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Action:	For Information

Operations Report – October 2018

1. Purpose

The Operations Report is a monthly update based on SECAS activities in support of the SEC. It includes a breakdown of days by driver, product and grade and provides commentary related to the activities undertaken by the SECAS team in October 2018.

2. Recommendation

The Panel are requested to **NOTE** the contents of this paper.

Hollie McGovern

SECAS Team

2 November 2018

Attachments:

Appendix A – Testing Update SREPT (**AMBER**)

Appendix B – Testing Update UEPT (**AMBER**)



SECAS Operations Report

October 2018

1. Market Entry and Exit

This section provides an update on the progression of Users entering the market over the last month and those that have left. This month's update includes:

- Accessions;
- Parties who have completed the User Entry Process; and
- Parties who have completed testing activities.

1.1 Accessions

The following Applicants are to be admitted as Parties to the SEC, subject to the execution of an Accession Agreement by the SECCo Board:

Organisation	Party Category
Secure SMSO Limited	Other SEC Party
Calvin Asset Management Limited	Other SEC Party
Hugo Technologies Limited	Other SEC Party

Table 1: Applicants that will accede to the SEC

1.2 Events of Default

There are four ongoing Events of Default which are detailed in SECP 62_0911_08. Two are ongoing defaults since the last meeting, two have arisen since the last Panel meeting.

1.3 Market Exit

It is proposed, subject to Panel approval and Authority consent, to expel one Party following revocation of supply licences. This is discussed further in SECP 62_0911_08.

1.4 User Entry Process (UEP) completion

In order to access DCC services, eligible Users must fulfil a list of requirements that are detailed in SEC Section H1: User Entry Process. Once the requirements have been fulfilled, a Party must send evidence of the completion of these activities to SECAS.

Since the last SEC Panel meeting, the following SEC Parties have completed the UEP:

SEC Party	Party Category	DCC User role(s)	Date of UEP completion
Total Gas & Power Limited	Small Suppliers	Gas Supplier, Import Supplier, Export Supplier	11/10/2018
Avid Energy Limited	Small Suppliers	Gas Supplier, Import Supplier, Export Supplier	12/10/2018

Table 2: Parties that completed UEP since the last SEC Panel meeting

1.5 Testing Update

SMKI and Repository Entry Process Testing (SREPT)

There have been 3 notifications of SREPT completion since the last SEC Panel meeting. The details are provided in Appendix A.

Completion of the User Entry Process Testing (UEPT)

Since the last SEC Panel meeting, SECAS have been informed of 7 SEC Parties having successfully completed UEPT for a total of 15 User Roles. The details are provided in Appendix B.

1.6 Membership

Statistics for the number of accessions, Defaulting Parties, withdrawals and expulsions of SEC Parties over the last 12 months are detailed below:

	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18
Accessions	3	3	1	3	0	15	2	6	1	0	2	2
In Default	0	0	0	0	0	1 ¹	1	1	2 ²	3 ³	4 ⁴	4 ⁵
Withdrawals	1 ⁶	0	0	0	0	0	0	0	1 ⁷	0	0	0
Expulsions	0	0	0	1 ⁸	0	0	0	0	0	1 ⁹	0	1 ¹⁰

Table 3: SEC Party Statistics

At the end of the reporting month, there were 310 Parties to the SEC representing 245 Voting Groups, plus the DCC.

¹ One SEC Party entered Default in April; this was resolved shortly after.

² One SEC Party entered Default in both May and June. This continued in July. A second Party entered Default in July.

³ Two SEC Parties entered Event of Default in August, and a further Party had both an ongoing Event of Default from July and a further Event of Default in August.

⁴ Three SEC Parties have been in Default since August; a further Party has entered Default in September.

⁵ There is one ongoing Default due to Insolvency which the Panel is monitoring and 2 further such Defaults occurring in October. In addition, there is an ongoing default.

⁶ Wingas UK Limited voluntarily requested to be withdrawn.

⁷ Boltland Energy Limited voluntarily withdrew from the SEC upon the revocation of their Electricity Supply Licence.

⁸ This expulsion was due to the company Future Energy (Supply) Ltd ceasing to trade.

⁹ Iresa Limited was expelled from the Code following revocation of its Electricity and Gas Supply Licences.

¹⁰ Gen4U was expelled from the Code in October following the revocation of its Licences by Ofgem, having gone into administration.

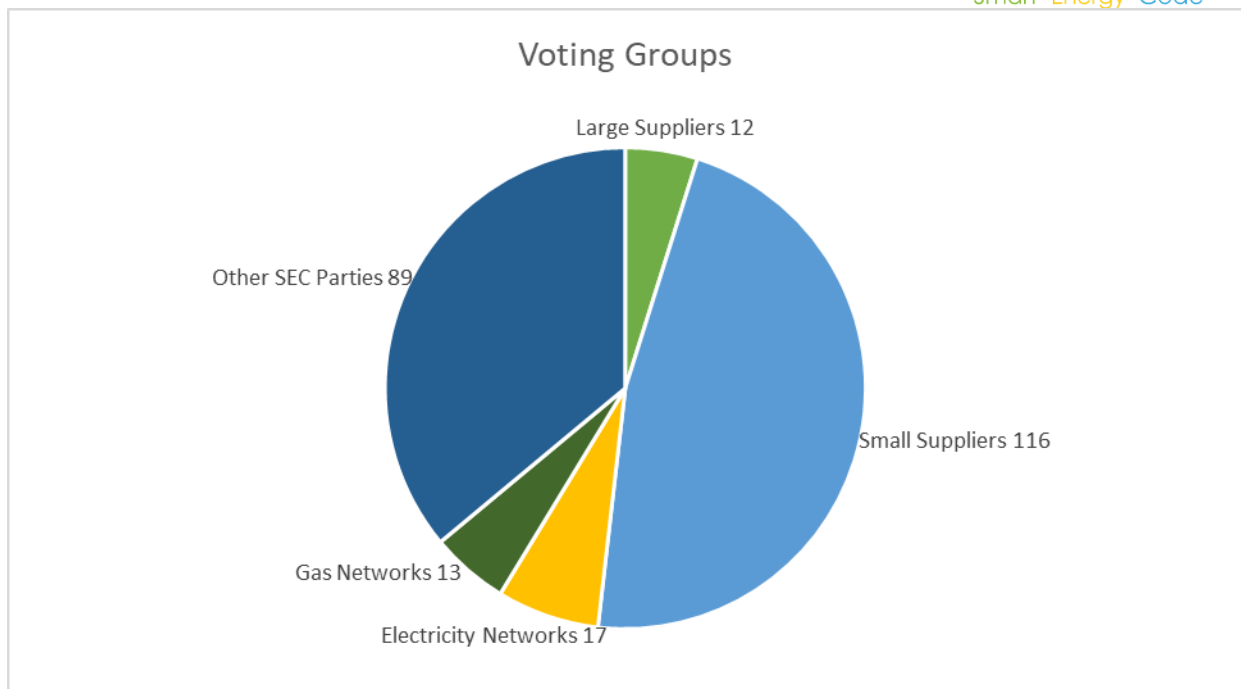


Figure 1: Breakdown of SEC Party Voting Groups

2. Monthly SECAS Highlights

2.1 Change Management Update

- We have implemented two major releases of the SEC in short succession. The changes for Release 2.0 were implemented on 28 October. A further version was released for the November 2018 SEC Release on 1 November, where nine approved SEC Modification Proposals were implemented. A further version will be released on 8 November 2018 to implement three further approved modifications.
- We are continuing to develop the enduring process for implementing SEC Releases. We will be working with the DCC to develop the end-to-end process, before presenting this to the Panel for consideration. An update on this work is being provided to the Panel at this month's meeting.
- Following the Panel's request, we continue to seek the full DCC implementation costs for individual Modification Proposals, to allow for fully informed decisions to be made by the Change Board and the Authority.
- Following the send-back of [SECMP0049 'Section D Review: Amendments to the Modification Process'](#), the targeted implementation date for the 'pre-modification process' it proposes to introduce is now 28 February 2019. We have been engaging with the Panel on the terms of reference for the Change Sub-Committee that this change will introduce, in preparation for if this modification is approved. We still intend to roll out as many other improvements to the existing process as we can, not dependent on SECMP0049, before this time.
- We continue to progress a large number of changes through the process, with 26 modifications currently in the Refinement Process. We are planning to review the progression

for all these modifications and present an updated set of timetables for the Panel to consider at the December 2018 meeting.

2.2 Technical Support Update

- The Release 2.0 Technical Specification functionality was added to the Central Products List (CPL).
- Eight new versions of the CPL were updated and published on the [SEC Website](#) in October 2018.
- We published the Deployed Products List to the [SEC Website](#) three times in October 2018, following the updates being generated by the DCC.
- We are completing internal quality review of the updates made to the Business Architecture Model (BAM) associated with Release 2.0 content, in preparation for its publication.
- The [Effectiveness Review Questionnaire](#) responses are being assessed in parallel with the SEC Panel Data Quality Request For Information.
- We have liaised with industry to receive confirmation on whether or not SMETS2 v3.0 devices are being developed in order to set the end dates for installation and maintenance of SMETS2 v3.0 meters at the point at which v3.1 becomes available.
- A draft Technical Specification Issue Resolution Sub-group (TSIRS) Terms of Reference was developed for the TABASC consideration for when the group is transitioned to operate under the SEC in mid-2019.
- We are continuing to prepare guidance on the CPL and how new and different versions of the Technical Specifications and Great Britain Companion Specification (GBCS) interact with it.
- We facilitated and supported the Testing Advisory Group's (TAG) and Operations Group (Ops Group) review of the Live Service Criteria and testing progress associated with Release 2.0.
- We continue to provide support to the modification team for [SECMP00058 'Changes to the governance of the Self-Service Interface'](#), developing the working group consultation.
- We continue to liaise with the DCC, to establish a revised timetable to complete the review of the Incentive Milestones for R2.0.
- We have facilitated a further request from the DCC for changes to content of outages for the Temporary Planned Maintenance schedule.

2.3 Security and Privacy Update

- James Hosen joined the Security team in October; he has migrated across from the Party Support team to assist in facilitating the assessment process and other activities within the team.
- In October, we facilitated two Security Sub-Committee meetings, a SMKI PMA meeting and an Anomaly Detection Threshold Workshop.
- This month, we have been working with the User CIO to develop a forecast for the security and privacy assessments that are due to take place over the next year. We can now begin liaising with Users to get them booked in for the anniversary of their assurance date being set.

- Our SECAS Security Expert has begun to align the SSC Risk Register to ISO27005 to deliver a template to the SSC. In the next month, we will work on delivering a strawman to the SSC.
- This month, in an effort to gain an insight to SMETS1 Device Assurance, we have been collating responses to a survey that was designed by the SSC and PA Consulting. The window for submission has now closed.

2.4 Party Support Update

- The Party Support team has continued its core role in dealing with queries. Queries surrounding accessions, User Entry Process, and general queries from SEC Parties are continually responded to by Party Support.
- The SEC newsletter continues to be sent twice monthly on the first and third Fridays of the month. We have tailored these newsletters recently to become more focused on current issues that Parties are interested in.
- October saw several Events of Default (further detail found in confidential SECP_62_0911_09). The team has been liaising with Ofgem and the DCC with regard to clarifying processes around handling Events of Default.

3. SECAS Time Devoted by Service Area

The total number of resource days in October 2018 was **565**. The division of effort within the reporting month is shown at Driver level below:

	Driver	Days
Core	Panel and Board	53.60
	Security and Privacy	140.13
	Modifications and Release Management	181.38
	Party Support and Engagement	71.40
	Technical and Operational	111.50
Projects	Centralisation Projects/Smarter Markets	5.27
	Technical Effectiveness	0.00
	Annual Security Obligations	2.33
Grand Total		565.62

Table 4: Division of Effort by Driver (Days Worked)

4. Helpdesk Activities

The SECAS Helpdesk receives enquiries via email and telephone. There were approximately **62** telephone enquiries and **1614** email enquiries to the various SECAS mailboxes in October 2018.

The email enquiries being raised and resolved have been grouped into the following categories with the total over the last 12 months shown:

	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18
Applications	56	32	29	38	44	41	23	43	6	6	56	43
Sub-Committees	439	116	737	481	223	228	208	108	242	312	362	441
Consultation Correspondence	4	14	15	5	6	0	0	13	7	0	2	3
Contact Info	110	46	25	60	41	34	81	75	46	55	51	36
General Queries	80	102	110	90	87	59	40	43	17	54	44	7
Panel & Board Correspondence	56	23	21	34	33	48	55	203	146	106	45	46
Modifications	200	145	249	389	500	415	369	376	627	514	528	524
User CIO Assessments	375	230	359	210	230	235	262	276	284	426	416	346
Party/RDP Signifiers	4	1	4	4	4	1	1	6	1	5	0	1
Training Days/Seminars	11	0	0	57	91	22	73	1	2	31	43	0
Other	245	225	178	135	126	128	93	184	74	81	59	167
Total	1580	934	1727	1503	1385	1211	1205	1328	1452	1590	1606	1614

Table 5: SECAS Helpdesk Emails

5. SEC Website Update and Statistics

Below are some key statistics relating to the use of the SEC Website:

	2017		2018									
	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Visits¹¹	6,445	9,984	10,419	6,099	8,017	8,062	6,803	6,825	8,370	6,841	6,266	8,592
Page Views¹²	19,854	25,224	28,344	22,712	27,240	24,155	19,924	20,292	24,496	20,530	18,738	24,152

Table 6: SEC Website Statistics

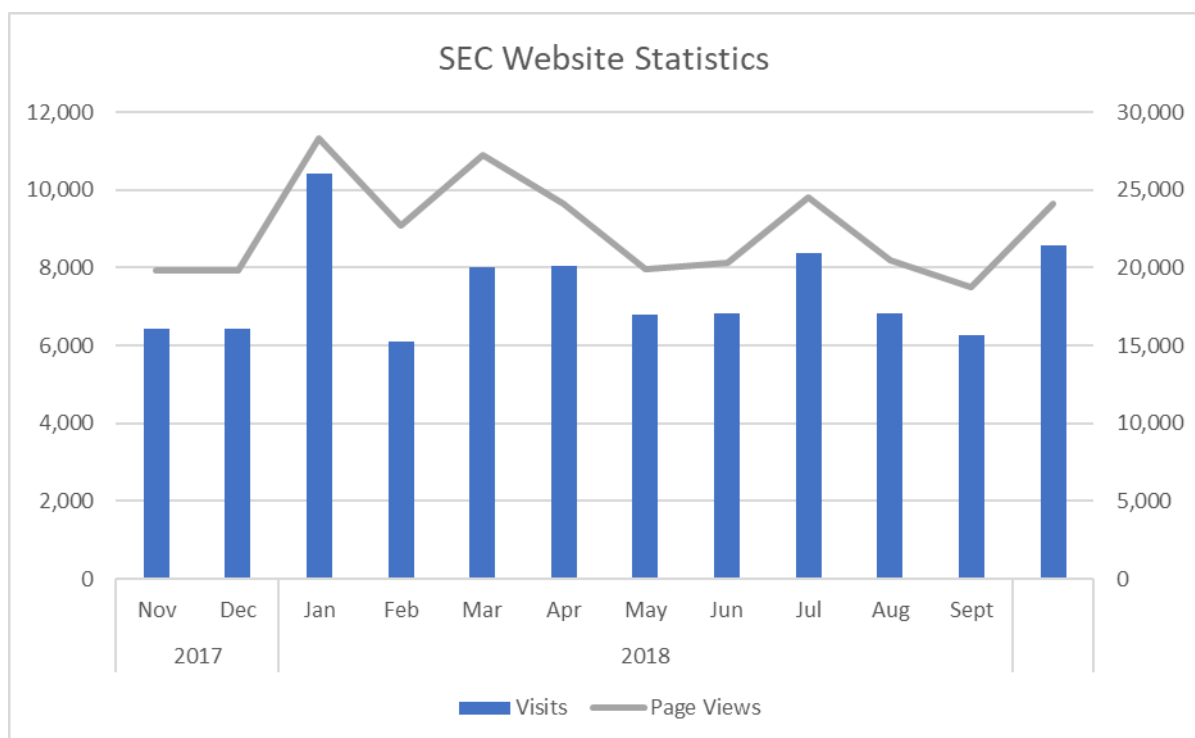


Figure 2: SEC Website Usage

¹¹ A visit is the time a user is actively engaged with our website. All usage data is associated with a visit.

¹² Page Views is the total number of pages viewed. Repeated views of a single page are counted.

6. SEC Meeting Details

The table below provides a summary of all SEC meetings over the last month. It also provides a summary of meetings attended by SECAS personnel on behalf of the SEC Panel and its Sub-Committees:

Category	Meeting	Meeting Date(s)	Summary of Events
SEC Governance Meetings	SEC Panel	12/10/2018 19/10/2018	The Panel's regular monthly meeting. Further information on the proceedings of this meeting is available in the public minutes on the SEC Website .
	SECCo Board	12/10/2018	The SECCo Board's regular monthly meeting. The proceedings and minutes of the SECCo Board are confidential.
	TABASC	18/10/2018	The TABASC's regular monthly meeting. The meeting headlines are available via the link below. TABASC 35 1810 – Meeting Headlines
	SEC Change Board <ul style="list-style-type: none"> SECMP0061¹³ SECMP0065¹⁴ 	24/10/2018	The Change Board met in October 2018, where it recommended the Authority APPROVE SECMP0061 and SECMP0065.
	Working Group <ul style="list-style-type: none"> SECMP0058¹⁵ SECMP0031¹⁶ SECMP0032¹⁷ SECMP0038¹⁸ SECMP0046¹⁹ SECMP0062²⁰ SECMP0010²¹ SECMP0013²² 	03/10/2018 25/10/2018 22/10/2018 29/10/2018 31/10/2018	Five Working Group meetings took place in October 2018 to discuss the progression of SECMP0031, SECMP0032, SECMP0038, SECMP0046, SECMP0058 and SECMP0062.

¹³ [SECMP00061 'Enduring SEC Release Provisions'](#)

¹⁴ [SECMP00065 'SMETS1 Security Obligations'](#)

¹⁵ [SECMP00058 'Changes to the governance of the Self-Service Interface'](#)

¹⁶ [SECMP00031 'Adding UTRN Functionality to SMETS'](#)

¹⁷ [SECMP00032 'Prioritising Prepayment Customers in No WAN Situations'](#)

¹⁸ [SECMP00038 'Sending Commands via PPMIDs'](#)

¹⁹ [SECMP00046 'Allow DNOs to control Electric Vehicle chargers connected to Smart Meter infrastructure'](#)

²⁰ [SECMP00062 'Northbound Application Traffic Management - Alert Storm Protection'](#)

²¹ [SECMP00010 'Introduction of triage arrangements for Communication Hubs'](#)

²² [SECMP00013 'Smart meter device diagnostics and triage'](#)

Category	Meeting	Meeting Date(s)	Summary of Events
	Security Sub-Committee (SSC)	10/10/2018 24/10/2018	The SSC held two meetings in October 2018. The non-confidential meeting headlines can be found below. SSC_64_1010 – Meeting Headlines SSC_65_2410 – Meeting Headlines
	SMKI PMA	16/10/2018	The SMKI PMA continue to meet monthly. The meeting headlines are available via the link below. SMKI PMA_51_1610 – Meeting Headlines
	Operations Group (OPSG)	23/10/2018	The OPSG continue to meet monthly. The meeting headlines are available via the link below. OPSG_13_2310 – Meeting Headlines
	Testing Advisory Group (TAG)	10/10/2018	The TAG met once in October 2018. The minutes will be available in November 2018.
	Modifications Question Hour	08/10/2018	Each month SECAS host a teleconference offering SEC Parties the opportunity to ask questions on the modifications due to be presented at the forthcoming Panel meeting.
BEIS	Implementation Managers Forum	25/10/2018	These transitional groups continue to meet on a regular monthly basis. Further information on all transitional meetings is available in the Transitional Governance Update paper, available as part of the monthly SEC Panel paper pack.
	Smart Metering Delivery Group	10/10/2018	
	Technical and Business Design Group	18/10/2018	
DCC	Test Design and Execution Group	09/10/2018	

Table 7: Meetings hosted and attended by SECAS