Gas Industry Company

Service Report and User Guide

March 2019

Prepared by Jade Operations

jade

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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%	99.91%	Yes
Unplanned outages	<1	0	Yes
Planned outages	<2	2	Yes
Duration of each planned outage	< 2 hours	28/14 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	99.91%	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]	12.9 minutes maximum	Yes
Standard month end report files completed	By 09:00 on 1st business day of the relevant month	01 Apr 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
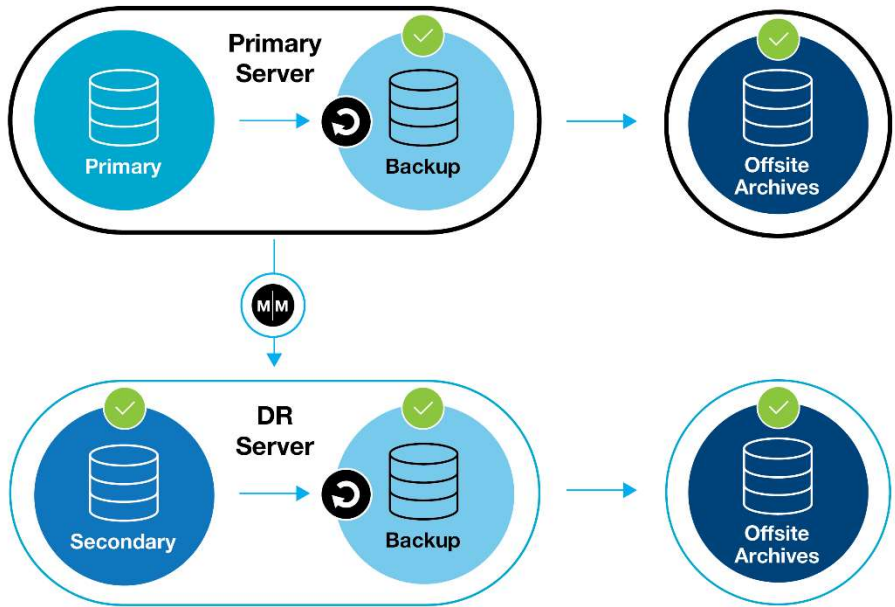
Key

✓	Feature Implemented	●	Primary Database	●	Offsite archives
✗	Feature not implemented	●	Secondary Database	M|M	Mirroring
↺	Local backup	●	Backups		

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	✔	30th March
Offsite system backup recovered and integrity tested monthly	✔	9th March

Database Transactions

Database Size (GB)

Chart showing Database and Non-Database sizes (GB) by month from Mar to Mar, with y-axis from 0 to 80.
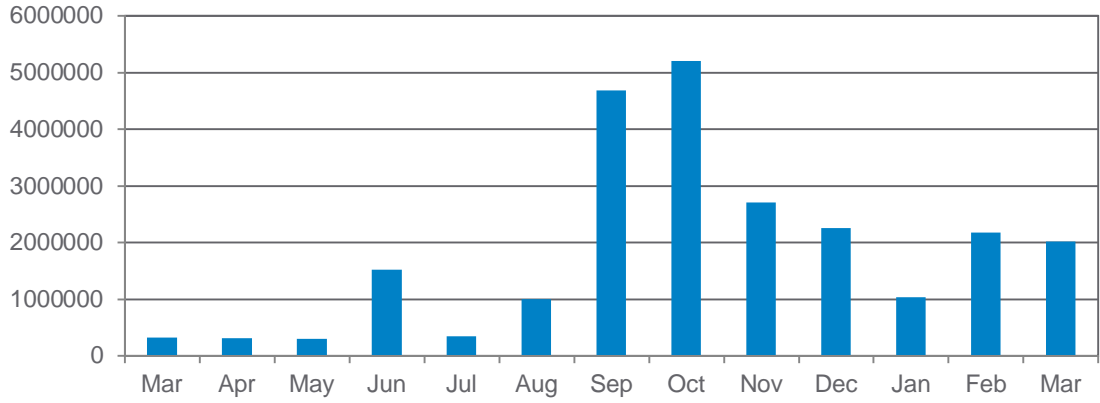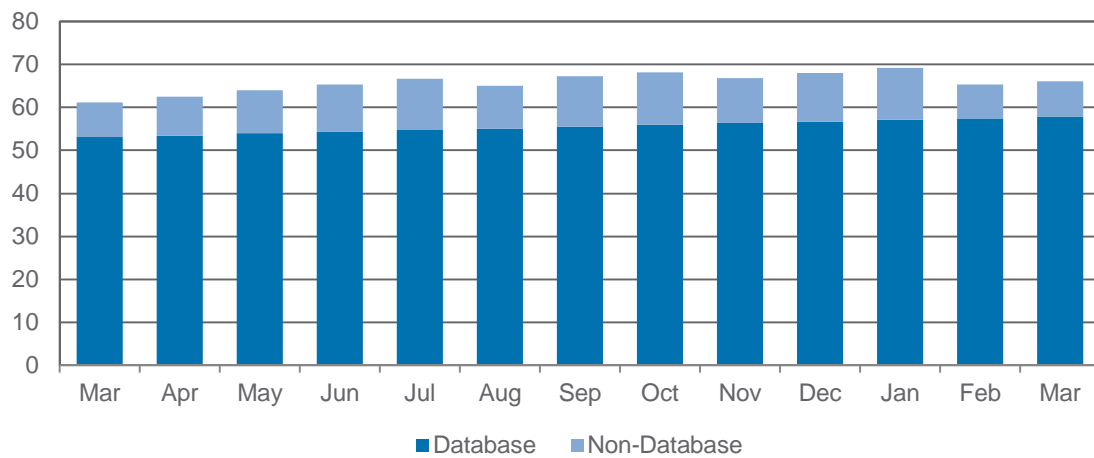
Service Disruptions

A service disruption occurred after the first DR test whereby some DNS records failed to automatically propagate to some nameservers. This meant until the next business day when the fault was noticed, some FTP users connecting to the nameservers with the incorrect records were unable to resolve the correct addresses. This bug has subsequently been fixed

Performance Measure	
Availability*	100%
Number of Scheduled Outages	2
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
-	-	-	-	-

Maintenance Activities

Day	Ref	Detail	Duration	Authoriser
23 Mar	777656	SDS Takeover test	00:28	GIC
30 Mar	777656	SDS Takeover test - return	00:14	GIC

Summary of Change Requests

Day	Ref	Detail	Status
-	-	-	-