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Paper Reference:	OPSG_59_2510_03
Action:	For Decision

DCC SEC Panel Reports Summary

1. Purpose

This paper provides a summary view of the regular DCC SEC Panel Reports that have been delegated to the Operations Group (OPSG) to review, comment on and action as appropriate. The proposed summary table for the SEC Panel can be found in Annex 1 at the end of this paper. OPSG Members are asked to note this summary paper, approve the commentary in Annex 1 and raise any further issues that should be highlighted to the Panel.

2. Summary Operational Reports

2.1. Registration Data Provider (RDP) Incidents

The DCC is required to provide a monthly report related to the time it has taken to resolve RDP Incidents where the DCC is responsible for resolution, but RDP input is required to do so (SEC Appendix AG 2.5.10).

A copy of the latest report (September 2021) is included as confidential Appendix A (**AMBER**).

There were 14 Incidents opened in the month of September. Seven Incidents remain open with investigation to be completed. The severity of the open Incidents is provided below:

Open RDP Incidents	
Severity	Quantity
3	4
5	3

18 Incidents were reported as resolved within the month. The severity of the resolved Incidents is provided below:

Resolved RDP Incidents	
Severity	Quantity
3	5
4	2
5	11

2.2. DCC Certificate Signing Request Variance Report

The DCC Certificate Signing Request Variation Report is produced monthly in accordance with SEC Section L8.9. The report presents the actual number of Certificate Signing Requests (CSRs) in respect of Device Certificates sent by all Authorised Subscribers during the month (the total figure and broken down into single Device Certificates and those which are Batched Certificate Signing Requests), versus the numbers most recently forecast for the month.

A copy of the September 2021 report is attached as confidential Appendix B (**AMBER**).

September 2021 Report Summary

As per request from SECAS, the table below shows an adjusted Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts'.

Actual	Forecast	Variance	Percent of forecast
2,323,430	1,196,548	1,126,882	194.2%

27 Authorised Subscribers consumed services without submitting a forecast. The SEC Panel agreed at the January 2021 meeting (SECP_88_1501) not to actively pursue SEC Party compliance with the current User forecasting obligations.

[MP160 'Certificate Signing Request'](#) is currently in the Refinement Process and SECAS will begin the progression of this modification in December 2021.

2.3 DCC Service Request Variance Report

The Service Request Variance Report (SRV) is a monthly report produced in accordance with Section H3.24 of the SEC. It presents the aggregate number of Service Requests (SRs) received from all Users during the Measurement Period (the applicable calendar month) in total and broken down by reference to each Service listed in the DCC User Interface Services Schedule (SEC Appendix E). It also compares the actual numbers against the numbers most recently forecast for the applicable month.

A copy of the September 2021 report is attached as confidential Appendix C (**AMBER**).

September 2021 Report Summary

As per request from SECAS, the table below shows an adjusted Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts'.

Actual	Forecast	Variance	Percent of forecast
519,846,384	278,060,081	241,786,303	187%

48 SEC Parties consumed services without submitting a forecast. The SEC Panel agreed at the January 2021 meeting (SECP_88_1501) not to actively pursue SEC Party compliance with the current User forecasting obligations.

The concerns with [MP116 'Service Request Forecasting'](#) have been addressed and SECAS will present an update on this modification at the OPSG November meeting (OPSG_60).

The DCC has built a model to support the ongoing forecasting of Service Request volumes as part of the modification. Although this model is still being fine-tuned by the DCC Demand Management Team and Data Science Team, the DCC has agreed to provide a monthly view of the DCC Forecast vs Actuals which can be found in the table below:

Actual	Forecast	Variance	Percent of forecast
565,176,406	93,326,353	-28,149,947	95%

3. Recommendations

The OPSG is requested to:

- **NOTE** the contents of this paper; and
- **APPROVE** the commentary in Annex 1 and raise any further issues to be provided to the SEC Panel.

Veronica Asantewaa

SECAS Team

18 October 2021

Attachments:

- **Appendix A:** RDP Monthly Incident Report September 2021 (**AMBER**)
- **Appendix B:** CSR Forecast Variance Report September 2021 (**AMBER**)
- **Appendix C:** SR Variance Report September 2021 (**AMBER**)

ANNEX 1

Report	Delivery per SEC	Content	Observations
Performance Measurement Report	On Time (SEC H13.4 – Monthly 25 working days following end of month). On Time	Per SEC H13.1. & L8.6	<p><u>August</u></p> <p>Four Code Performance Measures was below Target Service Level. This was:</p> <ul style="list-style-type: none"> CPM 1 (<i>Percentage of On Demand Service Responses delivered within the applicable Target Response Time</i>) at 96.21%. This was driven by Service Provider PM 2 (<i>Category 1 Firmware Payloads completed within TRT</i>) which failed to meet target 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 OPSG continue to review the CSP N improvement plan on a monthly basis. At OPSG 58, the DCC noted that improvements in Q2 have shown that the performance of PM2 is in advance of the Service Improvement Plan (SIP). CPM2 (<i>Percentage of Future-Dated Service Responses delivered within the applicable Target Response Time</i>) at 98.92%. It was impacted by the CSP N performance on PM3.1 (<i>Percentage of Category 2 HAN Interface Commands delivered to the DCC WAN Gateway Interface within the relevant Target Response Time</i>) failed to meet the 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 (<i>Percentage of Alerts delivered within the applicable Target Response Time</i>) at 95.81%. It was impacted by the S1SP DXC performance on PM1.5 (<i>Percentage of S1SP SMETS1 Alert Response Times within relevant Target Response Time</i>) failed to meet the Minimum Service Level at 72.75%. The DCC reported the same issues as those that impacted the S1SP DXC performance of PM1.1. CPM4 (<i>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</i>

			<p><i>the Incident Management Policy within the Target Resolution Time) at 75.00%. This was the result of Incident INC000000763271 not being resolved within SLA.</i></p> <p><u>Service Provider Performance Measures</u></p> <p>All Performance Measures in CSP N were above target service level.</p> <p>One Service Provider Measure (SPM) was reported as below Target Service Level, PM1.3 (<i>Percentage of Communications Hubs determined not to be faulty following attempted installation</i>) 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.</p> <p>One Performance Measure for DSP was reported below Target Service Level, PM11 '<i>Anomalous Service Requests</i>' at 33.70%. This was impacted by an incident (INC000000754235) whereby DSP automated incident processes were not creating ADT Warning and Threshold Breach incidents. The incident was caused by a failed Change (CRQ000000133717) which was backed out as part of the Incident restoration process.</p> <p>All performance measures for all S1SPs were above target service level or no event except two Performance Measures for SIE, which were below Target Service Level. SPM2.1 '<i>Service Availability – S1SP Data Service (Production Services)</i>' was at 99.33% and SPM2.7 '<i>Service Availability – Test Services</i>' 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.</p> <p>One Performance Measure for DXC was reported as below Target Service Level. SPM3.2 '<i>Category 3, 4 or 5 Incidents directly related to a change release within 30 days of release</i>' 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.</p>
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			<p><u>Exceptions</u></p> <p>There were Comms Hubs Exceptions claimed against DSP: PMs, PM1.1, PM1.2 and PM1.5.</p> <p>CSP N accrued Exceptions for PM1.4 '<i>Communications Hub Connectivity</i>'.</p> <p>CSP C&S accrued Exceptions for three PMs: PM1.1 '<i>First time SMWAN Connectivity</i>', PM11 '<i>Accuracy of Coverage Database</i>' and PM1.3 '<i>SMWAN Connectivity Level</i>'.</p>
Registration Data Provider (RDP) Incident Report –	On Time (SEC Appendix AG 2.5.10 – Monthly - timing not specified).	Per SEC Appendix AG.	14 Incidents were raised within the month, with a total of 18 Incidents reported as resolved within the month and seven records reported as outstanding.
Certificate Signing Request (CSR) Variance Report –	SEC L8.9 – 10 th Working Day following month end. On time	Per SEC L8.9(a)	<p>2,323,430 requests were sent versus a forecast of 1,196,548. 194.2% of the forecast. (Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts').</p> <p>27 Authorised Subscribers consumed services without submitting a forecast. The SEC Panel agreed at the January 2021 meeting (SECP_88_1501) not to actively pursue SEC Party compliance with the current User forecasting obligations.</p> <p>MP160 'Certificate Signing Request' is currently in the Refinement Process and SECAS will begin the progression of this modification in December 2021.</p>
Service Request (SR) Variance Reporting –	(SEC H3.24 – 10 th working day of month) On time	Per SEC H3.24	<p>519,846,384 SRs were sent versus a forecast of 278,060,081. 193% of the forecast. (Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts')</p> <p>48 SEC Parties consumed services without submitting a forecast. The SEC Panel agreed at the January 2021 meeting (SECP_88_1501) not to actively pursue SEC party compliance with the current User forecasting obligations.</p>

			<p>The concerns with MP116 'Service Request Forecasting' have been addressed and SECAS will present an update on this modification at the OPSG November meeting (OPSG_60).</p> <p>The DCC has agreed to provide a monthly view of the DCC Forecast vs Actuals. 565,176,406 SRs were sent versus a forecast of 93,326,353. 95% of the forecast.</p>
Quarterly Problem Report	Per SEC Appendix AG Quarterly timing not specified within Appendix AG.	Per SEC Appendix AG	There was no report this month as this is produced quarterly.
DCC Responsible Communications Hub Returns Report	(SEC F9.15 –Quarterly) The SEC does not prescribe when after end of quarter, the report is provided.	Per SEC F9.15	There was no report this month as this is produced quarterly