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## Operations Group Meeting 97\_2606

26 June 2023, 12:20 – 16:00

### 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 - May 2023 (SECAS):

**3.1. RDP Incidents Report (SECAS):** SECAS reported that there were three new Registration Data Provider (RDP) 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 agreed with the summary of DCC reporting (Annex 1) noting that the report reflected the service experienced by Users.

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

SECAS reported that CPM1 *'Percentage of On-Demand Service Responses delivered within the applicable Target Resolution Time'* had achieved the Target Service level. SECAS highlighted that S1SP DXC PM1.1 *'Percentage S1SP Countersigned Service Request Times within relevant Target Response Time'* and DXC PM1.5 S1SP SMETS1 Alert Response Times within relevant Target Response Time' continue to fail the minimum service level. 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).

The OPSG noted that CSPN PM2 *'Percentage of Category 1 Firmware Payloads completed within the relevant TRT'* achieved the minimum service level but was below target service level. 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.

The OPSG noted that the following were also below target service level: 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'* and CPM7 *'Percentage of Certificates delivered within the applicable Target Response Time for the SMKI Services.'*

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 and PRA – CSP C&S were below minimum service level.

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.

**5. Business Processes Indicator Performance Summary (DCC):** The DCC reported the business process for firmware activations in SMETS1 and SMETS2. The OPSG noted 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. The DCC noted the CoS business process volumes will vary due to the SRV being used in different applications. 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.

**6. Northbound Prioritisation (DCC):** The DCC proposed to introduce 'extremely low voltage threshold' Alerts which would require amending the existing list of high priority Alerts. 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 could vary without a consistent approach. 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'.

**7. Major Incident Review (DCC):** The OPSG agreed that the Review Report for Incident INC000001001905 can be published to all SEC Parties.

**8. DCC Engagement RY 22/23 (DCC):** 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.

**9. MP211 'Aligning the SMI with the CPL' (SECAS):** The OPSG noted the modification proposal and implementation options. 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.

**10. Work Package: Q2 2023 submission (Jul - Sept) (SECAS):** 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 recommended the Work Package for Q2 2023-24 to the SECCo Board for final approval.

## 11. AOB

### 11.1. 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.

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