Gas Industry Company

Service Report and User Guide

February 2018

Prepared by **Jade Operations**

Table of Contents

Current Service Status

Reporting SLA Achievement

Requirement	Target	Actual	Met?
Number of ICP's and switch notices [Rule 84.1]	09:00 6th business day	01Mar18 00:09	Yes
Participant compliance with Rules [Rule 84.2]	16:00 15th business day	01Mar18 00:09	Yes
ICP details per Retailer [Rule 85.1]	09:00 1st business day	01Mar18 00:09	Yes
ICP details per Distributor [Rule 86]	09:00 1st business day	01Mar18 00:09	Yes
ICP details per Meter Owner [Rule 87]	09:00 1st business day	01Mar18 00:09	Yes
Registry Operator Compliance [Rule 19]	Within 10 business days of month end	02Mar18 12:00	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.

Availability SLA Achievement

Requirement	Target	Actual	Met?
Extended Business Hours Availability [07:00 – 19:30]	99.5%	100%	Yes
All Other Hours Availability	98.0%	99.98%	Yes
Unplanned Outages	4	0	Yes

| Requirement	Target	Actual	Met?
Planned Outages	1	1	Yes
Planned Outage Duration	2 hours	8mins	Yes
Planned Outages Approved by Gas Industry Co.	Yes	Yes	Yes
Planned Outages Scheduled Outside Extended Business Hours	Yes	Yes	Yes

Performance

Performance requirements were documented in the Test Plan – System Performance version 1.2 of November 2008, and agreed by GIC as meeting the requirements of the Registry Operator Service Provider Agreement, schedule 4.3.

Requirement	Target	Actual	Met?
Internal Response Time for ICP-based query. % of WebViewICPDetails to complete within 1sec:	95%	100%	Yes
End User Response Time for address-based query. % of WebAddressSearch to complete within 5sec:	95%	99.99%	Yes
On Demand Report Delivery Maximum Report run duration less than	24 hours	11.4 minutes	Yes
Standard Month End Report files completed	09:00 1st business day	01Mar18 00:09	Yes

*The performance tests indicated 100ms should be added to the internal response time to arrive at the end-user response time. End-user response times will vary depending on user hardware and bandwidth subscription, and ISP capability.

Database Transactions
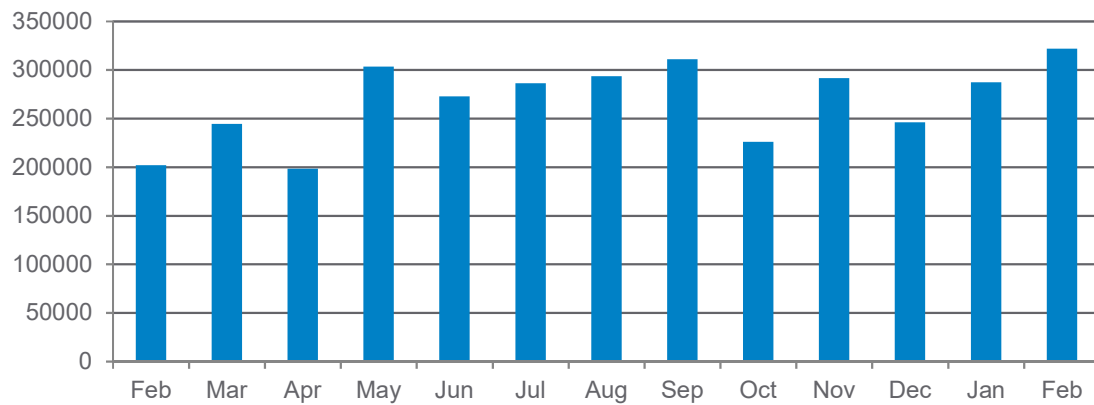
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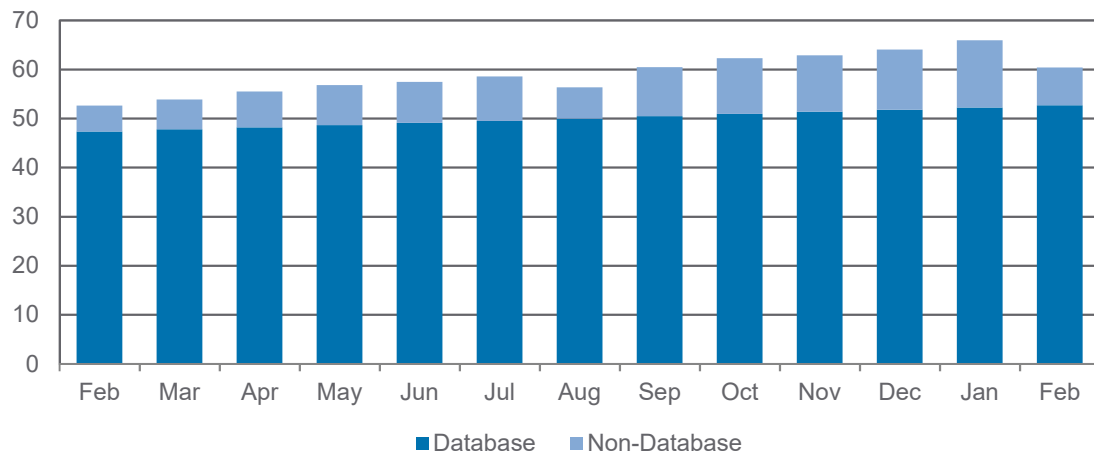
Service Disruptions

There were no service disruptions during the period, other than the agreed planned outage

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
25	-	Release 2.10 deployment to Production	00:08	GIC

Maintenance Activities

Day	Ref	Detail	Duration	Authoriser
-	-	-	-	-