



Xoserve Incident Summary: June 2020

1st July 2020

What is this presentation covering?

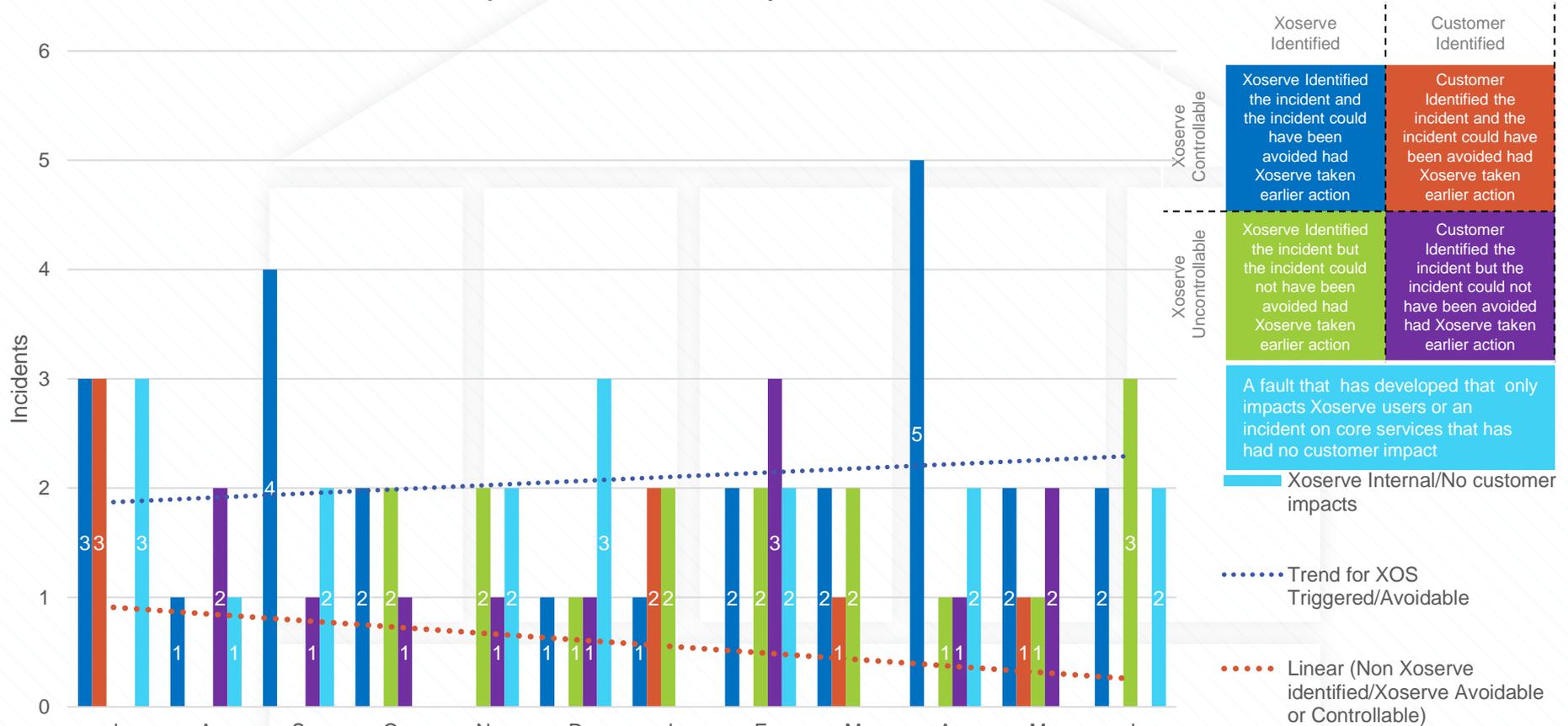
- This presentation provides an overview of **P1/2 incidents** experienced in the **previous calendar month**
- It will describe **high level impacts and causes**, and the **resolution Xoserve undertook** (or is undertaking) to resolve
- This information is provided to **enable customers to have a greater insight** of the activities within Xoserve's platforms that support your critical business process
- It is also shared with the intention to provide customers with an **understanding of what Xoserve 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: June 2020

Ref.	What happened?	Why did it happen?	What do Xoserve understand our customers experienced?	What did your Xoserve team do to resolve?	Incident Date	Resolved Date
1138250	Job failures prevented within-day auctions on Gemini from being scheduled for Gas Day 5th June.	A system account password had expired ahead of its scheduled expiry period preventing connectivity.	Shippers were unable to view and participate within auctions for the 5th and 6th hour bars.	The system password was reset to restore product connectivity. The fault was due to a known error within the current software, which has now been upgraded.	04-06-2020 18:44	04-06-2020 20:49
1139534	Connection was lost to services hosted from an Xoserve Data Centre for 25 minutes.	Incident occurred due to uncommunicated engineering works by our suppliers	Customers trying to place EU Nominations on Gemini would have been unable to, DES users would have been unable to access their portfolio information and some customer would not have been able to log tickets via the Service Desk portal.	Xoserve support teams worked with National Grid to reschedule EU nominations and with our suppliers to restore service. An amended process will be put in place with our suppliers.	09-06-2020 02:05	09-06-2020 02:30
1140025	Customers were unable to transfer or receive files for approximately 44mins.	Due to issues occurring during a supplier's planned maintenance activity, approximately 40% of connections on the IX network were unavailable.	Customers were unable to send and receive files and one customer was unable to process EU Nominations.	Xoserve support teams worked with our supplier until the service was restored an IX connectivity confirmed.	09-06-2020 04:46	09-06-2020 05:30
1142287	Connectivity to internet facing services was unavailable for 49 minutes.	A fault occurred on a suppliers internal network hardware device.	Customers would have had issues submitting EU Nominations to Gemini. Checking portfolio information via DES and UK Link and logging fault tickets via Service Desk portal would also have been unavailable.	Xoserve support teams worked with National Grid to reschedule EU nominations and with our suppliers to restore service.	16-06-2020 00:30	16-06-2020 01:09
1144309	Slowness in accessing and using Gemini.	Our network supplier identified that traffic was intermittently being rerouted between primary and secondary connections.	No impacts to external customers.	Xoserve worked with the suppliers to restore the service during which the fault was corrected with no intervention. Root cause analysis in progress with our suppliers.	22-06-2020 16:29	22-06-2020 17:29
1145360	Gemini file transfer service was impacted for 3 hours 4 minutes affecting outgoing file transmission.	During an update to a security certificate a fault was encountered that meant connections could not be made to customer's certificates.	This led to a delay in customer's EU nominations being confirmed within the Gemini system.	Xoserve worked with the Gemini European Transport Operators to roll back the security certificate updates. Implementation plans have been updated to ensure subsequent changes do not impact customers.	25-06-2020 11:22	25-06-2020 14:26
1147359	New file formats implemented as part of UK Link June 20 project release could not be processed within SAP.	Old file formats were not flushed from the system when the new formats were applied.	There was no customer impact as file flows were managed to ensure no failures.	Xoserve worked with SAP to find a resolution and identify subsequent data issues. Changes were applied by our support teams to correct the faults. A ticket has been raised with SAP for root cause analysis.	28-06-2020 14:30	29-06-2020 18:30

What is happening Overall

Major Incident Causality Chart - Year to Date



What is happening Overall?

Key:

June 2020

Year to Date

	Xoserve Identified	Customer Identified		Xoserve Identified	Customer Identified		Xoserve Identified	Customer Identified
Xoserve Controllable	Xoserve Identified the incident and the incident could have been avoided had Xoserve taken earlier action	Customer Identified the incident and the incident could have been avoided had Xoserve taken earlier action	Xoserve Controllable	2	0	Xoserve Controllable	9	1
Xoserve Uncontrollable	Xoserve Identified the incident but the incident could not have been avoided had Xoserve taken earlier action	Customer Identified the incident but the incident could not have been avoided had Xoserve taken earlier action	Xoserve Uncontrollable	3	0	Xoserve Uncontrollable	5	3

*Please Note: YTD figures are calculated against financial year – April to March