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## Operations Group Meeting 97

26 June 2023, 12:20 – 16:00

Teleconference

### OPSG\_97\_2606 – Final Minutes

#### Attendees:

Category	Operations Group Members
Operations Group Chair	Dave Warner
DCC	Bilal Ali ( <i>Alternate for Ian Drummond</i> )
Network Parties	Shuba Khatun
Large Suppliers	Emslie Law
	Rochelle Harrison
	Clare Manning ( <i>Alternate for Tim Larcher</i> )
	George Macgregor
	Ralph Baxter
	Laurence Cross
Small Suppliers	Cassie Bowerman
Other SEC Parties	Michael Snowden

Representing	Other Participants
DCC	Danielle Jackson
	Val Cumberland
	Timothy Dunning
	Daniel Heathcote
	Gary Fairclough
	Adam Rawling (Part) ( <i>Agenda Item 5</i> )
	Andy Rowley (Part) ( <i>Agenda Item 5</i> )
	Helen Metcalfe (Part) ( <i>Agenda Item 6</i> )
SECAS	Veronica Asantewaa (Meeting Secretary)
	Eugene Asante
	Cherrelle Mclean

Managed by

	Conroy Saunders
	Tim Newton (Part) ( <i>Agenda Item 8</i> )
DESNZ (formally BEIS)	Danny Holt
	Rachel Allen

## Apologies:

Representing	Name
Other SEC Parties	Elias Hanna
	Geoff Huckerby
Large Suppliers	Nick Coombs
	Kevin Donnelly

## 1. Previous Meeting Minutes

The Chair invited Operations Group (OPSG) members to comment on the Draft Minutes from OPSG 95. The **OPSG APPROVED** the minutes from OPSG 95 as final.

## 2. Actions Outstanding

SECAS presented the actions outstanding.

Action Ref.	Action	Date Raised	Last Target Date	Revised Target Date	Owner
<b>OPSG 75/ CONF01</b>	The DCC to provide further details on the removal of 'Roaming' from the CH&N Candidate List, including any implications.	12/07/2022	13/09/2023	TBC	DCC
<p>The DCC noted that 'Roaming' had been removed from the CH&amp;N Candidate List as it provided limited value. The coverage of the prospective Suppliers was roughly the same, providing little added benefit to users. The DCC noted that Roaming is now part of the roadmap and DCC will engage with Users on the roadmap development post go-live. The OPSG noted that 'Roaming' should not be dismissed as providing limited value to the Minimum Viable Product (MVP), as Users do not know what 4G capabilities it will provide.</p> <p><b>Status: Open.</b></p>					
<b>OPSG 88/05</b>	The DCC to provide specifications (including principles and scenarios) showing the operational implementation of the Protecting the DCC Service Policy.	14/02/2023	13/06/2023	TBC	DCC

Action Ref.	Action	Date Raised	Last Target Date	Revised Target Date	Owner
	<p>The DCC reported that since the policy was launched, the monitoring has helped mitigate some of the potential risk of spikes in on-demand traffic, and there have been no scenarios where the suspension of a customer has had to be implemented. The OPSG noted that this did not address the action. The OPSG reiterated that they need to know what principles and scenarios DCC would use to enact the Protection of the DCC Service Policy. An OPSG member highlighted that there is no defined 'core service' in the SEC that would need to be protected as all services are equal. The DCC noted that it will return to the OPSG to share some principles and lessons learnt since launching this policy.</p> <p><b>Status: Open.</b></p>				

The OPSG closed the following actions with no further comments: OPSG 38x/02 and OPSG 90/17.

The OPSG **NOTED** the update.

### 3. SEC Panel Reports – May 2023

#### Registration Data Provider (RDP) Incidents

SECAS presented the RDP Incidents report for April 2023; SECAS reported that there were three new Incidents opened in May 2023. 12 Incidents had been resolved within the month. SECAS highlighted that All Incidents that were pending from April 2023 have now been resolved through Registration Data corrections.

The OPSG:

- **NOTED** the SEC Panel Reports.
- **AGREED** with the summary of DCC reporting (Annex 1) noting that the report reflected the service experienced by Users.

### 4. Performance Measurement Report – April 2023

SECAS presented its review of the Performance Measurement Report (PMR) for April 2023 and noted the associated responses to queries provided by the DCC.

SECAS reported that CPM1 '*Percentage of On-Demand Service Responses delivered within the applicable Target Resolution Time*' had achieved the Target Service level at 99.92%. SECAS highlighted that S1SP DXC PM1.1 '*Percentage of S1SP Countersigned Service Request Times within relevant Target Response Time*' achieved 87.20% and DXC PM1.5 '*Percentage of S1SP SMETS1 Alert Response Times within relevant Target Response Time*' achieved 90.80%, noting that it continues to fail the minimum service level. The OPSG reiterated the need for DCC to confirm what additional actions are being taken and by when the service levels may be met as per action 93/01<sup>1</sup>. The DCC noted that it is expecting that these measures will be Green in July 2023, and will return to OPSG with a final outcome at the August main meeting (OPSG\_100).

<sup>1</sup> OPSG 93/01: The DCC to confirm what steps are being taken for SP1SP DXC PM1.1 and PM1.5 to achieve the target service level.

The OPSG noted that CSPN PM2 *'Percentage of Category 1 Firmware Payloads completed within the relevant TRT'* achieved the minimum service level at 97.86% but was below target service level. The OPSG reiterated the need for DCC to confirm what additional steps have been taken to achieve the service level as per action OPSG 93/03<sup>2</sup>. The DCC confirmed that at the August main meeting (OPSG\_100) it expected to provide a post project review of the work to date to achieve minimum service level for CSP N PM2 and in particular a view of what additional steps may be taken to achieve the target service level.

SECAS reported that CPM3A *'For those Alerts which are subject to SEC Section H3.14(i), percentage of Alerts delivered within the applicable Target Response Time'* was a new performance measure included in the PMR as per the DCC Performance Measurement Methodology V4.0, published in December 2022. The OPSG noted that this measure was below target service level for CSP C&S at 88.62%.

The OPSG noted that 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 at 66.67%. SECAS highlighted that this was due to an incident raised during the price change event.

PM7 *'Percentage of Certificates delivered within the applicable Target Response Time for the SMKI Services'* was also below target service level at 98.59% due to two contributing performance measures missing SLA due to high volumes of traffic on the network.

SECAS reported that Performance Indicator 1 *'Performance against the times set out in the DCC's Power Outage & Restoration Alerts Delivery Management Document'* was a new reporting metric included to the PMR as per the DCC Performance Measurement Methodology review. The OPSG noted that PRA – CSPN was below minimum service level at 92.80% and PRA – CSP C&S was below minimum service level at 88.49%.

The OPSG noted that service credits were applied to SMETS2 Service Providers.

The OPSG noted that there had been three Major Incidents (Category 1 and 2) closed in April 2023. One Incident was excluded from the April 2023 performance.

The OPSG **NOTED** the presentation.

## 5. Business Processes Indicator Performance Summary

The DCC reported the business process for firmware activations in SMETS1 and SMETS2. The OPSG noted Change of Supplier (CoS) and Tariff Updates has also decreased in volume in SMETS1.

The OPSG noted that it seemed that there had been no improvements made over the past six months, particularly in FOC. The DCC noted the CoS business process volumes will vary due to the SRV being used in different applications. The OPSG requested that the DCC provide of the initiatives in flight to drive improvements in FOC. In particular referencing prepayment and firmware activations.

The OPSG requested the DCC and SECAS to establish a way forward to discuss the post IOC reporting. The DCC reported on the pre and post switch off performance for 2G/3G sunsetting activity. The DCC noted that it will provide future reporting on sunsetting activity monthly.

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<sup>2</sup> OPSG 93/03: The DCC to provide a post project review of the work to date to achieve minimum service level for CSP N PM2 and in particular a view of what additional steps may be taken to achieve the target service level.

**ACTION OPSG 97/01:** The DCC and SECAS to establish a way forward to report on 'Post I&C (IOC)' recognising IOC devices are not newly installed devices.

**ACTION OPSG 97/02:** The DCC return to the August meeting with details of the initiatives in flight to drive improvements in FOC. In particular referencing prepayment and firmware activations.

The OPSG **NOTED** the presentation.

## 6. Northbound Prioritisation

The DCC proposed to introduce 'extremely low voltage threshold' Alerts which would require amending the existing list of high priority Alerts.

The DCC noted that amending the threshold would cause no adverse impacts to Users. The OPSG was concerned that prioritising Alerts that are important to specific SEC Party User Groups may be missed off the list as they may not have been seen as a high priority by other SEC Parties. This includes the principles by which high priority Alerts are added in that they could vary without implementing a consistent approach. An OPSG member provided details of their own difficult experience in trying to prove their Alerts were getting trapped in a retry buffer and had to provide evidence. The DCC noted the lessons learnt from this have been applied to this proposal.

The OPSG noted the DCC will need to confirm the principles upon which an Alert can be deemed high priority and to draft the risks associated by not adding the Alert type 'extremely low voltage threshold'.

**ACTION OPSG 97/03:** The DCC to confirm the principles upon which an Alert can be deemed high priority and to draft the risks associated by not adding the Alert type 'extremely low voltage threshold'.

The OPSG **NOTED** the presentation.

## 7. Major Incident Review

SECAS presented the Major incident review for Incident INC000001001905, which occurred on Tuesday 4 April 2023.

The OPSG noted that service restoration of this Incident was outside the DCC's control as it was a nationwide Incident. The OPSG questioned why CSPN took longer to restore services during the Incident than the other cohorts. The DCC explained that network terminating equipment became stuck therefore a reset of CSPN's network was needed. However, as this was a national incident it was difficult to connect with the national carrier to request a reboot of the system, therefore this was done at 10:40.

SECAS questioned why this Incident was excluded from the April 2023 PMR. The DCC noted that as this Incident was a national carrier outage, DCC Suppliers were unable to influence the service restoration of the Incident. The DCC highlighted that it does not have any commercial leverage with the supplier as it was outside of their control. The OPSG requested that the DCC confirm the principles used to exclude Major Incidents from the PMR that are outside of the DCC's control.

**ACTION OPSG 97/04:** The DCC to confirm the principles that guide the approach to managing Major Incidents that are caused by 3rd Party Service Providers that are out of the DCC's control, and therefore causing exclusion from the PMR.

The OPSG:

- **NOTED** presentation.
- **AGREED** that the Review Report for Incident INC000001001905 can be published to SEC Parties.

## 8. DCC Engagement RY 22/23

The OPSG noted that assessment and scoring of the Operational Performance Regime for April 2022 – March 2023. SECAS noted that it will provide a more in depth review of aspects of engagement the DCC has undertaken during this time.

SECAS noted that it will provide a draft for endorsement at OPSG\_98 prior to seeking approval for submission at the SEC Panel meeting on 25 July 2023.

The OPSG **NOTED** the presentation.

## 9. MP211 'Aligning the SMI with the CPL'

The OPSG noted the modification proposal and implementation options for [MP211 'Aligning the SMI with the CPL'](#). The OPSG noted that as the implementation of the Modification is required to be as soon as possible, it is likely to approve the option for one variation of “Suspended” status as it is the most cost effective.

The OPSG Chair requested that SEC Parties confirm to the Change Team by 28 June 2023, if there is already a process in place to “Suspend” devices and whether there should be one type of ‘Suspended’ status.

*[Post Meeting Note: An OPSG member noted their organisation has this process in place and is supportive of only one type of “Suspended” status. This will be included in the modification documentation for further investigation as part of the Modification process.]*

The OPSG **NOTED** the presentation.

## 10. Work Package: Q2 2023 Submission

SECAS presented the Work Package for the Q2 2023 submission.

The OPSG raised concerns regarding details in the Q4 Lookback report. SECAS noted that a further explanation on the details of the reporting was sent to members on 21 June 2023. The OPSG were concerned that members opinions of the Work Package may have been disregarded. SECAS noted that SEC Panel are working on a revised approach to the work packages for all sub-committees.

The OPSG **RECOMMENDED** the Work Package for Q2 2023-24 to the SECCo Board for final approval.

## 11. Any Other Business

### SEC Party Engagement Day

The OPSG were reminded that the SEC Party Engagement Day will be hosted in person on Wednesday 19 July 2023. The OPSG noted that members should email SECAS at [secas@gemserv.com](mailto:secas@gemserv.com) if they wish to attend.

### Farewells

The OPSG Chair noted that it was Veronica Asantewaa's last OPSG meeting. The OPSG Chair thanked Veronica for her considerable contributions to the OPSG over many years.

**Next Main Meeting: 11 July 2023; Next Reporting Meeting: 24 July 2023**