



# Gas Industry Company

Service Report and User Guide

October 2018

Prepared by Jade Operations



| business solutions

[www.jadeworld.com](http://www.jadeworld.com)

Jade Software Corporation Limited cannot accept any financial or other responsibilities that may be the result of your use of this information or software material, including direct, indirect, special or consequential damages, or loss of profits. There are no warranties extended or granted by this document or software material.

You should be very careful to ensure that the use of this software material and/or information complies with the laws, rules, and regulations of the jurisdictions with respect to which it is used. No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Jade Software Corporation Limited.

The information contained herein is subject to change without notice. Revisions may be issued advising of such changes and/or additions.

© 2018 Jade Software Corporation Limited.

All rights reserved.

JADE is a trademark of Jade Software Corporation Limited. All trade names referenced are the service mark, trademark, or registered trademark of the respective manufacturer.

# Table of Contents

Current Service Status .....	4
Reporting and Availability SLA Achievement .....	4
Database Transactions.....	5
Database Size (GB) .....	5
Service Disruptions .....	5
Application Release Activities.....	6
Maintenance Activities.....	6
Summary of Change Requests.....	6
Development Team Access .....	6
Managed Components .....	7
Licence Usage and Product Support .....	7
Transaction Volumes.....	7
Database Growth .....	7
Backup Performance.....	8
Contacts and Escalation.....	9
Call Recording Process .....	9
GIC Contact Information.....	10
Jade Care Contact Information.....	10
Automated Fault Escalation Profiles – Priority A Incidents.....	11
Agreed Procedures .....	12
Change Control.....	12
Requesting a Jade Upgrade or Hot Fix.....	12
Application Release Authorisation .....	12
Application Restarts .....	12
Database Refreshes .....	12
Hardware Fault Reporting .....	13
Anti-Virus Product .....	13
Recovery Procedures.....	13
Server Integrity.....	14
Reporting .....	14
Software Licences and Media Storage .....	14
Replication Technologies.....	15
Personnel and Contact Details .....	15



# 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%	99.80%	Yes
Unplanned outages	<1	0	Yes
Planned outages	<2	1	Yes
Duration of each planned outage	< 2 hours	8 mins	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	99.91%	Yes
On demand report delivery	< 4 hours of request during extended business hours [7.00 to 19.30]	15 minutes maximum	Yes
Standard month end report files completed	By 09:00 on 1st business day of the relevant month	01 Nov 18 00:14	Yes

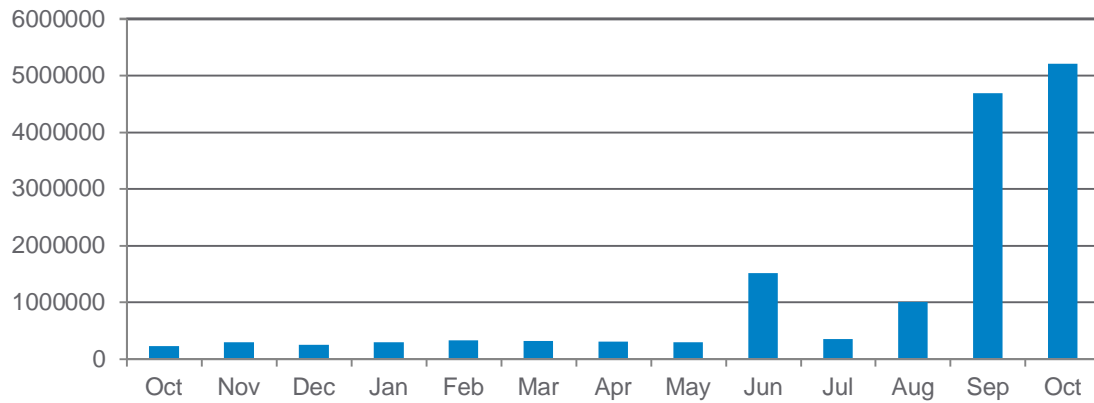
### Self Review

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

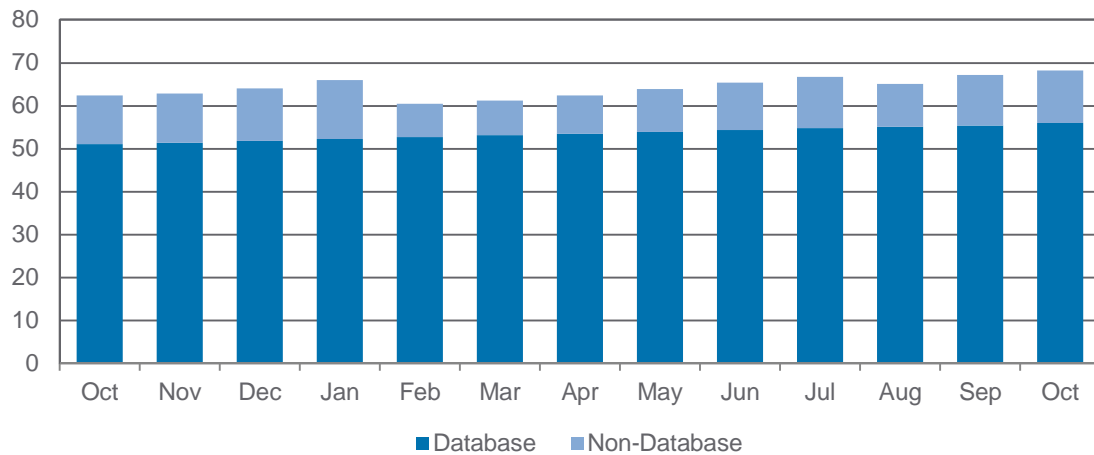
All obligations under the Rules, the Service Provider Agreement, and Agreed Performance Standards, were met by the Registry Operator.

## Database Transactions

Transactions are at another new record level this month of 5.2 million – 4.7 million of these are webservice ICP look ups by GICX



## Database Size (GB)



## Service Disruptions

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

Performance Measure	
Availability*	100%
Number of Scheduled Outages	1
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
14 Oct	JARI#53	Production deployment	00:08	GIC

### Summary of Change Requests

Day	Ref	Detail	Status
-	-	-	-