Contract Management Committee

4. Contract Management Report 15th November 2023

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KPM Reporting
(October reporting period)

Agenda item 4.1

DSC Credit and Risk Performance Indicators

Energy Performance Indicators		
Measure Detail (Right First Time)	**Target**	**October**
Energy Balancing Credit Rules adhered to, to ensure adequate security in place	100%	100%
Measure Detail (Cycle Time)	**Target**	**October**
% of revenue collected by due date	98%	98.32%
% of revenue collected by due date (+2 days)	100%	100%
CDSP Performance Indicators (Cycle Time)		
Measure Detail (Cycle Time)	**Target**	**October**
% of revenue collected by due date	98%	99.35%
% of revenue collected by due date (+3 days)	98%	99.83%

Monthly Contract Management reports and updates

Agenda Item 4.3

Communications Highlights

Publications
• Government launches public consultation on hydrogen blending
• Blog: Establishing an evidence-based case for hydrogen blending with HyDeploy
• Steve Britton appointed as new CEO of Xoserve
• Delivering Decarb – October 2023

Looking ahead
• 14 November Customer Induction Day
• 15 November CoMC
• 17 November CMS Re-build Customer Focus Group
• 28 November Customer Expert Day -

Events
3 October Performance Assurance Review Session
3 October CDSP Business Plan 2024-25 (BP24) - First Draft Roundtable
4 October DESC
4 October November 23 Awareness Session
5 October Transmission Workgroup
5 October IGT Constituent Change Meeting
5 & 6 October DN Constituent Meeting
9 October CMS Rebuild Customer Focus Workgroup
11 October Change Management Committee
12 October Shrinkage Forum
12 October IGT UNC Modification Workstream
17 October Performance Assurance Committee
18 October Contract Management Committee
19 October UNC Mod Panel & UNCC
23 October IGTAD Sub-Committee
23 October DSC Delivery Sub-Group
25 October Shipper Constituency Meeting
26 October Distribution Workgroup
27 October IGT UNC Mod Panel
27 October Offtake Arrangements Workgroup
31 October IGT Constituent Operational Meeting

Performance monitoring (October 2023)

Reporting Area	October	Year to date
Additional Services	£0.00	£36,481.00
Third Party Services	£13,970.56	£146,442.21

- Gemini Performance and UK Link Availability

Gemini Service Performance	
Target	**Actual**
99%	100%

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 (October 2023)

Class	MPRN Count	Smart Count	Total	Smart %
1	625	0	625	0.00%
2	702	0	702	0.00%
3	170872	4178151	4349023	96.07%
4	10971828	9827196	20799025	47.25%

Overall, 55% of the entire Meter Portfolio is Smart

Xoserve Incident Summary

Agenda Item 4.4

Summary

System Affected	Priority	Impact	Remedial Actions	KPM Breach	Resolved	Customer Segment Impacted
UK-Link Portal, Gemini and Legacy CMS	P2	The weather data loaded into Gemini was delayed causing incorrect day ahead values to be published. Customers were unable to access the UK Link Portal and legacy CMS services during the outage period.	Additional space was added to the affected database to mitigate immediate storage requirements. A restart was then completed on SAP PO and full service restored. Increased monitoring ensured all data was processed within the required timeframes. No further issues were observed.	No	Yes	Suppliers, Price comparison websites and Third-party intermediaries
UK-Link Portal	P2	Whilst implementing a change on the UK Link portal, a critical shortage of storage space within the application deployment tool led to the unavailability of the Xoserve Service portal	UK South was isolated, and all traffic routed to UK West restoring full availability to all customers. Logs were cleared in the deployment tool to release space and allow the implementation of the change to complete successfully in UK South. Traffic routing restored to normal operation on UK South and West.	No	Yes	Shippers, DN's and IGTs
UK Link – Service Accounts	P2	Customers who normally send or receive to and from the service accounts would have seen a delay in receiving their data or response to their submission email	The impacted service accounts were analysed and migrated successfully. All impacted emails were processed successfully following the migration	No	Yes	DN's

Customer Issue Dashboard

Agenda item 4.5

Open Issues Impacting Customers

Issue Area	Issue Summary	Further Information and Action Being Undertaken	Customers Impacted
Missing Secured Active Messages (SAMs)	- Circa. 83,000 missing SAM's relating to switching activities (includes all missing messages to date).	- Total of 1 missing message, pending customer response - The 50 latest missing messages during September & October all resolved, cancelled registrations	Shippers DNs IGTs
Consumer Contact Data	- Consumer contact data is not complete when sent in the portfolio files to IGTs & DNs	- Fix applied to the 'special characters' contained within contact data & DCC flag. - Six further issues have been identified which were fixed w/c 23 October 2023. - One remaining issue will be fixed prior to the quarterly portfolio files being issued in January 2024, the fix only applies to c. 300 meter points.	IGTs DNs

Issue Summary – Distribution Networks

- Portfolio Files
  - Fix applied to the 'special characters' contained within contact data & DCC flag.
  - Six further issues have been identified which were fixed w/c 23 October 2023.
  - One remaining issue will be fixed prior to the quarterly portfolio files being issued in January 2024, the fix only applies to c. 300 meter points.

Issue Summary – IGTs

- Consumer Contact Data not complete in the Quarterly Portfolio Files (IQL):
  - Fix applied to the 'special characters' contained within contact data & DCC flag.
  - Six further issues have been identified which were fixed w/c 23 October 2023.
  - One remaining issue will be fixed prior to the quarterly portfolio files being issued in January 2024, the fix only applies to c. 300 meter points.
  - Checks have confirmed that the daily portfolio file (IDL) is complete and correct

GRDA Performance

Agenda Item 4.6

GRDA Performance – October 2023

Key points to note October 2023

- Figures quoted based on draft RPA report due to CoMC paper deadline – indicates:

- 7.1.3 - failure due to missing messages from CSS:
  - 3 of 25 days at average volume with at least 3 missing message

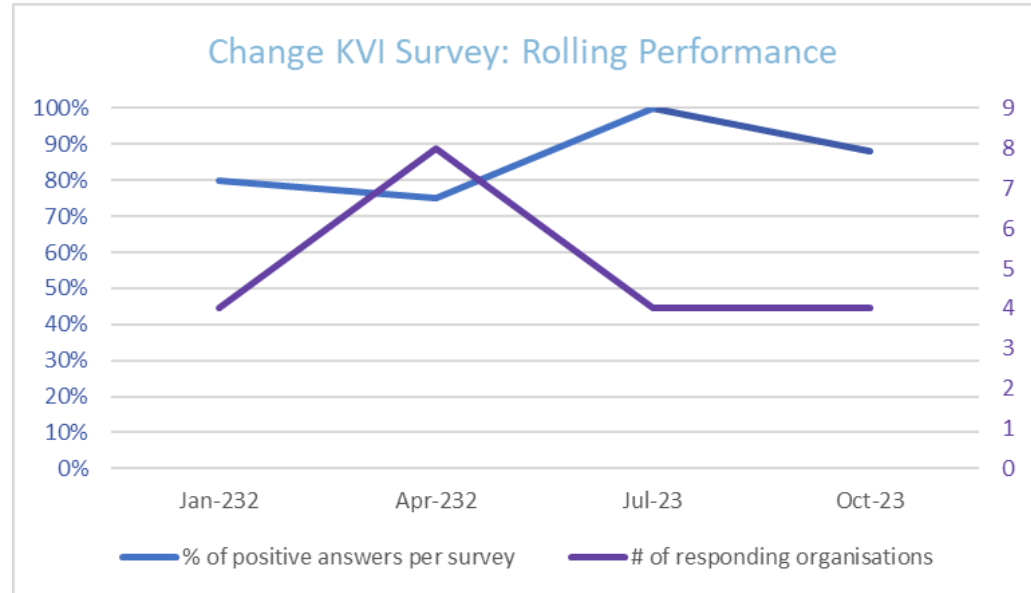| Service Provider	Service Definition	Service Definition Section	Section number	Metric Description	Performance Level	Metric Type	Value
Xoserve	GRDS	Service Availability	5.2	Percentage Service Availability for the receipt and acknowledgement of Market Messages from the CSS Provider (excluding scheduled maintenance	0.9975	DECIMAL	0.9997
Xoserve	GRDS	Service Availability	5.3	Number of instances where scheduled maintenance occurred between 16:00 and 01:00 hours	0	INT	0
Xoserve	GRDS	Service Availability	5.4	In the event of an unplanned outage how many instances had the system not resumed operation within one hour	0	INT	0
Xoserve	GRDS	Service Levels	7.1.1	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below an average daily volume what percentage of days was the mean response time from GRDS 20 minutes or less	1	INT	1
Xoserve	GRDS	Service Levels	7.1.2	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below an average daily volume what percentage of days was the 90th Percentile response time from GRDS 25 minutes or less	1	INT	1
Xoserve	GRDS	Service Levels	7.1.3	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below peak daily volume what percentage of days was the mean response time from GRDS 35 minutes or less	1	INT	0.88
Xoserve	GRDS	Service Levels	7.1.4	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below peak daily volume what percentage of days was the 90th percentile response time from GRDS 40 minutes or less	1	INT	1
Xoserve	GRDS	Service Levels	7.1.5	Number of days in the reporting month where market messages from the CSS Provider (relating to secured switches at gate closure) were at or below the average daily volume	N/A	INT	6
Xoserve	GRDS	Service Levels	7.1.6	Number of days in the reporting month where market messages from the CSS Provider (relating to secured switches at gate closure) were at or below the peak daily volume	N/A	INT	25
Xoserve	GRDS	Service Levels	7.1.6	Number of days in the reporting month where market messages from the CSS Provider (relating to secured switches at gate closure) were above the peak daily volume	N/A	INT	0
Xoserve	GRDS	Service Levels	7.2.1	Where market messages from the CSS Provider (other than at gate closure) are at or below an average hourly volume what percentage of hours was the mean response time from GRDS 6 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service Levels	7.2.2	Where market messages from the CSS Provider (other than at gate closure) are at or below an average hourly volume what percentage of hours was the 90th percentile response time from GRDS 10 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service Levels	7.2.3	Where market messages from the CSS Provider (other than at gate closure) are at or below peak hourly volume what percentage of hours was the mean response time from GRDS 10 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service Levels	7.2.4	Where market messages from the CSS Provider (other than at gate closure) are at or below peak hourly volume what percentage of hours was the 90th percentile response time from GRDS 15 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service Levels	7.2.5	Number of hours in the reporting month where market messages from the CSS Provider (other than at gate closure) were at or below the average hourly volume	N/A	INT	599
Xoserve	GRDS	Service Levels	7.2.6	Number of hours in the reporting month where market messages from the CSS Provider (other than at gate closure) were at or below the peak hourly volume	N/A	INT	90
Xoserve	GRDS	Service Levels	7.2.7	Number of hours in the reporting month where market messages from the CSS Provider (other than at gate closure) were above the peak hourly volume	N/A	INT	55
Xoserve	GRDS	Service Levels	7.5	Where a BCDR event is invoked what number of instances was the maximum recovery time objective for the GRDS greater than 8 hours	0	INT	0
Xoserve	GRDS	General	N/A	Re 7.1.3 - Performance failure caused by missing SAMs from DCC. We responded to all received SAMs in milliseconds and the metric would score 100% if messages were received in the stated windows.	N/A	FREE TEXT	

KVI Change Survey Results

Agenda Item 4.7

KVI Change Management Survey – July-September 2023 (Q2)

- Score decreased from 10 to 8.8 from last survey (Q1)

- YTD Scorecard for year 23/24 is 9.4. Our target score over the year is 8 and above

- Number of participants stayed the same at 4

Change KVI Survey: Rolling Performance

— % of positive answers per survey — # of responding organisations

Appendix 1 - KPM slides
Appendix 2 - Xoserve Incident Summary (item 4.4)
Appendix 3 -Customer Issue Dashboard(item 4.5)
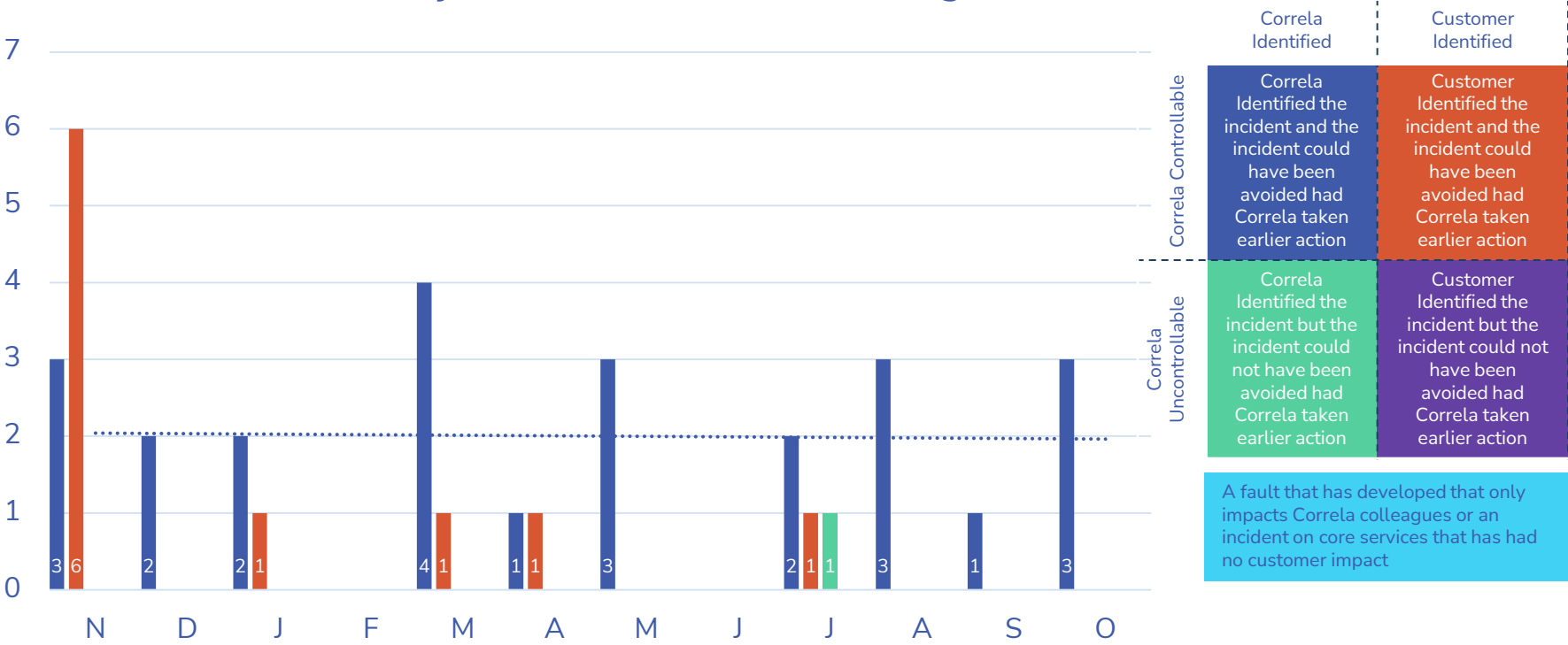
APPENDIXES

Appendix1

KPM SLIDES

Appendix 2

XOSERVE INCIDENT SUMMARY

High Level Summary of P1/P2 Incidents: Oct 2023

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
INC0413414	Technical support teams identified connectivity issues affecting SAP Process Orchestration (SAP PO).	The SAP PO database space was utilised to full capacity. This was exacerbated by the annual IDL activity and an unexpected bulk load of files.	The weather data loaded into Gemini was delayed causing incorrect day ahead values to be published. Customers were unable to access the UK Link Portal and legacy CMS services during the outage period.	Additional space was added to the affected database to mitigate immediate storage requirements. A restart was then completed on SAP PO and full service restored. Increased monitoring ensured all data was processed within the required timeframes. No further issues were observed.	3rd Oct	4th Oct
INC0415612	Manual checks identified the Xoserve Service portal was unavailable subsequently impacting access to UK Link portal	Whilst implementing a planned change on the UK Link portal, a critical and unexpected shortage of storage space within the application deployment tool led to the unavailability of the Xoserve Service portal	Customers who were routed to the UK South region when logging into the Xoserve Service portal were unable to log into the UK Link portal	UK South was isolated, and all traffic routed to UK West restoring full availability to all customers. Logs were cleared in the deployment tool to release space and allow the implementation to complete successful in UK South. Traffic routing restored to normal operation on UK South and West.	13th Oct	13th Oct
INC0419015	Manual checks detected that no inbound or outbound emails were being processed from the UK Link applications	During the analysis of the Xoserve and Correla Technical Separation project it was believed service accounts would not be impacted, following cutover emails were not processing from these accounts	Customers who normally send or receive to and from the service accounts would have seen a delay in receiving their data or response to their submission email	The impacted service accounts were analysed and migrated successfully. All impacted emails were processed successfully following the migration	27th Oct	31st Oct

What is Happening Overall?

Major Incident Chart – Rolling 12 months

	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

A fault that has developed that only impacts Correla colleagues or an incident on core services that has had no customer impact

Appendix 3

CUSTOMER ISSUE DASHBOARD

Further Information

Please contact the Issue Management Team
box.xoserve.IssueResolution@xoserve.com

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/