Gas Industry Company

Service Report and User Guide

January 2019

Prepared by Jade Operations

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Current Service Status

Reporting and Availability SLA Achievement

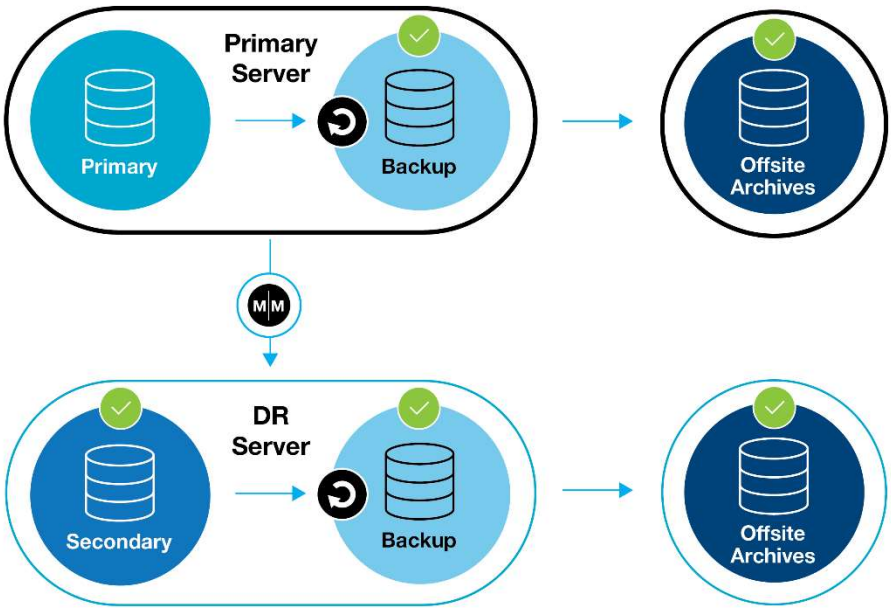
Requirement	Target	Actual	Met?
Extended business hours availability [07:00 to 19:30]	>99.5%	100%	Yes
All other hours availability	>98.0%	99.98%	Yes
Unplanned outages	<1	0	Yes
Planned outages	<2	1	Yes
Duration of each planned outage	< 2 hours	8 minutes	Yes
Planned outages approved by Gas Industry Co	Yes	Yes	Yes
Planned outages scheduled outside extended business hours	Yes	Yes	Yes
Internal response time for ICP-based query	>95% of WebViewICPDetails to complete within 1sec	100%	Yes
End user response time for address-based query	>95% of WebAddressSearch to complete within 5sec	99.90%	Yes
On demand report delivery	< 4 hours of request during extended business hours [7.00 to 19.30]	15.3 minutes maximum	Yes
Standard month end report files completed	By 09:00 on 1st business day of the relevant month	01 Feb 19 00:09	Yes

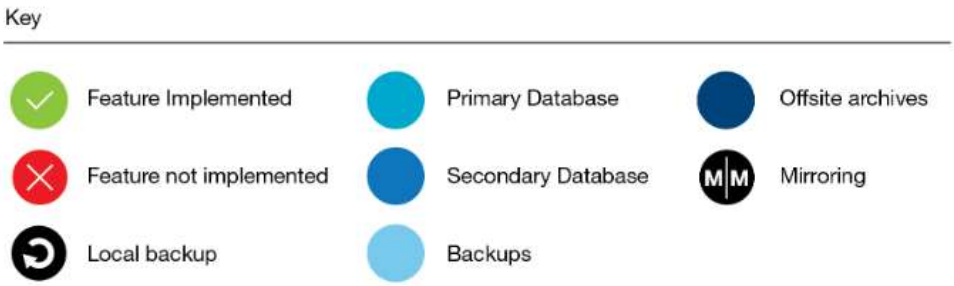
Self Review

No compliance failures were detected during the period; see further in the document for a service disruption during the month

All obligations under the Rules, the Service Provider Agreement, and Agreed Performance Standards, were met by the Registry Operator.

Environment & Resilience Overview



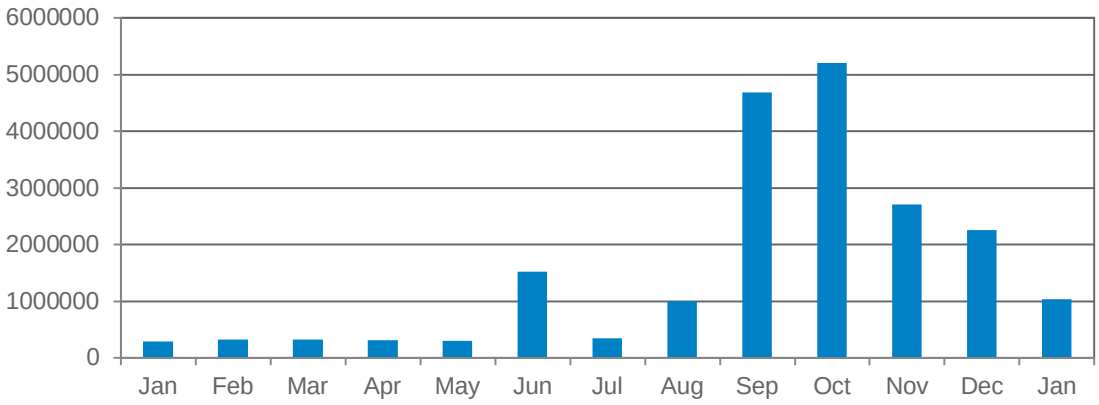


Backup and Recovery Metrics

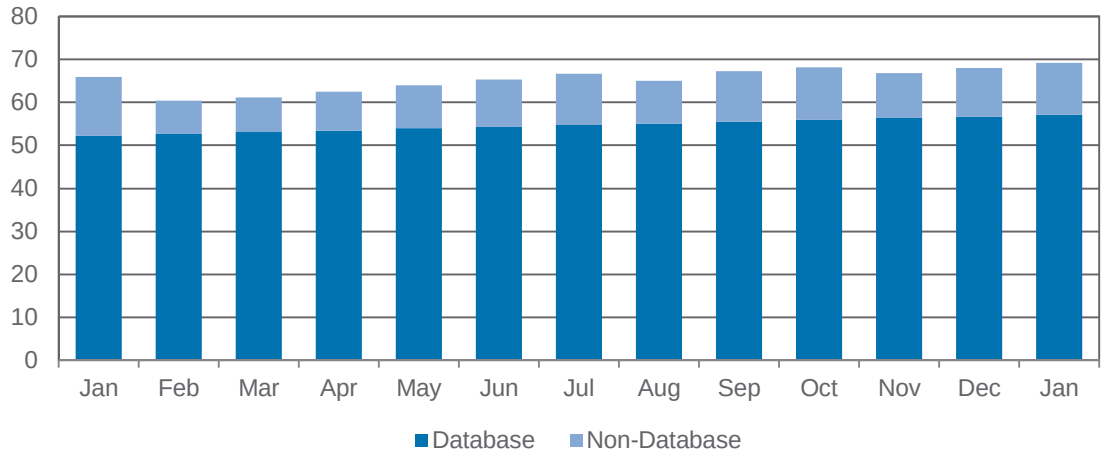
Metric	Result	Recommendation
There is a hot-standby Disaster Recovery System	✔	

Metric	Result	Recommendation
Backups are taken offsite	✔	-
At least 14 generations are kept offsite	✔	-
At least 5 days database journals kept on production server	✔	
DR cutover tested annually	✔	3rd June
Offsite system backup recovered and integrity tested monthly	✔	12th January

Database Transactions



Database Size (GB)



Service Disruptions

There were no service disruptions during the period, other than the agreed planned outages

Performance Measure	
Availability*	100%
Number of Scheduled Outages	1
Number of Unscheduled Outages	0
Last Unscheduled Outage	Apr 2015

*Availability measure excludes pre-approved scheduled outages

Application Release Activities

Day	Ref	Detail	Duration	Authoriser
27 Jan	JARI#55	Deployment to GICPREG	00:08	GIC

Maintenance Activities

Day	Ref	Detail	Duration	Authoriser
-	-	-	-	-

Summary of Change Requests

Day	Ref	Detail	Status
27 Jan	CR-1068	Allow web service only user types	Deployed to Production