



# Gas Industry Company

Service Report and User Guide

June 2019

Prepared by Jade Operations

**jade**

| business solutions

[www.jadeworld.com](http://www.jadeworld.com)

Jade Software Corporation Limited cannot accept any financial or other responsibilities that may be the result of your use of this information or software material, including direct, indirect, special or consequential damages, or loss of profits. There are no warranties extended or granted by this document or software material.

You should be very careful to ensure that the use of this software material and/or information complies with the laws, rules, and regulations of the jurisdictions with respect to which it is used. No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Jade Software Corporation Limited.

The information contained herein is subject to change without notice. Revisions may be issued advising of such changes and/or additions.

© 2019 Jade Software Corporation Limited.

All rights reserved.

JADE is a trademark of Jade Software Corporation Limited. All trade names referenced are the service mark, trademark, or registered trademark of the respective manufacturer.

# Table of Contents

|                                                                  |    |
|------------------------------------------------------------------|----|
| Current Service Status .....                                     | 4  |
| Reporting and Availability SLA Achievement.....                  | 4  |
| Environment & Resilience Overview .....                          | 5  |
| Backup and Recovery Metrics .....                                | 5  |
| Database Transactions.....                                       | 6  |
| Database Size (GB) .....                                         | 7  |
| Service Disruptions .....                                        | 7  |
| Application Release Activities .....                             | 7  |
| Maintenance Activities.....                                      | 7  |
| Summary of Change Requests.....                                  | 8  |
| Development Team Access.....                                     | 8  |
| Managed Components.....                                          | 8  |
| Licence Usage and Product Support .....                          | 8  |
| Transaction Volumes.....                                         | 9  |
| Database Growth .....                                            | 9  |
| Backup Performance.....                                          | 9  |
| Contacts and Escalation.....                                     | 10 |
| Call Recording Process.....                                      | 10 |
| GIC Contact Information .....                                    | 11 |
| Jade Care Contact Information .....                              | 11 |
| Automated Fault Escalation Profiles – Priority A Incidents ..... | 11 |
| Agreed Procedures .....                                          | 13 |
| Change Control .....                                             | 13 |
| Requesting a Jade Upgrade or Hot Fix.....                        | 13 |
| Application Release Authorisation.....                           | 13 |
| Application Restarts .....                                       | 13 |
| Database Refreshes.....                                          | 13 |
| Hardware Fault Reporting .....                                   | 14 |
| Anti-Virus Product .....                                         | 14 |
| Recovery Procedures.....                                         | 14 |
| Server Integrity .....                                           | 15 |
| Reporting.....                                                   | 15 |
| Software Licences and Media Storage .....                        | 15 |
| Replication Technologies.....                                    | 16 |
| Personnel and Contact Details.....                               | 16 |

# Current Service Status

## Reporting and Availability SLA Achievement

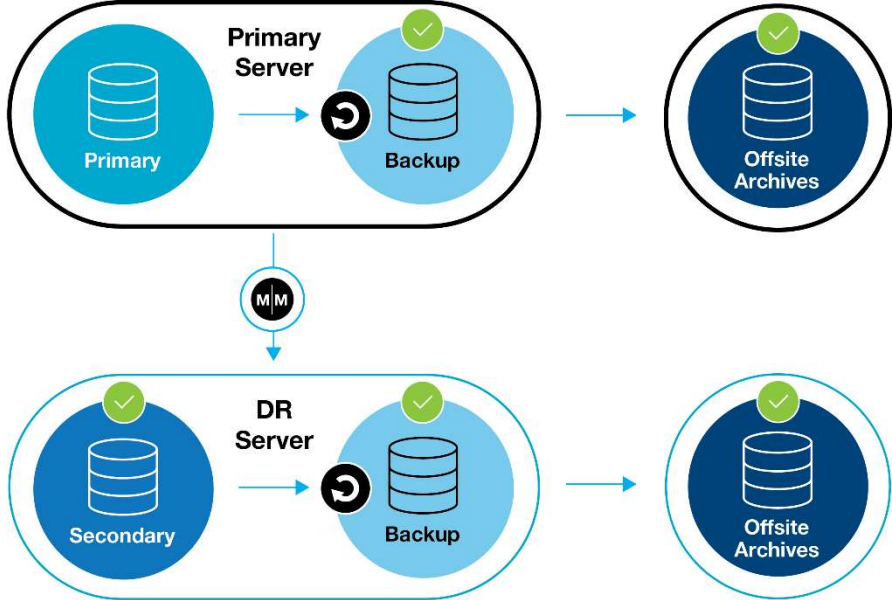
| Requirement                                               | Target                                                              | Actual               | Met? |
|-----------------------------------------------------------|---------------------------------------------------------------------|----------------------|------|
| Extended business hours availability [07:00 to 19:30]     | >99.5%                                                              | 100%                 | Yes  |
| All other hours availability                              | >98.0%                                                              | 100%                 | Yes  |
| Unplanned outages                                         | <1                                                                  | 0                    | Yes  |
| Planned outages                                           | <2                                                                  | 1                    | Yes  |
| Duration of each planned outage                           | < 2 hours                                                           | 18 mins              | 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                   | 99.93%               | 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] | 16.3 minutes maximum | Yes  |
| Standard month end report files completed                 | By 09:00 on 1st business day of the relevant month                  | 01 Jul 19 00:14      | 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

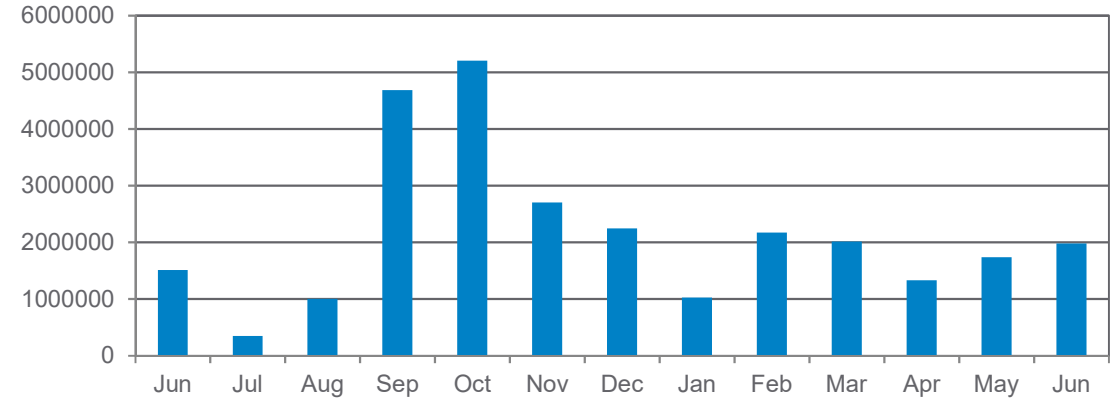
- Feature Implemented
- Primary Database
- Offsite archives
- Feature not implemented
- Secondary Database
- Mirroring
- Local backup
- Backups

## Backup and Recovery Metrics

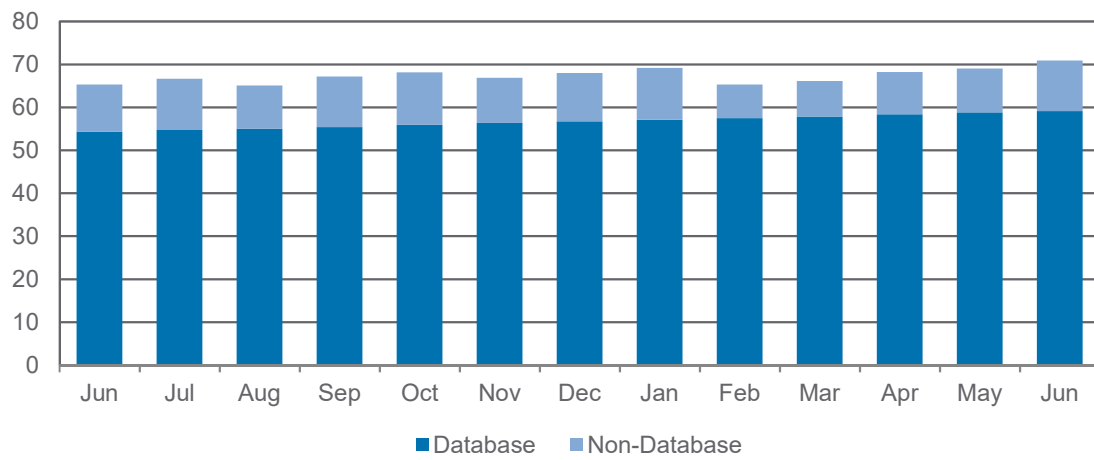
| Metric                                          | Result | Recommendation |
|-------------------------------------------------|--------|----------------|
| There is a hot-standby Disaster Recovery System |        |                |

| 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                                   | ✓      | 30 <sup>th</sup> March |
| Offsite system backup recovered and integrity tested monthly | ✓      | 9 <sup>th</sup> June   |

### Database Transactions



## Database Size (GB)



## Service Disruptions

None

| 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 |
|-----|-----|--------|----------|------------|
| -   | -   | -      | -        | -          |

## Maintenance Activities

| Day   | Ref | Detail                                 | Duration | Authoriser |
|-------|-----|----------------------------------------|----------|------------|
| 2 Jun | -   | Microsoft Patches to Production server | 00:18    | GIC        |

## Summary of Change Requests

| Day | Ref | Detail | Status |
|-----|-----|--------|--------|
| -   | -   | -      | -      |