Gas Industry Company

Service Report and User Guide

November 2019

Prepared by **Jade Operations**

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jade

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	No
Duration of each planned outage	< 2 hours	Yes	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	99.95%	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]	6.9 minutes maximum	Yes
Standard month end report files completed	By 09:00 on 1st business day of the relevant month	01 Dec 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
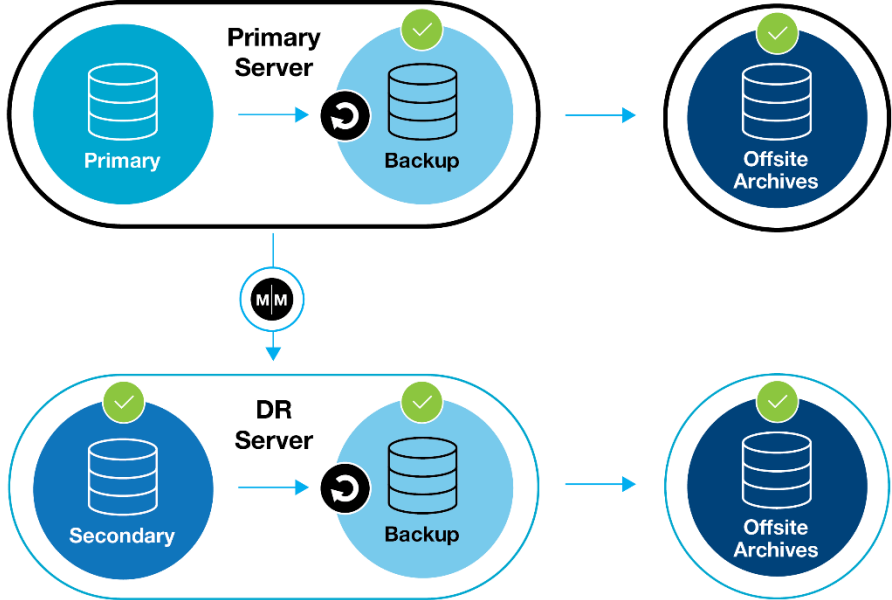
Key

✔	Feature Implemented	●	Primary Database	●	Offsite archives
✖	Feature not implemented	●	Secondary Database	MM	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	✔	12th October
Offsite system backup recovered and integrity tested monthly	✔	12th October

Database Transactions

Database Size (GB)

Legend: ■ Database ■ Non-Database
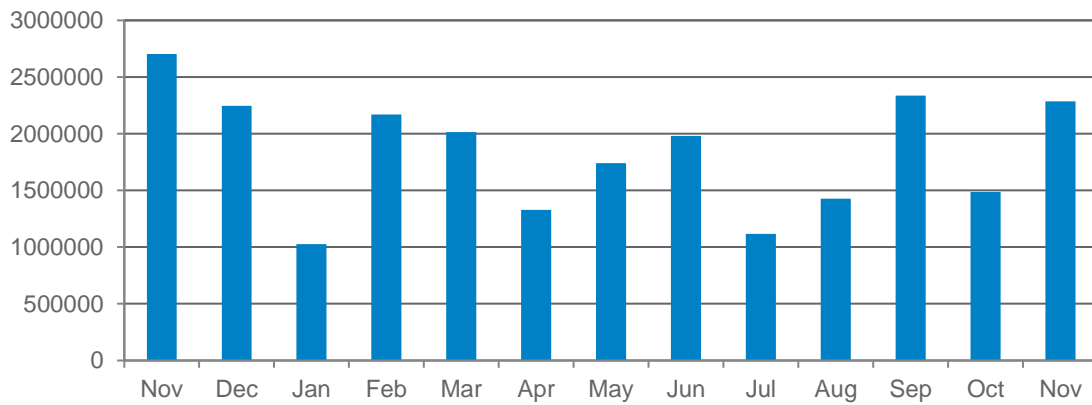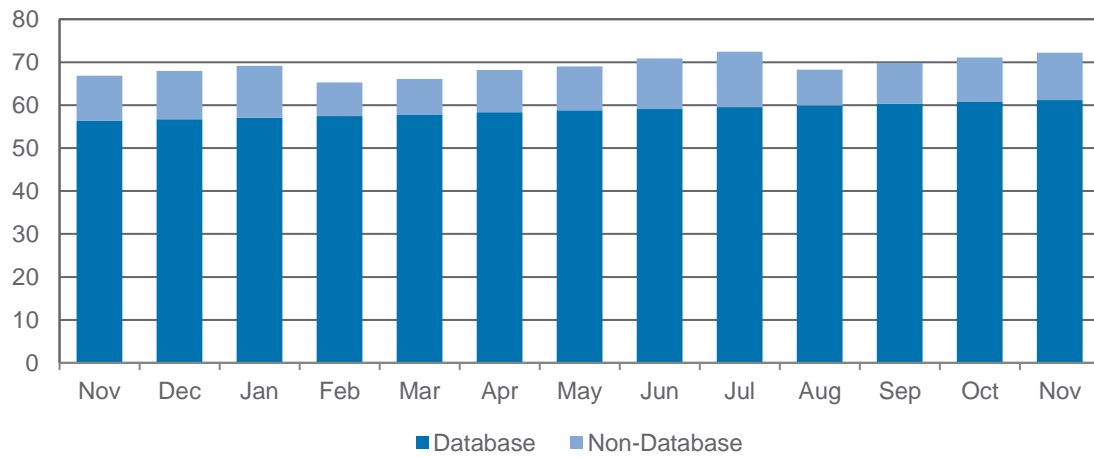
Service Disruptions

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
-	GR-1125 PR250	'Summary' report - The same daily RSICPATTS file that is currently sent to GICX fromReg folder - will be delivered to VCTX fromReg folder (VCTX will appear in the file header not GICX)	In UAT