



UNLOCKING THE TECHNICAL OPERATIONS CENTRE (TOC)

TOC provide and support 3 main capabilities within the DCC



MONITORING



REPORTING



ANALYTICS



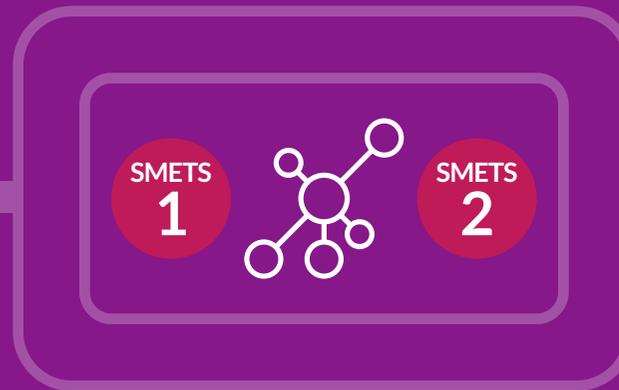
Providing assurance to all our partners & internal stakeholders that the network is performing to trend



264 PLANNED OUTAGES
supporting our customers and partners



EVERY MONTH WE PRODUCE 9 ATTACK
surface assessments of major suppliers



DCC MONITOR THE SMETS 1 & 2 NETWORK

at a service level against each Sec Party, SRV (Service Request Variant), Alert and Regional trend



WE MONITOR OUR CUSTOMERS AND PARTNERS
network based on three key metrics:

- 1 VOLUME
- 2 FAILURE RATES
- 3 SPEED OF SERVICE REQUESTS

WE TAKE OUR SECURITY RESPONSIBILITIES SERIOUSLY



ISO27001 COMPLIANT



SOC2 COMPLIANT



SECURITY MATTERS

THE TOC PROVIDES a range of standard and custom reports

9,000+ IN 2020 ALONE



35
NEW REPORTS created in 2020



Our co-operation and collaboration with the TOC 24x7 team has made big leaps forward this year. They have made it much easier for me and my team to access the increasingly positive data that allows us to illustrate DCC's delivery, I'm keen to maintain this momentum and creativity.

George Eykyn
DCC ExCo



Department for
Business, Energy
& Industrial Strategy

The TOC/ SOC 24x7 team have been extremely helpful over the past year and I've been impressed by their readiness to answer data queries and provide additional support where needed.

BEIS