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Paper Reference:	**SECP_78_1303_29**
Action:	**For Information**

DCC Reporting

1. Purpose

This paper details which reports are provided by the DCC for the SEC Panel to review, as required by the Smart Energy Code (SEC).

The Panel is also asked to note the observations raised by the Operations Group (OPSG) against the reports currently delegated to it.

2. DCC Reports

The following report has not been delegated to the OPSG. It remains a SEC Panel responsibility. However, although not officially delegated, it is currently being reviewed on a monthly basis by the Security-Sub Committee (SSC) to improve the accuracy and quality of the data. At SSC_95_2602, the SSC did not review the January report. Instead it reviewed the work that has been completed on the report format to date by the DCC. The January report will be shared with SSC members.

- Post Commissioning Information Report (January 2020)

This report has an **AMBER** classification and distribution is limited to the SEC Panel only and those who have a need to know in order to take action.

3. Operations Group Reports Summary

Annex A to this paper provides the full list of reports that were reviewed by the OPSG at its February 2020 Reporting meeting and the observations raised. Below are the key observations.

3.1 Performance Measurement Report (PMR)

Three Code Performance Measures (CPMs) were below Target Service Level: CPM 1 *'response times for on-demand Service Requests'* at 95.40%, CPM 3 '*Percentage of Alerts delivered within the applicable Target Response Time*' at 98.33% and CPM4 *'Percentage of Incidents which the DCC is responsible for resolving and which fall within Incident Category 1 or 2 that are resolved in accordance with the Incident Management Policy within the Target Resolution Time'* at 87.50%.

The failure of CPM1 was again driven by the underlying Performance Measure (PM) 2 *'Percentage of Category 1 Firmware Payloads completed within TRT'* which was below Target Service Level in all Communication Service Providers (CSP). This CPM has been below Target Service Level 12 times in the last 13 months, with consistent under performance from PM 2. This issue has previously been escalated to the SEC Panel and the OPSG is monitoring the issue each month. The DCC gave an update at OPSG_30. It noted that it is executing a remediation plan to get CPM1 to above target

service level by May 2020. DCC further noted that PM2 for CSP C&S was above target in January 2020.

The failure is attributed to Alerts generated from a small number of meters on the estate. The report states, 'SU has been advised not to install this model of Comms Hub whilst investigations are on-going'. However, there is only one model of Comms Hub available in the CSP N region.

The failure of CPM3 was attributed to alerts as above.

CPM4 was below Target Service Level at 75%. This was due to the failure to resolve INC000000518930 within Service Level Agreed time. However, a further category 1 and a Category 2 Incident failed to be resolved within the applicable SLAs but were incorrectly reported. Therefore, this CPM should have been scored lower. The DCC agreed to amend the report and republish it.

Major Incidents

There were Seven Major Incidents (MIs) reported in the period of which three were excluded.

CH Exceptions

The number of CH exceptions fell across all three CSP regions in December.

There continues to be incorrect CH variants installed in the CSP C&S region.

The number of aged Incidents is increasing month on month, the large majority of which are assigned to Service Users and are associated with CH Exceptions.

Work between the DCC, the Technical Operations Centre (TOC), Communication Service Providers (CSPs), BEIS and SECAS on Exceptions continues. The DCC has recommenced providing regular updates on Exceptions at OPSG meetings.

3.2 Service Request Variance Report and Certificate Signing Request Variance Reports

OPSG members observed that there continues to be Users consuming DCC Services that are not submitting forecasts. In January, there were 20 Users consuming Certificate Signing Services that have not submitted forecasts including two Large Suppliers.

The DCC confirmed that the draft proposal modification to replace current Service Request forecasting (DP116 'Service Request Forecasting'), has now been raised, and that it can manage with current Variance levels until it has been approved.

4. Recommendations

The Panel is requested to **NOTE** the OPSG observations in relation to DCC reports delegated to them.

Huw Exley

SECAS Team

6 March 2020

Attachments:

- **Appendix A** – Post Commissioning Information Report (January 2020) (**AMBER**)

Annex A: DCC SEC Panel Reports

	Report Name and Purpose	Delivery per SEC	Ops Group Observations of last paper
1	**Performance Measurement Report** Sets out the Service Levels achieved in respect of each Performance Measure set out in SEC Section H13.1 and SEC Section L8.6. December 2019	SEC H13.4 – Monthly - 25 working days following end of month. On Time	<u>CPM</u> Three Code Performance Measures were below Target Service Level. These were: • CPM 1 (*Percentage of On Demand Service Responses delivered within the applicable Target Response Time*). This was again driven by Service Provider PM 2 (*Category 1 Firmware Payloads completed within TRT*) which failed to meet target in all three CSP Regions. This is the 12th instance this CPM has been below target in 13 months; • CPM 3 (*Percentage of Alerts delivered within the applicable Target Response Time*) is also below target level for the sixth month in a row. This is driven by Service Provider PM 3.2 (*Percentage of Category 3 Alerts delivered to the DCC WAN Gateway Interface within the relevant Target Response Time'); and* • CPM4 *('Percentage of Incidents which the DCC is responsible for resolving and which fall within Incident Category 1 or 2 that are resolved in accordance with the Incident Management Policy within the Target Resolution Time')* was below target due to the failure to resolve one Major Incident (INC000000518930) within service level agreed time. However, two further Major Incidents failed SLA but were incorrectly reported. The DCC have agreed to amend this CPM and reissue the report.

			Service Provider Performance Measures The number of Comms Hubs Exceptions has fallen by half since November in CSP N and fallen slightly in CSP C&S. There continues to be discussion surrounding the Exception. Work between SECAS, the DCC and the CSPs continues to better understand the issues.
2	**DCC Responsible Communications Hub (CH) Returns Report** Details the number of CHs for which the reason for return, loss or destruction, is determined to have been a CH Pre-Installation DCC Responsibility, or a CH Post-Installation DCC Responsibility.	SEC F9.15 – Quarterly - the SEC does not prescribe when after end of quarter the report is provided.	Having completed a number of fixes to Problems and Incidents that were stopping the returns process, the CSP now have a backlog to work through. 16,250 units were registered as returned within the quarter. The DCC presented an agenda item at the February OPSG meeting, detailing the work they are carrying out on returns process. It noted that the DCC would make customer site visits to aid with them process.
3	**DCC Network Enhancement Report** (Network Enhancement Plans - NEP) A report to the Panel and SEC Parties on any ongoing Network Enhancement Plans and those that were completed during the previous quarter.	SEC F7.21 - Quarterly - within a reasonable period of time following each quarter that ends prior to 1 January 2021.	No report to review this month.
4	**Registration Data Provider (RDP) Incident Report** A report provided to the SEC Panel and Network Parties on the time it has taken to resolve incidents where the DCC is responsible for resolution, but activity is required by RDP's.	SEC Appendix AG 2.5.10 – Monthly - timing not specified.	January 2020: Twelve Incidents were raised within the month with a total of 19 Incidents reported as resolved within the month and 5 records reported as outstanding.
5	**Certificate Signing Request (CSR) Variance Report**	SEC L8.9 – Monthly - 10th Working Day following month end.	January 2020:

	The report that sets out: • the actual number of CSRs against the forecasted volumes • details of the Authorised Subscribers whose actual volumes of CSRs submitted were greater than, or equal to, 110% of their forecasted volumes.	Report on time.	2,545,540 requests were sent versus a forecast of 3,048,873, 83.5% of the forecast. (Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts') 18 Authorised Subscribers consumed services without submitting a forecast, including four Large Suppliers.
6	**Service Request (SR) Variance Report** The report sets out: • the actual number of Service Requests sent against the forecasted volumes; and • where there are exceptions, details of the Users whose actual volumes of Service Requests sent were less than or equal to 90%, or greater than or equal to 110% of their forecasted volumes	SEC H3.24 – Monthly - 10th working day of month Report on time.	January 2020: 120,861,220 SRs were sent versus a forecast of 446,211,220, 27% of the forecast. (Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts') 20 SEC Parties consumed service without submitting a forecast including two Large Suppliers.
7	**Quarterly Problem Report** This report provides details of the Open Operational Problems experienced by DCC Users	SEC Appendix AG 3.2- Quarterly - timing not specified within Appendix AG.	69 new Problem records were opened in the quarter, compared to 62 last quarter. There were 168 Open at the end of the quarter with the following status: Under Investigation - 46, Pending (fix identified but not applied) - 118, Completed (fix applied, awaiting confirmation) - 14.