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Action:	For Decision

DCC Reporting: Performance Measurement Report October & November 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 November 2021. The report is provided to the Panel, SEC Parties, the Authority and (on request) the Secretary of State. A copy of the October and November 2021 reports are attached to this paper as Appendix A & B for information. The Performance Measurement Report Tracker and Performance Measurement Report Queries Log have also been provided for information as Appendices C and D.

3. Performance Measurement Report General Observations

October 2021

There was one Code Performance Measure (CPM) below Target Service Level: CPM1.

There was one CPM below Minimum Service Level: CPM3.

The report notes that there were three Category 2 Incidents closed in October 2021. There was one Category 2 Incident excluded from Performance for October 2021. This was excluded due to being Non-Service impacting as it affected partially DCC staff members access to DCC's remedy services.

November 2021

There was one Code Performance Measure (CPM) below Target Service Level: CPM1.

There was one CPM below Minimum Service Level: CPM3.

The report notes that there were three Category 1 & 2 Incidents closed in November 2021. There was one Category 1 and one Category 2 Incident excluded from Performance for November 2021. These were excluded due to being Non-Service impacting DCC staff members access to DCC's remedy services and SMETS1 migration related.

3.1. Code Performance Measures (CPM)

Historical Updates for September 2021

The DCC noted in the October 2021 PMR that S1SP Secure have now completed their analysis for their September performance against measures PM1.1 and PM1.7 allowing for the correction of the September reported performance for CPM1 and CPM3.

S1SP Secure performance was above Target Service Level for both measures.

- CPM1 performance for September 2021 has been updated to 95.19% from 94.76%, this remains below Minimum Service Level.
- CPM3 performance for September 2021 has been updated to 88.30% from 86.37%, this remains below Minimum Service Level.

The DCC reported that the September 2021 DCC Performance Measurement Report will be reissued in due course to reflect the amended data received from S1SP Secure.

October 2021

Two Code Performance Measures were below Target in October 2021.

CPM1 - 'Percentage of On-Demand Service Responses delivered within the applicable Target Resolution Time', is below Target Service Level at 96.12%. 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 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 three times since April 2018.

CPM1 was also impacted by PM2 in CSP South, which was below Target Service Level for the third month in a row at 98.47%. The DCC noted in the report that approximately 2% of the 275k firmware payloads attempted in the period attributed to 'Non-Responsive' Communication Hubs. The DCC noted in the report that the main issue being DCC Service Users targeting Devices with residual issues or Devices which are currently 'off air' or were removed from the premises.

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 82.53% for the third month in a row. 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.

CPM3 - 'Percentage of Alerts delivered within the applicable Target Response Time.' is below Minimum Service Level at 85.99%. 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 4.36%. The DCC reported the same issues as those that impacted the S1SP DXC performance of PM1.1.

November 2021

CPM1 - ‘Percentage of On-Demand Service Responses delivered within the applicable Target Resolution Time, is below Target Service Level at 96.67%. 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 77.19%. 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.

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 87.79% for the fourth month in a row. 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. The DCC noted that a workshop was held on 16 December to address these issues and agreed to the target dates of providing data analysis of root cause by 21 January 2021 and then a detailed plan to be delivered by 31 January 2021.

CPM3 – ‘Percentage of Alerts delivered within the applicable Target Response Time.’, is below Minimum Service Level at 86.15%. 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 4.95%. The DCC reported the same issues as those that impacted the S1SP DXC performance of PM1.1.

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 in October and November 2021.

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 in October and November 2021.

CSP C&S

All Performance Measures for the CSP C&S region are reported as above Target Service Level or no event in October and November 2021.

3.2.3. SMETS1 Service Providers (S1SPs)

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

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 except PM2.7 ‘*Service Availability – Test Services*’ 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.

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

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'.

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

3.3. Exceptions

3.3.1. DSP

The DSP claimed no Exceptions in this reporting period.

CSP N

PM1.4 '*Communications Hub Connectivity*' accrued Exceptions in CSP N this month. The number of Exceptions for the November reporting period were 31,747, an increase from the exceptions reported in the previous reporting period of 31,011. '*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.

3.3.2. 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 November had increased in CSP C to 15,466 from 13,828 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 310,614 total estate exceptions for the November reporting period, an increase from 290,634 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.

3.3.3. 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 November has increased to 9,022 from 7,855 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 277,422 total estate exceptions for the November reporting period, an increase from 263,874 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 presented an update on the aged CH exclusions and overview of the reduced Performance Management Exclusion List (PMEL) at the 4 January 2021 meeting (OPSG_63). The DCC noted that CH exclusions will be managed via reporting rather than raising individual Incidents. The OPSG endorsed this process, noting that it will be easier cross check exclusions. The DCC agreed to provide regular updates at the OPSG.

4. Service Credits

October 2021

There were no associated service credits against the DSP.

Service credits have been applied against four PMs in the CSP N, two of which (PM2 & PM3.1) contribute to a CPM. The four PMs were: PM2, PM3.1, PM6.3 and PM7.4. These failures equate to Service Credits of £46,997.

Service credits have been applied against one PM in the CSP C&S, which contributes to a CPM (PM2). The failure equates to Service Credits of £5,849.76.

Service credits have been applied against four PMs for SMETS1 Service Providers, two which contribute to CPMs. The four PMs were: DXC PM1.1, PM1.5, PM1.7 and SIE PM4.1. The Service Credits for these failures are currently unconfirmed as S1SP DXC have raised a waiver against their performance.

November 2021

Service credits have been applied against three PMs in the CSP N, one of which (PM2) contribute to a CPM. The four PMs were: PM2, PM6.3 and PM7.4. These failures equate to Service Credits of £43,198.

Service credits have been applied against six PMs for SMETS1 Service Providers, two which contribute to CPMs. The four PMs were: DXC PM1.1, PM1.5, PM1.7, PM4.2, Capgemini PM4.2 and Secure PM2.7. These failures equate to Service Credits of £5,350.71.

The SMETS1 Service Provider DXC has raised a waiver against their performance for September, October and November 2021 reporting periods. DCC Commercial Team and In-Life Supplier Management Teams have written to DXC stating that a waiver will not be granted and requesting the resubmission of their reports for these periods with the failures and relevant Service Credit details populated. The DCC have confirmed that the September, October and November PMRs will be re-issued upon receipt of the amended reports from DXC.

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-D;
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; 17 January 2022

Attachments:

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