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Paper Reference:	OPSG_59_2510_04
Action:	For Decision

DCC Reporting: Performance Measurement Report August 2021

1. Purpose

This paper provides the Operations Group (OPSG) with a summary of the monthly DCC Performance Measurement Report (PMR). The OPSG is asked to note the information provided and agree any issues that should be highlighted to the SEC Panel.

2. Context

The SEC sets out the operational Service Levels which the DCC is required to meet. The PMR provides details of the Service Levels achieved in respect of the Code Performance Measures set out in Sections H13.1 and L8.6 of the SEC and such Service Provider Performance Measures are specified in the Reported List of Service Provider Performance Measures document.

Service Levels are reported against monthly. This report is provided within 25 Working Days following the end of each calendar month. Therefore, the most recent PMR available is for August 2021. The report is provided to the Panel, SEC Parties, the Authority and (on request) the Secretary of State. A copy of the August 2021 report is attached to this paper as Appendix A for information. The Performance Measurement Report Tracker and Performance Measurement Report Queries Log have also been provided for information as Appendices B and C.

3. Performance Measurement Report General Observations

There is one Code Performance Measures (CPM) below Target: CPM 1.

The report notes that there were four Category 2 Incidents closed in August 2021. There were no Category 1 or 2 Incidents excluded from Performance for August 2021.

3.1. Code Performance Measures (CPM)

Four Code Performance Measures were below Target in August 2021.

CPM1 - 'Percentage of On-Demand Service Responses delivered within the applicable Target Resolution Time', is below Target Service Level at 96.21%. CPM1 had been below Minimum Service Level for the last 12 months; with this being only the third 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 '*Percentage of Category 1 firmware payloads completed within the relevant TRT.*' This was below Minimum Service Level in Communication Service Provider North (CSP N) at 79.01%. The report notes that this Performance Measure has not achieved its Target Service Level target since February 2019 and has only achieved the Target Service Level three times since April 2018.

The DCC has developed a Service Improvement Plan (SIP) to significantly improve performance in 2021 which is being tracked and reviewed by the OPSG and DCC's CSP North Common Issues Forum (CIF). The DCC provided an update on CSP N Performance against the target at the OPSG October meeting (OPSG_58 on 5 October 2021).

The DCC reported that CSP N had achieved 79.01% against PM2 performance in August, higher than the upper target of 69% set out in the remediation plan. The DCC noted that it is on target to achieve approximately 71.07% in September, which is a decrease in performance but still above the target set in the remediation plan. The DCC believe that this was impacted by a Load start configuration, with a change developed and implemented on 22 September 2021 to address.

CPM1 was also impacted by PM2 in CSP South, which was below Target Service Level at 98.92%. The DCC noted in the report that approximately 1% of the 349k firmware payloads attempted in the period attributed to 'Non-Responsive' Communication Hubs.

CPM1 was further impacted by S1SP DXC under performance of PM1.1 '*Percentage S1SP Countersigned Service Request Times within relevant Target Response Time*', which was below Minimum Service Level at 79.23%. The DCC reported that there were a number of factors impacting the performance, including infrastructure and database issues, Service Provider fair usage policy and intermittent crashing of the Task Manager.

CPM2 – '*Percentage of Future-Dated Service Responses delivered within the applicable Target Response Time.*', is below Target Service Level at 98.92%. It was impacted by the CSP N performance on PM3.1 '*Percentage of Category 2 HAN Interface Commands delivered to the DCC WAN Gateway Interface within the relevant Target Response Time*' which was below Minimum Service Level at 82.15%. This was discussed in detail at the CSP N Common Issues Forum (CIF) on 1 October 2021 and OPSG_58 on 5 October 2021. The DCC noted that the Mass OTA activity exacerbated an issue with queues, which has been replicated in the lab. An RNI configuration has been developed and the DCC expects performance to return to Target Service Level in October's reporting.

CPM3 – '*Percentage of Alerts delivered within the applicable Target Response Time.*', is below Minimum Service Level at 95.81%. It was impacted by the S1SP DXC performance on PM1.5 '*Percentage of S1SP SMETS1 Alert Response Times within relevant Target Response Time*' which was below Minimum Service Level at 72.75%. The DCC reported the same issues as those that impacted the S1SP DXC performance of PM1.1.

CPM4 – '*Percentage of Incidents which the DCC is responsible for resolving and which fall within Incident Category 1 or 2 that are resolved in accordance with the Incident Management Policy within the Target Resolution Time.*', is below Minimum Service Level at 75.00%. This was the result of Incident INC000000763271 not being resolved within SLA.

3.2. Service Provider Performance Measures

3.2.1. Data Service Provider (DSP)

All Performance Measures for the DSP are reported as above Target Service Level or no event.

3.2.2. Communication Service Providers (CSP)

CSP N

All Performance Measures for the CSP N region are reported as above Target Service Level or no event.

CSP C&S

One Service Provider Measure (SPM) was reported as below Target Service Level, PM1.3 *'Percentage of Communications Hubs determined not to be faulty following attempted installation'* at 99.88%. The DCC reported that 82 CH devices were determined to be faulty out of 66.8k attempted installations.

All other Performance Measures for the CSP C&S region are reported as above Target Service Level or no event.

3.2.3. SMETS1 Service Providers (S1SPs)

Two Performance Measures for SIE were reported as below Target Service Level. SPM2.1 *'Service Availability – S1SP Data Service (Production Services)'* was at 99.33% and SPM2.7 *'Service Availability – Test Services'* was at 98.75%. These were impacted by a Category 2 Incident (INC000000766892 (Production) & INC000000764483 (Test)) on 16 August 2021 when all Service Requests were failing due to a database being unavailable. Investigations found that a system account, which had been created dynamically during system deployment, had expired. A review of all other accounts has been conducted to ensure no other accounts have expired with an enduring fix expected in December 2021.

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

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

All Performance Measures for Critical Software are reported as *'No Events'*.

All Performance Measures for Morrison Data Services are reported as above Target Service Level or *'No Events'*.

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

One Performance Measure for DXC was reported as below Target Service Level. SPM3.2 *'Category 3, 4 or 5 Incidents directly related to a change release within 30 days of release'* reported one Incident (INC000000763271) resulting from a change (CRQ000000133699). The change was marked as successful on 3 August 2021, but it was later identified that the connectivity to the ECG gateway was missing. This was corrected on 6 August 2021.

All Performance Measures for Npower are reported as above Target Service Level or *'No Events'*.

All Performance Measures for Trilliant are reported as *'No Events'*.

3.3. Exceptions

3.3.1. DSP

The DSP claimed Exception Events against three PMs, PM1.1, PM1.2 and PM1.5 equating to 1,854,094 exceptions. The exceptions claimed were *'Events beyond Service Provider control'*. The DCC reported that during the period, the DSP found cases where Service Requests were sent to Service Users, and Acknowledgements received, but the Acknowledgements were not processed by DSP (which would stop the clock) due to system contention caused by other Service Users not providing Acknowledgements to their Service Requests.

The DCC noted that the implementation of CR1344 (Northbound User Buffering) and improvements to system connection handling, deployed on 14 September 2021, will help to prevent a reoccurrence of the issue.

3.3.2. CSP N

PM1.4 '*Communications Hub Connectivity*' accrued Exceptions in CSP N this month. The number of Exceptions for the August reporting period were 25,556, a decrease from the exceptions reported in the previous reporting period of 27,427. '*Communications Hubs where no incident has been raised for outage*' and '*Incomplete Communications Hub Install*' make up the majority of Exceptions as with previous months.

3.3.3. CSP C

Three PMs accrued Exceptions in CSP C this month.

In Period Exceptions

PM1.1 '*First time SMWAN Connectivity*' and PM11 '*Accuracy of Coverage Database*' reported In Period exceptions for August had decreased in CSP C to 7,231 from 10,882 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.

Total Estate Exceptions

PM1.3 '*SMWAN Connectivity Level*' reported 266,076 total estate exceptions for the August reporting period, an increase from 259,485 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.

3.3.4. CSP S

Three PMs accrued Exceptions in CSP S this month.

In Period Exceptions

PM1.1 '*First time SMWAN Connectivity*' and PM11 '*Accuracy of Coverage Database*' reported In Period exceptions for August has increase to 13,140 from 9,964 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.

Total Estate Exceptions

PM1.3 '*SMWAN Connectivity Level*' reported 247,231 total estate exceptions for the August reporting period, an increase from 234,849 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.

The DCC provided an update at the 7 September 2021 meeting (OPSG_56) on the on-going work to review and report on CH Exceptions and any relevant remediation plans. The DCC noted that it has established a Performance Measures Exclusions List (PMEL) governance process to audit and validate CH exceptions. The OPSG commented that although this is a positive step, this was originally requested by the OPSG in early 2020 and noted disappointment in the slow progress.

4. Service Credits

There were no associated service credits against the DSP.

Service credits have been applied against three PMs in the CSP N, two of which (PM2 & PM3.1) contribute to a CPM. The three PMs were: PM2, PM3.1, PM6.3 and PM7.4. These failures equate to Service Credits of £61,711.

Service credits have been applied against two PMs in the CSP C&S, one which contributes to a CPM (PM2). The two PMs were: PM2 and CHPM1.3. These failures equate to Service Credits of £325.37.

Service credits have been applied against five PMs for SMETS1 Service Providers, two which contribute to CPMs. The five PMs were: SIE PM2.1 and PM2.7, Capgemini PM4.1 and DXC PM1.1 and PM1.5. These failures equate to Service Credits of £6,804.20. The report notes that the DXC failures on PM1.1 and PM1.5 contribute to CPMs however, DXC are contractually exempt from Service Credits as August 2021 falls within the first 6 months of live service.

Table 32 and 33 within Appendix A lists the previous 12 months of SMETS1 and SMETS2 Service Provider Service Credits.

5. Recommendation

The OPSG is requested to:

1. **DISCUSS** the contents of this paper and Appendices A-C;
2. **AGREE** whether the report reflects the service experienced for the period of the report; and
3. **AGREE** any identified issues to be escalated to the Panel.

Joey Manners; SECAS Team; 18 October 2021

Attachments:

- **Appendix A:** Performance Measurement Report August 2021 (**GREEN**)
- **Appendix B:** Performance Measurement Report Tracker August 2021 (**GREEN**)
- **Appendix C:** Performance Measurement Report Queries Log August 2021 (**AMBER**)