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Operations Group Meeting 105_2310

23 October 2023, 12:20 – 16:30

Meeting Headlines

Each month, the Operations Group (OPSG) reviews reports as delegated to it by the SEC Panel. This month the OPSG discussed the following (referenced by agenda item number):

3. SEC Panel Reports - September 2023 (SECAS): SECAS reported that there were four new Registration Data Provider (RDP) Incidents opened in September 2023. All six Incidents from August had been resolved within the last month through Registration Data corrections.

The OPSG approved the update and confirmed that there were no issues to be raised to the SEC Panel.

4. PMR Report – August 2023 (SECAS): The OPSG reviewed the Performance Measurement Report (PMR) and noted the SECAS commentary and the DCC responses provided.

The OPSG noted two Category 1 and two Category 2 incidents were closed in PMR this month. It was discussed that a simplified visual of where incidents were occurring in the overall architecture would be beneficial in providing a view on where the issues that need focus are. There was also One Incident excluded from performance.

Four out of the 11 Code Performance Measure (CPMs) were reported as below minimum Service Level in August:

CPM3A CSPN for Alerts subject to SEC Section H3.14(i), percentage of Alerts delivered within the applicable Target Response Time was below the Minimum Service Level.

CPM3A CSPC&S for Alerts subject to SEC Section H3.14(i), percentage of Alerts delivered within the applicable Target Response Time was below the Minimum Service Level.

CPM4 for 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 the Minimum Service Level.

CPM6 for Percentage Availability – Self Service Interface, was below the Target Service Level.

5. Business Processes Indicator Performance Summary (DCC): The DCC reported the business process for firmware activations, Tariff, and Change of Supply (CoS) in SMETS1 and SMETS2. The OPSG noted CoS and Tariff Updates has also decreased in volume in SMETS1. Additionally, the OPSG noted CoS had an increase in performance in all regions and Tariff Updates have decreased in performance in SMETS2.

The DCC discussed Sunsetting application of Oxford, Hull and Glasgow, noting a decrease in Round Trip Times (RTTs), however, the Service Request Variant (SRV) success rate also decreased. The OPSG queried whether this could be a downward trend, specifically with Oxford.

The DCC noted that the Pre-Payment may need to amend 're-try success' and 'subsequent success' buckets to accurately depict Pre-Payment waterfalls.

6. OPS Risk Register: The OPSG reviewed the highest severity risks and agreed that the four risks with severity ratings of 15 and above should be escalated to SEC Panel.

7. Major Incident Review (DCC):

Formal Report for Major Incident INC000001076111

The OPSG agreed that the Review Report for Incident INC000001076111 needed further investigation and there would need to be another draft to reflect this before it could be published to all SEC Parties.

8. Work Package: Q2 2023 submission (Jul - Sept) (SECAS): The OPSG reported it came in £20k under budget due to being under resourced for several months. The OPSG noted that due to filling of staff vacancies, it is expected to be back on budget next quarter.

9. November SEC Release: The OPSG noted the update and provided no concerns about the implementation of the legal text on 02 November 2023. The OPSG also noted the upcoming system changes in December 2023 which will go through an operational review at OPSG ahead of implementation.

10. AOB: The OPSG presented tentative future OPSG dates for 2024 and noted that future Bank Holidays effected 2024 Panel Dates which had also been planned for 28th May and 27th August. This will be considered and amended for discussion in the November's meeting. Additionally, OPSG have requested November 2024 in-person meeting to December.

The OPSG have noted that the 12 December 2023 OPSG In-person Meeting be moved to London on the originally scheduled date.

Next Main Meeting: 14 November 2023; Next Reporting Meeting: 27 November 2023