Xoserve Incident Summary: February 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: February 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
1084471	File transfer services across the IX network stopped working	A widespread outage of national network provider's internal network impacted multiple customers, including Xoserve	Customer file delivery and receipt may have been delayed potentially impacting some customers business processes for 8hrs	Xoserve teams worked to apply a contingency process to manually transfer critical files and worked with the national network provider to confirm service restoration	03/02/2020 05:41:00	03/02/2020 13:40:00
1086115	New incident tickets could not be created in Xoserve's Service Desk tool	An internal component within the tool became corrupt due to an incorrect project change applied to the tool	Xoserve Customers were unable to log tickets via the Xoserve Portal for 7hrs	Xoserve teams worked with the vendor to restore system data. The Xoserve Service Desk then updated the tool with tickets created via the contingency process	07/02/2020 14:59:00	07/02/2020 22:05:00
1089288	File transfer services across the IX network stopped working	Connectivity to internal storage areas was disrupted due to server that had stopped responding	Customer file delivery and receipt may have been delayed potentially impacting some customers business processes for approx. 18 mins	Xoserve teams restarted the server and restored availability. This is a known issue and will be rectified when the services are moved to the new Xoserve's new cloud platform at the end of February	14/02/2020 16:52:00	14/02/2020 17:10:00
1090360	CMS became inaccessible or performance was degraded	A long running job caused connections to the CMS data base to become locked	Customers using CMS were unable to review portfolios and contact details for approximately 38 mins	Xoserve teams worked with our support partners to cancel the job and restart the services to rectify the issue. A vendor patch is being tested to permanently correct the issue	17/02/2020 10.26	17/02/2020 11:56
1090505	Customer's connectivity across the IX network was interrupted and was only available with limited capacity	A project change on a network configuration was incorrectly implemented	Customer file delivery and receipt was delayed impacting some customers business processes for 7hrs 44 mins	A configuration change implemented as part of a project change was corrected. This brought the service up to correct capacity	17/02/2020 14:04	18/02/2020 17:56
1091397	Degraded file transfer performance through the IX network	Incorrect configuration by our suppliers during service restoration of incident 1090505	Two customers business processes impacted by slow file receipts and transmissions for 27hrs	Xoserve teams worked with our suppliers and customers to invoke contingency processes. Incorrect configuration identified and rectified by our supplier teams	18/02/2020 08:44	19/20/20 12:06
1090966	A customer was unable to access the Gemini service	A widespread outage of national network provider's internal network impacted multiple customers, including Xoserve	Limited connectivity to Gemini and contingency XP1 services needed to be invoked.	Xoserve worked with our partners and suppliers to identify the fault. The national network provider rectified the fault and services were restored	18/02/2020 08:19	18/02/2020 09:00
1091219	Customers were unable to logon to DES or performance was degraded on the Xoserve Service Portal	Services that control login to the application stopped allowing access and caused a degradation in performance	Customers were not able to search for Supply Point details within their portfolios for 2hrs 37 mins	The Xoserve teams investigated the issue but could not find the cause of fault. No remedial action was taken. Xoserve are working with the vendor to identify the root cause of the issue	18/02/2020 12:38	18/02/2020 15:15
1091296	CMS became inaccessible, performance was degraded and contacts within the application were not being processed	Processes were not being triggered correctly and updates to the database were not completing	Customers using CMS were unable to review portfolios and contact details for approximately 3hrs 42 mins	Xoserve teams worked with our suppliers to identify a course of action and restarted application services to restore availability. The root cause is not yet known	18/02/2020 13:53	18/02/2020 17:35

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
1092190	Performance issues were encountered in the Xoserve Services Portal when processes supporting the service became slow	There was a degradation of performance when the system was connecting to an internal database. The root cause of this is not yet known.	Customers may have experienced slow performance or login issues when accessing the portal. Customers using CMS would have also seen intermittent connectivity and issues while creating new contacts	The Xoserve teams diagnosed the fault and performed a service restart to clear the database issue. Investigations continue to isolate the fault	21/02/2020 05:55	21/02/2020 12:40
1092987	A customer was unable to access the Gemini service.	Fault on the customer's network	Limited connectivity to Gemini as the contingency XP1 service was invoked	Xoserve teams worked with suppliers and the customer to isolate the problem area. Customer's internal teams then rectified the fault	22/02/2020. 01:08	22/02/2020 03:10
1095734	A customer was unable to send or receive files across the IX network	Customers IX network equipment became unresponsive and would not communicate across the IX network	The customer business processes were disrupted as they could not send or receive files to/from their customers or Xoserve for 24 hrs	Our teams worked with our suppliers to diagnose, reconnect the service and reset the connection configuration. Root cause for disruption is still being investigated	26/02/2020 13:17	27/02/2020 13:25
1096640	Customer identified that they could see MPRNs that did not relate to their portfolio when using DDP reporting	A processing issue in the DDP tool caused a misalignment in MPRN data	Incorrect MPRNs were visible to a customer in BIRST. The service was taken offline as a precaution and was unavailable for customers from Thursday 27th February to Monday 2nd March (80 hrs and 39 mins)	Xoserve teams immediately brought the service down. Working with the vendor the teams isolated the issue. A data refresh was implemented on the platform to rectify the MPRN misalignment. A internal DDP process failed and the vendor is investigating a permanent solution	27/02/2020 16:41	04/03/2020 12:17

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

February 2020

	Xoserve Identified	Customer Identified
Xoserve Controllable	8	1
Xoserve Uncontrollable	1	3

Year to Date

	Xoserve Identified	Customer Identified
Xoserve Controllable	39	12
Xoserve Uncontrollable	12	15