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Paper Reference:	OPSG_64_2401_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).

November 2021 Report Summary

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

There were 25 Incidents opened in the month of November. 23 Incidents remain open with investigation to be completed. The severity of the open Incidents is provided below:

Open RDP Incidents	
Severity	Quantity
4	2
5	21

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

Resolved RDP Incidents	
Severity	Quantity
3	3
4	3
5	12

December 2021 Report Summary

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

There were 33 Incidents opened in the month of December. 57 Incidents remain open with investigation to be completed. The severity of the open Incidents is provided below:

Open RDP Incidents	
Severity	Quantity
3	3
4	1
5	53

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

Resolved RDP Incidents	
Severity	Quantity
4	1
5	2

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.

November 2021 Report Summary

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

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
2,460,909	1,021,094	1,439,815	241.0%

25 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.

December 2021 Report Summary

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

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
2,462,076	459,695	2,002,381	535.6%

31 Authorised Subscribers consumed services without submitting a forecast.

[MP160 'Certificate Signing Request'](#) is currently hold in the Refinement Process as per the new SEC Change process.

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.

November 2021 Report Summary

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

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
589,522,966	176,956,405	412,566,561	333%

53 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.

December 2021 Report Summary

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

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
640,558,815	186,423,008	454,135,807	344%

49 SEC Parties consumed services without submitting a forecast.

[MP116 'Service Request Forecasting'](#) presented to the Change Board for final decision on 26 January 2022. If approved, MP116 will be implemented as part of the February 2022 SEC Release.

DCC Forecast vs Actuals

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 tables below:

November 2021

Actual	Forecast	Variance	Percent of forecast
635,435,528	613,245,260	22,190,268	104%

December 2021

Actual	Forecast	Variance	Percent of forecast
685,930,642	704,466,924	-18,536,282	97%

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; 17 January 2022

Attachments:

- **Appendix A:** RDP Monthly Incident Report November 2021 (**AMBER**)
- **Appendix B:** RDP Monthly Incident Report December 2021 (**AMBER**)
- **Appendix C:** CSR Forecast Variance Report November 2021 (**AMBER**)
- **Appendix D:** CSR Forecast Variance Report December 2021 (**AMBER**)
- **Appendix E:** SR Variance Report November 2021 (**AMBER**)
- **Appendix F:** SR Variance Report December 2021 (**AMBER**)

ANNEX 1

Report	Delivery per SEC	Content	Observations
Performance Measurement Report	<p>On Time (SEC H13.4 – Monthly 25 working days following end of month).</p> <p>On Time</p>	Per SEC H13.1. & L8.6	<p><u>October 2021</u></p> <p>There was one Code Performance Measure (CPM) 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 96.12%. 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 74.80%. 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 four times since April 2018. The OPSG continue to review the CSP N improvement plan on a monthly basis. At OPSG 63, the DCC noted that improvements in Q2 have shown that the performance of PM2 is in advance of the Service Improvement Plan (SIP). <p>There was one CPM below Minimum Service Level: This was:</p> <ul style="list-style-type: none"> • CPM3 (<i>Percentage of Alerts delivered within the applicable Target Response Time</i>) at 85.99%. 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 4.38%, a significant drop from 20.69% from the last reporting period. The DCC reported the same issues as those that impacted the S1SP DXC performance of PM1.1. <p><u>November 2021</u></p> <p>There was one Code Performance Measure (CPM) 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 96.67%. 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 77.19%. The report notes that this Performance Measure has not achieved its Target Service Level target since February 2019

			<p>and has only achieved the Target Service Level four times since April 2018. The OPSG continue to review the CSP N improvement plan on a monthly basis. At OPSG 63, the DCC noted that improvements in Q2 have shown that the performance of PM2 is in advance of the Service Improvement Plan (SIP).</p> <p>There was one CPM below Minimum Service Level: This was:</p> <ul style="list-style-type: none"> • CPM3 (<i>Percentage of Alerts delivered within the applicable Target Response Time</i>) at 86.15%. 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 4.95%. The DCC reported the same issues as those that impacted the S1SP DXC performance of PM1.1. <p><u>Service Provider Performance Measures</u></p> <p>All Performance Measures for DSP, CSP N and CSP C&S were above target service level for October and November 2021.</p> <p>All performance measures for all S1SPs were above target service level or no event except one Performance Measures for Secure, which was below Target Service Level. PM2.7 <i>'Service Availability – Test Services'</i> for November 2021 was below Minimum Service Level at 91.80%. This failure was reported as being due to an issue identified within the Hardware Security Module (HSM) which resulted in an outage of approx. 14 to 16 days from 18 November to 2 December 2021. The DCC will be internally reviewing possible mitigation techniques in January 2022.</p> <p><u>Service Provider Performance Measures</u></p> <p>All Performance Measures for DSP, CSP N and CSP C&S were above target service level.</p> <p>All performance measures for all S1SPs were above target service level or no event except one Performance Measures for Secure, which was below Target Service Level. PM2.7 <i>'Service Availability – Test Services'</i> for November 2021 was below Minimum Service Level at 91.80%. This failure was reported as being due to an issue identified within the Hardware Security Module (HSM) which resulted in an outage of approx. 14</p>
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			<p>to 16 days from 18 November to 2 December 2021. The DCC will be internally reviewing possible mitigation techniques in January 2022.</p> <p><u>Exceptions</u></p> <p>The DSP claimed no Exceptions in this reporting period.</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.	<p><u>November 2021</u></p> <p>25 Incidents were raised within the month, with a total of 18 Incidents reported as resolved within the month and 23 records reported as outstanding.</p> <p><u>December 2021</u></p> <p>33 Incidents were raised within the month, with a total of 3 Incidents reported as resolved within the month and 57 records reported as outstanding.</p>
Certificate Signing Request (CSR) Variance Report –	SEC L8.9 – 10 th Working Day following month end. On time	Per SEC L8.9(a)	<p><u>November 2021</u></p> <p>2,460,909 requests were sent versus a forecast of 1,021,094. 241.0% of the forecast. (Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts').</p> <p>25 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><u>December 2021</u></p> <p>2,462,076 requests were sent versus a forecast of 459,695. 535.6% of the forecast. (Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts').</p> <p>31 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 hold in the Refinement Process as per the new SEC Change process.</p>
<p>Service Request (SR) Variance Reporting –</p>	<p>(SEC H3.24 – 10th working day of month) On time</p>	<p>Per SEC H3.24</p>	<p><u>November 2021</u></p> <p>589,522,966 SRs were sent versus a forecast of 176,956,405. 333% of the forecast. (Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts').</p> <p>53 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 DCC has agreed to provide a monthly view of the DCC Forecast vs Actuals. 635,435,528 SRs were sent versus a forecast of 613,245,260. 104% of the forecast.</p> <p><u>December 2021</u></p> <p>640,558,815 SRs were sent versus a forecast of 186,423,008. 344%of the forecast. (Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts').</p> <p>49 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 DCC has agreed to provide a monthly view of the DCC Forecast vs Actuals. 685,930,642 SRs were sent versus a forecast of 704,466,924. 97% of the forecast.</p> <p>MP116 'Service Request Forecasting' presented to the Change Board for final decision on 26 January 2022. If approved, MP116 will be implemented as part of the February 2022 SEC Release.</p>

Quarterly Problem Report	Per SEC Appendix AG Quarterly timing not specified within Appendix AG.	Per SEC Appendix AG	There is no report this month as this is published 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 is no report this month as this is published quarterly.