Xoserve Incident Summary: December 2019

1st January 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: December 2019

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
1064642	Updates to daily Xoserve business reports were delayed	Multiple job failures within SAP meant that reports could not be produced. Root cause unknown and being investigated	No customer impact	Xoserve teams worked with the vendor to identify a resolution. Services were restarted to correct the issue and jobs were reinstated	01/12/2019 12:46	02/12/2019 01:54
1066371	Xoserve users were unable to access internal services	Active Directory certificates were updated out of sequence	No customer impact	Xoserve teams worked with our suppliers to identify the issue and the outstanding certificates were renewed	05/12/2019 13:35	05/12/2019 17:12
1067763	Demand Attribution and UIG data for 9th December could not be published	Xoserve Demand attribution suppliers failed to send files on time	Gemini users would not have seen the correct demand figures until 22:19	Xoserve teams worked with the Suppliers Control Centre team to receive and process the correct file	09/12/2019 21:50	09/12/2019 22:19
1068951	One of Xoserve' s file transfer servers became unresponsive	As part of a planned change there was an incorrect configuration of a server network address that caused a conflict	No customer impact	Xoserve teams identified the failing server and took the server off line. The configurations have now been changed and the server brought back into service	12/12/2019 04:57	12/12/2019 08:13
1069863	CMS users experienced slowness and were eventually unable to access the service	A database uitilised by the service had connections that were not being released and stopping new connections from being made	Customers using CMS were unable to review portfolios and contact details for approximately 2hrs 1min	Xoserve teams worked with our 3rd party suppliers to agree a resolution and restarted the Data Base services	13/12/2019 14:14	13/12/2019 16:31
1072122	The Xoserve Services Portal was unreachable for both internal and external customers	Our communications provider had a fault with their network equipment meaning traffic to the Xoserve portal was not passed correctly	DES was inaccessible to customers on the 19/12/19 for approximately 3hrs 37mins	Xoserve teams worked with our 3rd party suppliers and communications provider to isolate the fault and apply a workaround. The original fault has now been fixed and the workaround removed	19/12/2019 09:52	19/12/2019 13:30

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

December 2019

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

Year to Date

	Xoserve Identified	Customer Identified
Xoserve Controllable	30	9
Xoserve Uncontrollable	9	12

What is happening Overall

Major Incident Causality Chart - Year to Date