Xoserve Incident Summary: April 2020

1st May 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: April 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
1110826	File transfers from CMS were delayed due to connectivity issues	The file transfer system became unresponsive and stopped sending files. Root cause unknown and being investigated	No customer impact	Xoserve Teams manually processed files until application and file transfer services were restarted.	01/04/2020 23:06	02/04/2020 04:15
1113261	Gemini was unavailable between 05:00 and 05.50 on 5th April.	A project change on Gemini was unable to be implemented correctly and the backout plan was instigated	Gemini users were unable to nominate or review gas demand	Xoserve project teams isolated the servers at issue and released the service. An implementation review highlighted a missing task that was then completed and servers were added back into the configuration at 15:10 the same day.	05/04/2020 05:00	05/04/2020 05:50
1113834	Gemini nominations were failing and some values were appearing against an incorrect shipper	An incorrect project deployment and a design flaw caused nomination locks and incorrect allocated values	Gemini users would not have been able to access some functionality in Gemini screens and view data correctly for 1hr 41 mins	Xoserve project team worked with National Grid to revert to offline process and disabled the new screen. A redeployment on the 12th of April and an enduring code fix on 19th April rectified issue	06/04/2020 00:19	06/04/2020 02:00
1114066	CMS performance was degraded for 1hr 31 mins	High levels of database activity prevented new connections from being made and is currently being investigated	Internal and external users experienced slowness when reviewing portfolios and contact details	Xoserve teams worked with our support partners and restarted application and database services to rectify the issue.	06/04/2020 12:20	06/04/2020 13:51
1115266	Gemini screens unavailable on the 10th April for 16mins	A high number of database transactions prevented any new connections from being made. Root cause being investigated	National Grid were unable to publish the Line Pack data at the expected time Customers would not have been able to view up to date allocation data	During investigation, database resources were released automatically after the affecting transactions were completed.	10/04/2020 01:06	10/04/2020 01:25
1116573	Gemini was unavailable on the 13th April for 2hrs 18mins	A Gemini database server became unresponsive due to a memory overflow. Root cause unknown and being investigated	Shippers were unable to place Nominations Line Pack and Demand Attribution data was not published on time.	Xoserve teams increased database memory and services were started on a second server to release transaction allocation resume service	13/04/2020 23:11	14/04/2020 01:29:
1119306	Intermittent connectivity to Gemini / CMS for National Grid users for 4hr 6 minutes;	A major outage on BT's network impacted multiple customers including Xoserve	No National Grid processes were affected but teams inconvenienced due to delays	Xoserve support teams routed traffic via a secondary connection as a workaround until BT confirmed the service was restored	21/04/2020 07:46	21/04/2020 11:52
1121112	Gemini Demand Attribution publication delayed for 21:00 hour bar	Late file delivery from National Grid systems delayed processing within Gemini	Gemini users were unable to view up to date Demand Attribution values for approx. 60 mins	Xoserve support teams worked with National Grid to instigate their contingency process	24/04/2020 22:02	24/04/2020 23:07
1122743	Files being sent to UKLink were not arriving or being processed correctly	There was intermittent connectivity issues observed between the file transfer service and application servers	No customer impact	Xoserve teams restored the files from their archive location and reprocessed. Investigation ongoing to correct connectivity issues	30/04/2020 16:59	30/04/2020 20:27

What is happening Overall?

Key:

	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 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

April 2020

	Xoserve Identified	Customer Identified
Xoserve Controllable	5	0
Xoserve Uncontrollable	1	1

Year to Date

	Xoserve Identified	Customer Identified
Xoserve Controllable	5	0
Xoserve Uncontrollable	1	1