



# **Xoserve Incident Summary: January 2021**

1<sup>st</sup> February 2021

# What is this presentation covering?

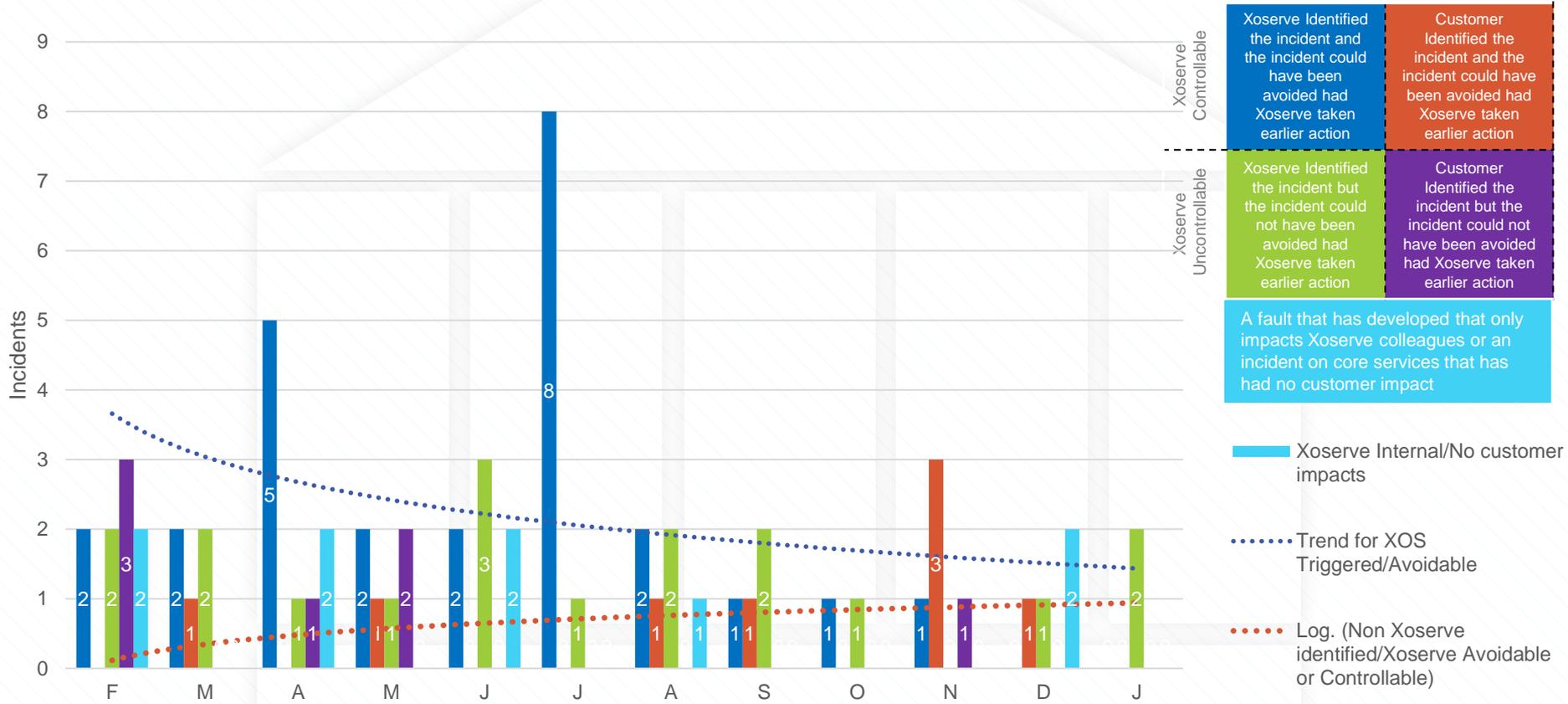
- This presentation provides an overview of **P1/2 incidents** experienced in the **previous calendar month**
- It will describe **high level impacts and causes**, and the **resolution Xoserve undertook** (or is undertaking) to resolve
- This information is provided to **enable customers to have a greater 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: January 2021

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
INC0040873	An internal alert identified CMS performance issues. Performance then degraded causing application use issues.	Alarm thresholds identified file system errors and turned on automatic protection so information could not be stored.	Customers were unable to update their contact portfolios for 3 hours 17 minutes.	Xoserve support teams identified the server at fault and isolated it from the load balanced configuration. All services were then restarted to restore the availability. RCA in progress.	05-Jan 11:58	05-Jan 15:15
INC0042904	Internal monitoring identified that the Gemini Line pack was not published for 18:00 hour bar.	The Gemini system did not receive the Line Pack file from National Grid (NG) due to an NG system performance issue.	All shippers were unable to see the latest nomination values or line pack details in Gemini. This impacted their ability to view the latest Capacity values within the National Transmission System.	Xoserve Teams worked with the GNCC to invoke contingency and manually publish Line Pack for the 18:00 & 19:00 hour bars. Teams then worked with the NG system teams to manually load the files until they had fully restored the service. RCA is in progress by NG.	15-Jan 18:44	15-Jan 20:20

# What is happening Overall

## Major Incident Causality Chart - Year to Date



# What is happening Overall?

## Key:

## January 2021

## 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	0	0	Xoserve Controllable	26	8
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	2	0	Xoserve Uncontrollable	18	7