



Move To Cloud (M2C) Programme PIS Update

June 2022

Move to Cloud Overview

First step of UK Link Road Map (XRN5245) was to re-platform all CDSP systems within their current On- Premise Data Centres to the Cloud in order to achieve the following key objectives:

- Migrate our operating systems from Linux to Windows and UK Link system databases from Oracle to SQL Server
- Upgrade out of support technologies e.g. UKL Portal
- Decommission On Premise Data Centres for UK Link Systems

Key benefits identified as a result of completion of this change are:

- Keeping the infrastructure and Application in line with industry best practices and maintain vendor supportability
- Better ability to accommodate for change development and implementations

Progress and Timeline:

- Implementation and Cutover successfully undertaken over the Easter weekend from 15th April to 19th April 2022
- Post Implementation Support now underway tracking first usage of all core CDSP UK Link processes. PIS tracking to plan. Production disaster recovery (fail over) test cycle scheduled for 24th / 25th July.

M2C First Usage Tracking

PIS First Usage Tracker - Summary for those inside PIS

Business Process within PIS(ISU)							
First Usage Date	First usage count	First Usage PASS	First Usage FAIL	First Usage MISSED	First Usage In Progress	First Usage Business to	First Usage NO DATA
19 April 2022	75	48	2	0	0	18	7
21 April 2022	1	1	0	0	0	0	1
01 May 2022	1	1	0	0	0	0	1
05 May 2022	1	0	0	0	0	0	1
12 May 2022	0	0	0	0	0	0	0
05 June 2022	4	0	2	0	0	1	1
Adhoc	20	17	0	0	0	2	1
	102	67	4	0	0	21	10

Percentage complete (Passed)
66%

Tech Ops Processes - Infra							
First Usage Date	First usage count	First Usage PASS	First Usage FAIL	First Usage MISSED	First Usage In Progress	First Usage Business to	First Usage NO DATA
19 April 2022	20	15	0	1	1	3	0
30 April 2022	1	1	0	0	0	0	1
20 May 2022	2	2	0	0	0	1	0
Adhoc	3	0	1	1	0	1	0
	28	18	1	2	1	4	0

Percentage complete (Passed)
63%

Key:

Pass = report / process ran on time and output as expected
Fail or **Misled** = will be re-run during the PIS window to ensure a Pass
Business to confirm = requires validation on the report name
No Data = report ran but there were no data conditions for that date to generate a report. Will be picked up in BAU if there is no data during PIS

Reports - First Usage (BO)							
First Usage Date	First usage count	First Usage PASS	First Usage FAIL	First Usage MISSED	First Usage In Progress	First Usage Business to	First Usage NO DATA
19/04/2022	22	22	0	0	0	0	0
20/04/2022	0	0	0	0	0	0	0
22/04/2022	9	9	0	0	0	0	0
01/05/2022	30	30	0	0	0	0	0
03/05/2022	97	97	0	0	0	0	0
	158	158	0	0	0	0	0

Percentage complete (Passed)
100%

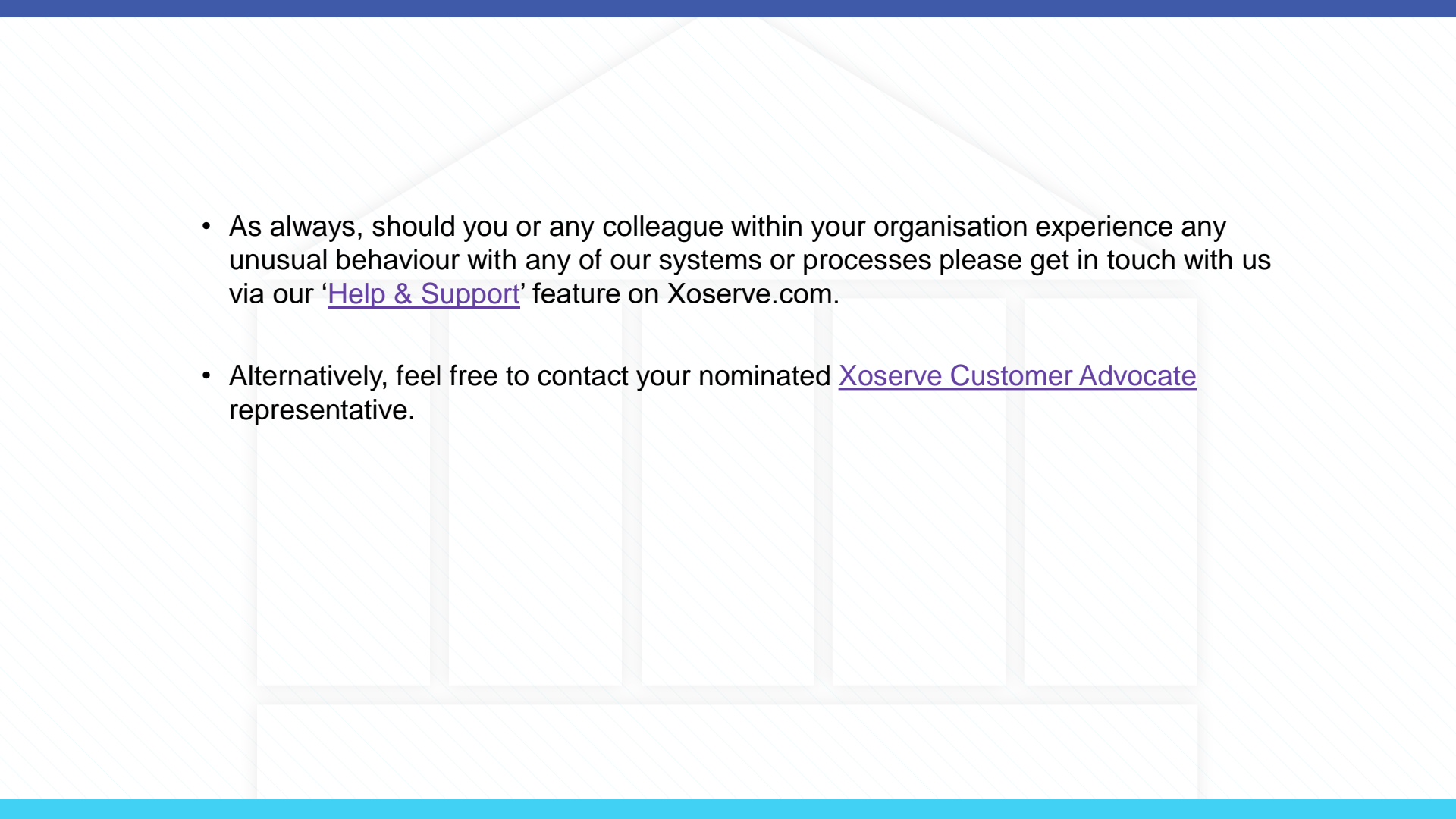
Reports v2 - First Usage (BO)							
First Usage Date	First usage count	First Usage PASS	First Usage FAIL	First Usage MISSED	First Usage In Progress	First Usage Business to	First Usage NO DATA
19/04/2022	18	18	0	0	0	0	0
20/04/2022	6	6	0	0	0	0	0
21/04/2022	1	1	0	0	0	0	1
22/04/2022	2	2	0	0	0	0	0
23/04/2022	2	2	0	0	0	0	0
25/04/2022	2	2	0	0	0	0	0
26/04/2022	1	1	0	0	0	0	0
27/04/2022	2	2	0	0	0	0	0
28/04/2022	7	7	0	0	0	0	0
29/04/2022	10	10	0	0	0	0	0
03/05/2022	5	5	0	0	0	0	0
16/05/2022	1	1	0	0	0	0	0
25/05/2022	1	1	0	0	0	0	0
27/05/2022	8	8	0	0	0	0	0
30/05/2022	1	1	0	0	0	0	0
31/05/2022	2	2	0	0	0	0	0
05/06/2022	1	1	0	0	0	0	0
07/06/2022	4	4	0	0	0	0	0
08/06/2022	1	0	1	0	0	0	0
24/06/2022	1	0	1	0	0	0	0
	76	74	2	0	0	0	0

Percentage complete (Passed)
97%

- 66% of core DSC processes have successfully undertaken their first usage within the UKL M2C production estate.
- 98% of all DSC reports assured as completing first-usage runs successfully.

M2C PIS Customer-Impacting Issues

ID	Issue Title	Date Identified	Impact	Mitigation / Resolution Detail	Current Status
1	Zip files received from Gemini into SAP BW not processing correctly causing a data mismatch between Gemini and SAP BW	19th April	Data mismatches witnessed between Gemini and SAP BW which therefore hampered Customer Ops' ability to deliver reports to customers on-time (outside of SLA / to usual timescales of customer expectations). 6% of April's reports delivered late, 4% in May.	For some reports, a manual workaround by Customer Ops limited the delay, however this wasn't/isn't possible for all reports. Enduring code fix deployed early May which hasn't seen the issue manifest since.	Resolved (10 th May)
2	COI (Commodity supporting files) BODS jobs – File Splitting issues encountered	25 th April	COI files have large volumes of data which require splitting in BODs. Unfortunately, following M2C it was found that the splitter was not working correctly, which therefore saw COI files in April delivered late to those shipper customers who opt-in to receive such second-level supporting information. CDSP Customer Ops' teams worked with all impacted shippers in April to provision all desired Commodity Supporting Information data in as timely manner as possible during issue resolution.	An enduring fix was deployed to BODs on 4th May, which was subsequently monitoring during May's commodity invoice run which saw all COI files delivered to shippers on-time and without any known quality issues observed.	Resolved (4 th May)
3	None receipt of / delays to file responses from UK Link	26 th April	Following the implementation of M2C, there was a requirement to configure a new non-Production copy of the SAP PO Production system. Post the migration, and during a BAU Environment Rebuild activity, one link to the non-Production (Pre-Prod) SAP PO system wasn't removed, causing files to route to both Production and incorrectly to the Pre-Prod version between 22nd – 26th April 2022. The files which were routed incorrectly as a whole file were reprocessed successfully with no impact to SLAs. A number of files were split, with some records sent to production and some to non-Production. The records from the split files that were sent to the Pre-Prod system missed the SLA to be processed and responded to within 2 business days.	A total of 4,007 confirmation records were processed and responded to outside of SLAs leading to the KPM failure for April. All 4,007 records were processed and responded to over the bank holiday weekend of Saturday 30th April to Monday 2nd May. Within these 4,007, 10 shipper confirmations out of the 388,997 of April's registrations were inadvertently not processed. All 10 sites were either in a Withdrawn state or a Greenfield site and therefore on a reduced confirmation window. All impacted customers have been informed and offered dedicated support to reattempt confirmations. No further issues of this kind have been since the PO config correction on 26th April.	Resolved (2 nd May)
4	Unable to run reports needed for Energy Balance Invoice	26 th April	Xoserve's Energy Balancing process team were unable to generate reports (e.g. Throughput report) from the Portal that were needed to validate the Energy Billing Invoice.	A fix was implemented in time for when the reports were due, however this meant that the Xoserve Business Process team had to work extended hours in order to meet their obligation to the industry.	Resolved (3 rd May)
5	AMT unable to process files due to application servers running out of disk space	27 th May	DLC files were not loaded so an estimation process ran to estimate a read and the estimates were issued by the time the issue was resolved (approx. 10:30)	Issue related to additional logging that was enabled for monitoring. The log files consumed all available diskspace. However this issue should have been picked up by the auto-alerts and that failed to alert when the diskspace was below 10%. This issue was identified as a product bug with the vendor BMC and a fix has been provided.	Resolved (27 th May)
6	Twilio broadcast service did not issue SMS messages to customers	31 st May	DNs were unable to notify circa 1k end-consumers of a gas incident due to 3rd party damage to network via the Twilio broadcast service. Files were being issued but the corresponding SMS messages were not being sent.	The issue was identified as a malfunction of the script responsible for taking the files received from the networks and placing them in the correct location for processing by the Twilio service. The script was no longer able to derive correct location since the move to cloud project. The code was subsequently amended, and broadcast messaging resumed as expected.	Resolved (1 st June)

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 - Alternatively, feel free to contact your nominated [Xoserve Customer Advocate](#) representative.