

This document is classified as **White** in accordance with the Panel Information Policy. Information can be shared with the public, and any members may publish the information, subject to copyright.

Operations Group Meeting Headlines 23rd January 2018

10:00 – 15:00

Gemserv, 8 Fenchurch Place, London, EC3M 4PB

OPSG_04_2301 – Meeting Headlines

OPSG_04_2301_01 – Minutes from Previous Meeting (For Decision)

The Operations Group (Ops Group) Chair introduced the members to the fourth meeting and asked for comments regarding the draft minutes. A LS noted that they were listed as attending OPSG_03_2012 but were not in attendance. SECAS noted they would amend the minutes before distributing the final copy.

OPSG_04_2301_02 – Action Outstanding (For Decision)

SECAS presented the outstanding actions table from OPSG_03. Actions were noted as completed as appropriate, a number of verbal updates were provided. SECAS noted that action OPSG01/10 was still ongoing and it was **AGREED** that the DCC would provide information to the Ops Group, highlighting which of the Ready to Scale (R2S) proposals have already been included in regulatory charges and which are new, for review before OPSG_05.

OPSG_04_2301_03 – DCC Operational Performance (For Discussion)

The DCC presented Operational Performance Update slides to the Ops Group, covering: a general update, Target Response Times (TRTs) and Commissioning Communication Hubs (CH). The group discussed DCC business process issues and it was **AGREED** the DCC, will produce a business process issues log which will be shared with the Ops Group. The group moved on to discuss CH delivery and it was **AGREED** that the DCC aim to produce a rate card for CH cancelations and or expedited deliveries and explain their principles and methodology at a future Ops Group meeting. The group moved on to discuss TRTs and noted that moving forward a report detailing Service Request (SR) TRTs as a measure of operational performance would be useful. In addition the DCC suggested that as not all SRs have been utilised to date, and therefore traffic volume has been low. The Chair suggested that if it would assist, that the DCC seek support from Members to achieve full utilisation of SRs. It was **AGREED** that the DCC would consider how a report could provide a view across variances of SRs, latency, message size and traffic volume. The DCC moved on to discuss Commissioning CHs noting problems with “pre-birthing” issues. The Ops Group requested clarity on the meaning of “pre-birthing” and noted potential problems with Installation and Commissioning process e.g. Single and Dual Band CH. It was **AGREED** that the DCC would provide a definition of the term “pre-birthing” to be circulated post the meeting and that the DCC would add “pre-birthing” issues to the new business process log.

OPSG_04_2301_04 – CSPN Issues (For Discussion)

As requested at OPSG_03 The DCC provided an update on the issues in the Communications Service Provider North region (CSPN), regarding meter noise interference with CHs. The DCC noted that initial field testing had been undertaken and committed to keep the group informed of developments.

OPSG_04_2301_05 – DCC Performance Measurement Report – November 2017 (For Discussion)

SECAS presented the Ops Group with a summary of the latest DCC Performance Measurement Report (PMR). Discussion centred around problems with Data Service Provider (DSP) resilience and the DCC noted that a design review with the DSP was being undertaken. It was noted that a commercial issue remains unresolved with Service Availability measures with the DSP.

OPSG_04_2301_06 – DCC Quarterly Problem Report – Q4 2017 (For Discussion)

SECAS presented the Ops Group with a summary of the DCC Quarterly Problem Report and members noted issues highlighted. It was **AGREED** that SECAS would review Problem records over 12 months old with the DCC, to determine prioritisation for resolution. The Ops Group discussed the frequency of the report and **AGREED** that as part of the Operational update from the DCC that a monthly view of Problem Records (volumes and priority) would be provided as part of the DCC Operational update.

OPSG_04_2301_07 – DCC Incident Reports (For Discussion)

SECAS presented a slide to the Ops Group on the DCC Incident Reports detailing the Business Continuity and Disaster Recovery (BCDR) test failure from 10th December 2017. Members noted that a re-run of the test will take place over the 3rd and 4th of February 2018.

OPSG_04_2301_08 – Ready to Scale (For Discussion)

The DCC presented slides on the regeneration of device credentials, as an example of an issue that the DCC might consider for Ready to Scale (R2S) investment. The presentation was intended as a steer for a future R2S agenda items. OPSG members provided views on the assumptions and suggested revision. Members also commented on the format of the presentation and additional items they would like to see. In light of the recommended revised assumptions, Members provided an initial view that the investment would not be supported.

OPSG_04_2301_09 – Operating Principles (For Discussion)

The DCC noted the feedback it had received regarding Operating Principles. It was **AGREED** that there would be a dedicated session at a future Ops Group meeting to consider the content of the Statement.

OPSG_04_2301_10 – OPSG DCC Operational Reports Update (For Discussion)

SECAS provided a summary of two DCC reports, the DCC Responsible Communication Hubs Returns Report and the DCC Service Request Variance Report. Members noted the issues raised in the summary, but with low volumes of installations to date it was difficult to draw any general conclusions.

In discussion on the SR Variance Report it was **AGREED** that the DCC and SECAS would work together, to create a process view of Services for the Operational update report.

OPSG_04_2301_11 – Customer Satisfaction Survey Pilot Update (For Discussion)

The DCC presented slides to the Ops Group showing early sight of results from the Customer Service Satisfaction pilot. It was noted that the Ops Group would work with the DCC in order to develop the design of the next cycle of the survey. It was noted there was a desire to allow for a strategic view from users to be recorded, as well as transaction level items.

OPSG_04_2301_12 – OPSG Risks Workshop (For Information)

SECAS provided an overview of the intended objectives of the Risk workshop. The Ops Group requested a change of date due to diary clashes. It was **AGREED** that SECAS would propose a new date for the workshop. In addition, members were asked to send any new risks for inclusion on the Risk log to SECAS before the end of January 2018.

OPSG_04_2301_13 – Operations group Activity Planner (For information)

SECAS presented the Activity plan, Members noted the content.

OPSG_04_2301_14 – TABASC - Effectiveness Review Survey (For information)

SECAS presented slides on the TABASC effectiveness review survey detailing it's aims and objectives. It was **AGREED** that SECAS would distribute a copy of the survey to Ops Group members to review and provide comments to SECAS by 1st February 2018.

OPSG_04_2301_15 – AOB

DCC SharePoint Issues

An issue was raised regarding recent performance of the DCC SharePoint system inhibiting Users ability to fulfil their SEC obligations. The DCC informed the group that an extension had been given for User forecast submissions and that they were seeking to resolve the system issue by 26th January 2018 or sooner. Members voiced concern and the DCC acknowledged that SharePoint system has become critical to business operations, in a way that had not originally been envisaged,

Modification 43

The Ops Group discussed a request from SECAS for support with the creation of a Working Group (WG) for Modification 43. This modification details proposals by the DCC regarding the Force Majeure provisions in the SEC. Members provided a steer that they did not consider the OPSG itself could form the working group. It was **AGREED** that the SECAS modification team would follow up with a request for representatives from the Ops Group or Ops Group member companies.