Xoserve Incident Summary: June 2022

1st July 2022

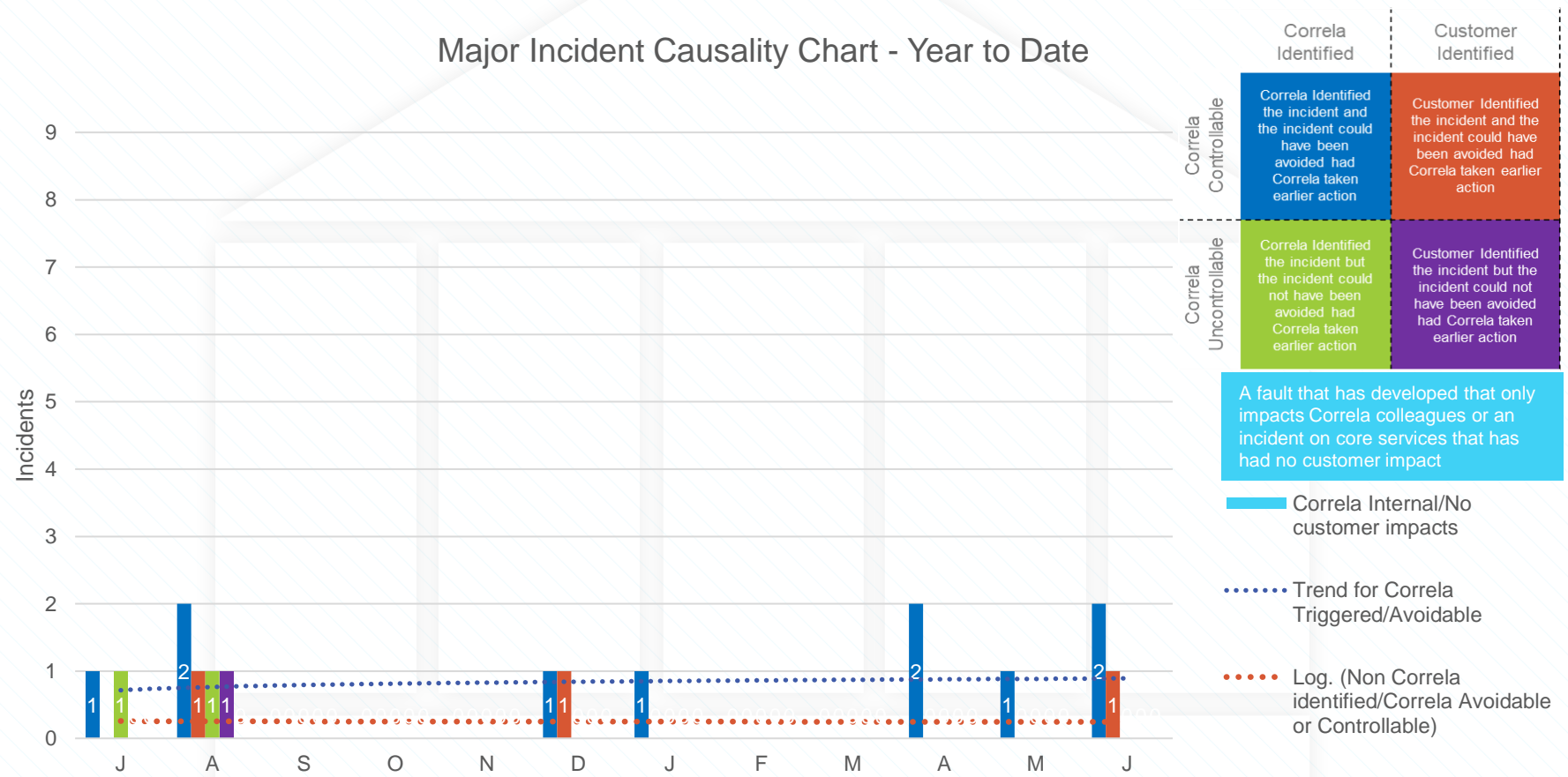# What is this presentation covering?

- 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: Jun 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
INC0226562	Following the planned UK LINK DR Test on 24/06 issues were experienced connecting Electronic File Transfer to SAP PO (Process Orchestration)	This was identified & related to firewall rule configuration errors	DLC files containing Class 1 and 2 reads were not processed, subsequent MDR files to Shippers were also delayed.	A decision was taken to roll back the DR test which was completed according to the plan. Batch catch-up activities were then actioned to process delayed & critical files.	25/06/2022	26/06/2022
INC0228745	Quality Assurance checks post planned UK LINK patching activity identified that incoming file processing had halted within AMT & the SAP PO channel was in an error state.	Investigations determined that this was linked to high CPU utilization within AMT. Root cause analysis on this issue is in progress with the vendor.	Customers were not able to access CMS or SAP ISU applications during the PO restart.	UK Link team carried out an AMT & PO restart allowing channels and file processing to complete.	29/06/2022	29/06/2022
INC0208579	The Data Discovery Platform (DDP) became unavailable.	Infor have determined root cause to be linked high volumes of database changes being made by one of their platform customers. These changes led to the DB Log file being fully consumed causing intermittent service instability. This affected all Europe Region Infor customers.	Customers of the Data Discovery Platform would not be able to view data insights and performance metrics.	Correla worked closely with the vendor Infor to ensure our service was given priority. Following successful restoration of the database DDP teams actioned batch refresh catch up activities. We continue to work with Birst to ensure their controls are sufficient to minimise reoccurrences of similar issues.	06/06/2022	09/06/2022

What is happening Overall

Major Incident Causality Chart - Year to Date

What is happening Overall?

Key:

	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

Jun 2022

	Correla Identified	Customer Identified
Correla Controllable	3	0
Correla Uncontrollable	0	0

Performance Year to Date

	Correla Identified	Customer Identified
Correla Controllable	6	0
Correla Uncontrollable	0	0