



# UKL File Flow Incident

## Service Improvement Plan October update

Oct 2021

**xserve**

Provided by:



# File Flow Incident – Service Improvement Activities – Summary

## Background

Following on from the last update provided in October the activity on the action plan has continued.

During the month we have made progress in Incident Management and Technology actions, however End to End business process monitoring actions have not progressed due to the focus on SOLR activities during October and November, which have been the top priority for our application support and data teams.

These slides provide an update of the key activities that are underway, and how they link to the overall intended outcome and benefit to customers

As a reminder, by driving the plan we are looking to deliver following benefits and outcomes:

- Improve resolution time and control over the outcome
- Have a single source of the truth for major incidents
- All high priority incidents have the right level of expertise and focus from our key vendors from the outset
- Ensure external customer framework will be effective and provide timely communications
- To ensure that during a major incident, all key suppliers and vendors are undertaking investigations together to drive rapid resolution
- Provide a mechanism of end-to-end auditing for file reconciliation that can be used to validate what has been sent vs what files have been received and processed.
- By ensuring that the test environment is a 100% match to Production this will reduce the risk of a Project change impacting the production environment.
- By using automation, we will reduce the time to stand-up a new environments should they be required to resolve Incidents in the future.
- Introduce solutions that reduce the risk of file deletion / duplication by improving current solutions (short-term) and looking at alternative options (long-term) to minimise file flow / industry impact.

## Current Status



**62**  
Recommendations identified

**39%** (-1% vs last month)  
In progress

**8%** (-3% vs last month)  
Not yet started

**56%** (+6% vs last month)  
Completed

Incident Management & Communications	Vendor Management	End-to-End Business Process Monitoring	Technology
24 Actions identified 10 Actions in progress 0 Actions not yet started 14 Actions completed	14 Actions identified 0 Actions in progress 0 Actions not yet started 14 Actions completed	11 Actions identified 5 Actions in progress 5 Actions not yet started 1 Actions completed	13 Actions identified 7 Actions in progress 0 Actions not yet started 6 Actions completed



# File Flow Incident – Service Improvement Activities – Current Status

## Incident Management & Communications

- A review of how tickets are managed has been conducted to identify opportunities for improving quality and right first time. Following the review, a Ticket Quality Framework was implemented on the 1<sup>st</sup> Nov that focuses on Effective Training, ongoing coaching and continuous improvement. This initiative ensures all individuals managing tickets are regularly assessed and provided with training where quality standards are not met. Regular reviews will be conducted to identify trends in quality issues, understanding root cause and implementing improvement plans.
- A process for recording staff training and conducting regular assessment is currently in development for all members of Incident Management. This will ensure refresher training for all critical processes is conducted periodically and assessments undertaken to identify development opportunities. This will ensure that all Major incidents are managed efficiently and effectively.



- Improve right first time and control the outcome
- Improve customer experience by management of major incidents more effectively

## Vendor Management (Completed)

- All actions closed in previous updates and summary of completed actions are:
- Established improved ways of working with all vendors including Quarterly exec reviews with SAP
  - Ensured escalation processes are known for all vendors, captured and shared
  - SAP portal access for all technicians to ensure quality of information provided as well as ability to track progress
  - All vendors are aware of the part Xoserve play in the Gas Industry and the criticality of the systems for our customers to ensure appropriate focus if issues are encountered.
  - Regular service reviews with all vendors to ensure engagement is strengthened
  - Lessons learned conducted and reviewed with all vendors to ensure improvements opportunities are identified and acted upon
  - All vendors SLAs are understood to ensure suitable focus / escalation when required



- Reduce resolution time by ensuring ownership and investigation of incident
- Improve right first time by sharing lessons learned and improving processes
- Reduce resolution times by improving ways of working between vendors

## End-to-End Business Process Monitoring

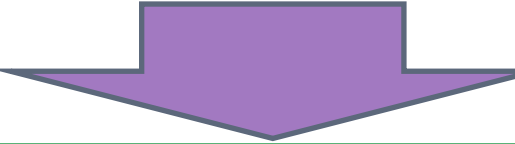
- The Proof of Concept into the options to enhance the file monitoring solution has been delayed. The initial target date was the end of Nov 21 but will now slip into Q1 22.
- Work was also initiated to review all the critical files and to then ensure alignment with KPMs & KPIs. This activity has been delayed due to the SOLR activities and will commence in 2022



- Reduce resolution time by improving file reconciliation
- Improve right first time by prioritising critical files

## Technology

- A feasibility review has been conducted to identify whether the option to introduce a delay between the AMT database synchronising with the DR site would reduce the risk of database corruption. After analysis, this option has been ruled out due to the complexity of the database architecture and potential risks it may introduce.
- A review has been conducted with the Market flow vendor on the options to introduce additional validation checking for duplicate entries. This was something that was encountered during the major incident. The initial analysis conducted that additional validation is technically feasible but would require code changes. Given the UKL Move to Cloud in 2022, any changes to the current solution would need to be conducted post that activity. This action will therefore be picked up as a service improvement in Q2 2022.



- Mitigate risk by reviewing all options to optimise current solution
- Reduce risk of reoccurrence by enhancing testing

# Appendix – October update slides



# File Flow Incident – Service Improvement Activities – Summary (October)

## Exec Summary

Following the last update provided to Contract Management Committee in August, we have continued to make good progress against our plan, with a further 19 actions completed, bringing the plan to 50% delivered.

It's worth noting that on August the 23<sup>rd</sup> we experienced another AMT Oracle database issue, which was a different fault to the one experienced in March. This fault was resolved quickly, with no disruption to our customers and full reconciliation of files completed automatically. Timely communications were issued and customer sentiment received post incident has been positive.

There are still 31 actions to complete and we remain committed to ensure full confidence remains in this service.

## As a reminder, by driving the plan we are looking to deliver following benefits and outcomes:

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- All high priority incidents have the right level of expertise and focus from our key vendors from the outset
- Ensure external customer framework will be effective and provide timely communications
- To ensure that during a major incident, all key suppliers and vendors are undertaking investigations together to drive rapid resolution
- Provide a mechanism of end-to-end auditing for file reconciliation that can be used to validate what has been sent vs what files have been received and processed.
- By ensuring that the test environment is a 100% match to Production this will reduce the risk of a Project change impacting the production environment.
- By using automation, we will reduce the time to stand-up a new environments should they be required to resolve Incidents in the future.
- Introduce solutions that reduce the risk of file deletion / duplication by improving current solutions (short-term) and looking at alternative options (long-term) to minimise file flow / industry impact.

## Current Status



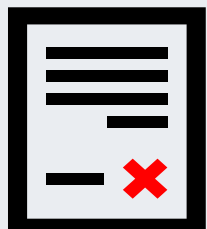
62

Recommendations identified



40%

In progress



11%

Not yet started



50%

Completed

## Incident Management & Communications



24 Actions identified



12 Actions in progress



1 Actions not yet started



11 Actions completed

## Vendor Management



14 Actions identified



0 Actions in progress



0 Actions not yet started



14 Actions completed

## End-to-End Business Process Monitoring



11 Actions identified



4 Actions in progress



6 Actions not yet started



1 Actions completed

## Technology



13 Actions identified



8 Actions in progress



0 Actions not yet started



5 Actions completed



# File Flow Incident – Service Improvement Activities – October updates

## Incident Management & Communications

- The in-sourcing of Service Management completed successfully on the 1<sup>st</sup> October ensuring a smooth transition and knowledge transfer. Incident Management refresher training is underway during October to ensure awareness across all teams.
- A Major incident comms process has been developed between the Technical and customer facing teams. This includes an “early warning” comms alerting of any potential issue that could impact our customers.
- Initial review of communications templates complete, items are being built into our CRM platform to help manage the process and issue of comms consistently
- Work is continuing on the creation of the comms matrix, this includes the process to invoke a “crisis scenario” i.e. exceptional events for which exceptions means of communication and customer engagement is required.

- Improve right first time and control the outcome
- Improve customer experience by management of major incidents more effectively
- Utilise tools that improve customer engagement process

## Vendor Management (Completed)

- A lessons learned with SAP has been conducted, key areas for improvement have been identified and acknowledged by SAP to address.
- Correlia resources have now been provided with access to the SAP incident Portal. This will allow members of the Service teams to view live updates on any SAP incidents to help ensure appropriate action is being taken
- A knowledge article has been created that describes the process of raising incidents with SAP. This includes capturing not only the technical impact but the industry impact of the incident. This process ensures that the incident is given the correct priority and focus by the vendor.
- A review of all Vendor SLAs has now concluded. This now ensures that during the management of an incident the process for both operational escalations and management escalations are known and can be utilised.
- Regular services and engagement reviews have been established with SAP and other key vendors

- Reduce resolution time by ensuring ownership and investigation of incident
- Improve right first time by sharing lessons learned and improving processes
- Reduce resolution times by improving ways of working between vendors

## End-to-End Business Process Monitoring

- A file reconciliation report has been developed to ensure that in the event on an incident, all the files are validated against the report to ensure all have been processed.
- The file flow mechanism used to process the files following has now been productionised. This allows the files to be processed in a controlled manner following an incident.
- Investigations into the options to enhance file monitoring solution and the feasibility of linking the file monitoring to the MPRN continue. The current action to provide an options paper is due to conclude in Nov 21. The options paper will include both tactical and longer term strategic options.
- An internal review of all critical files is underway which will include the creation of a review process that includes customers to ensure alignment.

- Reduce resolution time by improving file reconciliation
- Improve right first time by improving monitoring and reducing impact of the incident
- Improve right first time by prioritising critical files

## Technology

- Data archiving & volume reduction activities have concluded on the MarketFlow DB. This activity has reduced the database by 70% (32TB to 10TB) and reduced the risk of reoccurrence.
- Activities to archive the databases across the UK link Platform continue with 1TB worth of data already saved.
- A review of the test environments and variance to the production environment has been completed and showed a 99% match. The outstanding item is now being addressed to be wholly aligned by Dec 21.
- A tactical solution to increase the IX storage temporarily from 10 days to 30 days has been identified. This option would allow the files to be stored for up to 30 days during the course of an incident, thus mitigating the risk of file loss. Once the incident is resolved the settings would be reverted back to 10 days. A script is being developed to simplify and optimise the process. A longer term strategic solution is also under investigation.

- Mitigate risk by reducing size of critical databases and implementing archiving policies
- Reduce risk of reoccurrence by enhancing testing
- Reduce impact of the incident by minimising risk of file loss