



# Gas Industry Company

Service Report and User Guide

September 2019

Prepared by Jade Operations

**jade**

| business solutions

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# Current Service Status

## Reporting and Availability SLA Achievement

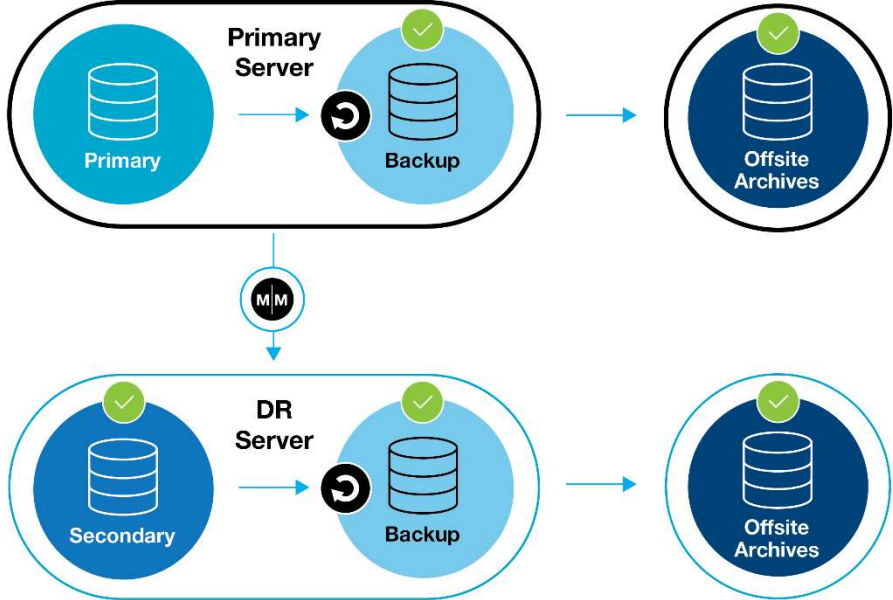
Requirement	Target	Actual	Met?
Extended business hours availability [07:00 to 19:30]	>99.5%	100%	Yes
All other hours availability	>98.0%	100%	Yes
Unplanned outages	<1	0	Yes
Planned outages	<2	0	Yes
Duration of each planned outage	< 2 hours	N/A	Yes
Planned outages approved by Gas Industry Co	Yes	Yes	Yes
Planned outages scheduled outside extended business hours	Yes	Yes	Yes
Internal response time for ICP-based query	>95% of WebViewICPDetails to complete within 1sec	99.94%	Yes
End user response time for address-based query	>95% of WebAddressSearch to complete within 5sec	99.89%	Yes
On demand report delivery	< 4 hours of request during extended business hours [7.00 to 19.30]	19 minutes maximum	Yes
Standard month end report files completed	By 09:00 on 1st business day of the relevant month	01 Oct 19 00:10	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

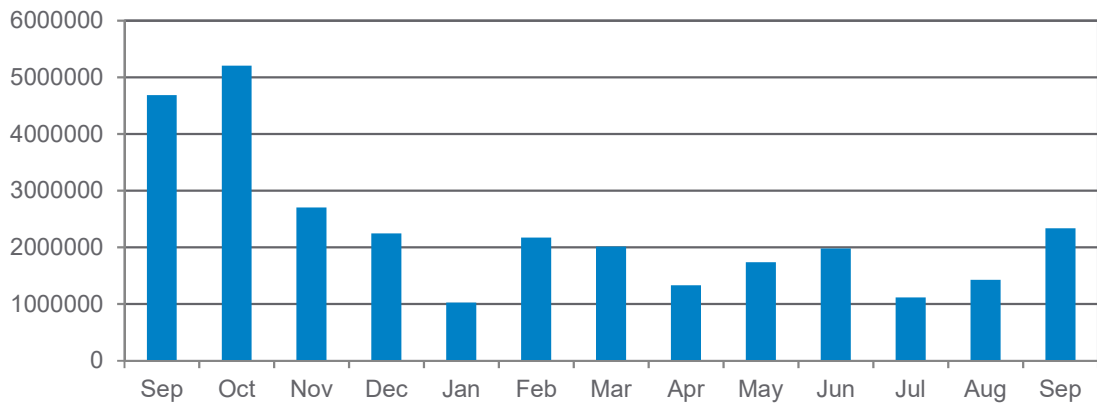
- ✓ Feature Implemented
- ✗ Feature not implemented
- ↻ Local backup
- Primary Database
- Secondary Database
- Backups
- Offsite archives
- M|M Mirroring

## Backup and Recovery Metrics

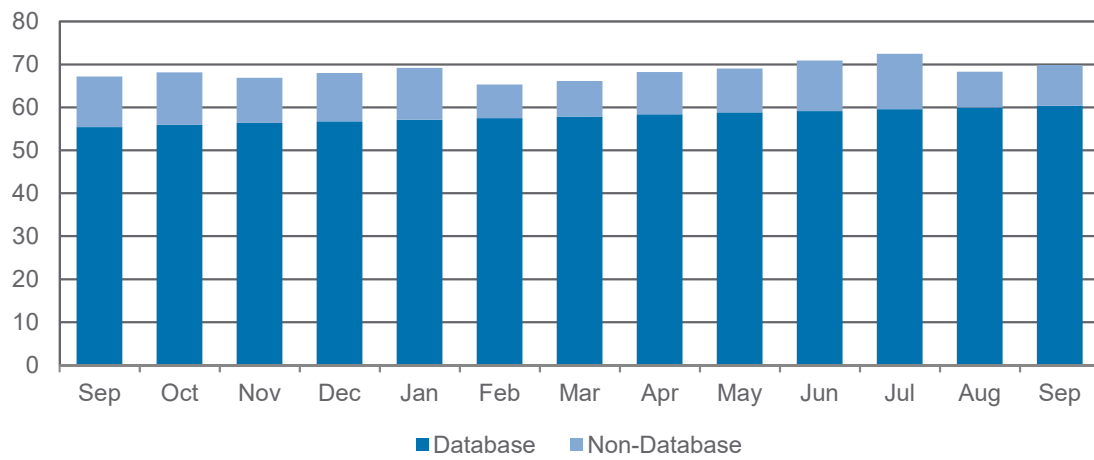
Metric	Result	Recommendation
There is a hot-standby Disaster Recovery System	✓	

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	✓	14 <sup>th</sup> September

### Database Transactions



## Database Size (GB)



## Service Disruptions

None

Performance Measure	
Availability*	100%
Number of Scheduled Outages	0
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
-	-	-	-	-

## Summary of Change Requests

Day	Ref	Detail	Status
-	-	-	-