



# Gas Industry Company

Service Report and User Guide

December 2019

Prepared by Jade Operations

**jade**

| business solutions

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# 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 .....	9
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 .....	12
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

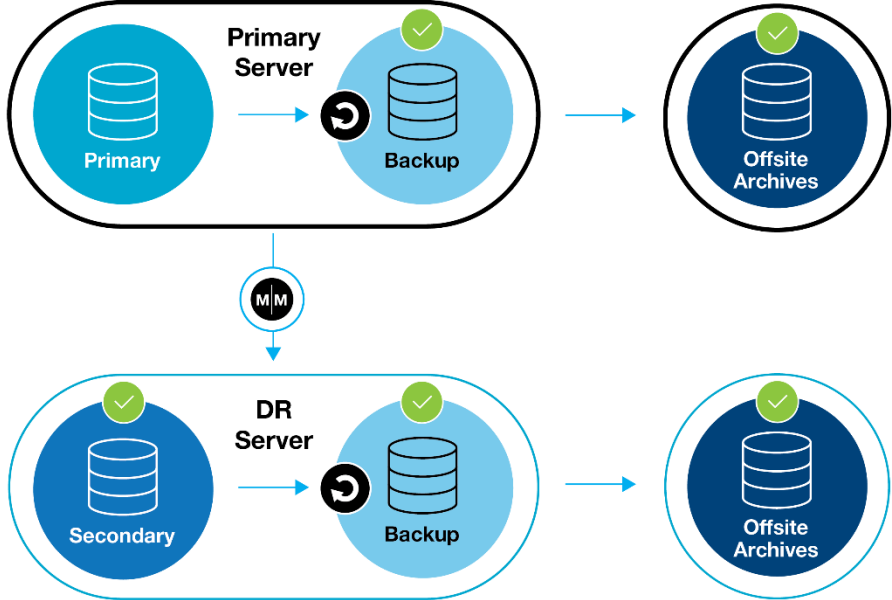
Requirement	Target	Actual	Met?
Extended business hours availability [07:00 to 19:30]	>99.5%	100%	Yes
All other hours availability	>98.0%	100%	Yes
Unplanned outages	<1	0	Yes
Planned outages	<2	2	No
Duration of each planned outage	< 2 hours	Yes	Yes
Planned outages approved by Gas Industry Co	Yes	Yes	Yes
Planned outages scheduled outside extended business hours	Yes	Yes	Yes
Internal response time for ICP-based query	>95% of WebViewICPDetails to complete within 1sec	99.92%	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]	7.8 minutes maximum	Yes
Standard month end report files completed	By 09:00 on 1st business day of the relevant month	01 Jan 20 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

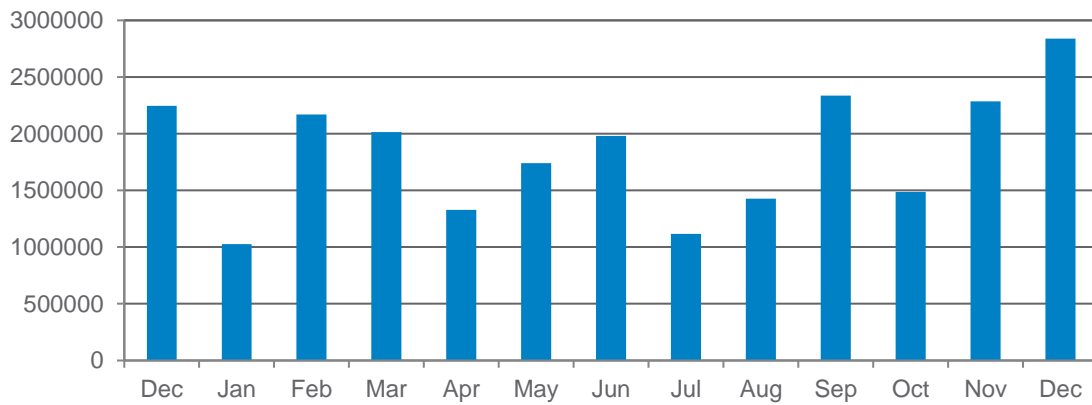
- Feature Implemented
- Primary Database
- Offsite archives
- Feature not implemented
- Secondary Database
- Mirroring
- Local backup
- Backups

## Backup and Recovery Metrics

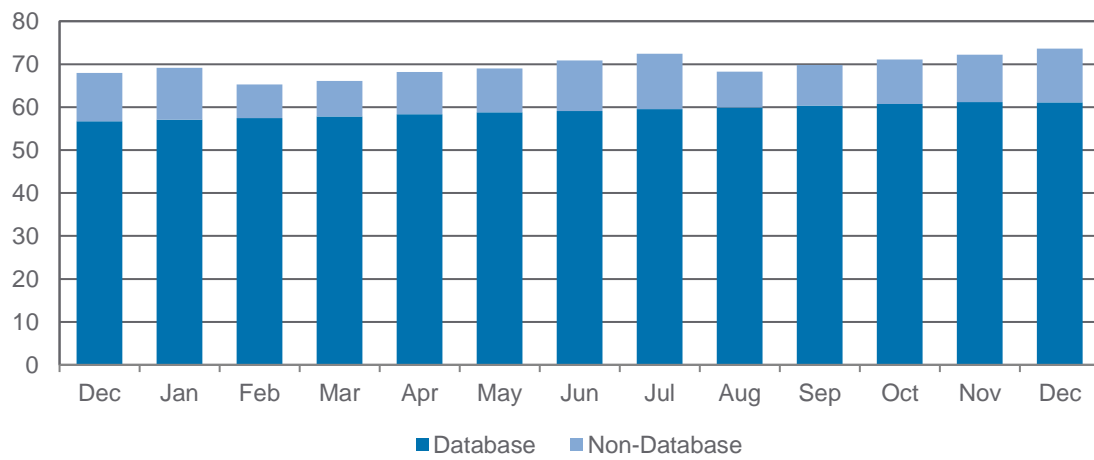
Metric	Result	Recommendation
There is a hot-standby Disaster Recovery System		

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	✓	12 <sup>th</sup> October
Offsite system backup recovered and integrity tested monthly	✓	21 <sup>st</sup> December

### Database Transactions



## Database Size (GB)



## Service Disruptions

None

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
7	-	Deployment to GICPREG	00:06	GIC

## Maintenance Activities

Day	Ref	Detail	Duration	Authoriser
8	829765	Microsoft Patches to Production	00:10	GIC

## Summary of Change Requests

Day	Ref	Detail	Status
-	-	-	-