# Gas Industry Company

## Service Report and User Guide

June 2018

Prepared by Jade Operations

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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 | 100% | 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] | 13.3 minutes maximum | Yes |
| Standard month end report files completed | By 09:00 on 1st business day of the relevant month | 01 Jun 18 00:10 | Yes |

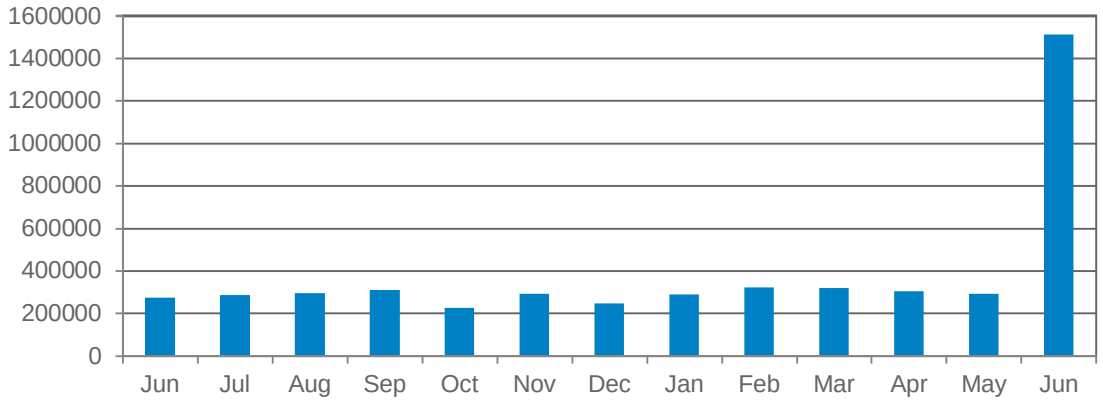
### Self Review

No compliance failures were detected during the period; see further in the document for a service disruption during the month

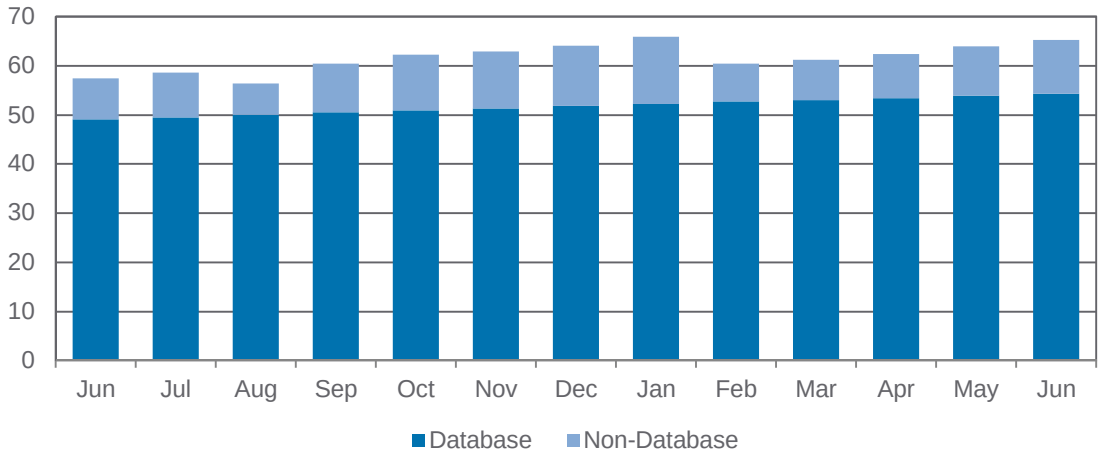
All obligations under the Rules, the Service Provider Agreement, and Agreed Performance Standards, were met by the Registry Operator.

## Database Transactions

There is a significant rise in transactions this month due to ICP Details web service look ups by GIC, which represents 1.1million of the 1.5million transactions




## Database Size (GB)




## Service Disruptions

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

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

| Performance Measure | |
|---|---|
| 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 |
|---|---|---|---|
| - | - | - | - |