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Operations Group Meeting

24 January 2022, OPSG_64_2401

12:20 – 15:30

Teleconference

Final Minutes

Attendees:

Category	Operations Group Members
Operations Group Chair	Dave Warner
DCC	Lisa Moran
Network Parties	Gemma Slaney
	Matthew Alexander
Large Suppliers	Martin Christie
	Emslie Law
	Rochelle Harrison
	George MacGregor *(alternate for Eleanor Judson)*
	Ralph Baxter
	Kevin Donnelly
Small Suppliers	Cassie Bowerman *(alternate for Kate Barnes)*
	Kate Frazer
Other SEC Parties	Michael Snowden
	Elias Hanna

Representing	Other Participants
DCC	Wendy Liddell
	Timothy Dunning
	Gary Stuart (Part) *(Agenda item 2)*
	Easton Brown
	Marlene Gibson-Skinner
	Sasha Townsend (Part) *(Agenda item 6)*
	David Rollason (Part) *(Agenda item 7)*

SECAS	Veronica Asantewaa (Meeting Secretary)
	Joey Manners
	Eugene Asante *(Agenda item 8)*
TABASC Chair	Julian Hughes
BEIS	Natasha Free

Apologies:

Representing	Name
Large Suppliers	Nick Coombs
	Rob Short
Other SEC Parties	Geoff Huckerby

1. Previous Meeting Minutes

The Chair invited Operations Group (OPSG) members to comment on the Draft Minutes from OPSG 61.

The OPSG **AGREED** that the minutes from OPSG 61 will be published as final.

2. Actions Outstanding

SECAS presented the updates to the actions outstanding. Actions were noted as completed where appropriate.

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
OPSG 59/03	The DCC to provide a remediation plan to improve the performance of S1SP DXC on PM1.1 and PM1.5.	25/10/2021	24/11/2022	TBC	DCC

The DCC provided slides for this action and the OPSG noted the update on the Final Operating Capability (FOC) Heightened Supplier Management (HSM).

The OPSG noted that the remediation Plan which is expected to extend until summer 2022 is not yet complete and asked that DCC present the full plan as soon as possible.

The OPSG noted that the plan included more than 75 code fixes for DXC and were concerned that this indicates some fundamental issues with the service within six months of the Release. The DCC noted that it will conduct a lessons learnt exercise. The DCC noted that it is working on a remediation plan with DXC.

Action ID	Action	Date Raised	Last Target Date	Revised Target Date	Owner
The OPSG noted that the plans for the FOC HSM should be reviewed on a monthly basis and this action should remain open. The OPSG noted that a full remediation plan will need to deliver the SEC performance requirement, and result in the service operating as 'Business as Usual'. **Status: Open.**					

The OPSG **NOTED** the update.

3. SEC Panel Reports - November & December 2021

SECAS presented a summary of the SEC Panel reports to the OPSG.

3.1. Registration Data Provider Incident Report

The OPSG considered the Registration Data Provider (RDP) Incidents Report for November and December 2021.

SECAS highlighted that there were 25 RDP Incidents opened in November 2021, 18 Incidents were reported as resolved within the month. 23 Incidents remain open with investigation to be completed. The DCC noted that since the November report was issued 14 out of the 23 Incidents had been closed.

SECAS highlighted that in December 2021 there were 33 RDP Incidents opened, three Incidents were reported as resolved within the month and 57 Incidents remain open with investigation to be completed. The DCC reported that since the December report was issued 48 Incidents had now been closed.

SECAS highlighted that at the OPSG 61 meeting the DCC noted that the volume of RDP Incident was likely to increase due to MP077 'DCC Service Flagging' being implemented as part of the November 2021 SEC Release.

The OPSG requested that the DCC consider the current volumes of RDP Incidents and whether this would pose any risk or concern in relation to the Faster Switching Programme.

The DCC noted it will engage with RDPs this week to discuss a plan to reduce the number of Incidents. The DCC noted that the number of RDP incidents are expected to decrease over the coming months.

3.2. DCC Certificate Signing Request Variance Report

The OPSG considered the Certificate Signing Request (CSR) Variance Report for November and December 2021.

The OPSG noted that the Panel's decision in January 2021 not to actively pursue Party compliance with the current User forecasting obligations means that there is limited value in reviewing the total figures in this report.

SECAS reported that MP160 'Certificate Signing Request' is currently on hold in the Refinement Process as per the new SEC Change process.

3.3. DCC Service Request Variance Report

The OPSG considered the Service Request Variance (SRV) report for November and December 2021.

The OPSG noted that the Panel's decision in January 2021 not to actively pursue Party compliance with the current User forecasting obligations means that there is limited value in reviewing the total figures in this report.

SECAS reported [MP116 'Service Request Forecasting'](#) presented to the Change Board for final decision on 26 January 2022.

The OPSG also noted that the DCC forecast was 107% of actuals in November 2021, and 97% in December 2021. The OPSG noted the accuracy achieved and asked the DCC whether this level of accuracy would be adequate for their requirements.

ACTION OPSG 64/01: The DCC to confirm whether the volume and severity of RDP Incidents would pose any risk or concern to the Faster Switching Programme.

ACTION OPSG 64/02: The DCC to determine whether the forecasting model and accuracy achieved for Service Request forecasts meets the DCC requirements (e.g. to manage capacity and to identify where development may be required).

The OPSG:

- **NOTED** the SEC Panel Reports; and

- **APPROVED** the summary of DCC reporting (Annex 1) noting that the report reflected the service experience by Users in November and December 2021.

4. PMR – November 2021

SECAS presented its review of the Performance Measurement Report (PMR) for October and November 2021. The OPSG noted the associated commentary.

SECAS reported that in October 2021 there was one Code Performance Measures (CPM) below Target Service Level: CPM1. There was one CPM below Minimum Service Level: CPM3.

SECAS noted that the October 2021 PMR provides an historical update regarding SMETS1 Service Provider (S1SP) Secure PM1.1 and PM1.7 performance for September 2021. The updated figures had a positive impact on the scores for CPM1 and CPM3. The Performance Measurement Report will be reissued in due course to reflect the amended data received form S1SP Secure.

CPM1 was below Target Service Level at 96.12%. CPM1 has been below Target Service Level since July 2018. This was largely driven by the continued failure to achieve the Minimum Service Level for PM2 *'Percentage of Category 1 Firmware Payloads completed within the relevant TRT'* in Communication Service Provider North (CSP N) PM1.1 *'Percentage S1SP Countersigned Service Request Times within relevant Target Response Time'* in S1SP DXC.

SECAS noted that CPM3 Minimum Service Level was 88.99%. This was impacted by the S1SP DXC performance on PM1.5 'Percentage of S1SP SMETS1 Alert Response Times within relevant Target Response Time', which was 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.

SECAS reported that in November 2021, CPM1 was below Target Service Level and CPM3 was below Minimum Service Level.

SECAS noted that CPM1 at 96.67% was below Target Service Level at 96.67%. SECAS noted that CPM3 Minimum Service Level was at 86.15%. It was impacted by the S1SP DXC performance on PM1.5 which at 4.95% failed to meet the Minimum Service Level. The OPSG noted the exceptionally poor performance of S1SP DXC and noted the remediation actions being put in place by the DCC. As outlined in Section 2, the DCC reported that there have been a number of infrastructure and database issues that had impacted performance in S1SP DXC, and is currently working on a detailed remediation plan with DXC.

SECAS reported that there were three Category 1 & 2 Incidents closed in November 2021. There were two Category 2 Incidents excluded from Performance for November 2021. There was one Category 1 and one Category 2 Incident excluded from Performance for November 2021.

SECAS noted that S1SP DXC recently raised a waiver request for Service Credits for PM1.5 and PM1.1 for September, October, and November 2021 reporting periods. The DCC confirmed that a waiver was not granted for S1SP DXC and the reports for these reporting periods will be reissued.

The OPSG:

- **NOTED** the PMR; and
- **AGREED** that the report reflected the service experienced for the period of November 2021.

5. Performance Indicator Summary Report - November 2021

The OPSG noted the Performance Indicator Report for November.

SECAS provided an overview of key observations from the November 2021 report. SECAS reported that there has been a significant volume of Install and Commission attempts with low success rate from one SEC Party (performance of approx. 20% success on certain Service Requests). The DCC highlighted that this has been the case for some time however the success rates have continued to deteriorate over the past few months across all regions. The DCC noted that it will continue to engage with the particular SEC Party on these performance issues. The OPSG Chair asked whether the DCC could provide a historical log of contact attempted with the User and the outcomes.

The OPSG noted that an in-depth or failure delta graph (with any anomalies excluded) may provide a useful insight for the performance of individual business processes. The OPSG noted the need for a process for addressing the observed failure rates.

A LS member highlighted that there are issues and action plans (such as HAN/WAN) being discussed in a variety of forums that could be related to the failures identified in the Business Processes. The LS requested whether the DCC could provide a breakdown of the where key issues are being discussed.

ACTION OPSG 64/03: The DCC to provide a delta graph (with any anomalies excluded) to better analyse the performance of individual business processes.

ACTION OPSG 64/04: SECAS and DCC to propose a process for analysing and resolving failure rates in business processes.

The OPSG **NOTED** the presentation.

6. February 2022 SEC Release

The DCC presented its assessment of readiness for the February 2022 SEC Release against the Live Services Criteria (LSC).

6.1. Component Readiness

The DCC noted that, as represented in the Harvey Balls summary, the majority of the components are nearly complete adding that they have been developed and are ready for deployment and live operation.

6.2. Residual Risks

The DCC highlighted that the Self-Service Interface (SSI) changes that support the legal text of [MP109 'ADT and Exit Quarantine file delivery mechanism'](#) will not be ready for Go-Live on 24 February, therefore MP109 may not be implemented as part of the February 2022 SEC Release. The DCC noted that it is considering a workaround via the current ADT service management functionality which would be provided in the User guidance for the SEC Release.

The OPSG noted no issues with the proposed workaround. However, the OPSG reiterated concerns with the misalignment between the SEC Release and the implementation of the SSI changes (SIP8 and SIP9) related to MP109. The OPSG members noted that the DCC were only at the stage of seeking approval to start an impact assessment, and consequently estimates of cost and timescale had not yet been presented to the OPSG. Consequently it was clear that the work on the SSI changes could not be completed in time for the SEC release date: this might cause delays to the implementation of MP109.

The OPSG noted that the Change Board will meet on 26 January 2022 to consider approval of modifications within the scope of the February 2022 SEC Release, noting that the DCC will raise the issues highlighted under MP109 at the Change Board meeting.

The OPSG approved the DCC proposal to start on the impact assessment for the SSI changes and noted that the SSI changes would not be ready for the release Implementation date.

*[**Post Meeting Note***: On 26 January 2022, the Change Board agreed to defer the vote on MP109 until the costs and timescales for the SSI changes had been established and understood. Therefore, MP109 will not be implemented in the February 2022 Release, instead it has been added to the scope for the June 2022 Release.]*

6.3. LSC Review

The OPSG reached a view on whether it accepted the DCC statement of readiness for each LSC. This view was captured via a RAG status.

LSC 1: The DCC has brought to readiness all the new and changed components needed to provide the new services. This will include completing the Service Design and proving the service operations capability.

The OPSG noted the DCC's statement of readiness and agreed that the status for this LSC was **RED** due to the issues highlighted with MP109 and the required changes to the SSI.

LSC 2: The DCC has demonstrated that all pre-existing services will be stable in the run-up to deployment of the release.

The OPSG noted the on-going stability and performance issues on S1SP DXC service, however agreed that the current stability issues will not be exacerbated by the Release.

The OPSG **AGREED** to accept the readiness statement provided by the DCC.

The OPSG agreed that the status for this LSC was **GREEN.**

LSC 3: The DCC has proven that the new services can be operated alongside, and integrated with, the existing services.

There were no further comments by OPSG members.

The OPSG **AGREED** to accept the readiness statement provided by the DCC.

The OPSG agreed that the status for this LSC was **GREEN.**

LSC 4: The DCC has assessed the risk posed by existing problems and defects in the existing live service, and the implications these will have for the revised service.

There were no further comments by OPSG members.

The OPSG **AGREED** to accept the readiness statement provided by the DCC.

The OPSG agreed that the status for this LSC was **GREEN.**

LSC 5: The DCC has assessed and addressed the impact on Users arising from any issues, defects or workarounds within the new services.

The OPSG noted the DCC's statement of readiness and highlighted that the Impact Assessment should have been done sooner. The OPSG also noted that the DCC did not realise that the legal text for MP109 had implications for the SSI.

The OPSG agreed that the status for this LSC was **RED** due to the issues highlighted with MP109.

LSC 6: The DCC has demonstrated that lessons learnt from previous SEC Releases and other DCC changes have been taken on board.

The OPSG expressed disappointment that the SSI Changes associated with a modification within a Release had again not been implemented on time, an issue that arose on the November 2020 SEC Release. The OSPG noted that the OPSG and Panel had agreed to change the governance associated with SSI Changes required as part of a modification so that these should be subject to Modification governance, and would expect future modifications with SSI change requirements to be aligned with the deployment of the Release.

The OPSG **AGREED** to accept the readiness statement provided by the DCC.

The OPSG agreed that the status for this LSC was **GREEN.**

LSC 7: The DCC has demonstrated there will be no detrimental impact on consumers' experience.

There were no further comments by OPSG members.

The OPSG **AGREED** to accept the readiness statement provided by the DCC.

The OPSG agreed that the status for this LSC was **GREEN.**

LSC 8: The DCC has completed assurance of the Business Continuity and Disaster Recovery processes.

The OPSG noted that there are ongoing discussions on the BCDR timetable for 2022, however the OPSG noted that this would not impact the SEC Release.

The OPSG **AGREED** to accept the readiness statement provided by the DCC.

The OPSG agreed that the status for this LSC was **GREEN.**

6.4. Recommendation

The OPSG:

- **AGREED** that LSC1 and LSC5 will have a RED status in relation to MP109; and

- **AGREED** that for all other constituents of the Release, the status for the LSCs was **GREEN**.

7. SSI Improvement Proposal (SIP8 & SIP9)

The DCC presented two Service Improvement Proposals (SIPs) for consideration: SIP8 and SIP9.

The DCC highlighted that an Impact Assessment for the SIPs will take 10-15 days to complete.

The OPSG **AGREED** to the DCC proposal to carry out an Impact Assessment for SIP 8 and SIP 9, as part of the SSI Change Governance process.

8. OPSG Risk Register – Progress Report

SECAS presented updates for the OPSG Risks escalated to SEC Panel in Q3 2021 and a candidate Risk for inclusion into the OPSG Risks Register. OPSG members made the following comments.

Risk Reference	Risk Description	Severity
006	There is a risk that the CSP N will fail to meet SEC requirements, creating barriers for Service Users when operating at a large scale.	20 - Critical
The DCC is due to present a clear Optimisation and Scaling Plan that shows how the service will evolve to meet the needs of Users throughout the rollout. The OPSG noted that the risk severity will not change until the Optimisation and Scaling Plan has been reviewed by the OPSG. OPSG endorsed the update, noting the risk will be shared with the SEC Panel in February 2022 for the Q4 2021 review.		
008	There is a risk that Users and the DCC will be unable to deploy firmware upgrades in a timely manner if the service in CSP N does not consistently achieve the target service level performance (99%) for PM2 'Firmware Payload delivery'.	15 - High
The DCC noted that the severity may be lowered if CSP N reached its target of 92% for PM2, however the OPSG reiterated this was an internal target set by the DCC and the that the Target Service Level is 99% as per the SEC requirement. OPSG endorsed the update, noting the risk will be shared with the SEC Panel in February 2022 for the Q4 2021 review.		
015	There is a Risk that the DCC's Comms Hubs Supply chain will not be able to deliver to Service User's requirements due to a global component shortage and increasing costs of the components.	15 - High
The OPSG highlighted that the DCC have included a price increase as part of their mitigation actions for this risk. OPSG endorsed the update, noting that the risk will be shared with the SEC Panel in February 2022 for the Q4 2021 review.		

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Risk Reference	Risk Description	Severity
016	There is a risk that the full required 2G/3G service will not be provided until the final sunset date at the currently agreed price.	15 - High

The OPSG noted that this was risk was proposed for inclusion into the Risk Register.

The OPSG Chair commented that that DCC had stated that there was contractual cover for the required service: the DCC would need to be prepared to enforce the contract as appropriate. The OPSG noted the 2G/3G service closure will affect SMETS1 and SMETS2 devices and their contractual plans, and that therefore there will need to be a clear plan for each cohort.

The OPSG agreed that this risk should added to the Risk Register.

The DCC highlighted that there is also a Risk that devices will need to be replaced by 2033. The OPSG noted that transition plans will need to be developed as part of the 4G Network Evolution plan. As the preliminary severity rating of the risk was 15 (based on the proposed probability scoring of 3 and impact assessment of 5), the risk would be shared with the SEC Panel in February 2022 for the Q4 2021 risk review. The OPSG noted endorsed the inclusion of Risk 016.

The OPSG:

- **ENDORSED** the inclusion of Candidate Risk 016 on to OPSG Risk Register; and
- **ENDORSED** the updates for escalated Risks to the SEC Panel.

9. Any Other Business

9.1. OPSG Meeting Schedule

SECAS reported on the views of Members about the Meeting Schedule. The 'main meetings' will now be held on the second Tuesday of the month.

Next main meeting: 8 February 2022; Next Reporting meeting: 28 February 2022.