Data Communications Company

DCC Update

Tom Rothery

Head of Regulation

12th October 2018

Agenda

- SMETS1
- R2.0
- Major Incident reporting
- Future Releases Update
- DCC Events
- DCC Consultations

Delivery: SMETS1

- Enrolment & Adoption are currently reviewing the LC13 plan and will consult in the next few days.
- The new plan will re-sequence milestone start with a demonstration of inter-operability in December 2018, completing migrations to plan by the end of 2020.
- The re-sequencing of some milestones reflects industry feedback, issues found within testing and meter behaviour.
- DCC will prioritise dormant meters after feedback from BEIS, meaning that the fleet of SMETS1 meters will be fully smart earlier than in the first LC13 plan.
- DCC has provided a view of industry engagement over the next 12 months giving particular focus to small suppliers.

Delivery: Release 2.0

- Go-live for R2.0 will occur on weekend of 27th / 28th October and R2.0 Single band firmware will be available in UIT for users to continue testing ahead of deployment into live
- First pallet of dual band comms hubs delayed to November due to outstanding defects identified in final SIT testing and more evidence required for CPA certification.
- Live Services Criteria submitted to BEIS, SEC Panel and OFGEM on 03/10/18
- TAG/SECOPS and SEC governance planned during October
- SBCH UIT regression testing complete. DBCH UIT progressing for CSP-South/Central. DBCH UIT entry for CSP-North awaiting completion of final release of R2.0 firmware.
- Availability of Dual Band ITCH is delayed awaiting release of final dual band firmware. These are due during November with specific dates still to be agreed

Major Incident Reporting

1. INC000000294975 Comms Hub Device Management: Customers reported intermittent issues impacting the ESME and GSME installations

Incident opened: 21 August 2018 at 10:24; Incident closed: 21 August 2018 at 12:22

Issue Summary Various service requests were not being processed which impacted the ability for new Gas and Electric meters to be installed.

Root Cause

- A DSP change to amend the list of Access Control Broker (ACB) certificates used to communicate with a device during the Install & Commission process failed due to an issue with the SQL script (a set of commands) used to make the update & resulted in the incorrect status of the certificates in the ACB certificate list.
- Root cause of the failure of the SQL script is currently under investigation.

---

2. INC000000296735 Core Communication Services in North Region disrupted

Incident opened: 3 September 2018 at 10:30; Incident closed: 3 September 2018 at 11:45

Issue Summary An issue with managing transient storage space impacted the primary and secondary network controllers, which affected the ability of customers in the North Region to connect to Comms Hub

Root Cause

- A disc space issue on all 4 of the network controllers resulted in them being unresponsive. Network controller disc storage was not allocated correctly: should have been at ~20% usage but was at 100% capacity. Virtual disc space reallocation (from 5GB to 50GB) on all 4 Network Controllers immediately restored services on re-start.

Major Incident Reporting

3. INC000000300729 Device Communication: Meter Install disruption

Incident opened: 17 September 2018 at 09:44; Incident closed: 17 September 2018 at 11:16

Issue Summary DCC were made aware that multiple customers were experiencing disruption when sending the Service Request 8.11 (Update HAN Device Log) while installing meters and Comms Hubs. All regions were affected.

Action taken

- The DSP restarted an unresponsive connection between the Application and Database server to restore connectivity. The restart resulted in immediate service restoration.
- Manual checks are being used to mitigate risk of re-occurrence until the full root cause has been found.
- Initial Root Cause investigations show a database service (Master Key Store (MKS)) responsible for the exchange of security certificates suffered a storage interconnectivity issue. In an attempt not to exceed storage, the affected server automatically shut the database down.

Future Releases

Recap

November '19 SEC System Release - in September '18 the SEC Panel agreed to defer the November 2019 Release to 2020 but highlighted that the decision was reached reluctantly.

DCC are actively reviewing the pipeline of SEC Modifications to determine whether there are candidates for a smaller release in 2019.

In addition to this, DCC are undertaking a number of initiatives to address the value for money issues impacting future releases.

These initiatives are grouped into two areas:

- Increasing the scope for future releases
- Reducing the cost of future releases

Increasing The Scope For Future Releases

DCC are mobilising a programme of work to undertake the following initiatives to increase the scope of future releases (and therefore deliver more change for similar release costs):

1. **Work with SECAS to review the overall SEC modification process, and identify improvements to both speed up the process and improve the quality of submissions**

2. **Review DCC Change Processes (including Service Providers) to identify improvements, therefore improving the throughput of the impact assessment processes**

3. **Develop more intelligent Release Management processes for the delivery of change to the in-life service, this will lead to more efficient releases (both SEC System Releases and Planned Maintenance Releases)**

4. **Create a ring-fenced DCC team to manage the impact assessment of changes to the in-life service, with priority given to SEC Modifications and BEIS IRP/CRPs**

Reducing The Cost Of Future Releases

Cost reduction initiatives were identified during the shaping of the June '19 release, these will be developed further, and will include:

Test Strategy

DCC are reviewing the high level test strategy for delivering change, and will be looking at the tools, environments and processes currently in place to identify improvements. This strategy will have a particular focus on test automation. Whilst a high proportion of automation has been achieved in Pre-Integration Testing (PIT), the automation to devices in System Integration Testing is less developed.

System Simplification

DCC are reviewing initiatives like DUIS retirement to simplify the estate, and reduce the costs associated with system change

Fixed Capacity with Service Providers

Work is currently agreed with Service Providers on a case-by-base basis. As we transition into a period of more predictable demand over next 2 – 3 years, we will be proposing to fix a component of their delivery team. This will allow Service Providers to cross skill, convert contract resource to permanent and negotiate better commercial terms with their 3rd parties – all of which will result in a reduction in Service Provider costs for the delivery of future releases, and will give Industry more certainty of costs

Fixed Capacity Overview

Note: Not to relative scale

Fixed Capacity Priority

The priority of the work assigned to the Fixed Service Provider team will be SEC Modification Proposals, BEIS change and Elective Services. The measurement of utilisation will be agreed with each Service Provider

Review Cycles

The Fixed Capacity resource level will be reviewed on a regular basis to consider whether any changes are required based on the latest view of demand. Increases/decreases can be agreed with Panel, and will have a lead time. The risk of any under-utilisation of resource will be mitigated by both the review cycles, and the deployment of fixed resource onto the large DCC programmes.

Variable Flex

There will also be certain resource types (e.g. specific development skills, test team resource) which will not lend themselves towards being fixed for a long duration. Any flex above the Fixed Capacity team will be negotiated based on the current rate-card commercial framework

In the early stages we will fix at a low/cautious level, and we expect a high degree of flex (i.e. the fixed capacity team to be fully utilised)

Way Forward

We intend to present a proposal for an initial fixed capacity in the November Panel meeting, for implementation in early 2019

DCC Events

Forum	Date	Details
Comms Hub & SM-WAN (Smart Meter Wide Area Network) Forum	25 Oct at Ibex House	The Comms Hub & SM-WAN forum is for Smart DCC Customers; Energy Suppliers, SEC Parties, and Device Manufacturers to discuss Comms Hub & SM-WAN issues, and developments according to the priorities of the attendees.
DCC Customer Operations Forum	11 Oct 8 Nov at Ibex House	This is a regular meeting for Smart DCC, our customers and other industry parties to discuss key aspects of Service Management. The forum focuses on how our customers interact with the Smart DCC solution.
Testing Design and Execution Group (TDEG)	13 Nov at Ibex house	TDEG is a monthly Smart DCC forum to discuss the development of the test approach documents, testing environments, and any issue Smart DCC's Customers are experiencing in the User Interface Testing (UIT) environment.
Design Release Forum (DRF)	16 Oct at Ibex House	The Design Release Forum discusses core technical briefing information on changes to Customer Facing interface specifications for forthcoming Releases. It runs monthly, meetings are run face to face and by teleconference; on occasion some discussion / development items will be face to face only by agreement.
Common Issues workshop	14 Nov at Ibex House	Workshop run under Chatham House Rule, where customers share their top three issues in testing and or their Pilots. Agenda to be confirmed. Please send top three issues prior to the workshop.

DCC Consultations

Current consultations

- No current consultations

Forthcoming consultations

- Firmware Management Strategy, October 2018
- SMETS1 LC13 re-plan, October 2018
- SMETS1 Transition and Migration Approach Document, next few days…
- SMETS1 Systems Capacity Testing Approach Document (SCTAD) - TBC