for some reason the DCO's site stopped responding, and traffic was hence routed to a resilient path. The only symptom observed was the lack of data over the link and no outage was experienced.

Incident observation: no end user impact stated. Not ran as an MI.

PBI created 28/05/2021. Severity – Medium.

Current status 20/09/2021 – Closed,

End user impact = None as application issues not service impacting.

PBI000000122422: SMETS1 - Failure for SMETS1 Service Requests 23/03.

This Problem Record is with DCO (Operator). At 13:52 23/03 there was a database server cluster failure within in DCO's infrastructure resulting in a loss of capability to deliver any SMETS1 traffic (100% failure) this would have meant that SMETS1 migrations would not be able to be completed, but no migrations were planned for the day. DCO restarted their database cluster, which completed at 15:01 restoring service. For the duration of the outage Service users would not have been able to successfully send or receive any traffic across the SMETS1 Estate.

PBI created 24/03/2021. Severity – Critical.

Current status 20/09/2021 – Pending, target completion 29/10/2021

End user impact = No enduring impact

PBI000000121742: Connections between S1SP and DCO are not being balanced in the expected manner.

This Problem Record is with DCC. Working in conjunction with S1SP and the dual control organisation (DCO).

Connections between S1SP and DCO are not being balanced in the expected manner.

Incident observation: no end user impact stated. Not ran as an MI.

PBI created 02/12/2020. Severity – Medium.

Current status 20/09/2021 – Pending,

Target completion 29/10/2021,

End user impact = None as application issues not service impacting.

PBI000000121939: SMETS1 – DCO Operator events management exceeding capacity limit.

This Problem Record is with the DCO Operator. DCO operators SIEM (Security information and event management) solution has a limit to process 10000 events per second based on the licence. The Operators Security team have advised that there is more traffic going to the SIEM (Security information and event management) application and this means that any traffic above the limit of 10000 events per second will not be processed by the Security information and event management system.

A workaround is in place to exclude processing of DCO Crypto traffic as this accounts for about 80% of total traffic, bringing the number of events per second down within the limit. DCO Operator's security team have confirmed that disabling processing of the "DCO Crypto" traffic will not result in a loss of potential security incidents and no impact to DCC or DCO provided services.

PBI created 19/11/2020. Severity – Medium.

Current status 20/09/2021 – Pending,

Target completion 29/10/2021,

End user impact = None as application issues not service impacting.

PBI000000122207: SMETS1 - DCO SRV timeout value issue with SMSO.

This Problem Record is with DCO. DCO (Dual control organisation) have observed two scenarios when processing SRVs (Service Requests) from a specific SMSO (Smart Meter Service Organisation) :

1. An SRV is received from DSP, this is then not processed at all by S1SP for between 2 and 4 hours. At which point the SRV is failed because it is no longer valid and has been removed from the database.

2. An SRV is received from DSP and immediately processed by S1SP, then, some hours later the same request (identical request ID) is attempted to be processed again, causing a failure\rejection in the DCO application.

An incident was raised for the second scenario and the specific SMSO said that this behaviour is expected as it had been agreed with DCC that the SMSO S1SP should retry requests. However, due to the way DCO works, if a service request has been successfully completed it will be removed from the database. For the first scenario DCO had an incident raised against then to explain why there was a failure. The issue occurred because the service request was processed outside the validity period and therefore no longer existed. The Root Cause needs to be viewed and DCO's timeout values for this SMSO needs to be aligned with that of the DCC and the SMSO.

PBI created 22/01/2021. Severity – Medium.

Current status 20/09/2021 – Pending,

Target completion 31/03/2022,

End user impact = None as application issues not service impacting.

PBI000000123100: SMETS1 - DCO protective monitoring coverage issue.

This Problem Record is with the DCO Operator. On the 19/05/2021 there was a 6-hour period where protective monitoring coverage was absent. This wasn't initially communicated to DCC at the time of the incident but were later informed at the next protective monitoring meeting (21/05/2021).

PBI created 02/09/2020. Severity – High

Current status 20/09/2021 – Closed,

End user impact = No enduring impact.

PBI000000123102: SMETS1 - DCO SRV Imbalance & Traffic Increase observed.

This Problem Record is with S1SP1. DCO are seeing incoming traffic becoming more imbalanced between DCO PRODA and PRODB application datacentres. There appears to have been a change in the traffic profile on the 14th May that was caused this situation. DCO are asking for the Root Cause to be investigated and possibly implement a change to the traffic split and improve traffic distribution between datacentres. DCO believe there is a plan to add one connect profiles to the load balancers which could resolve this issue and tracked that to implementation could be the solution to this Problem. Currently there is no current impact to DCO, DCO PRODA as they are able to handle the extra traffic. However, unexpected changes to the traffic split could impact Capacity planning and application sizing. The DCO design assumes that it will receive a roughly equal amount of traffic to each datacentre, and a close to 50 / 50 split of traffic makes best use of the Infrastructure etc. However, when they implement autoscaling if a Data Centre (DC) is taking more than 50% of the traffic it will start increasing compute power (and cost to DCC) when in reality the compute power may already be available in the other DC.

PBI created 11/06/2021. Severity – Medium

Current status 20/09/2021 – Pending,

Target completion 30/11/2021

End user impact = None as application issues not service impacting.