



## **Xoserve Incident Summary: February 2022**

1<sup>st</sup> March 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

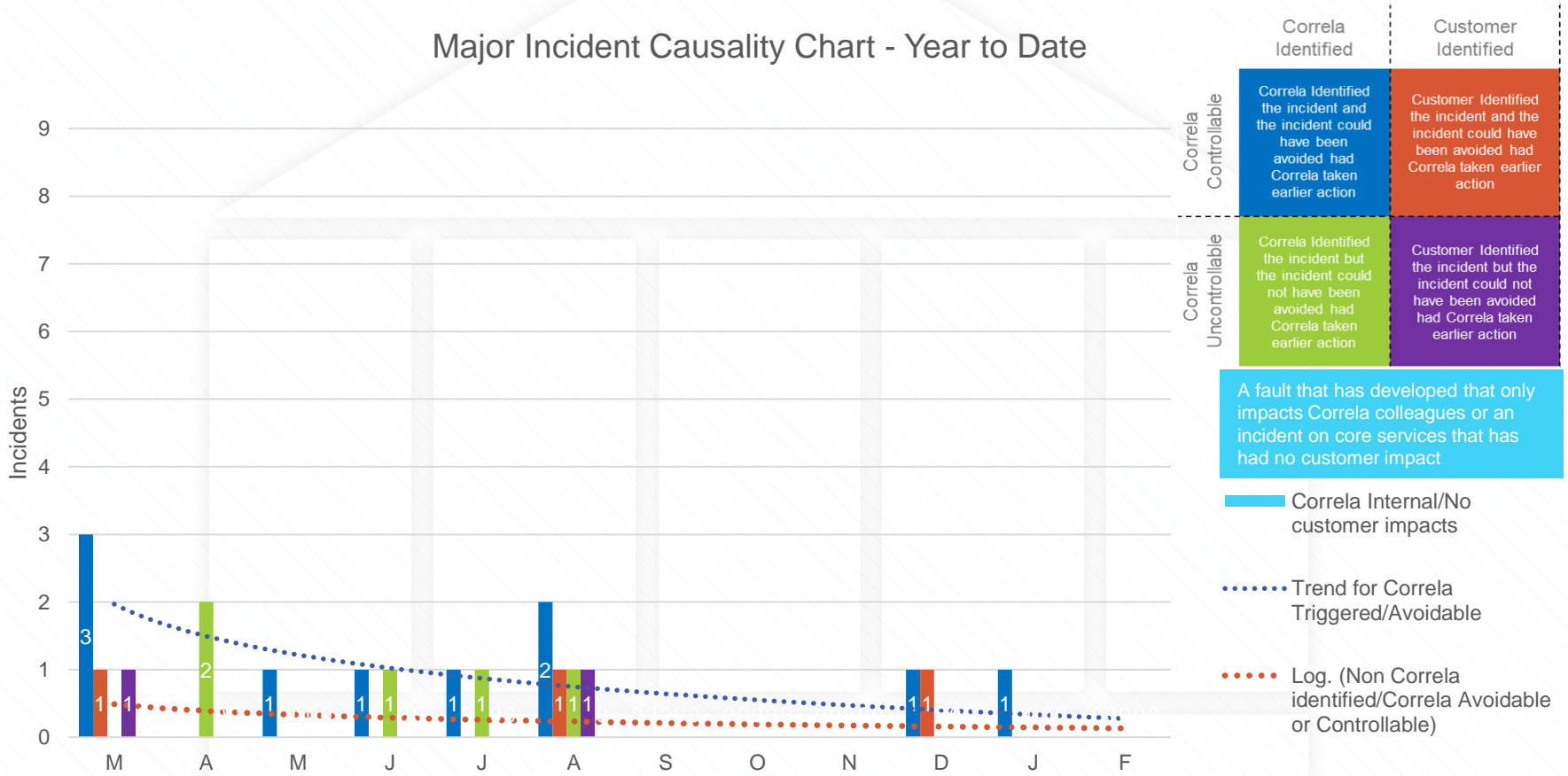
# High-level summary of P1/2 incidents: February 2022

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

No P1/P2 incidents occurred in February

# What is happening Overall

## Major Incident Causality Chart - Year to Date



# What is happening Overall?

Key:

February 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	0	0	Correla Controllable	7	2
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	5	1