



Gas Industry Company

Service Report and User Guide

February 2020

Prepared by Jade Operations

jade

| business solutions

www.jadeworld.com

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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.....	8
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

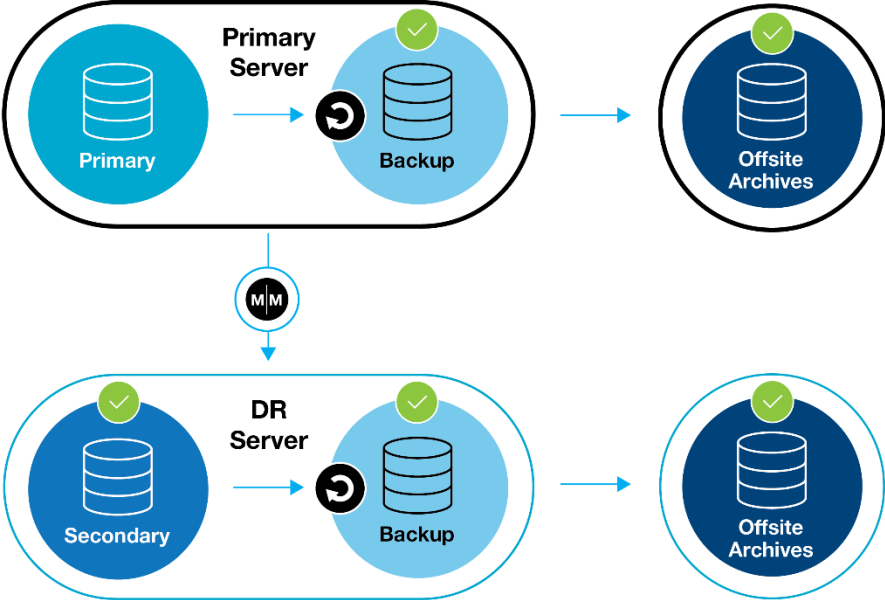
Requirement	Target	Actual	Met?
Extended business hours availability [07:00 to 19:30]	>99.5%	100%	Yes
All other hours availability	>98.0%	100%	Yes
Unplanned outages	<1	0	Yes
Planned outages	<2	4	No
Duration of each planned outage	< 2 hours	Yes	Yes
Planned outages approved by Gas Industry Co	Yes	Yes	Yes
Planned outages scheduled outside extended business hours	Yes	Yes	Yes
Internal response time for ICP-based query	>95% of WebViewICPDetails to complete within 1sec	99.94%	Yes
End user response time for address-based query	>95% of WebAddressSearch to complete within 5sec	99.91%	Yes
On demand report delivery	< 4 hours of request during extended business hours [7.00 to 19.30]	7.5 minutes maximum	Yes
Standard month end report files completed	By 09:00 on 1st business day of the relevant month	01 Mar 20 00:05	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

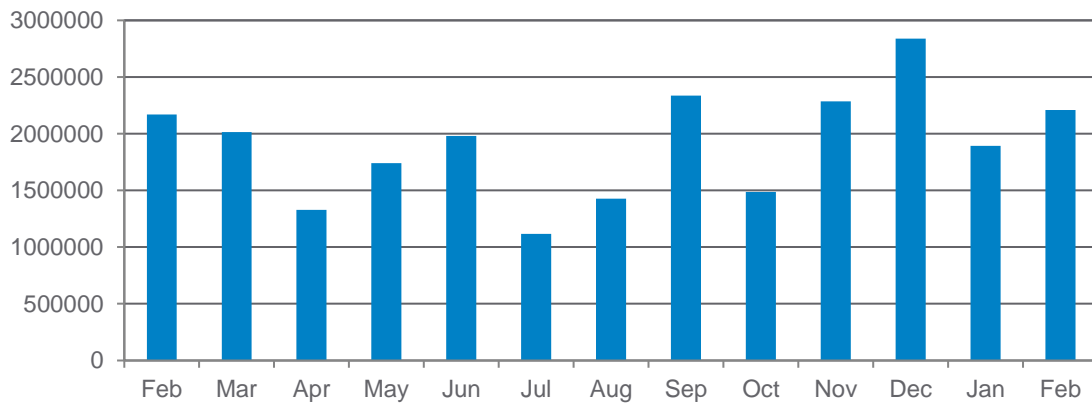
- Feature Implemented
- Primary Database
- Offsite archives
- Feature not implemented
- Secondary Database
- Mirroring
- Local backup
- Backups

Backup and Recovery Metrics

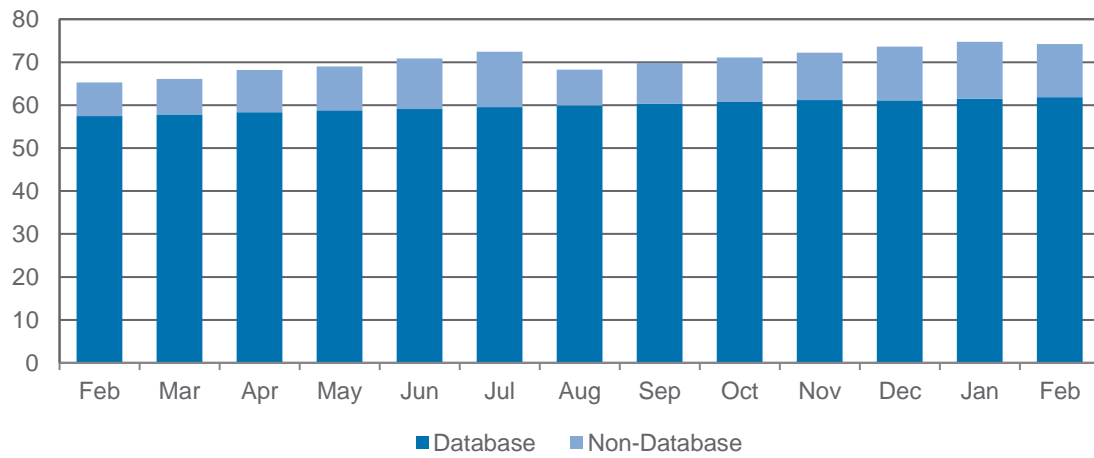
Metric	Result	Recommendation
There is a hot-standby Disaster Recovery System		

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 th October
Offsite system backup recovered and integrity tested monthly	✓	8 th February

Database Transactions



Database Size (GB)



Service Disruptions

None

Performance Measure	
Availability*	100%
Number of Scheduled Outages	4
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
8	JARI#58	2.15 Release Deployment to Production	00:06	GIC
19	JARI#60	Jade HF Deployment to Production	00:07	GIC
22	JARI#61	Jade 2018 Deployment to Production	00:10	GIC

Maintenance Activities

Day	Ref	Detail	Duration	Authoriser
29	#844477	Microsoft Patches to Production	00:11	GIC

Summary of Change Requests

Day	Ref	Detail	Status
-	-	-	-