Operations Group Meeting 116_2204

22 April 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 – March 2024 (SECAS): SECAS reported that there were ten new Registration Data Provider (RDP) Incidents opened in March 2024 and all twenty-five Incidents recorded during Q1 2024 were resolved through Registration Data corrections.

4. PMR – February 2024 (SECAS): SECAS noted three Category 2 Major Incidents recorded during February and confirmed that all were resolved within SLA. SECAS reported that Communication Service Provider Central & South (CSP C&S) did not achieve Minimum Service Level for CPM3A (Power Outage Alerts) for the eleventh month in a row. SECAS also highlighted that Performance Measure (PM) 1.1 for CSP C&S achieved Target Service Level for the first time in January 2024 but noted a slight decrease to 98.995% in February 2024. The DCC noted that the root causes of PM2.1 and CPM3A have been under investigation and will be presented in the May OPSG reporting meeting.

5. Business Processes Indicator Reporting (DCC): The DCC reported a fall in SMETS1 and SMETS2 Change of Supply (CoS) performance due to one User's performance. The OPSG enquired around the CSPN performance and the DCC responded confirming that it is lower on average on all processes and across all S1 cohorts.

The DCC presented the Firmware Service Request Variants (SRVs) and Alerts process and reported on the performance in CSPN and Final Operating Capability (FOC). One OPSG member agreed to respond back to the DCC to validate its list of known devices where there are Firmware update issues.

6. OPSG Risk Register (SECAS): SECAS presented the four OPSG Risks with a severity score of 15 and higher for escalation to the SEC Panel. Each risk was reviewed by OPSG members as SECAS requested input on the applicability of the current severity levels based on probability and impact.

7. Manufacturing Pack (DCC): The DCC presented the End-to-end Certificate Management Policy.

8. MP244 'Device Alerts for Smart Meter Credit Replenishment (SECAS): SECAS presented the proposed solution and the Preliminary Assessment summary. The OPSG highlighted that the DCC should be looking at a more centralised approach to traffic management.

9. SEC Change Process (SECAS): SECAS presented each phase of the change process and the prioritisation of SEC Modifications in response to Action OPSG 71/02, which was subsequently closed.

11. AOB:

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Survey Reminder

The OPSG Chair highlighted that this is a reminder that the OPSG survey would be coming out early May 2024.

OPSG One-to-one with OPSG Chair

The OPSG Chair noted that he would be in touch with OPSG members in the coming weeks to gain a better insight into User input within OPSG. The OPSG Chair stated that if any members have any questions or comments to email him at jason.stevens@seccoltd.com.

Next Main Meeting (in person): 14 May 2024; Next Reporting Meeting: 24 May 2024.

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