



UKL File Flow Incident

Service Improvement Plan February update

Feb 2022

xserve

Provided by:



File Flow Incident – Service Improvement Activities – February Summary

Background

Following December’s COMC update, which was largely impacted by our organisational focus on SOLR activities and protection of activities surrounding that process I’m pleased to confirm we’ve regained momentum during December and January and are now at 74% complete of all improvement activities (previously 56%).

During the period we have continued to bolster our Service Management function following the successful insource activity in October. Due to this we have been able to launch new training and tooling which has led to an improvement in quality of service delivery for customer incidents and service requests.

Within technology, two major improvements were delivered linked to AMT, firstly reducing the build time of the environment in an emergency by 46% to 20 hours (from 36 hours) which will improve recovery time if we were to ever need to do this, additionally following detailed review we have now also implemented the final reductions of the size of the AMT database, shrinking it by nearly 70% to 10Tb (from 32Tb) which improves testing capabilities and better replicates test vs production services.

As a reminder, by driving the plan we are looking to deliver following benefits and outcomes:

- Improve resolution time and control over the outcome
- Have a single source of the truth for major incidents
- All high priority incidents have the right level of expertise and focus from our key vendors from the outset
- Ensure external customer framework will be effective and provide timely communications
- To ensure that during a major incident, all key suppliers and vendors are undertaking investigations together to drive rapid resolution
- Provide a mechanism of end-to-end auditing for file reconciliation that can be used to validate what has been sent vs what files have been received and processed.
- By ensuring that the test environment is a 100% match to Production this will reduce the risk of a Project change impacting the production environment.
- By using automation, we will reduce the time to stand-up a new environments should they be required to resolve Incidents in the future.
- Introduce solutions that reduce the risk of file deletion / duplication by improving current solutions (short-term) and looking at alternative options (long-term) to minimise file flow / industry impact.

Current Status



62
Recommendations identified

20%
In progress

6%
Not yet started

74%
Completed

Incident Management & Communications

24 Actions identified

6 Actions in progress

0 Actions not yet started

18 Actions completed

Vendor Management

14 Actions identified

0 Actions in progress

0 Actions not yet started

14 Actions completed

End-to-End Business Process Monitoring

11 Actions identified

5 Actions in progress

4 Actions not yet started

2 Actions completed

Technology

13 Actions identified

1 Actions in progress

0 Actions not yet started

12 Actions completed

File Flow Incident – Service Improvement Activities – Current Status

Incident Management & Communications

- Recruitment has continued to increase the Service Management capability since in-sourcing on the 1st Oct 21. We have made additional hires in Jan 22 including an Incident Management specialist, Service Architect and a Change management specialist due to start on the 14th Feb. This will continue to ensure that we improve the customer experience and how major incidents are managed.
- The automated coaching module has now been successfully implemented since the last update. This now means that when our Technicians deal with incidents, if a process isn't followed correctly or there's a quality issue, an automatic alert notifies them and offers them a learning opportunity, which in-turn increases quality.



- Improve right first time and control the outcome
- Improve customer experience by management of major incidents more effectively

Vendor Management (Completed)

- All actions closed in previous updates and summary of completed actions are:
- Established improved ways of working with all vendors including Quarterly exec reviews with SAP
 - Ensured escalation processes are known for all vendors, captured and shared
 - SAP portal access for all technicians to ensure quality of information provided as well as ability to track progress
 - All vendors are aware of the part Xoserve play in the Gas Industry and the criticality of the systems for our customers to ensure appropriate focus if issues are encountered.
 - Regular service reviews with all vendors to ensure engagement is strengthened
 - Lessons learned conducted and reviewed with all vendors to ensure improvements opportunities are identified and acted upon
 - All vendors SLAs are understood to ensure suitable focus / escalation when required



- Reduce resolution time by ensuring ownership and investigation of incident
- Improve right first time by sharing lessons learned and improving processes
- Reduce resolution times by improving ways of working between vendors

End-to-End Business Process Monitoring

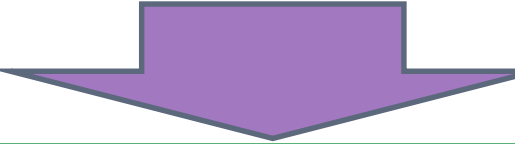
- An automated script to process files that was used during the incident is under review for further enhancement. These enhancements will be considered for implementation following the Move to Cloud project completion in April
- A critical file list that was compiled during the major incident will now be used as the basis for an annual review with our customers. This process will also include a review to factor in any critical change programmes (e.g. CSSC)



- Reduce resolution time by improving file reconciliation
- Improve right first time by prioritising critical files

Technology

- A review of the AMT build time has identified an opportunity that will reduce this from 36hrs to 20hrs should the need arise by utilising additional automation.
- Data volume reduction activities have continued across the core databases on the UK Link Platform. This activity has reduced the risk on encountering the issue again which was originally compounded by the size of the AMT database. This has been reduced from the original 32 TB to 10 TB.
- Archiving and retention policies have now been produced and will be implemented as part of BAU processes.
- An options paper has been provided by one of our key suppliers that describes options for enhancing our recovery times and introducing additional mitigations when undertaking change. This will now be reviewed and considered for adoption. This will form part of our Continual Service Improvement (CSI) regime and outside of this scope.



- Mitigate risk by reviewing all options to optimise current solution
- Reduce risk of reoccurrence by enhancing testing