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Operations Group Meeting 112_2602

26 February 2024, 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 – February 2024 (SECAS): There was one new Registration Data Provider (RDP) Incident opened in January 2024 and all Incidents from October 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. SECAS presented the SEC Panel Quarter 4 reports for the Problem Report, Responsible CH Returns and Service Request Variance. The OPSG asked that the CH returns report and its underlying data be reviewed. The OPSG noted the presentation.

4. PMR – December 2023 (SECAS): Communication Service Provider Central & South (CSP C&S) has not achieved minimum service level for CPM3A (Power Outage Alerts) for nine months in a row. The DCC emphasised that it continues to engage with CSP C&S to improve performance.

5. Business Processes Indicator Reporting (DCC): The OPSG highlighted that the reporting on Firmware upgrades should separate the performance of HAN (Home Area Network) connected devices from that of CHs.

6. DSP (DCC): The DCC provided an overview of the LC13B consultation conclusions, and the milestone plan presented to the Department for Security and Net Zero (DESNZ).

7. Chatty Devices in CSPN (DCC): The DCC presented evidence that excessive alerts in CSPN are impacting Business Process success rates. More than 50% of alerts are produced by a very small (2.4k) number of devices. The OPSG agreed to focus on these devices and the towers experiencing most Alerts, with the aim of reducing alerts. The DCC agreed to provide a geographical view of the top ten affected towers and the devices producing Alerts associated with each one.

8. Incident Management Update Workshop Overview (DCC): The DCC presented an Incident Management improvement plan building on the discussions at this workshop.

9. Major Incidents – Review of Causes (DCC): The OPSG noted that of the total 33 major incidents in 2023, 11 had their root cause in FOC. The causes of the FOC incidents were reviewed. The DCC committed to providing an update on the outcome of recent engagements with the FOC Service Provider during March 2024 to the OPSG.

10. Major Incident Review (SECAS): SECAS presented on Major Incident INC000001130925 and INC000001134531. These Incidents occurred 11 January 2024 and 17 January 2024, respectively. Both Root Causes are under investigation. The OPSG approved the publication of the formal reports.

11. OPSG Q3 Lookback Report (SECAS): SECAS presented the OPSG Q3 lookback report: expenditure reported was slightly under budget.

13. AOB:

User Forum

SECAS noted that the OPSG User Forum trial of the Social Squared plug-in for Microsoft Teams is open until Thursday 29 February 2024 and a possible extension into March is being considered. The OPSG suggested SECAS considers other simpler options such as WhatsApp or Signal

Next Main Meeting

SECAS highlighted that the next OPSG meeting will be in person and will be taking place at 8 Fenchurch Place.

Review of BCDR Testing Approach

SECAS will share ex-committee a proposed plan for reviewing the BCDR Testing approach: OPSG Members are asked to provide comments.

Next Main Meeting: 12 March 2024 (in person); Next Reporting Meeting: 25 March 2024.