



Xoserve Incident Summary: April 2022

1st May 2022

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 Correla undertook** (or is undertaking) to resolve
- This information is provided to **enable customers to have a greater insight** of the activities within Correla's platforms that support your critical business process
- It is also shared with the intention to provide customers with an **understanding of what Correla 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: April 2022

Ref.	What happened?	Why did it happen?	What do we understand our customers experienced?	What did we do to resolve the issue?	Incident Date	Resolved Date
INC0187292	The Files that flow from the industry became stuck between the Unlink AMT & PO systems.	This issue can occur when we receive an excessive amount of files within a short time period and this causes the channel between AMT & PO to become unresponsive. During the time of this issue, we had a large volume of NNL / NNR files to process and that triggered this issue	Our customers would have been unable to access the Portal and CMS systems for a duration of 48 mins.	To resolve the issue, we needed to recycle the PO channels so that the communication flow would resume the processing of the files. In order to perform that, a full reboot of PO was needed, and this therefore meant that CMS and Portal (which are dependent on PO) were unavailable.	21 st April	21 st April
INC0189331	It was identified that some of the files that flow from AMT & PO were being processed slowly. We identified that the of the two PO servers that communicate with AMT and process files, one of them was not processing the files and had effectively stalled.	The issue was caused by a "stale thread" which effectively means that when this condition occurs, it "hogs" the channel and prevents all other communication down that root. A "stale thread" is a known bug within the software utilised and has been raised with the vendor.	Our customers would have been unable to access the Portal and CMS systems for a duration of 45 mins.	To resolve the issue, a reboot of PO was needed which meant that CMS & Portal (which are dependent on PO) were unavailable.	25 th April	25 th April

What is happening Overall?

Key:

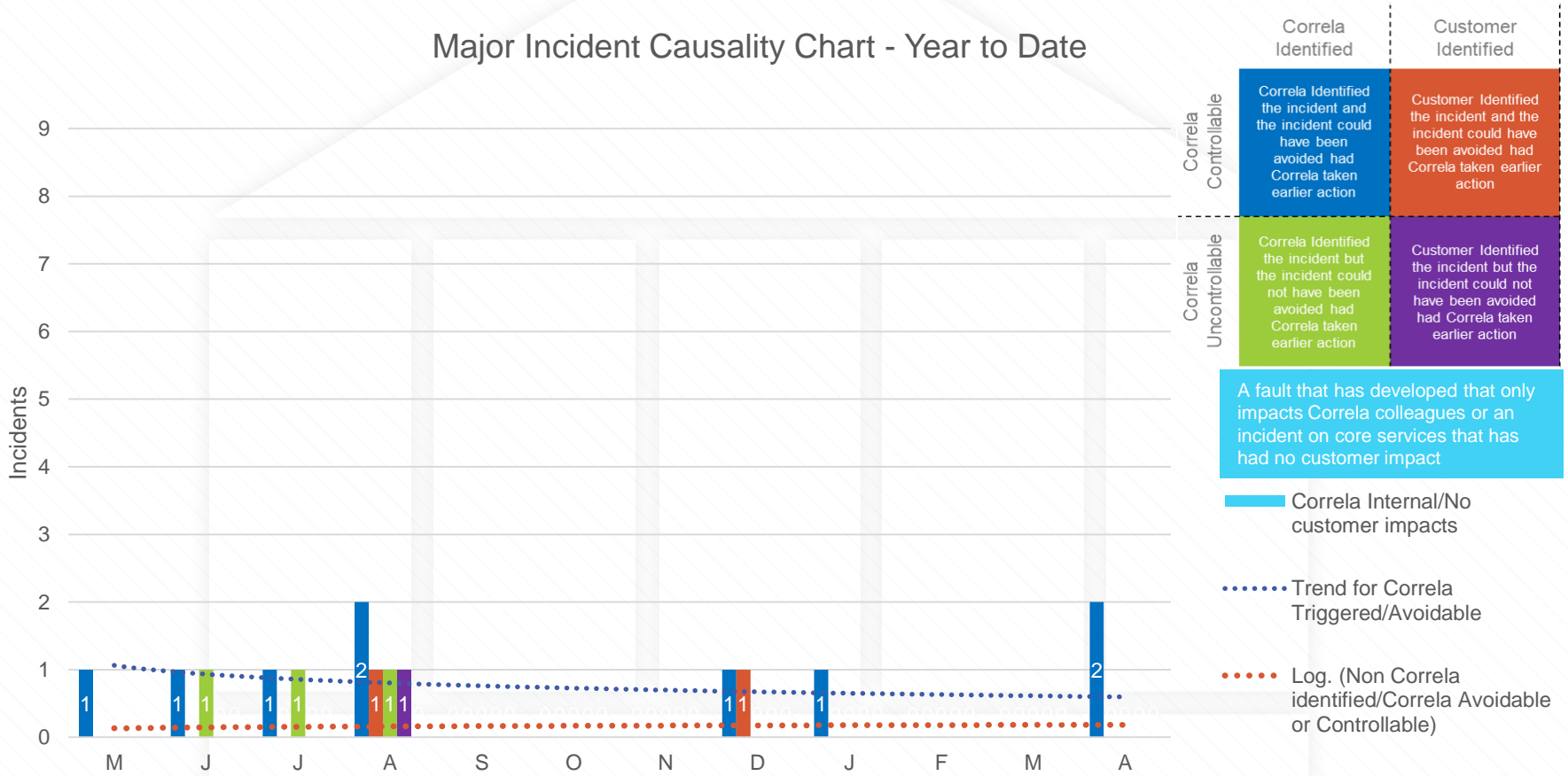
April 2022

Performance Year to Date

	Correla Identified	Customer Identified		Correla Identified	Customer Identified		Correla Identified	Customer Identified
Correla Controllable	Correla Identified the incident and the incident could have been avoided had Correla taken earlier action	Customer Identified the incident and the incident could have been avoided had Correla taken earlier action	Correla Controllable	2	0	Correla Controllable	2	0
Correla Uncontrollable	Correla Identified the incident but the incident could not have been avoided had Correla taken earlier action	Customer Identified the incident but the incident could not have been avoided had Correla taken earlier action	Correla Uncontrollable	0	0	Correla Uncontrollable	0	0

What is happening Overall

Major Incident Causality Chart - Year to Date



	Correla Identified	Customer Identified
Correla Controllable	Correla Identified the incident and the incident could have been avoided had Correla taken earlier action	Customer Identified the incident and the incident could have been avoided had Correla taken earlier action
Correla Uncontrollable	Correla Identified the incident but the incident could not have been avoided had Correla taken earlier action	Customer Identified the incident but the incident could not have been avoided had Correla taken earlier action

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

- Correla Internal/No customer impacts
- Trend for Correla Triggered/Avoidable
- Log. (Non Correla identified/Correla Avoidable or Controllable)