



Xoserve Incident Summary: May 2022

1st June 2022

What is this presentation covering?

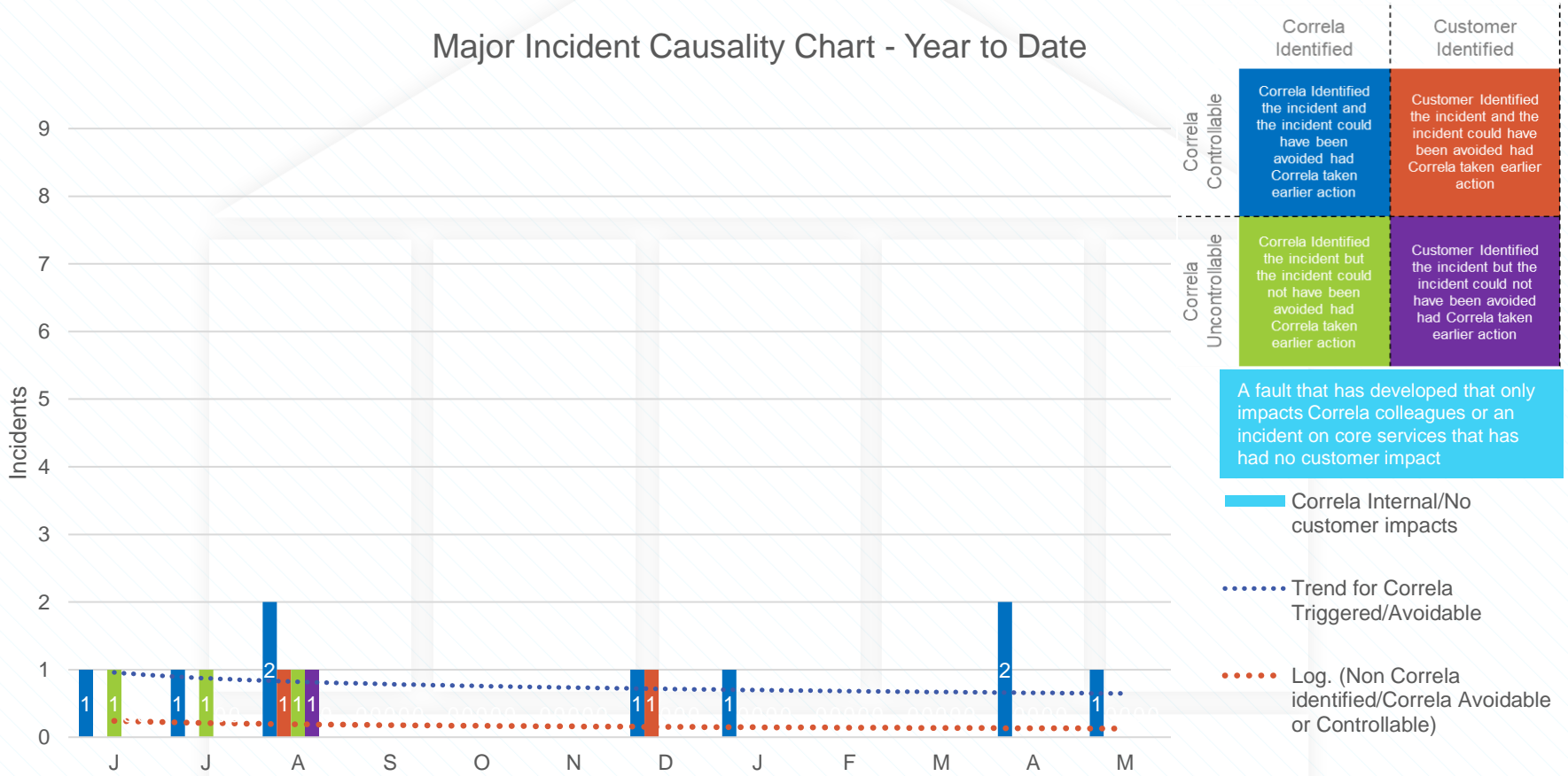
- This presentation provides an overview of **P1/2 incidents** experienced in the **previous calendar month**
- It will describe **high level impacts and causes**, and the **resolution Correla undertook** (or is undertaking) to resolve
- This information is provided to **enable customers to have a greater 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: May 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
INC0195980	An internal user reported that he and multiple other users were getting an error message stating that the SAP Application has had to terminate due to an ABAP error.	The alerting job configured to highlight when space utilisation on the ISU DB server hit 80%, was set up with the wrong priority and was therefore not addressed in a timely fashion. The subsequent alert when utilisation was at 90% was not triggered at all. The root cause of why the space was all used up is still being investigated under the Problem Management process	For a period of 38 minutes there was no user access to the SAP ISU application either via the portal at www.xoserveservices.com (external users) or the SAP GUI (internal users).	Technicians were able to reclaim disk space by running a back up and clearing the log files. The faulty alerts were also corrected.	6 th May	6 th May

What is happening Overall

Major Incident Causality Chart - Year to Date



What is happening Overall?

Key:

May 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	1	0	Correla Controllable	3	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