



Xoserve Incident Summary: March 2020

31st March 2020

What is this presentation covering?

- This presentation provides an overview of **P1/2 incidents** experienced in the **previous calendar month**
- It will describe **high level impacts and causes**, and the **resolution Xoserve undertook** (or is undertaking) to resolve
- This information is provided to **enable customers to have a greater insight** of the activities within Xoserve's platforms that support your critical business process
- It is also shared with the intention to provide customers with an **understanding of what Xoserve are doing to maintain and improve service**, and;
- It is provided to **enable customers to provide feedback** if they believe improvements can be made

High-level summary of P1/2 incidents: March 2020

Ref.	What happened?	Why did it happen?	What do Xoserve understand our customers experienced?	What did your Xoserve team do to resolve?	Incident Date	Resolved Date
1099808	The UK Link file transfer systems stopped processing files to customers for 30 minutes.	File transmissions failed post a migration of a file transfer mechanism between data centres, Root cause unknown and being investigated.	File delivery and receipt for customers may have faced minor delays. This could have impacted some customers business processes, however no issues reported.	Xoserve teams worked with the vendor to isolate the issue. A configuration change recommended by the vendor was deployed to resolve the fault.	02/03/2020 11:47	02/03/2020 19:24
1104986	Files being transferred to UK Link were delayed up to 3 hours.	Following a refresh of the UK Link file transfer system, an incorrect configuration resulted in files being incorrectly routed to an different environment.	File delivery and receipt to customers may have been delayed, potentially impacting some customers business processes. No issues reported however.	Xoserve amended the configuration to allow the files to be transferred to the correct environment.	16/03/2020 14:34	16/03/2020 18:40
1105842	Demand Attribution values published in Gemini for the 10:00 hour bar were abnormally high.	A weather file transferred from UK Link contained zero values. Root cause unknown and being investigated.	Customers would have seen high Demand Attribution values within Gemini.	Validation checks were put in place to ensure subsequent files did not contain zero values.	19/03/2020 10:57	19/03/2020 13:59
1106922	The Xoserve Service Desk tool experienced performance issues.	The root cause is unknown and being investigated by Xoserve support teams and the support vendor.	Xoserve customers were unable to log faults via the Xoserve Service Desk web portal for 30 minutes.	Xoserve teams worked with the vendor to isolate the issue. The vendor advised a full server restart which resolved the issue.	24/03/2020 10:17	24/03/2020 12:11
1106982	Calls to the Xoserve Service Desk were not being answered.	Incoming calls to the service desk number were not being forwarded to the analysts due to a BT telephony portal issue.	Customers were unable to call the Xoserve Service Desk for 4hrs 51 mins and tickets had to be logged through the web portal or via email.	Xoserve teams worked with BT to isolate and resolve the problem with the BT telephony portal.	24/03/2020 10:30	24/03/2020 15:51

What is happening Overall?

Key:

March 2020

Year to Date

	Xoserve Identified	Customer Identified		Xoserve Identified	Customer Identified		Xoserve Identified	Customer Identified
Xoserve Controllable	Xoserve Identified the incident and the incident could have been avoided had Xoserve taken earlier action	Customer Identified the incident and the incident could have been avoided had Xoserve taken earlier action	Xoserve Controllable	3	1	Xoserve Controllable	42	13
Xoserve Uncontrollable	Xoserve Identified the incident but the incident could not have been avoided had Xoserve taken earlier action	Customer Identified the incident but the incident could not have been avoided had Xoserve taken earlier action	Xoserve Uncontrollable	1	0	Xoserve Uncontrollable	13	15

What is happening Overall

Major Incident Causality Chart - Year to Date

