



## **Contract Management Committee**

6. Monthly Contract Management Report  
14<sup>th</sup> September 2022

# Contents

- 6.1 KPM Reporting *(Updated 14th September)*
- 6.3 Monthly Contract Metrics
- 6.4 Incident summary
- 6.5 Customer Issue Dashboard
- Appendixes



## **KPM Reporting (August reporting period)**

Agenda item 6.1

# Overall Summary

Performance Area	(Reportable) Achieved	(Reportable) Failed	Not applicable to the reporting month
<b>KPMs (20 total)</b>	<b>18</b>	<b>2</b>	<b>0</b>
<b>PIs (24 total)</b>	<b>13</b>	<b>2</b>	<b>9</b>

# Failure Summary

KPM / PI Ref	Measure Detail	Journey / Process	Measure Type	Target	Performance	Failure / Remedial Action
KPM.07	Percentage of requests processed within the Completion Time Service Level in DSC	Meter Read / Asset Processing	Cycle Time	100.00%	99.99%	134,187,073 reads and 247,739 asset updates were received. 629 reads and 45 asset updates were not processed due to exception processes.
KPM.13	% of exceptions resolved within 2 invoice cycles of creation date	Invoicing DSC Customers	Cycle Time	100.00%	99.63%	391,602 exceptions created, 390,168 cleared
PI.01	% CMS Contacts processed within SLA (95% in D+10)	Manage Updates To Customer Portfolio	Cycle Time	95%	90.60%	Contacts such as ISOs and DTLs that require third party action continue to impact performance for the month, however the main reason for the D+10 target failure is due to the ever-increasing RFA volumes and the outstanding backlog. RFAs continue to be worked in a prioritisation order which is agreed between our Ops teams and our customers, which most of the time conflict with the chronological order of the RFA contacts landing into CMS.
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Cycle Time	100.00%	99.96%	1 report that is sent to 7 different customers failed to complete on the expected delivery date. A ticket was raised to re-run the report but unfortunately due the initial failure there was a delay in sending the report. Route Cause Analysis is currently being carried out to determine why the initial run of the report failed.

# DSC KPM (Credit and Risk) Summary

- Right First Time

Measure Detail	Target	Aug-22
Energy Balancing Credit Rules adhered to, to ensure adequate security in place	100%	100%

- Cycle Time

Measure Detail	Target	Aug-22
% of Revenue collected by due date	98%	100%
% of Revenue collected by due date (+2 days)	100%	100%



## **Monthly Contract Management reports and updates**

Agenda Item 6.3

# Performance monitoring (Aug 2022)

## Third Party and Additional Services Reporting

Reporting area	Aug-22	Year to date
Additional Services	£2,687.00	£87,431.00
Third Party Services	£14,176.17	196,137.31

## Gemini Performance and UK Link Availability

Gemini service Performance	
Target	Actual
99%	99.79%

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 (Aug 2022)

Class	MPRN Count	Smart Count	Total	Smart %
1	621	0	621	0.00%
2	574	0	574	0.00%
3	186690	4599688	4786378	96.10%
4	12324217	7847557	20171775	38.90%
<b>Total</b>	<b>12512102</b>	<b>12447245</b>	<b>24959348</b>	<b>49.87%</b>



# Customer Highlights

- More details on the stories below can be found on the Xoserve Website:-  
<https://www.xoserve.com/>
- **Migration of UK Link Portal to the Cloud**  
<https://www.xoserve.com/news/we-ve-moved-the-uk-link-portal-to-the-cloud/>
- **Notification of Gemini Disaster Recovery Test**  
<https://www.xoserve.com/news/gemini-disaster-recovery-test-2022/>
- **Delivering Decarb – August Edition**  
<https://www.xoserve.com/news/deliveringdecarb-august-edition/>



## **Xoserve Incident Summary**

Agenda Item 6.4

# Summary

During August we experienced 3 P2 incidents

System Affected	Priority	Impact	Remedial Actions	KPM Breach	Resolved
CMS	P2	Customers and colleagues would have experienced a very slow response when processing contacts.	Full stack restart was performed which did not resolve the issue. Following this, the audit logs were purged, which restored performance temporarily, however the issue did reoccur the following day.	No	Yes
CMS	P2	As above	Full stack restart along with an operating system reboot.	No	Yes
GEMINI	P2	Customers were unable to access Gemini via online screens.	Isolated a problematic node from the cluster. Restart performed during the maintenance window. Node added back to the cluster.	No	Yes



## **Customer Issue Dashboard**

Agenda item 6.5

# Summary

- CSSC Files/Processes:
  - Missing Secured Active Messages (SAM's) – Incidents have been raised and escalated. In total there are 150 missing SAM's (at the point of writing these slides). The CSSP have confirmed this is a defect and a fix has been implemented and is being monitored.
  - Fix for the file sequencing of the new CSS files (ASN, BRR & TMC) is due to be implemented 9 September 2022.
  - Estimated transfer reads have not been calculated for circa 32,000 Class 3 and 4 MPRNs. Fix implemented & estimates will be calculated & issued. Deadline to complete is 10 September (for AQ and Reconciliation processes)
- GES/Portal
  - Fixes have been deployed to resolve functionality issues during July and August.
  - Fifteen drop-in sessions held to support and resolve user access issues.
  - 97% reduction of tickets raised during August (circa 22 tickets outstanding)
- Non CSSC
  - Increase in both AQ and Amendment invoice defects. Most defects raised are being identified internally following monthly checks on high value Reconciliation charges AQs/sudden increases in AQ .

# Open CSS UKLink Related Issues Impacting Customers

Issue Area	Issue Summary	Issue Status	Customers Impacted
Irregularities with File Sequence Numbering for new CSS files (BRR, TMC & ASN)	Issue within AMT MarketFlow when generating the file sequence number of the file, are not as per normal sequential numbering of files issued from UKLink.	Fix provided by AMT MarketFlow which is in regression testing. Due to be implemented 9 September 2022.	Shippers who receive file types BRR, TMC & ASR.
Users experiencing issues with Portal & GES	Customer users experiencing different issues relating to Portal & GES.	Fixes have been were deployed and drop in sessions held to troubleshoot GES issues.	Range of customer users
Estimated Transfer Reads	Estimated transfer reads are not being calculated and recorded for c. 32,000 MPRNs.	Fix implemented. Estimates will be calculated and notified to Shippers by 10 September.  Shippers have not received an estimated transfer read & unable to replace read.	Shippers



Appendix 1 - KPM slides

Appendix 2 - Xoserve Incident Summary (item 6.4)

Appendix 3 -Customer Issue Dashboard(item 6.5)

# APPENDIXES



Appendix1

# KPM SLIDES



# DSC KPM Performance for August 2022

DSC+ Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	Volume	DSC Target Metric	Aug-22
KPM.01	Percentage of shipper transfers processed	Manage Shipper Transfers	Andy Szabo / Alex Stuart	Right First Time	138,988	100.00%	100%
KPM.02	Percentage of meter reads successfully processed	Meter Read / Asset Processing	Andy Szabo / Alex Stuart	Right First Time	131,601,858	99.50%	99.98%
KPM.03	% of asset updates successfully processed	Meter Read / Asset Processing	Andy Szabo / Alex Stuart	Right First Time	238,192	99.50%	99.95%
KPM.04	% of AQs processed successfully	Monthly AQ Processes	Andy Szabo / Alex Stuart	Right First Time	12,804,184	100.00%	100.00%
KPM.05	Percentage of total LDZ AQ energy at risk of being impacted	Monthly AQ Processes	Andy Szabo / Alex Stuart	Right First Time	179	0.75%	043%
KPM.06	Percentage processed within the Completion Time Service Level in DSC	Manage Shipper Transfers	Andy Szabo / Alex Stuart	Cycle Time	138,988	100.00%	100%
KPM.07	Percentage of requests processed within the Completion Time Service Level in DSC	Meter Read / Asset Processing	Andy Szabo / Alex Stuart	Cycle Time	134,434,812	100.00%	99.99%
KPM.08	% Notifications sent by due date	Monthly AQ Processes	Andy Szabo / Alex Stuart	Cycle Time	12,803,813	100.00%	100.00%
KPM.09	% of invoices not requiring adjustment post original invoice dispatch	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Right First Time	2,870	98.00%	100.00%
KPM.10	% of DSC customers that have been invoiced without issues/ exceptions (exc. AMS)	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Right First Time	236	100.00%	100.00%
KPM.11	% customers DSC with less than 1% of MPRNs which have an AMS Invoice exception	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Right First Time	73	97.00%	100.00%
KPM.12	% of invoices sent on due date	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Cycle Time	2,870	100.00%	100.00%
KPM.13	% of exceptions resolved within 2 invoice cycles of creation date	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Cycle Time	391,602	100.00%	99.63%
KPM.14	Number of valid P1 and P2 defects raised within PIS period relating to relevant change (excluding programmes)	Managing Change	Lee Foster / Andy Simpson	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	Lee Foster / Andy Simpson	Right First Time	0	4	0
KPM.16	Number of valid P4 defects raised within PIS period relating to relevant change (excluding programmes)	Managing Change	Lee Foster / Andy Simpson	Right First Time	0	5	0
KPM.17	% of tickets not re-opened within period	Customer Contacts (technical)	Lee Foster / Neil Laird	Right First Time	449	95.00%	97.70%
KPM.18	% of customer tickets (Incidents & Requests) responded to within SLA	Customer Contacts (technical)	Lee Foster / Neil Laird	Cycle Time	1,794	90.00%	95.45%
KPM.19	UK Link Core Service Availability	UKLink	Lee Foster / Neil Laird	Cycle Time	N/A	99.00%	99.98%
KPM.20	Gemini Core Service Availability	Gemini	Lee Foster / Neil Laird	Cycle Time	N/A	99.00%	99.79%

# DSC PI Performance for August 2022

DSC+ Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	Volume	DSC Target Metric	Aug-22
PI.01	% CMS Contacts processed within SLA (95% in D+10)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	23,101	95.00%	90.60%
PI.02	% CMS Contacts processed within SLA (80% in D+4)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	23,031	80.00%	90.32%
PI.03	% CMS Contacts processed within SLA (98% in D+20)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	25,321	98.00%	99.30%
PI.04	% customer queries responded to within SLA/OLA	Customer Contacts	Andy Szabo / Alex Stuart	Cycle Time	747	90.00%	98.26%
PI.05	Percentage of queries resolved RFT	Customer Contacts	Andy Szabo / Alex Stuart	Right First Time	747	95.00%	99.73%
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Andy Szabo / Alex Stuart	Cycle Time	670	100.00%	98.96%
PI.07	% of RFT against all reports dispatched	Customer Reporting (all forms)	Andy Szabo / Alex Stuart	Right First Time	670	99.00%	100.00%
PI.08	% of valid CMS challenges received (PSCs)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Right First Time	4	1.00%	0.02%
PI.09	% of Telephone Enquiry Service calls answered within SLA	Customer Contacts	Andy Szabo / Alex Stuart	Cycle Time	7,681	90.00%	94.26%
PI.10	Confidence in DE Team to deliver DESC obligations (via Survey of DESC Members)	Demand Estimation Obligations	Andy Szabo / Alex Stuart	Right First Time	N/A	75.00%	N/A
PI.11	DESC / CDSP DE obligations delivered on time	Demand Estimation Obligations	Andy Szabo / Alex Stuart	Cycle Time	9	100.00%	100.00%
PI.12	KVI relationship survey	Customer Relationship Management	Andy Szabo / Alison Jennings	Right First Time	N/A	95.00%	N/A
PI.13	Plan accepted by customers & upheld (Key Milestones Met as agreed by customers)	Management Of Customer Issues	Andy Szabo / Alex Stuart	Cycle Time	3	90.00%	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 / Alex Stuart	Right First Time	N/A	100.00%	100.00%
PI.15	Survey results delivered to CoMC in Month +1	Customer Relationship Management	Andy Szabo / Alison Jennings	Cycle Time	N/A	100.00%	N/A
PI.16	% closure/termination notices issued in line with Service Lines (leave) Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Cycle Time	1	100.00%	100.00%
PI.17	% key milestones met on readiness plan (join) Non Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Cycle Time	N/A	100.00%	N/A
PI.18	% key milestones met on readiness plan (join) Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Cycle Time	N/A	100.00%	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 / Alex Stuart	Cycle Time	N/A	100.00%	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 / Alex Stuart	Right First Time	1	100.00%	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 / Alex Stuart	Right First Time	N/A	100.00%	N/A
PI.22	% of readiness criteria approved by customer (join) Non Shippers	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Right First Time	N/A	100.00%	N/A
PI.23	% of readiness criteria approved by customer (join) Shippers	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Right First Time	N/A	100.00%	N/A
PI.27	% level 1 milestones met	Managing Change	Andy Szabo / Andy Simpson	Cycle Time	14	95.00%	100.00%

# DSC KPM (Credit and Risk)

## Right First Time

Journey/Process	Frequency	Measure Detail	Target	Annual Target	Jun-22	Jul-22	Aug-22
Energy Balancing(Credit Risk Management)	Monthly	Energy Balancing Credit Rules adhered to, to ensure adequate security in place	100%	12/12* Months	100%	100%	100%

## Cycle Time

Journey/Process	Frequency	Measure Detail	Target	Annual Target	Jun-22	Jul-22	Aug-22
Energy Balancing (Credit Risk Management)	Monthly	% of revenue collected by due date	98%	98% avg rolling* 12 month period	99.79% (98.72%)	98.89% (98.78%)	100% (98.78%)
Energy Balancing (Credit Risk Management)	Monthly	% of revenue collected by due date (+2 days)	100%	12/12* Months	99.81% (99.49%)	100% (99.47%)	100% (99.47%)

\*Rolling Average Performance Shown in Brackets



Appendix 2

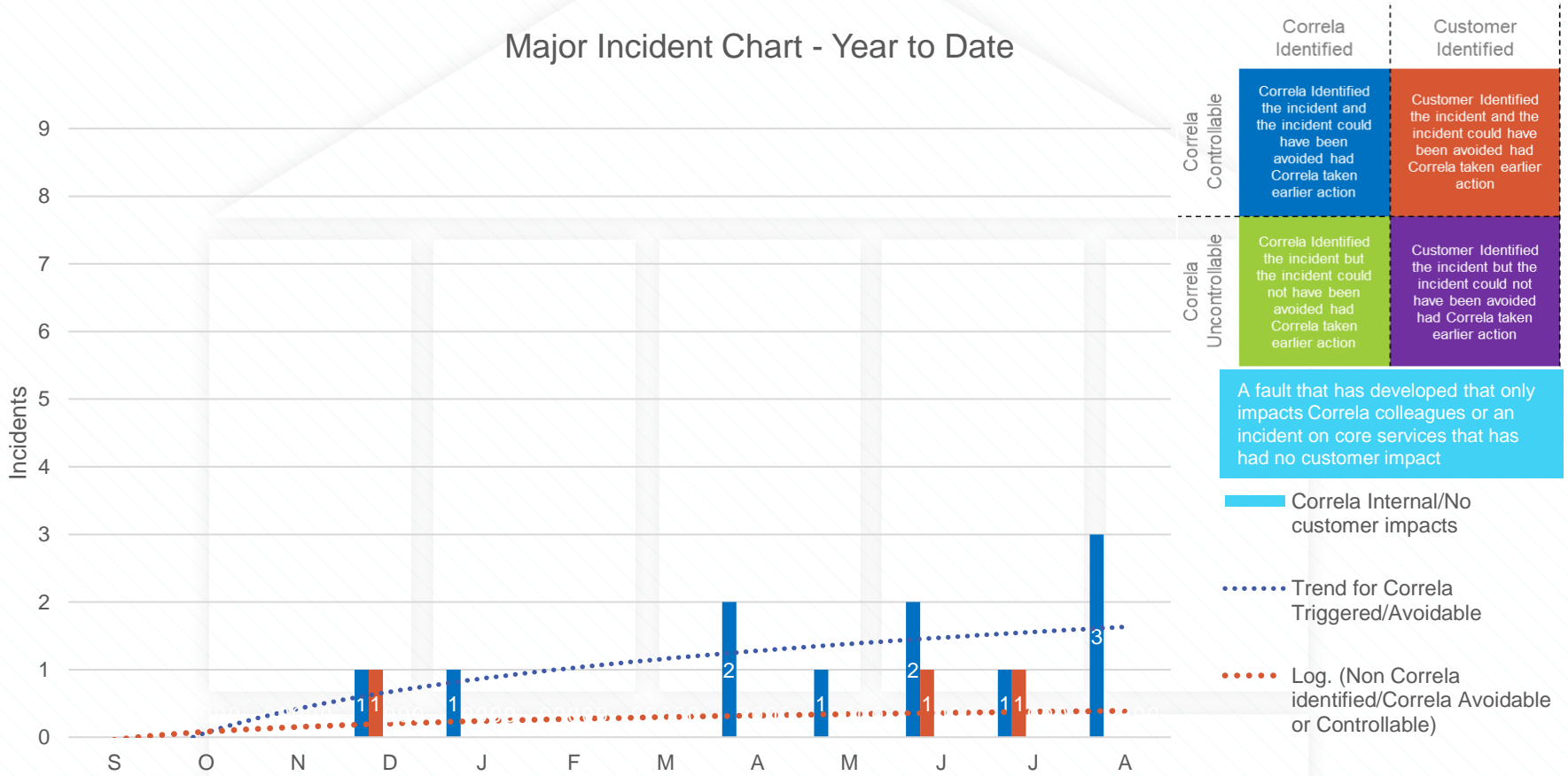
# **XOSERVE INCIDENT SUMMARY**

# High-level summary of P1/2 incidents: Aug 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
INC0252270	CMS slow performance issues impacting customers and batch processing.	The issue occurred after the Disaster Recovery (DR) test on 29 & 30 July. While not yet proven the cause is likely to be linked to services being transferred to and from the DR site. The Operating System was left running on the primary site while the services were running on the DR site. As a result, it is probable that some existing, residual processes on the primary site were not cleared up prior to moving back. This may have impacted the performance of the application; further details will be identified during the problem investigation and root cause analysis. The test has been performed in previous years in the same way without issue.	Customers and colleagues would have experienced very slow response when processing contacts. One internal Correla ticket raised. No external customer tickets raised.	A decision was agreed for the application and database restarted. This did not resolve the issue, following a recommendation from Spinnaker (Third Party), the audit logs were purged, which restored performance temporarily, however the issue reoccurred the following day	01/08/2022	01/02/2022
INC0252815	CMS slow performance issues impacting customers and batch processing. Reoccurrence	As per INC0252270 above.	As per INC0252270 above.	During a joint technical bridge, a decision was made to *restart the operating system along with an application and database restart which restored stability. Catch up activities were completed by technical teams and any contacts / files that were stuck were processed. *This activity was not carried out during the instance that occurred on 1st August.	02/08/2022	02/08/2022
INC0264464	Gemini was unable to set up a connection with the authentication service resulting in unavailability of Gemini online.	Initial investigations have determined that the node was unable to connect to an authentication service. Analysis on root cause continues.	Customers would not have been able to access the Gemini system	The impacted node was isolated from the group restoring the service. The node was monitored overnight before being returned to the group in the next maintenance window.	25/08/2022	25/08/2022

# What is happening Overall

## Major Incident Chart - Year to Date



# What is happening Overall?

Key:

Aug 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	3	0	Correla Controllable	10	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

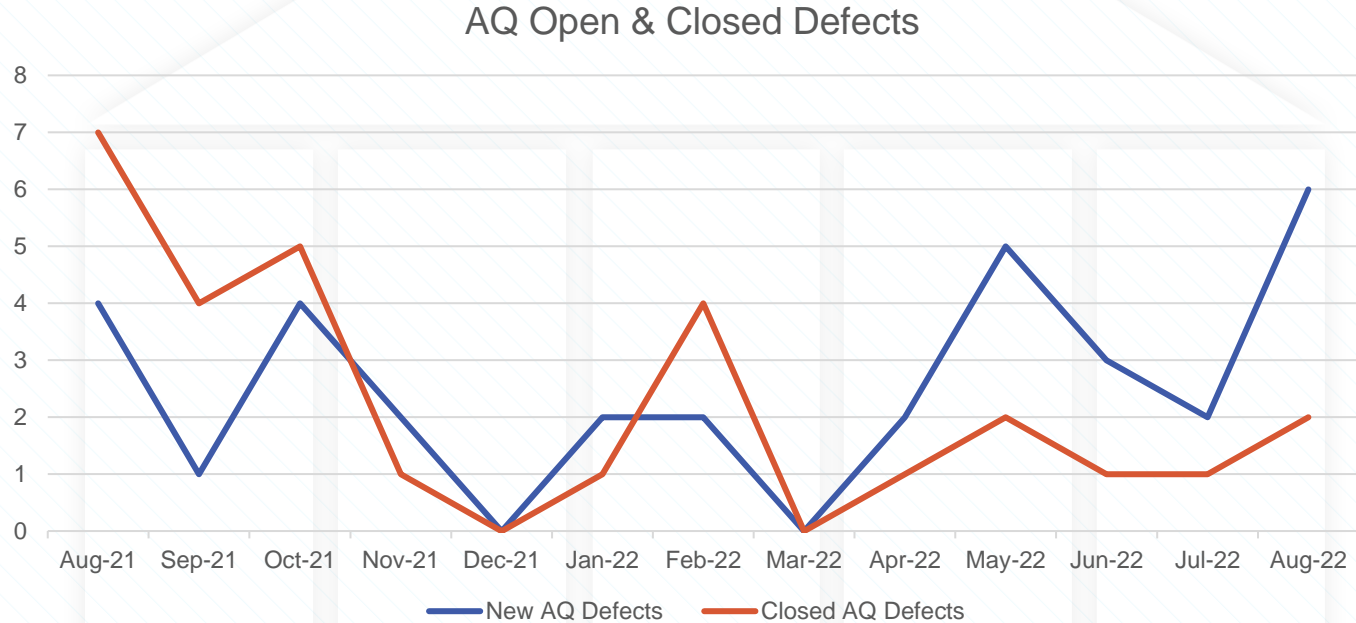


Appendix 3

# CUSTOMER ISSUE DASHBOARD

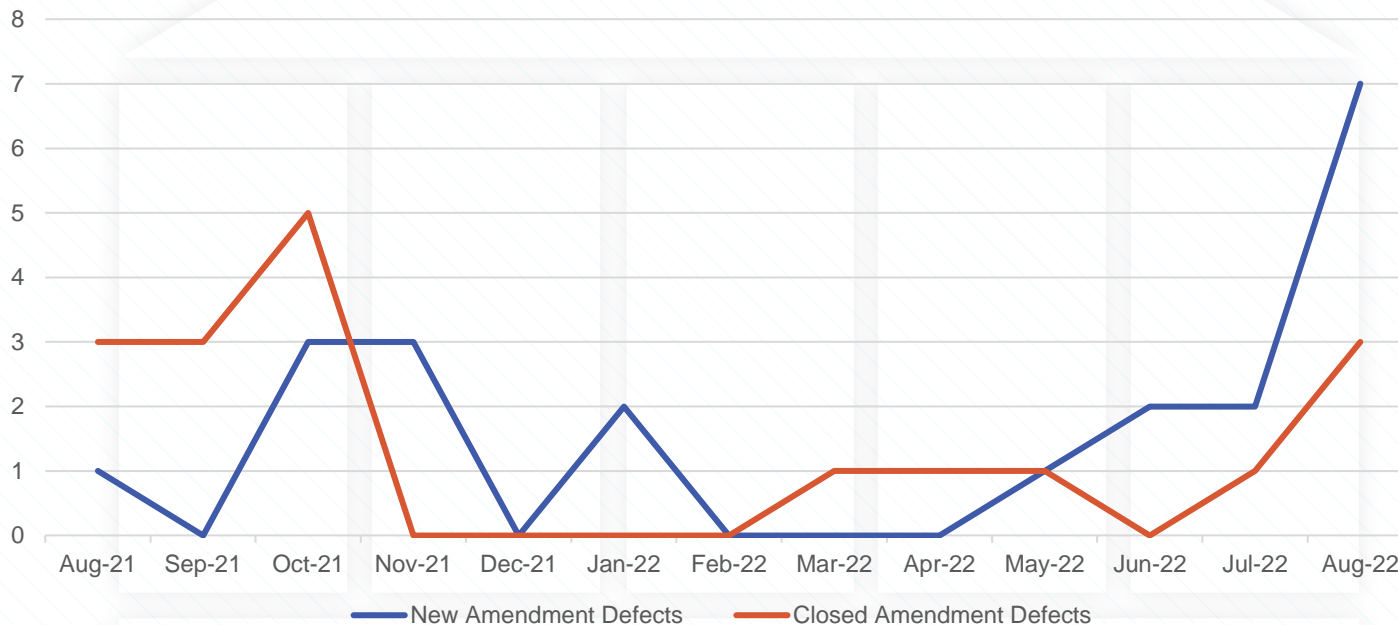


# AQ Defects – Open & Closed over 12 Month Period



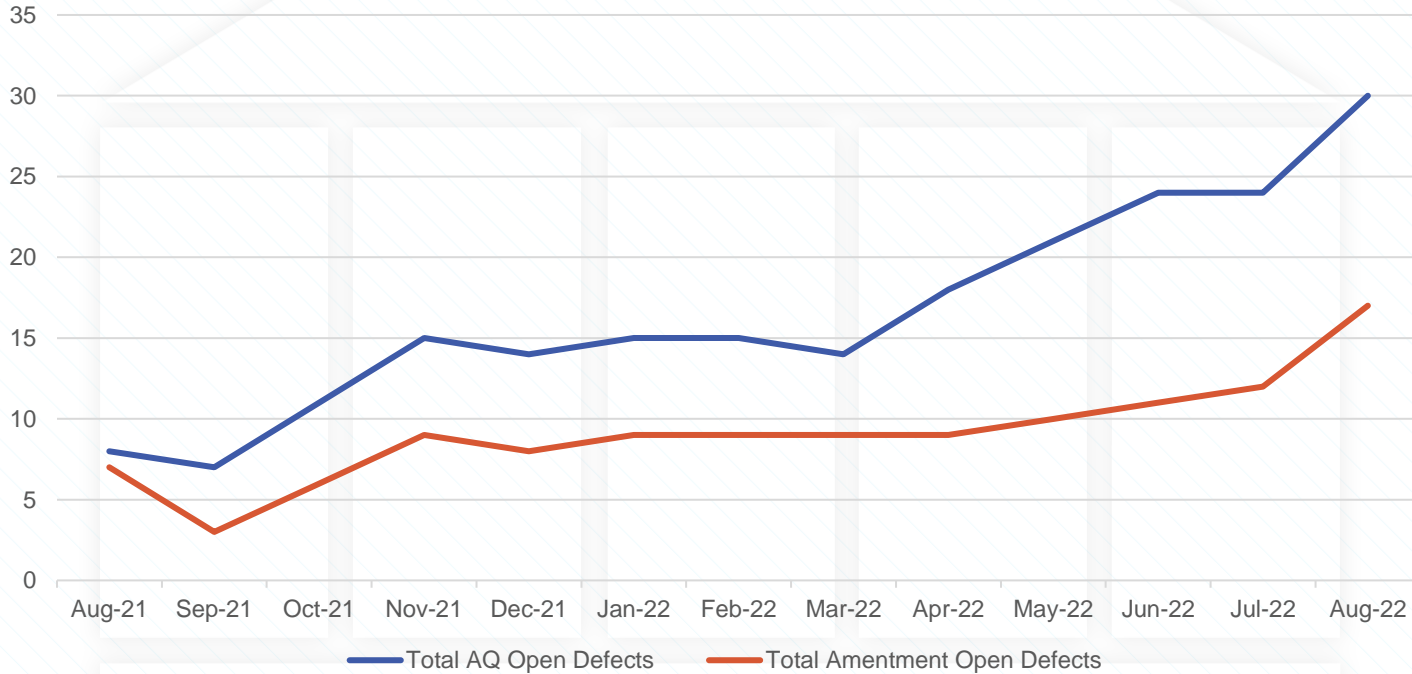
# Amendment Invoice Defects – Open & Closed over 12 Month Period

Amendment Invoice Open & Closed Defects



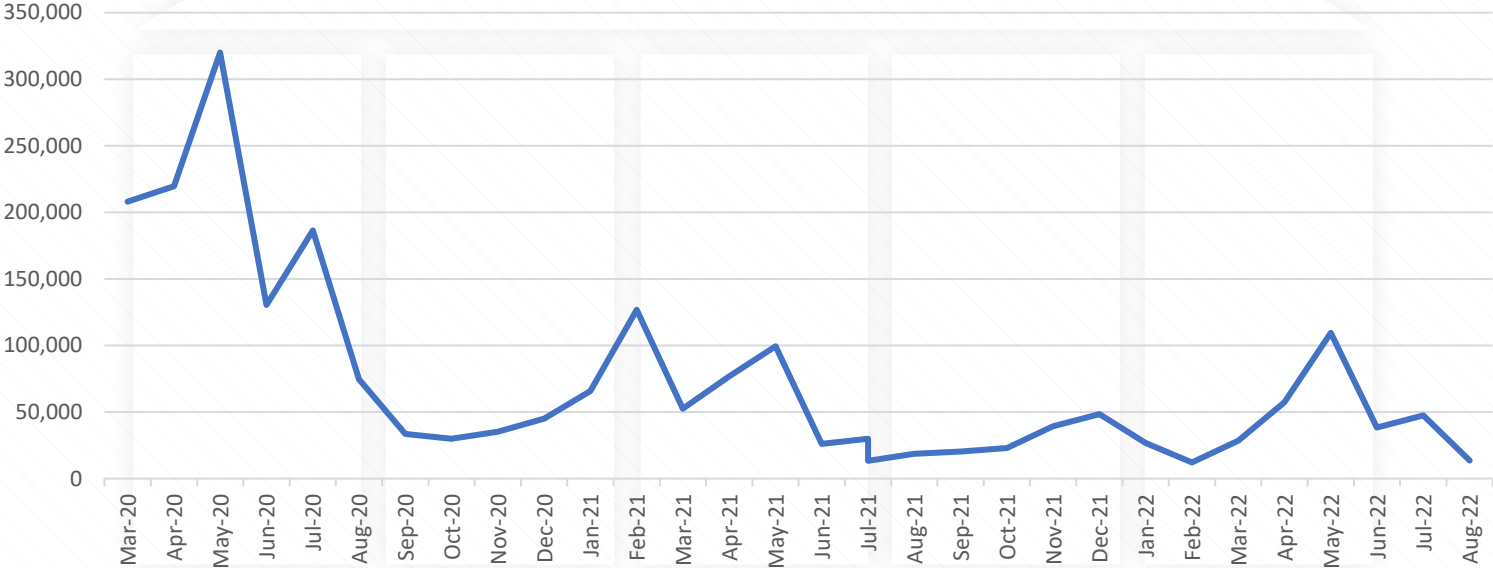
# AQ & Amendment Invoice Open Defects

AQ & Amendment Invoice Open Defects



# Amendment Invoice Dashboard – Outstanding Exceptions

Number of Unique MPRNs with Exceptions



# Further Information

The Customer Issue Register, published on xoserve.com and updated weekly, can be found at the following location:

<https://www.xoserve.com/news-updates/news-and-updates/issues-register/>

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/>