Reported List of Service Provider Performance Measures

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Reported List of Service Provider Performance Measures (Produced for the purposes of SEC H13)

1.   Introduction

This document is the Reported List of Service Provider Performance Measures produced for the purposes of SEC H13. The Reported List Service Provider Performance Measures cover:

1.   Data Service Provider (DSP) Performance Measures

2.   All Communication Service Provider (CSP) Regions – Communications Hubs Performance Measures

3.   Communication Service Provider (CSP) – By Region Performance Measures.

These measures are considered Performance Measures and are required to be reported in the report produced by DCC under SEC H13.4.

The methodology for calculating these Performance Measures can be found in the Performance Measures Methodology.

These Performance Measures may be modified by DCC under SEC H13.2.

2. DSP

Performance Area	PM No.	SM / KPI	Performance Measure	Target Service Level	Minimum Service Level
Availability	2.1	SM	Percentage Service availability – DCC Data Service (Production Services)	99.95%	99%
	2.2	SM	Percentage Service availability – DCC User Interface (Production Services)	99.95%	99%
	2.3	SM	Percentage Service availability – DCC Service Management System	99.5%	98%
	2.4	SM	Percentage Service availability – Self Service Interface (Production Services)	99.5%	98%
	2.5	KPI	Percentage Service availability – Self Service Interface (Production Services)	95%	90%
	2.7	SM	Percentage Service availability - Externally exposed test services (08.00 to 20.00 UTC Monday to Saturday)	99%	98%
Application Management	33.1	SM	Number of Severity Level 1 or 2 Incidents directly related to a Change Release occurring within 30 days of release of the Change Release	0	5
	3.2	SM	Number of Severity Level 1 or 2 Incidents directly related to a Change implementation occurring within 30 days of release of the Change implementation	0	5
Service Management	7	KPI	Notification of Planned Maintenance events within required target	100%	90%
Anomaly Detection	11	KPI	Percentage of anomalous Service Requests notified within 30 minutes.	99%	96%

3.   All CSP Regions – Communications Hubs

Performance Area	PM No.	SM / KPI	Performance Measure	Target Service Level	Minimum Service Level
Communications Hub delivery	1.1	SM	Percentage of Communications Hubs delivered on time	99%	95%
	1.2	SM	Percentage of Communications Hubs accepted by DCC Service Users	99.9%	99%
	1.3	SM	Percentage of Communications Hubs determined not to be faulty following attempted installation	99.9%	99.5%
Communications Hub "Incidents"	2.1	SM	Percentage of Communications Hub Incidents resolved by remote maintenance	99%	95%

4. 2/3G and LRR CSP - By Region

Performance Area	PM No.	SM / KPI	Performance Measure	North		Central / South	
				Target Service Level	Minimum Service Level	Target Service Level	Minimum Service Level
Communications Hub Connectivity	1.1	SM	First time SM WAN connectivity at install	80%	70%	90%	80%
	1.2N	SM	First time SM WAN connectivity within 30 days	90%	80%	NA	NA
	1.2 C/S	SM	First time SM WAN connectivity within 90 days	NA	NA	99%	90% (95% from Jan 2017)
	1.3N	SM	First time SM WAN connectivity within 90 days	99%	95%	NA	NA
	1.3 C/S	SM	SM WAN Connectivity Level	NA	NA	99.9%	99%
	1.4 N	SM	SM WAN Connectivity Level	99.9%	99%	NA	NA
Network Availability	6.2	SM	Percentage availability of DCC SM WAN Gateway Interface	99.98%	98.25%	99.98%	98.25%
Service Management	10	KPI	Notification of Planned Maintenance events within required target	100%	90%	100%	90%
	11 N	KPI	Accuracy of Coverage Database provided to DCC Service Users	99%	95%	NA	NA
	11 C/S	KPI	Accuracy of installation recommendation provided to DCC Service Users via Coverage Database	NA	NA	95%	90%

5.   4G CSP - By Service

Performance Area	PM No.	SM / KPI	Performance Measure	Device Manager		WAN Provider		Comms Hub	
				Target Service Level	Minimum Service Level	Target Service Level	Minimum Service Level	Target Service Level	Minimum Service Level
Communications Hub Connectivity	1.1	SM	First time SM WAN connectivity at install	NA	NA	98.01%	95.02%	99.75%	99.60%
	1.2	SM	First time SM WAN connectivity within 30 days	NA	NA	99.00%	98.00%	NA	NA
	1.3	SM	First time SM WAN connectivity within 90 days	NA	NA	99.50%	99.00%	NA	NA
	1.4	SM	SM WAN Connectivity Level	NA	NA	99.91%	99.01%	99.96%	99.05%
Network Availability	6.2	SM	Percentage availability of DCC SM WAN	99.80%	98.25%	99.98%	98.25%	NA	NA
Service Management	8.3	KPI	Notification of Planned Maintenance events within required target	95.00%	90.00%	100.00%	90.00%	100.00%	90.00%
	8.4	KPI	Accuracy of Coverage Database provided to DCC Service Users	N/A	N/A	99.00%	95.00%	N/A	N/A
Application Management	11.1	SM	Number of Severity Level 1 or 2 Incidents occurring within 30 days of implementing a change	0	1	0	1	0	1

				N/A	N/A	N/A	N/A		
Communications Hub delivery	12.1	SM	Percentage of Communications Hubs delivered on time	N/A	N/A	N/A	N/A	99.00%	98.00%
	14.6	SM	Percentage of Communications Hubs determined not to be faulty following attempted installation	N/A	N/A	N/A	N/A	99.90%	99.00%
Communications Hub "Incidents"	13.1	SM	Percentage of Communications Hub Incidents resolved by remote maintenance	99.00%	95.00%	N/A	N/A	N/A	N/A

6. ECOS – By Service Provider

Performance Area	PM No.	SM / KPI	Performance Measure	Accenture		Critical Software	
				Target Service Level	Minimum Service Level	Target Service Level	Minimum Service Level
Network Availability	6.04	SM	Percentage Service Availability (Production Services)	99.95%	99.00%	99.95%	99.00%
Test	6.06	SM	UIT environment availability	99.00%	98.00%	99.00%	98.00%
Application Management	11.1	SM	Number of Severity Level 1 or 2 Incidents occurring within 30 days of implementing a change	0	1	0	1
Processing SR 6.23	20.1	KPI/SM	Successful processing of 6.23 Service Request for SMETS 1 and SMETS 2	99.90%	99.00%	99.99%	99.00%
	20.3	SM/KPI	Time taken to process On Demand 6.23 SRVs at the maximum SM rate	99.00%	96.00%	99.00%	96.00%