Xoserve Incident Summary: November 2019

1st December 2019

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: November 2019

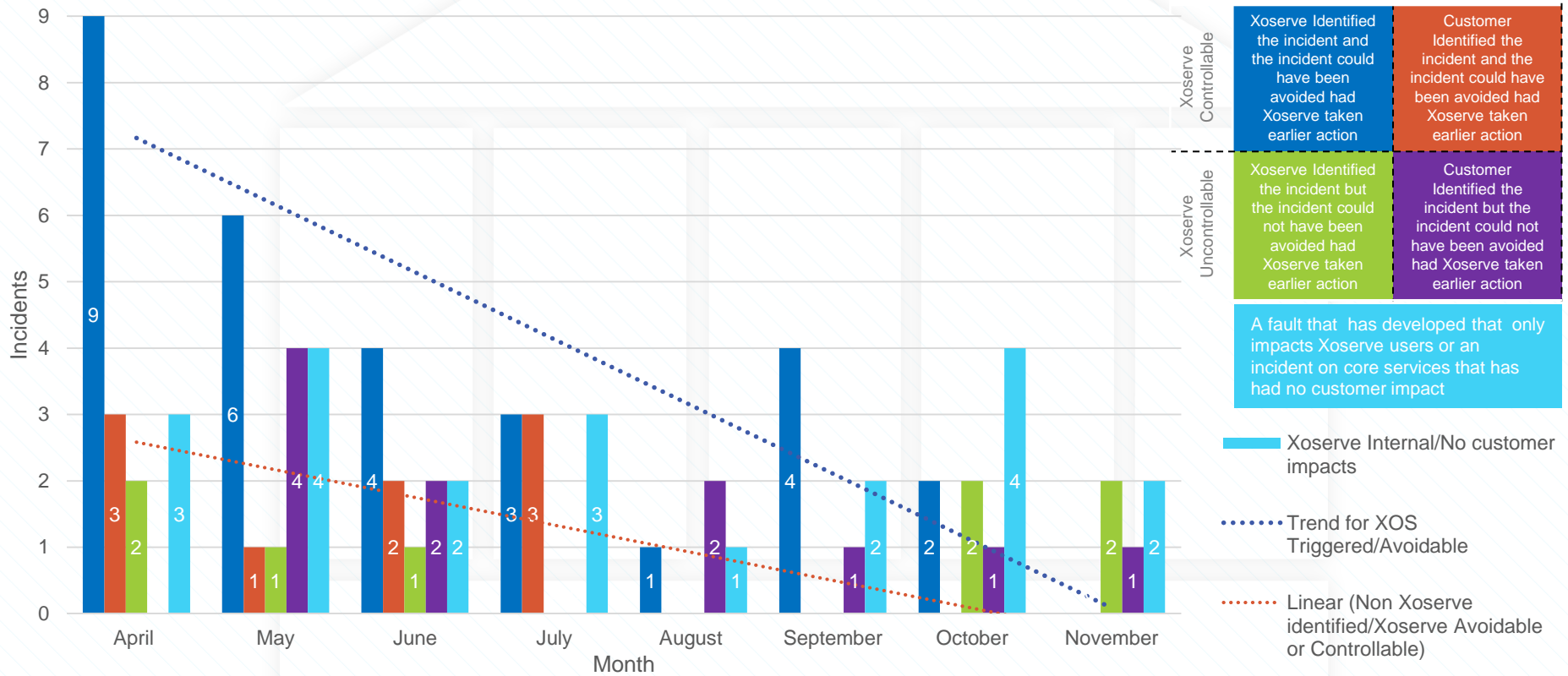| Ref.	What happened?	Why did it happen?	What do Xoserve understand our customers experienced?	What did your Xoserve team do to resolve?	Incident Date	Resolved Date
1059126	Demand Attribution and UIG data for 12th November could not be published.	Xoserve received duplicate files from the Attribution Data Suppliers	Gemini users would not have seen the correct demand figures until 22:40.	Xoserve teams worked with the Suppliers Control Centre team to receive and process the correct file.	12/11/19 21:22	12/11/19 22:49
1059153	Demand Attribution and UIG data for 13th November could not be published.	Xoserve received duplicate files from the Attribution Data Suppliers	Gemini users would not have seen the correct demand figures until 03:13.	Xoserve teams worked with the Suppliers Control Centre team to receive and process the correct file.	13/11/19 00:15	13/11/19 03:50
1059647	Xoserve users were unable to connect to UK Link, CMS and SD Plus applications.	Our suppliers communications subcontractor had wide spread internal issues due to a failed change. This also inadvertently also impacted Lansdowne Gate connectivity.	No customer impact.	Xoserve ensured our supplier teams worked with their subcontractors to restore service.	14/11/19 11:51	14/11/19 14:04
1061625	Demand Attribution and UIG data for 21st November could not be published.	Xoserve received duplicate files from the Attribution Data Suppliers	Gemini users would not have seen the correct demand figures until 22:32.	Xoserve teams worked with the Suppliers Control Centre team to publish demand via the contingency process.	21/11/19 09:29	22/11/19 00:23
1062920	Xoserve Support team unable to remotely connect to SAP (UK Link).	System synchronisation issue within Xoserve desktop supplier's network.	No customer impact.	Xoserve teams worked with suppliers to help restore service.	25/11/19 10:39	26/11/19 08:23

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

November 2019

	Xoserve Identified	Customer Identified
Xoserve Controllable	0	0
Xoserve Uncontrollable	2	1

Year to Date

	Xoserve Identified	Customer Identified
Xoserve Controllable	29	9
Xoserve Uncontrollable	8	11

What is happening Overall

Major Incident Causality Chart - Year to Date

Appendix

- Previous two month view – October and September Slides
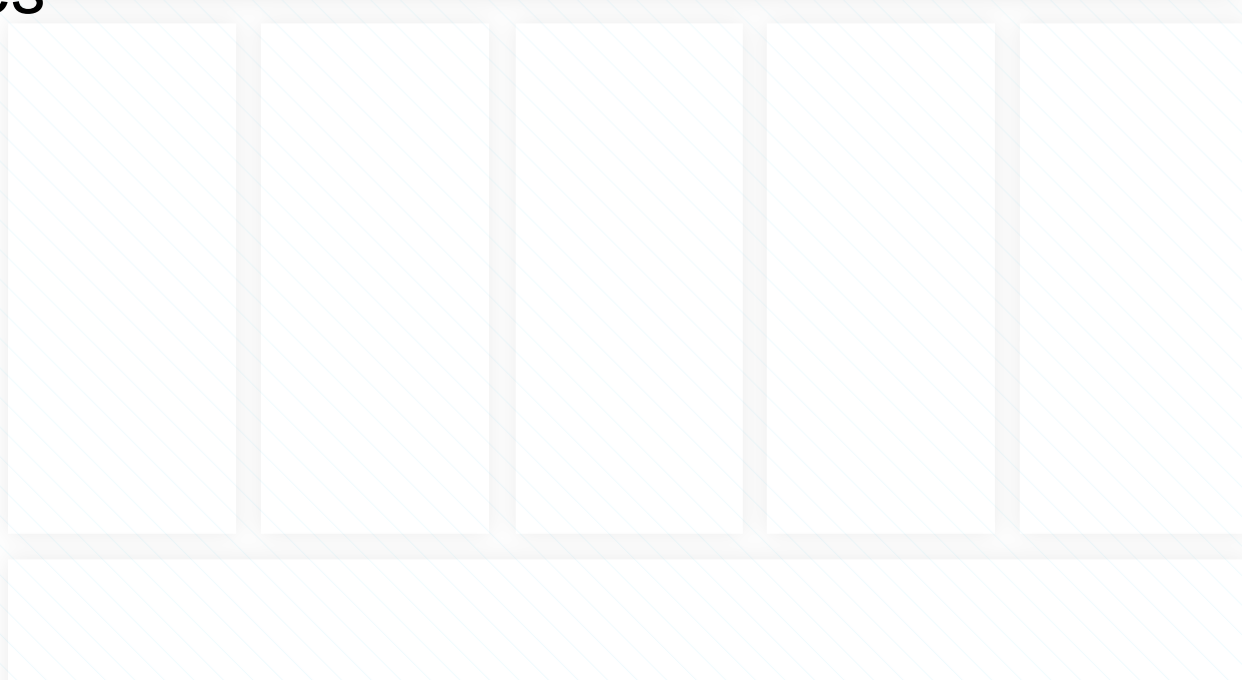
Xoserve Incident Summary: October 2019

High-level summary of P1/2 incidents: October 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
1046652	The midnight Demand Attribution and UIG data for 5th October could not be published	Xoserve did not receive the demand attribution file from the Attribution Data Suppliers	Gemini users would not have seen the midnight demand figures until 02:17	Xoserve teams worked with the Suppliers Control Centre team to publish demand via the contingency process	5/10/19 00:32	5/10/19 01:45
1047404	Xoserve users were unable to access their shared file area	A server misconfiguration as part of Xoserve's recent desktop change programme resulted in a server outage	No customer impact	Our service providers restarted the server to restore service.	7/10/19 10:28	7/10/19 11:26
1048003	Xoserve Services Portal was unavailable	A hardware failure in a portal server caused an outage.	DES would have been unavailable to users on the 9/10/19 between 04:49 and 06:45	Our support teams moved the applications services to an alternative server and restarted the services. Vendor recommendation applied to mitigate further outages	9/10/19 04:49	9/10/19 06:56
1048763	EU nomination files not transferred between Gemini and the TSOs (Transmission System Operators)	Expired security certificates on Gemini B2B servers stopped data transmissions for EU nominations.	Unable to confirm nominations between 07:04 and 12:04 on 11/10/19 leading to potential unused gas charges for two customers	Xoserve teams generated and uploaded new certificates to the servers. New alerts being put in place to prevent reoccurrence	11/10/19 07:09	11/10/19 12:19
1049953	Xoserve users were unable to access UK Link applications from their desktop	As part of a change programme moving data centre services, a network device was misconfigured.	No customer impact	Xoserve worked with our suppliers to determine the cause of the fault. The router connection was disabled and correct config applied	14/10/19 09:02	14/10/19 10:20
1050940	Weather and invoice revenue data files were delivered late from our weather data supplier	A SAP Application server became unresponsive due to memory issues during a VM server failover to an alternative server	No customer impact	Support teams restarted the server and monitored file delivery. All files delivered by 03:37.Ticket logged with vendor for further investigation	17/10/19 01:47	17/10/19 03:43
1052771	SAP ISU Application & Portal was inaccessible	A standard change to Increase file system space caused one of the application servers to become unresponsive	DES inaccessible between 07:00 and 08:27 on 23/10/19. Degradation to CMS processes until resolution.	Support teams isolated the server and restarted the services. Ticket logged with vendor for further investigation	23/10/19 07:00	23/10/19 11:26
1052859	Xoserve's service desk tool became severely degraded with intermittent access	Antivirus scans running on the server whilst reports being generated caused the server to become unresponsive	Logging tickets using the Xoserve.com website forms was unavailable but no reports of any tickets at the service desk	Service Desk tool services restarted. Report jobs rescheduled post AV scanning completion. Report production schedules on the server in review and RCA in progress	23/10/19 09:32	23/10/19 10:48
1054151	Demand attribution and UIG data was not published for midnight 28th October.	Xoserve did not receive the demand attribution file from National Grid.	Customers had to use the final demand values from the 21st hour bar for the 27th October.	Xoserve worked with the suppliers Control Centre team to agree and provide a resolution. The supplier was unable to invoke standard contingency due to Gemini being in its maintenance window	28/10/19 00:45	28/10/19 03:45

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October 2019

	Xoserve Identified	Customer Identified
Xoserve Controllable	2	0
Xoserve Uncontrollable	2	1

Year to Date

	Xoserve Identified	Customer Identified
Xoserve Controllable	29	9
Xoserve Uncontrollable	6	10

Xoserve Incident Summary: September 2019

High-level summary of P1/2 incidents: September 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
1032365	Xoserve users were unable to not log into or use Office365	Xoserve recently refreshed their desktop and network for its users. A change as part of this programme resulted in firewall misconfiguration	No Customer Impact	Xoserve worked with the suppliers to ensure the firewall was correctly configured and services restored to Xoserve users	02/09/2019 12:26	02/09/2019 13:26
1033034	Xoserve users were unable to access emails via outlook and webmail	Xoserve recently refreshed their desktop and network for its users. A change as part of this programme resulted in firewall misconfiguration	No Customer Impact	Xoserve worked with the suppliers to ensure the firewall was correctly configured and services restored to Xoserve users	04/09/2019 08:44	04/09/2019 09:28
1034648	Intermittent IX connectivity issue with a customer site caused file transmission failures	Customer was attempting to send a large number of files to other customers	The customer was unable to deliver files to other customers for approximately 6 hours	Xoserve helped identify a network equipment issue. Our suppliers restarted the equipment and rerestarted service	11/09/2019 13:37	11/09/2019 23:45
1039441	Customers were unable to Access DES	DES supporting servers became unresponsive due to high server load; the root cause is being investigated by Xoserve's Problem Team	There was a degradation in service (slowness of response) for 1hr 30min period (9-10:30 am)	The Support Team terminated the job that was causing the server to be unresponsive	18/09/2019 09:17	18/09/2019 12:22
1041067	There was a risk that AQ (winter consumption) jobs would not be completed in time to allow delivery of AQ files within SLA	During routine monitoring Xoserve teams identified a job was taking too long to complete	A 'precautionary incident', was raised to ensure service was maintained and there was no customer Impact	Jobs and file flows were fully monitored and triggered immediately as required. Winter Consumption job was monitored until completion and any validation and corrections were applied as necessary	22/09/2019 17:19	22/09/2019 02:48
1042583	There was a risk that the Gemini commodity invoice would not complete in time to deliver to customers to the required time	The commodity invoicing process was identified as overrunning due to a DB performance issue	This was a 'precautionary incident', raised to create appropriate response and ensure service was maintained; there was no customer Impact	Xoserve's teams identified a defect in the GB Charging project's code release. This caused a large data growth. An urgent defect fix was then implemented	25/09/2019 14:59fact t	25/09/2019 19:11
1043796	DES performance was slower than normal	Following a change to enhance capacity and improve performance, a configuration was not set to its optimal level	Experience of slow performance and a 6 minute outage. This was overnight so impact was limited	Support Team reset the configuration as per vendor guidance & rebooted the SAP Data Warehouse server. This resolved the issue	30/09/2019 23:05	30/09/2019 02:49

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September 2019

	Xoserve Identified	Customer Identified
Xoserve Controllable	4	0
Xoserve Uncontrollable	0	1

Year to Date

	Xoserve Identified	Customer Identified
Xoserve Controllable	27	9
Xoserve Uncontrollable	4	9