



Xoserve Incident Summary: January 2020

1st February 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: January 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
1077958	DES users encountered access and performance degradation issues	A project change to a network configuration was incorrectly implemented.	Customers either could not access DES or would have seen intermittent connectivity and poor response from the service for 5hrs 35 mins	Xoserve worked with our Suppliers to isolate the root cause Our suppliers corrected their configurations to restore service	13/01/2020 08:45	13/01/2020 14:20
1078537	Line pack was not populated in Gemini for 15:00 hour bar for Gas day 14th January 2020.	A project change on a network configuration was incorrectly implemented	Shippers were unable to obtain line pack data until it was published at 15:51	Xoserve worked with the Control Room team (Line Pack supplier) to implement the contingency process and with our network suppliers to isolate and revert the change	14/01/2020 15:22	14/01/2020 15:51
1078732	CMS became inaccessible or performance was degraded	A server hardware fault caused the service to fail	Customers using CMS were unable to review portfolios and contact details for approximately 4 hrs 23 mins	Our supplier teams isolated a faulty server and removed this from the service. Service was then restored and root cause analysis in progress	15/01/2020 11:22	15/01/2020 16:16
1081180	Gemini application was unavailable for National Grid Control Room users	A project change on a network configuration was incorrectly implemented	Shippers were not impacted however National Grid users were unable to access Gemini application for 45 mins	The change by the project teams was reverted which restored service. Xoserve are reviewing the ongoing approach with the project team	24/01/2020 07:16	24/01/2020 08:00
1083700	Customers were unable to access DES or UK Link online services Xoserve users were also unable to access Office 365 services	Our supplier's major communications provider (BT) encountered an internal network issue impacting a large number of customers in London and Leicestershire	Customers could not access DES or UK Link on line services for 1hr 37 mins	Xoserve technical teams invoked a contingency to re-route communications traffic via a backup link to restore service	31/01/2020 15:23	31/01/2020 17:00

What is happening Overall?

Key:

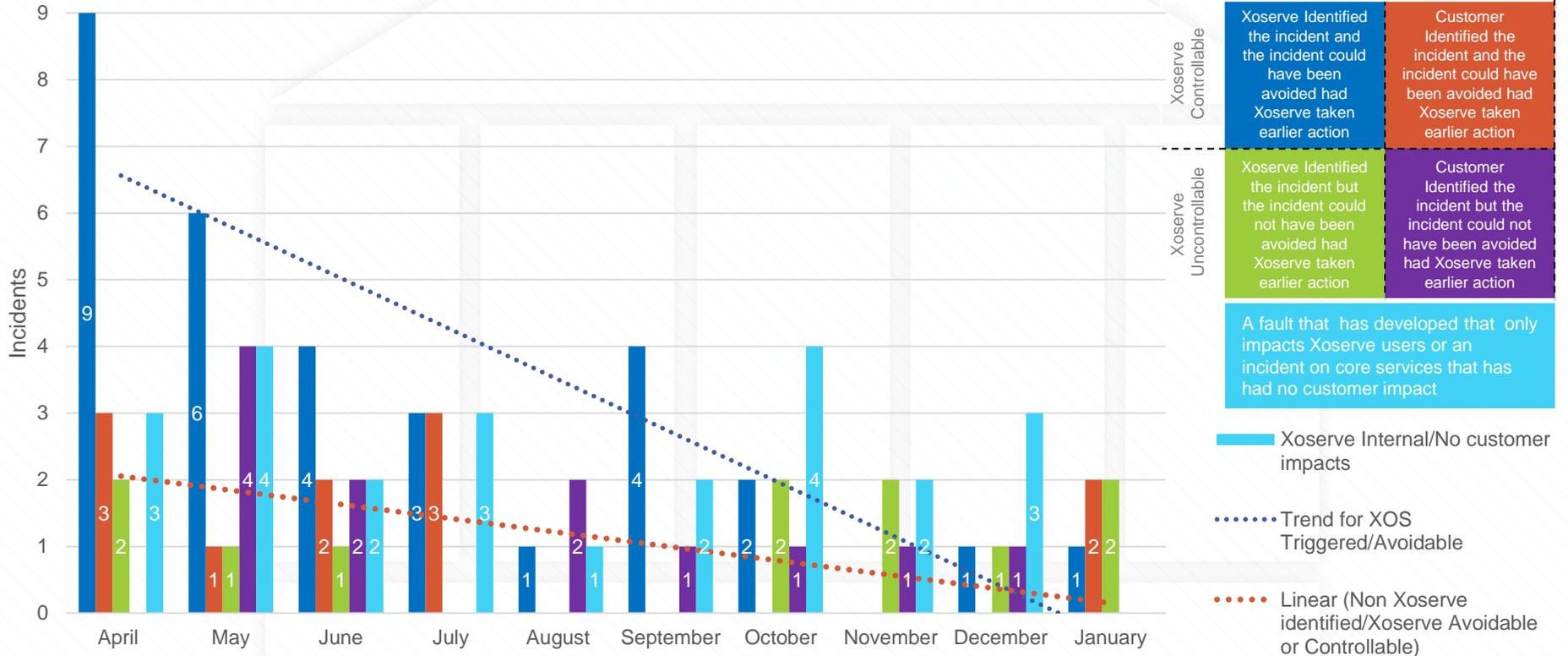
January 2020

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	1	2	Xoserve Controllable	31	11
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	11	12

What is happening Overall

Major Incident Causality Chart - Year to Date



	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

A fault that has developed that only impacts Xoserve users or an incident on core services that has had no customer impact

- Xoserve Internal/No customer impacts
- Trend for XOS Triggered/Avoidable
- Linear (Non Xoserve identified/Xoserve Avoidable or Controllable)