



Contract Management Committee

4. Contract Management Report 17th
May 2023

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KPM Reporting (April reporting period)

Agenda item 4.1

KPMs Overall Summary:- April 2023

Performance Area	(Reportable) Achieved	(Reportable) Failed	Not applicable to the reporting month
KPMs (20 total)	18	2	0

KPMs Failure Summary:- April 2023

KPM Ref	Measure Detail	Journey / Process	Measure Type	Target	Performance	Failure / Remedial Action	Impacted Constituent/s (GT / iGT / NG / Shipper)
KPM.07	Percentage of requests processed within the Completion Time Service Level in DSC	Meter Read / Asset Processing	Cycle Time	100.00%	99.99%	127,396,670 reads and 287,376 asset updates were received. 750 reads and 201 asset updates were not processed due to Exception processes	GT / iGT / Shipper
KPM.13	% of exceptions resolved within 2 invoice cycles of creation date	Invoicing DSC Customers	Cycle Time	100.00%	99.90%	364,786 received 364,673 closed. A small volume of exceptions linked to Primes and Subs failed the 2 month SLA. Analysis of these Primes and Subs issues to be completed and the necessary system changes will be made via CRs.	GT / iGT / Shipper

DSC Credit and Risk Performance Indicators

Energy Performance Indicators		
Measure Detail (Right First Time)	Target	April
Energy Balancing Credit Rules adhered to, to ensure adequate security in place	100%	100%
Measure Detail (Cycle Time)	Target	April
% of revenue collected by due date	98%	99.83%
% of revenue collected by due date (+2 days)	100%	100%
CDSP Performance Indicators (Cycle Time)		
Measure Detail (Cycle Time)	Target	April
% of revenue collected by due date	98%	98.16%
% of revenue collected by due date (+3 days)	98%	99.89%



Monthly Contract Management reports and updates

Agenda Item 4.3

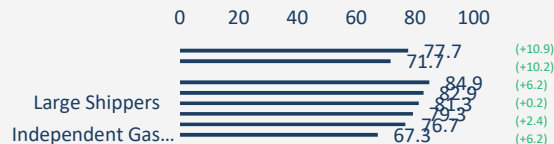
Communications Highlights – April 2023

Looking back

ICS survey results

- We've achieved our highest ever customer service levels, with a score of 78.9, rising by 4.7 points since 2021/22.

UK Customer Satisfaction Index (UKCSI)



Net Promoter Score (How likely you would recommend Xoserve to others)

Increased by 18.6, from 7.5 in 2021/22 to 26.1.

Customer Effort

3.8 out of 10 (a lower score means less effort was required by the customer); a 0.5 improvement from 2021/22.

- The ICS survey provides valuable insight and shapes how we continually improve the customer experience. We use the results to identify solid action points, define our processes and invest more resource. Work is underway to address improvement areas, and engagement with constituent groups to provide clarity.

Learning

- [Request to Bill \(RTB\) online module](#)
- [Gas Safety Regulations \(GSR\) online module](#)

New Xoserve delivered by Correla branding

- The Xoserve/Correla hybrid brand positioning has changed
- Correla on behalf of Xoserve will no longer be used
- Documents and email signatures will be updated, where appropriate

Blogs

- [5 April - National Grid ESO's Future Energy Scenarios examine the different, credible ways that Great Britain's energy system can be decarbonised](#)
- [18 April – Xoserve CEO, Stephanie Ward, highlights the inconvenient truths facing the energy sector, and the industry goals needed to meet our Net Zero targets](#)
- [24 April -John Baldwin, CEO of CNG Services, talks about the role of biomethane in the energy sector](#)

DeliveringDecarb Newsletter

- Providing the latest news and updates on gas decarbonisation
- [April's edition](#) shines a spotlight on the rise of biomethane



delivered by correla

Looking ahead

Utility Week Live 16-17 May 2023 at NEC Birmingham

- FREE-to-attend content programme, with over 3,000 utility professionals, 150 industry-leading speakers, and 200 exhibitors
- [Register for free here](#)

Events

- 06 April - Distribution Network Constituency
- 12 April - Change Management Committee
- 14 April - IGT Constituency
- 14 April - Hydrogen implementation forum for Shippers
- 17 April - Gas Goes Green insights forum, with Xoserve on hydrogen blending panel
- 19 April –Contract Management Committee
- 24 April - Ofgem hosted the 2023 Vulnerability Summit
- 24 April - DSC Delivery Sub-Group
- 25 April - Customer Induction Day
- 25 April - IGT Constituency Operational Call
- 27 April - Xoserve customers and colleagues visited Hydrogen Homes
- 28 April - Hydrogen Implementation forum for metering held

Performance monitoring (April 2023)

- Third Party and Additional Services Reporting

Reporting Area	April	Year to date
Additional Services	£2,843.00	£2,843.00
Third Party Services	£51,373.66	£51,373.66

- Gemini Performance and UK Link Availability

Gemini Service Performance	
Target	Actual
99%	100%

UK Link Availability and Performance		
	Target	Actual
Batch Transfer	99%	100%
Service Desk Availability	99%	100%

All Transportation Invoice Charging obligations were achieved

Meter Count Report (April 2023)

Class	MPRN Count	Smart Count	Total	Smart %
1	612	0	612	0.00%
2	700	0	700	0.00%
3	196923	4583344	4780267	95.88%
4	11542549	8747854	20290405	43.11%

Overall 53% of the entire Meter Portfolio is Smart



Xoserve Incident Summary

Agenda Item 5.4

Summary

System Affected	Priority	Impact	Remedial Actions	KPM Breach	Resolved	Customer Segment Impacted
CMS	P2	Customers attempting to access the CMS Application would not have been able to successfully login during the restart of the system.	A controlled restart of CMS application was performed to allow customers contacts to be processed successfully.	No	Yes	Shippers, IGTs and DNs
AMT	P2	A large volume of data was received causing a delay in outbound file processing. The inbound files were successfully processed in UK Link (SAP), however when processing the response files in AMT, this caused slowness within the AMT application.	Additional storage memory was applied to allow the increased volume of files to be processed. A controlled release of the files was undertaken based on priority; continuous monitoring was in place until the backlog had been cleared	No	Yes	Shippers, IGTs, Networks and DMSPs



Customer Issue Dashboard

Agenda item 5.5

Open Issues Impacting Customers

Issue Area	Issue Summary	Further Information and Action Being Undertaken	Customers Impacted
Missing Secured Active Messages (SAMs)	- 357 missing SAM's relating to switching activities	<ul style="list-style-type: none"> • Latest position on missing messages (as of 5 May 2023) <ul style="list-style-type: none"> - 132 confirmed as valid registrations. These have been processed and communications sent. Completed. - 19 resolved, no further action required - 204 cancelled registrations, no further action - 1 pending customer response - 1 pending CSS reconciliation (new missing message on 28 April 2023) 	Shippers DNs IGTs
Amendment Invoice Defects	- 6 open defects impacting the Amendment invoice	<ul style="list-style-type: none"> - Profiling carried out monthly to identify impacted MPRNs - Charges for impacted MPRNs are held and not invoiced until the fix is deployed and energy is corrected, where required, prior to the charges being released 	Shippers DNs
AQ Defects	- 9 AQ impacting defects (defects impacting AQ calculation)	<ul style="list-style-type: none"> - Profiling carried out to identify impacted MPRNs - AQs are corrected to limit impact on the customer. - All profiled sites for outstanding AQ calculation impacting defects have been corrected along with the new Formula Year 	Shippers DNs IGTs
Consumer Contact Data	- Consumer contact data provided by Shippers is not complete when sent in the portfolio files to IGTs & DNs	<ul style="list-style-type: none"> - Defect raised and is being progressed. All consumer data is being checked on quarterly (IQL) file. For completeness, the DN's portfolio report is also being reviewed (EDL & EQL) - Report providing all consumer contact data will be issued following IQL submission in April 2023 - Checks performed have confirmed IDL report is correct and complete 	IGTs DNs

Issue Summary – Distribution Networks

- Missing Secured Active Messages (SAMs)
 - Total of 357 missing messages as of 5 May 2023 relating to Registration notifications from CSS.
 - 132 confirmed as valid registrations. These have been processed and communications sent. Completed.
 - 19 resolved, no further action required
 - 204 cancelled registrations, no further action
 - 1 pending customer response
 - 1 pending CSS reconciliation (new missing message on 28 April 2023)
 - Potential Impacts:
 - Transportation charges issued to the incorrect Shipper
 - Portfolio reports showing incorrect Shipper/Supplier
- AQ Defects:
 - There are 9 open defects impacting the AQ calculation . A further 7 defects closed during April
 - Aqs are corrected where required to limit impact on customer
 - All profiled sites for outstanding AQ calculation impacting defects have been corrected along with the Formula Year AQ.
 - Potential Impacts:
 - Incorrect transportation rates applied to charges
- Amendment Invoice Defects
 - 6 open defects impacting the Amendment invoice: reconciliation charges, 5 defects fixed during April
 - Charges for impacted MPRNs are held and not invoiced until the fix is deployed and energy is corrected, where required, prior to the charges being released
 - Potential Impact:
 - Reconciliation charges are incorrect if defect is not identified prior to invoice issue
 - Reconciliation charges are held until the defect is fixed and data corrected
- Portfolio Files
 - Checks being carried out on the daily and quarterly portfolio files following identification of data discrepancies

Issue Summary - Shippers

- Missing Secured Active Messages (SAMs)
 - Total of 357 missing messages as of 5 May 2023 relating to Registration notifications from CSS.
 - 132 confirmed as valid registrations. These have been processed and communications sent. Completed.
 - 19 resolved, no further action required
 - 204 cancelled registrations, no further action
 - 1 pending customer response
 - 1 pending CSS reconciliation (new missing message on 28 April 2023)
 - Potential impacts:
 - Shipper / Supplier not recorded on UKLink or Gemini
 - Outgoing Shipper continues to receive transportation charges
- AQ Defects:
 - There are 9 open defects impacting the AQ calculation . A further 7 defects closed during April
 - Aqs are corrected where required to limit impact on customer
 - All profiled sites for outstanding AQ calculation impacting defects have been corrected along with the Formula Year AQ.
 - Potential Impacts:
 - Incorrect transportation rates applied to charges,
 - Over/under allocation of energy for demand estimation processes, impacts to UIG
- Amendment Invoice Defects
 - 6 open defects impacting the Amendment invoice: reconciliation charges, 5 defects fixed during April
 - Charges for impacted MPRNs are held and not invoiced until the fix is deployed and energy is corrected, where required, prior to the charges being released
 - Potential Impact:
 - Reconciliation charges are incorrect if defect is not identified prior to invoice issue
 - Reconciliation charges are held until the defect is fixed and data corrected

Issue Summary – IGTs

- Missing Secured Active Messages (SAMs)
 - Total of 357 missing messages as of 5 May 2023 relating to Registration notifications from CSS.
 - 132 confirmed as valid registrations. These have been processed and communications sent. Completed.
 - 19 resolved, no further action required
 - 204 cancelled registrations, no further action
 - 1 pending customer response
 - 1 pending CSS reconciliation (new missing message on 28 April 2023)
 - Potential impacts:
 - Shipper / Supplier not recorded on UKLink or Gemini
 - Outgoing Shipper continues to receive transportation charges
- AQ Defects:
 - There are 9 open defects impacting the AQ calculation . A further 7 defects closed during April
 - Aqs are corrected where required to limit impact on customer
 - All profiled sites for outstanding AQ calculation impacting defects have been corrected along with the Formula Year AQ.
- Consumer Contact Data not complete in the Quarterly Portfolio Files (IQL):
 - Consumer Contact data provided by Shippers is not complete when sent in the quarterly portfolio files
 - A defect has been raised and this is being progressed
 - Report providing all consumer contact data will be issued following IQL submission in April 2023
 - Checks have confirmed that the daily portfolio file (IDL) is complete and correct



GRDA Performance
Agenda Item 4.6

GRDA Performance – April 2023

target actual

- Key points to note April 2023 - Figures quoted based on draft RPA report due to CoMC paper deadline – indicates:
- Any failures due to missing messages:
 - 1 of 23 days at average volume with at least one missing message.
- All other targets were met

A	B	C	D	E	F	G	H
Service F	Service C	Service Definition	Section	Metric Description	Performance	Metric Ty	Value
Xoserve	GRDS	Service Availability	5.2	Percentage Service Availability for the receipt and acknowledgement of Market Messages from the CSS Provider (excluding scheduled maintenance)	0.9975	DECIMAL	99.98
Xoserve	GRDS	Service Availability	5.3	Number of instances where scheduled maintenance occurred between 16:00 and 01:00 hours	0	INT	0
Xoserve	GRDS	Service Availability	5.4	In the event of an unplanned outage how many instances had the system not resumed operation within one hour	0	INT	-
Xoserve	GRDS	Service Levels	7.1.1	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below an average daily volume what percentage of days w as the mean response time from GRDS 20 minutes or less	1	INT	0.9565
Xoserve	GRDS	Service Levels	7.1.2	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below an average daily volume what percentage of days w as the 90th Percentile response time from GRDS 25 minutes or less	1	INT	1
Xoserve	GRDS	Service Levels	7.1.3	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below peak daily volume what percentage of days w as the mean response time from GRDS 35 minutes or less	1	INT	1
Xoserve	GRDS	Service Levels	7.1.4	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below peak daily volume what percentage of days w as the 90th percentile response time from GRDS 40 minutes or less	1	INT	1
Xoserve	GRDS	Service Levels	7.1.5	Number of days in the reporting month were market messages from the CSS Provider (relating to secured switches at gate closure) were at or below the average daily volume	N/A	INT	23
Xoserve	GRDS	Service Levels	7.1.6	Number of days in the reporting month were market messages from the CSS Provider (relating to secured switches at gate closure) were at or below the peak daily volume	N/A	INT	7
Xoserve	GRDS	Service Levels	7.1.6	Number of days in the reporting month were market messages from the CSS Provider (relating to secured switches at gate closure) were above the peak daily volume	N/A	INT	0
Xoserve	GRDS	Service Levels	7.2.1	Where market messages from the CSS Provider (other than at gate closure) are at or below an average hourly volume what percentage of hours w as the mean response time from GRDS 6 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service Levels	7.2.2	Where market messages from the CSS Provider (other than at gate closure) are at or below an average hourly volume what percentage of hours w as the 90th percentile response time from GRDS 10 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service Levels	7.2.3	Where market messages from the CSS Provider (other than at gate closure) are at or below peak hourly volume what percentage of hours w as the mean response time from GRDS 10 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service Levels	7.2.4	Where market messages from the CSS Provider (other than at gate closure) are at or below peak hourly volume what percentage of hours w as the 90th percentile response time from GRDS 15 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service Levels	7.2.5	Number of hours in the reporting month were market messages from the CSS Provider (other than at gate closure) were at or below the average hourly volume	N/A	INT	621
Xoserve	GRDS	Service Levels	7.2.6	Number of hours in the reporting month were market messages from the CSS Provider (other than at gate closure) were at or below the peak hourly volume	N/A	INT	80
Xoserve	GRDS	Service Levels	7.2.7	Number of hours in the reporting month were market messages from the CSS Provider (other than at gate closure) were above the peak hourly volume	N/A	INT	19
Xoserve	GRDS	Service Levels	7.5	Where a BCDR event is invoked what number of instances w as the maximum recovery time objective for the GRDS greater than 8 hours	0	INT	-
Xoserve	GRDS	General	N/A	Re 7.1.1 - Performance failure caused by a single missing SAM from DCC. We responded to all received SAMs in milliseconds and the metric would score 100% if messages were received in the stated windows.	N/A	FREE TEXT	



Appendix 1 - KPM slides – Final version

Appendix 2 - Xoserve Incident Summary (item 4.4)

Appendix 3 -Customer Issue Dashboard(item 4.5)

APPENDIXES



Appendix1

KPM SLIDES

DSC KPM Performance:- April 2023

DSC Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target Metric	Volume	Apr-23
KPM.01	Percentage of shipper transfers processed	Manage Shipper Transfers	Andy Szabo / Neil Laird	Right First Time	100.00%	339,019	100.00%
KPM.02	Percentage of meter reads successfully processed	Meter Read / Asset Processing	Andy Szabo / Neil Laird	Right First Time	99.50%	127,699,945	99.99%
KPM.03	% of asset updates successfully processed	Meter Read / Asset Processing	Andy Szabo / Neil Laird	Right First Time	99.50%	276,595	99.93%
KPM.04	% of AQs processed successfully	Monthly AQ Processes	Andy Szabo / Neil Laird	Right First Time	100.00%	13,948,590	100.00%
KPM.05	Percentage of total LDZ AQ energy at risk of being impacted	Monthly AQ Processes	Andy Szabo / Neil Laird	Right First Time	0.75%	2,244	0.20%
KPM.06	Percentage processed within the Completion Time Service Level in DSC	Manage Shipper Transfers	Andy Szabo / Neil Laird	Cycle Time	100.00%	339,019	100.00%
KPM.07	Percentage of requests processed within the Completion Time Service Level in DSC	Meter Read / Asset Processing	Andy Szabo / Neil Laird	Cycle Time	100.00%	127,190,985	99.99%
KPM.08	% Notifications sent by due date	Monthly AQ Processes	Andy Szabo / Neil Laird	Cycle Time	100.00%	13,946,443	100.00%
KPM.09	% of invoices not requiring adjustment post original invoice dispatch	Invoicing DSC Customers	Andy Szabo / Neil Laird	Right First Time	98.00%	2,482	100.00%
KPM.10	% of DSC customers that have been invoiced without issues/exceptions (exc. AMS)	Invoicing DSC Customers	Andy Szabo / Neil Laird	Right First Time	100.00%	221	100.00%
KPM.11	% of DSC customers with less than 1% of MPRNs which have an AMS Invoice exception	Invoicing DSC Customers	Andy Szabo / Neil Laird	Right First Time	97.00%	72	100.00%
KPM.12	% of invoices sent on due date	Invoicing DSC Customers	Andy Szabo / Neil Laird	Cycle Time	100.00%	2,482	100.00%
KPM.13	% of exceptions resolved within 2 invoice cycles of creation date	Invoicing DSC Customers	Andy Szabo / Neil Laird	Cycle Time	100.00%	364,673	99.90%
KPM.14	Number of valid P1 and P2 defects raised within the PIS period relating to relevant change (excluding programmes)	Managing Change	Andy Szabo / Linda Whitcroft	Right First Time	0	0	0
KPM.15	Number of valid P3 defects raised within PIS period relating to relevant change (excluding programmes)	Managing Change	Andy Szabo / Linda Whitcroft	Right First Time	4	0	0
KPM.16	Number of valid P4 defects raised within PIS period relating to relevant change (excluding programmes)	Managing Change	Andy Szabo / Linda Whitcroft	Right First Time	5	0	0
KPM.17	% of tickets not re-opened within period	Customer Contacts (technical)	Andy Szabo / Trefor Price	Right First Time	95.00%	528	96.02%
KPM.18	% of customer tickets (Incidents & Requests) responded to within SLA	Customer Contacts (technical)	Andy Szabo / Trefor Price	Cycle Time	90.00%	1,920	99.18%
KPM.19	UK Link Core Service Availability	UKLink	Andy Szabo / Trefor Price	Cycle Time	99.00%	N/A	99.92%
KPM.20	Gemini Core Service Availability	Gemini	Andy Szabo / Trefor Price	Cycle Time	99.00%	N/A	100.00%

DSC PI Performance:- April 2023

DSC Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target Metric	Volume	Apr-23
PI.01	% CMS Contacts processed within SLA (95% in D+10)	Manage Updates To Customer Portfolio	Andy Szabo / Neil Laird	Cycle Time	95.00%	19,666	97.51%
PI.02	% CMS Contacts processed within SLA (80% in D+4)	Manage Updates To Customer Portfolio	Andy Szabo / Neil Laird	Cycle Time	80.00%	17,463	86.59%
PI.03	% CMS Contacts processed within SLA (98% in D+20)	Manage Updates To Customer Portfolio	Andy Szabo / Neil Laird	Cycle Time	98.00%	19,769	98.02%
PI.04	% customer queries responded to within SLA/OLA	Customer Contacts	Andy Szabo / Neil Laird	Cycle Time	90.00%	989	96.39%
PI.05	Percentage of queries resolved RFT	Customer Contacts	Andy Szabo / Neil Laird	Right First Time	95.00%	1,009	98.34%
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Andy Szabo / Neil Laird	Cycle Time	100.00%	733	100.00%
PI.07	% of RFT against all reports dispatched	Customer Reporting (all forms)	Andy Szabo / Neil Laird	Right First Time	99.00%	733	100.00%
PI.08	% of valid CMS challenges received (PSCs)	Manage Updates To Customer Portfolio	Andy Szabo / Neil Laird	Right First Time	1.00%	6	0.03%
PI.09	% of Telephone Enquiry Service calls answered within SLA	Customer Contacts	Andy Szabo / Neil Laird	Cycle Time	90.00%	4,516	93.56%
PI.10	Confidence in DE Team to deliver DESC obligations (via Survey of DESC Members)	Demand Estimation Obligations	Andy Szabo / Neil Laird	Right First Time	75.00%	N/A	N/A
PI.11	DESC / CDSP DE obligations delivered on time	Demand Estimation Obligations	Andy Szabo / Neil Laird	Cycle Time	100.00%	9	100.00%
PI.12	KPM relationship management survey	Customer Relationship Management	Andy Szabo / Alison Jennings	Right First Time	95.00%	N/A	98.35%
PI.13	Plan accepted by customers & upheld (Key Milestones Met as agreed by customers)	Management Of Customer Issues	Andy Szabo / Neil Laird	Cycle Time	90.00%	N/A	100.00%
PI.14	Provision of relevant issue updates to customers accepted at CoMC and no negativity on how the issue is managed.	Management Of Customer Issues	Andy Szabo / Neil Laird	Right First Time	100.00%	0	100.00%
PI.15	Survey results delivered to CoMC in Month +1	Customer Relationship Management	Andy Szabo / Alison Jennings	Cycle Time	100.00%	N/A	100.00%
PI.16	% closure/termination notices issued in line with Service Lines (leave) Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Neil Laird	Cycle Time	100.00%	N/A	N/A
PI.17	% key milestones met on readiness plan (join) Non Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Neil Laird	Cycle Time	100.00%	N/A	N/A
PI.18	% key milestones met on readiness plan (join) Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Neil Laird	Cycle Time	100.00%	N/A	N/A
PI.19	% of closure notices issued within 1 business day following last exit obligation being met (leave) Non Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Neil Laird	Cycle Time	100.00%	N/A	N/A
PI.20	% of exit criteria approved and account deactivated within D+1 of cessation notice being issued (leave) Shippers	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Neil Laird	Right First Time	100.00%	1	100.00%
PI.21	% of exit criteria approved and account deactivated within D+1 of cessation notice being issued. (leave) Non-Shippers	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Neil Laird	Right First Time	100.00%	N/A	N/A
PI.22	% of readiness criteria approved by customer (join) Non Shippers	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Neil Laird	Right First Time	100.00%	N/A	N/A
PI.23	% of readiness criteria approved by customer (join) Shippers	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Neil Laird	Right First Time	100.00%	N/A	N/A
PI.27	% level 1 milestones met	Managing Change	Andy Szabo / Linda Whitcroft	Cycle Time	95.00%	9	100.00%
PI.28	DDP Core Service Availability (0900-1700 normal business hours)	DDP	Andy Szabo / Trefor Price	Cycle Time	99.00%	N/A	100.00%
PI.29	Number of valid DDP defects raised per release (Post PIS)	Managing Change	Andy Szabo / Trefor Price	Right First Time	3	0	0



Appendix 2

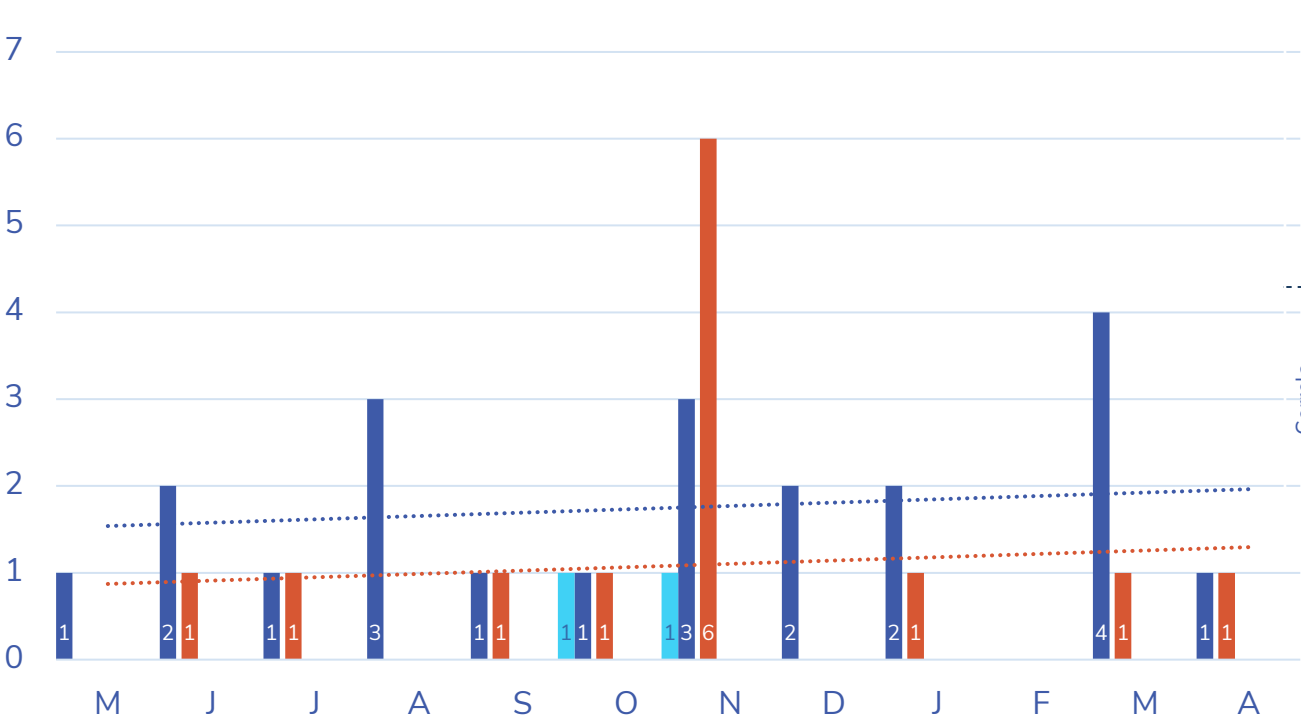
XOSERVE INCIDENT SUMMARY

High Level Summary of P1/P2 Incidents: Mar 2023

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
INC0358137	Customer contacts did not process as expected within the CMS application.	Due to the slow running job, a small number of customer contacts were prevented from being processed.	Customers attempting to access the CMS Application would not have been able to successfully login during the restart of the system.	A controlled restart of CMS application was performed to allow customers contacts to be processed successfully.	4 th Apr	4 th Apr
INC0358335	During routine monitoring, we detected that files were processing at a reduced rate, causing a backlog of files.	A large volume of data was received causing a delay in outbound file processing. The inbound files were successfully processed in UK Link (SAP), however when processing the response files in AMT, this caused slowness within the AMT application.	Customers may have experienced a short delay in receiving their files.	Additional storage memory was applied to allow the increased volume of files to be processed. A controlled release of the files was undertaken based on priority; continuous monitoring was in place until the backlog had been cleared..	4 th Apr	5 th Apr

What is Happening Overall?

Major Incident 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		

What is Happening Overall?

Key:

Apr 2023

Performance Year to Date

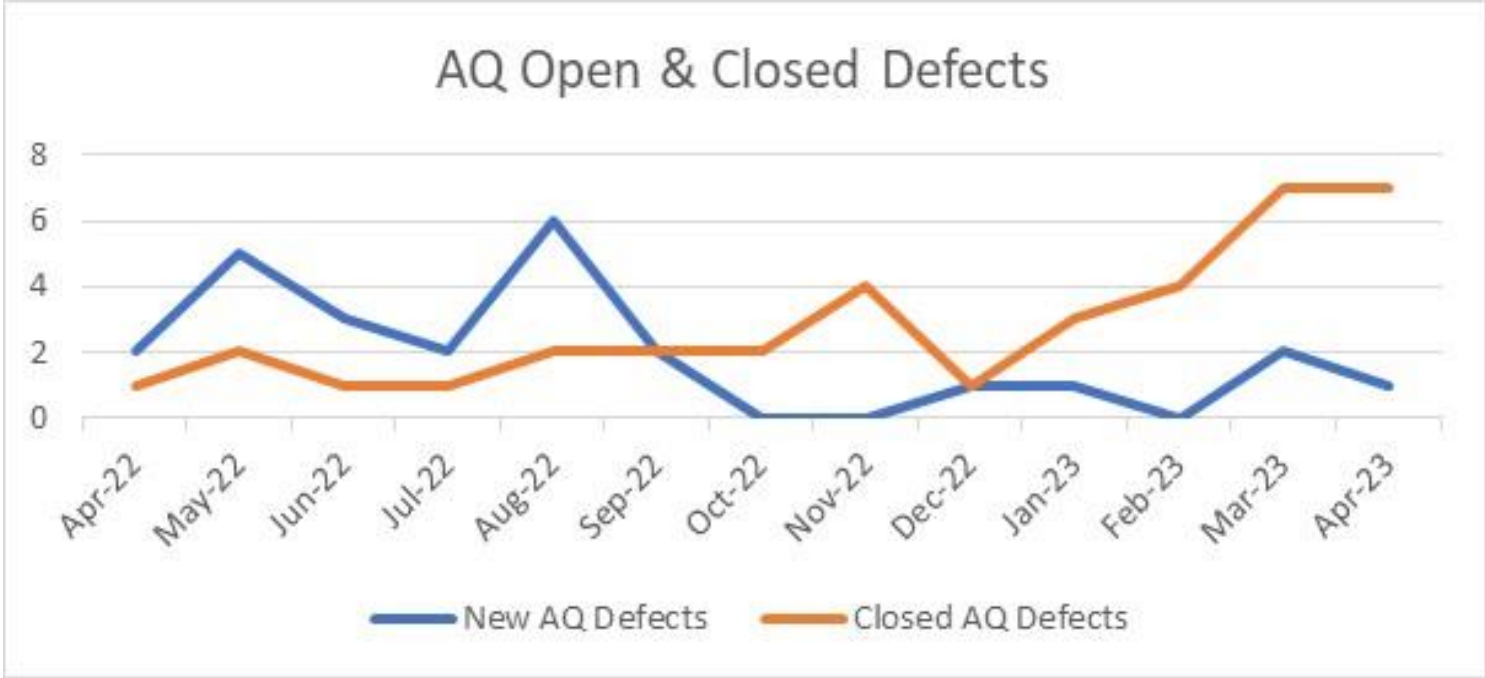
	Correla Identified	Customer Identified		Correla Identified	Customer Identified		Correla Identified	Customer Identified
Correla Controllable	Correla Identified the incident and the incident could have been avoided had Correla taken earlier action	Customer Identified the incident and the incident could have been avoided had Correla taken earlier action	Correla Controllable	1	1	Correla Controllable	1	1
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



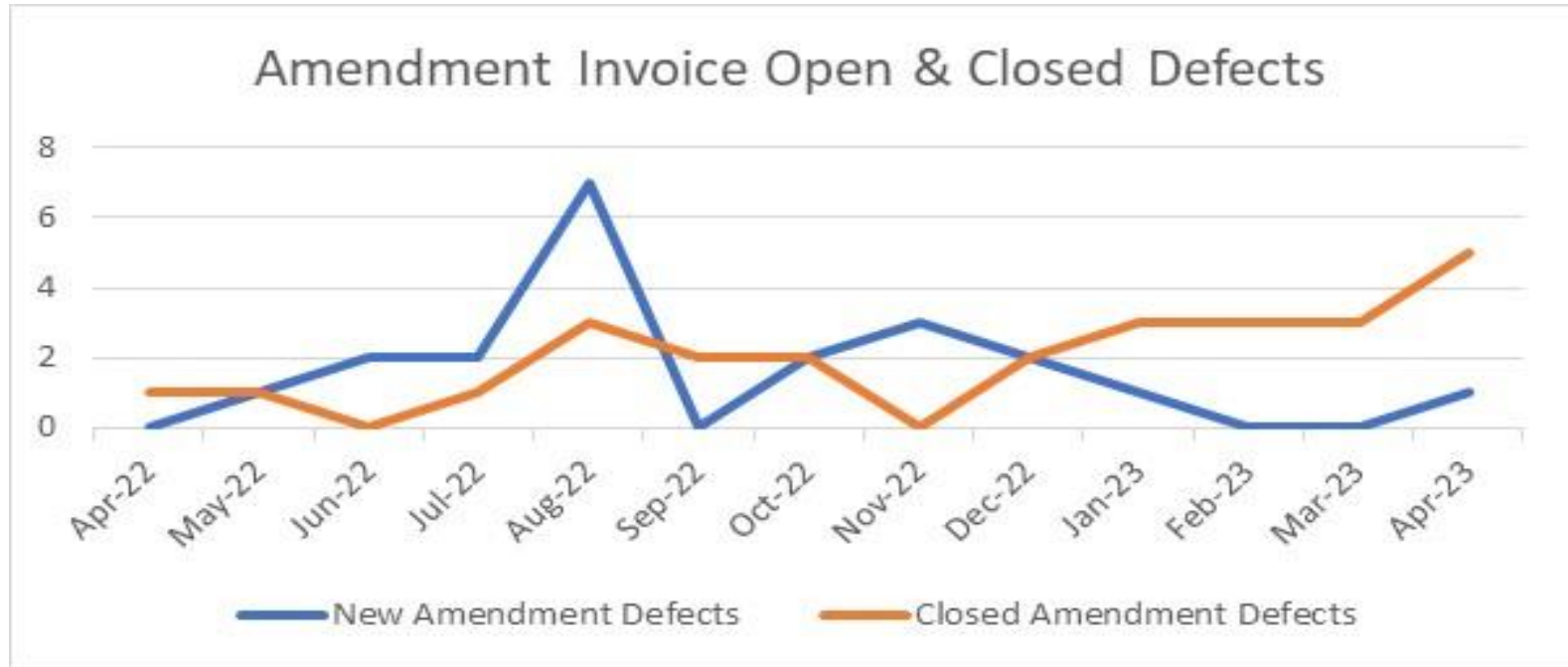
Appendix 3

CUSTOMER ISSUE DASHBOARD

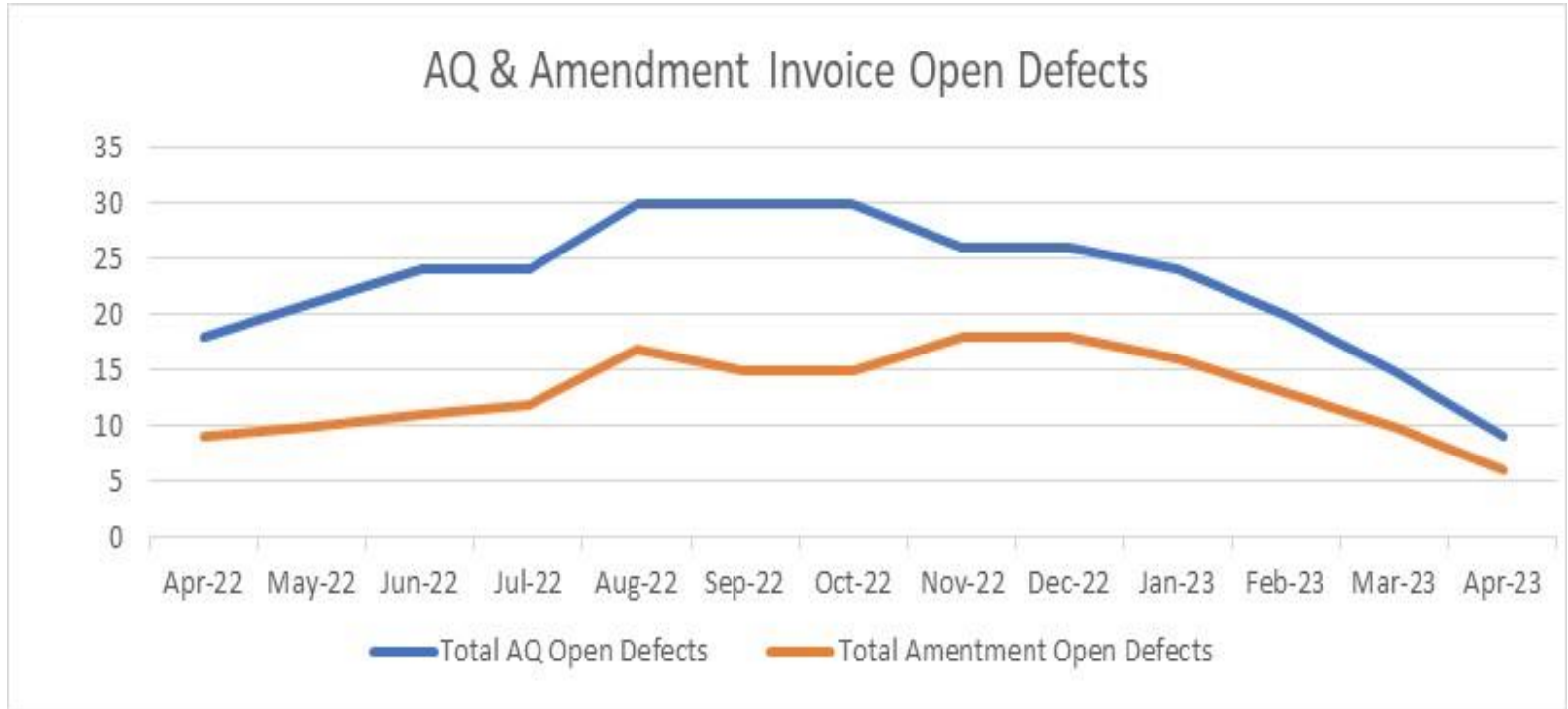
AQ Defects – Open & Closed over 12 Month Period



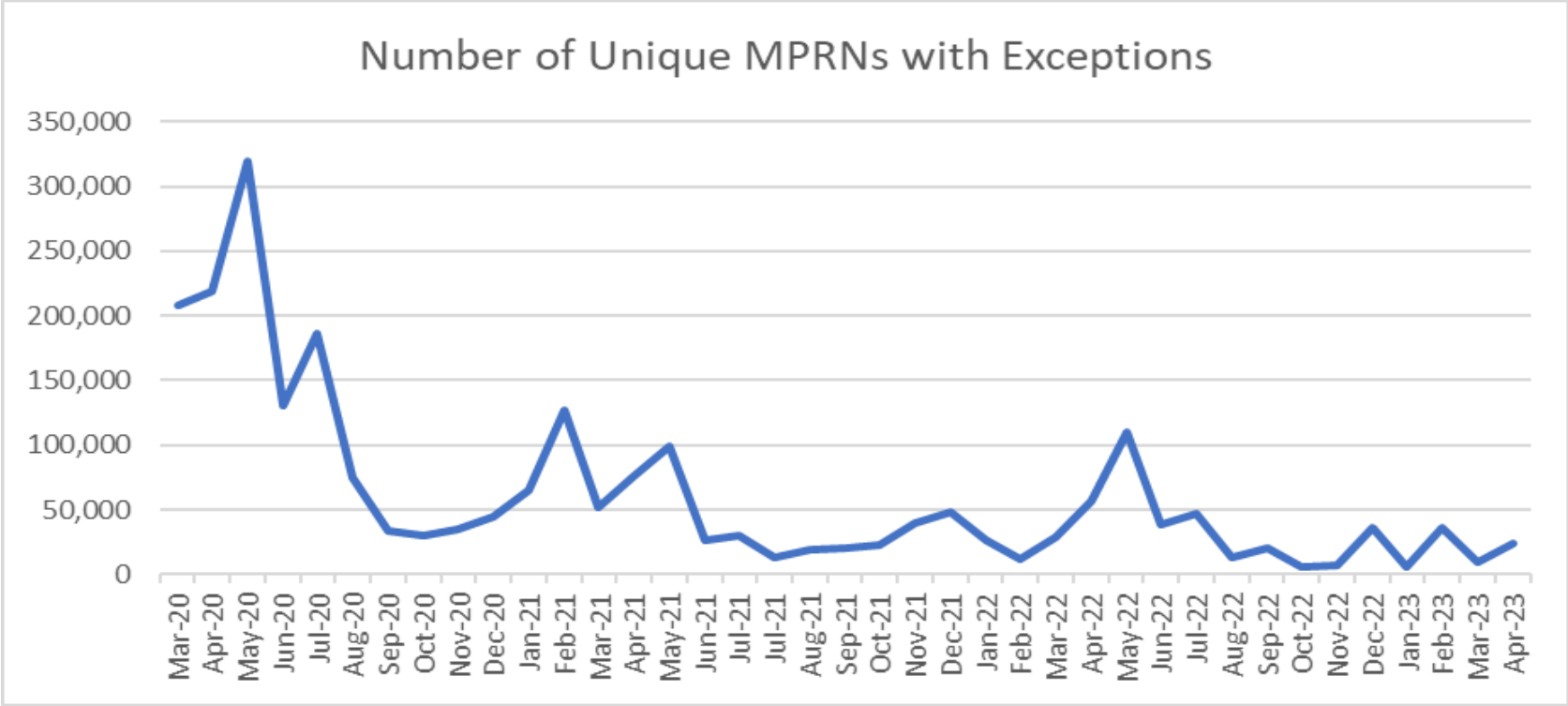
Amendment Invoice Defects – Open & Closed over 12 Month Period



AQ & Amendment Invoice Open Defects



Amendment Invoice – Outstanding Exceptions



Further Information

Please contact the Issue Management Team
box.xoserve.IssueResolution@xoserve.com

System status, planned outages and info on current system impacting issues can be found at the following location:

<https://www.xoserve.com/news-updates/news-and-updates/system-outages/>