PAC ACTION 0403:

Provide an update on the recent P2 Incident [High Priority issues with CDSP File Transfer Mechanism]

PAC May 2021

Xoserve

Provided by:

correla

Action Description

Reference Market Outgoing File Flow Issues - provide an update on what issues have been identified and any resolution actions to be undertaken / recommended

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- Background – Inbound Files

- Possible impacts on Shipper Performance

- Root cause & Resolutions

- Reporting of the Incident

Background – Outbound Files

- Final activity in an upgrade of all SAP Applications which form the UKLink suite – each phase was fully tested prior to implementation

- Components were nearing end of support – this ensures estate fully supported until 2025 at least

- On March 27th we upgraded AMT Market Flow file transfer application

- Within hours outbound file transfer performance started to degrade severely

- Back-out was not an option for technical reasons

- Team introduced labour-intensive manual processes to keep critical files moving – resulted in some duplications and files sent out of order

- Correla Technical Teams worked round the clock to build a new parallel SAP environment to improve performance

- Although critical files were still delivered within SLA some were much slower than our usual response times – e.g. meter read responses, RGMA responses

Background – Inbound Files

- On April 2nd the issue started to impact inbound files as well e.g.
  - Supply Point Nominations
  - Supply Point Confirmations
  - Change of Shipper objections
  - Meter read submission
- Some 1,500 inbound files were missed
- Some were missed completely and could not be re-processed
- Other files became "stuck" and could be retrieved
- We are working with customers to determine whether they need us to process retrieved files – so far only c. 25% need to be processed

Possible impacts on Shipper Performance

March impacts
- All inbound file were processed on time
- BUT – responses were delayed for 27th onwards
- Shippers may not have had time to re-submit rejected reads e.g. for Class 2
- 90% target gives some leeway (90% x 31 days = 27.9 reads)

April impacts
- Inbound files were delayed/missed
- Main files relevant to PARR suite are meter readings – cyclic and Change of Shipper
- April performance may be dip as a result – reviewed at June PAC

Root cause & Resolutions

- Root cause was a flaw in SAP and its interaction with AMT Market Flow – had lain dormant in our systems for 5 years

- Initially struggled to get support from SAP – once confirmed a fix was produced, tested and implemented within 24 hours

- Fix was implemented on April 9th

- SAP have now issued a global patch to address the issue – we were the first company in the world to identify the issue

- Backlog of files was released between 10th and 13th April to control file volumes for customers

- We briefed PAFA on 22/04 on possible impacts to reported performance – and concerns raised by Shippers about possible PAC sanctions due to these dips

- We have tried to reassure individual Shippers that PAC would not take action based on a single month's perceived dip in performance – PAC would look for a sustained drop before acting

Reporting of the Incident

- From Wednesday 30th we published daily updates on our website (Live Updates area)
- From week 2 of the incident we had daily open calls with our Senior Management for Contract Managers
- We updated April DSC Contract Management Committee in detail – we will take on board the feedback we received there
- We are preparing a Lessons Learnt report for a future DSC Contract Management Committee meeting

Thank you