Xoserve Incident Summary: January 2021

1st February 2022

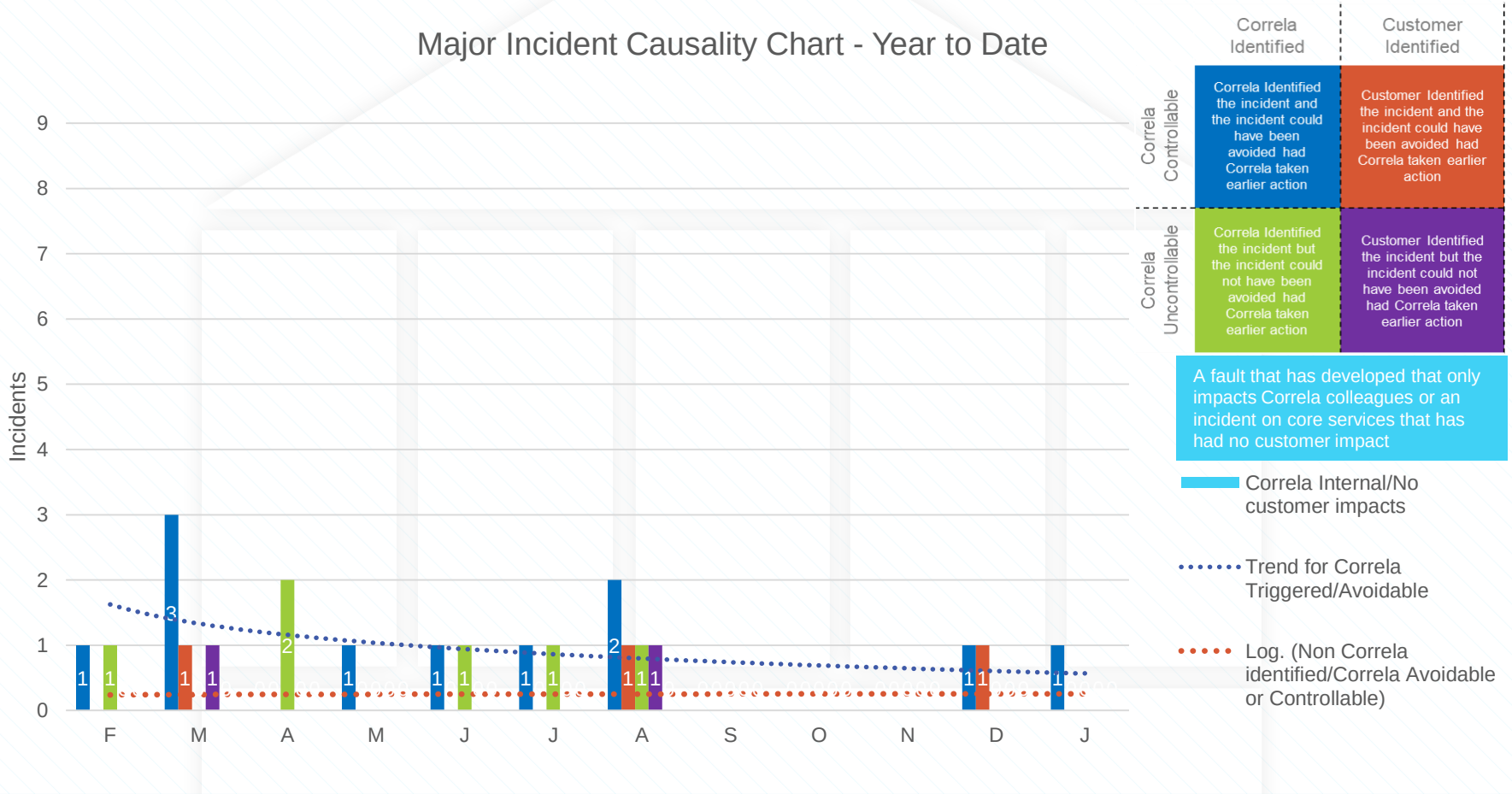
What is this presentation covering?

- 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: January 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
INC0133807	Big Data Platform data receives data from UK-Link in batches, batch 3 failed to process, whilst batch 4 failed to complete. An overnight update of the BDP warehouse failed between 15th – 17th Jan, the repeat failures caused API performance issues.	Whilst both batches that failed or did not complete were reprocessed on the same day, some records did not process due to the time they were received. This caused the overnight update of the BDP Data Warehouse (DWH) to fail. The repeat failures of the DWH process resulted in customer experiencing performance issues with API's. API queries against the API table were degraded and caused high CPU utilisation to the BDP Azure SQL Database.	Customers will have experienced performance degradation with API queries, query results could have been out of date.	The indexes of the API tables were rebuilt, the source data was reloaded from the point of failure and an exceptional manual update of the DWH was completed to bring the API tables up to date. The secondary issue with the BDP Azure SQL database high CPU utilisation was also resolved by rebuilding the API Table index, the final step to resolve was to complete a batch catch-up activity to feed the outstanding data across the API's. Root cause analysis was circulated to all contract managers and users of the API w/c 31 Jan 2022	17th Jan	20th Jan

What is happening Overall



What is happening Overall?

Key:

	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

January 2022

	Correla Identified	Customer Identified
Correla Controllable	1	0
Correla Uncontrollable	0	0

Performance Year to Date

	Correla Identified	Customer Identified
Correla Controllable	7	2
Correla Uncontrollable	5	1