



Gas Industry Company

Service Report and User Guide

November 2018

Prepared by Jade Operations

jade

| business solutions

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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

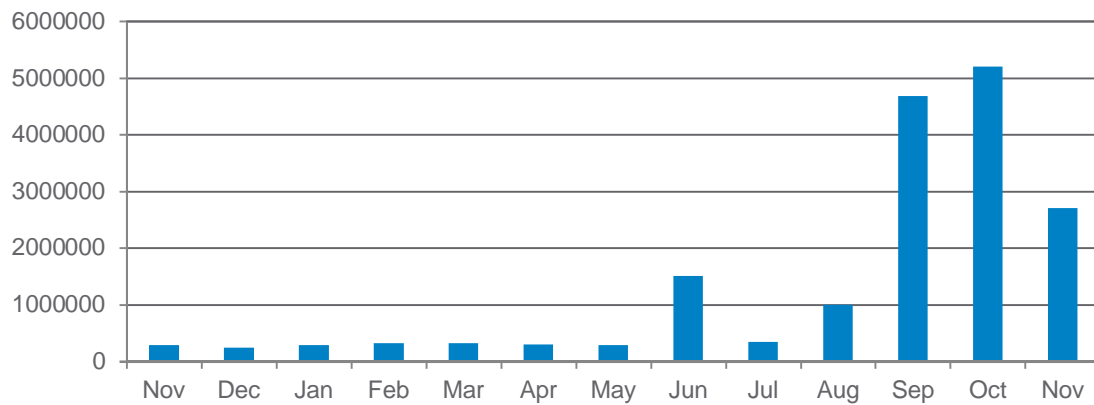
Requirement	Target	Actual	Met?
Extended business hours availability [07:00 to 19:30]	>99.5%	100%	Yes
All other hours availability	>98.0%	99.98%	Yes
Unplanned outages	<1	0	Yes
Planned outages	<2	1	Yes
Duration of each planned outage	< 2 hours	8 mins	Yes
Planned outages approved by Gas Industry Co	Yes	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	99.95%	Yes
End user response time for address-based query	>95% of WebAddressSearch to complete within 5sec	99.92%	Yes
On demand report delivery	< 4 hours of request during extended business hours [7.00 to 19.30]	14 minutes maximum	Yes
Standard month end report files completed	By 09:00 on 1st business day of the relevant month	01 Dec 18 00:09	Yes

Self Review

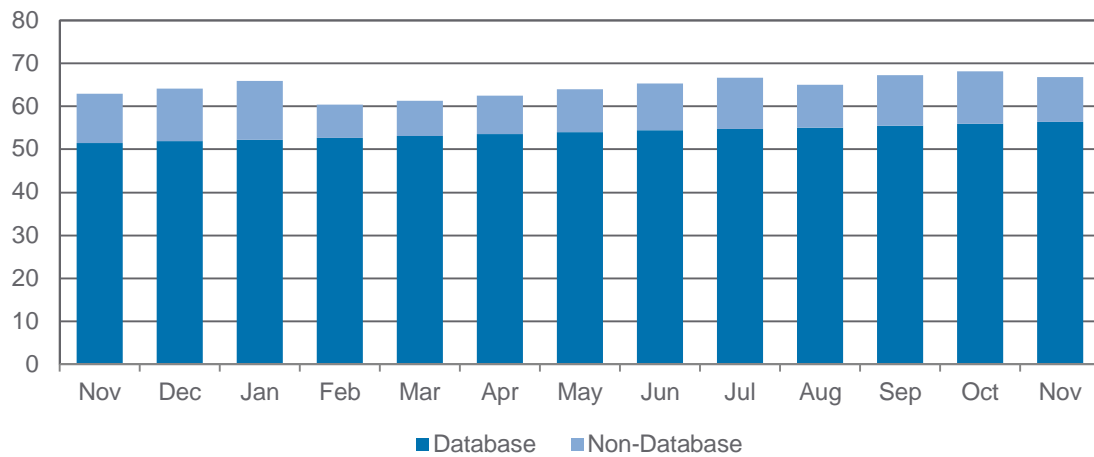
No compliance failures were detected during the period; see further in the document for a service disruption during the month

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

Database Transactions



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
Last Unscheduled Outage	Apr 2015

*Availability measure excludes pre-approved scheduled outages

Application Release Activities

Day	Ref	Detail	Duration	Authoriser
25 Nov	JARI#54	Production deployment	00:08	GIC

Maintenance Activities

Day	Ref	Detail	Duration	Authoriser
10 Nov	#752657	Microsoft patch installs (no outage)	00:00	GIC

Summary of Change Requests

Day	Ref	Detail	Status
-	CR-1068 Jira GR-1117	Web Service Only log on - Provide Web Service Access Only logons whose passwords do not require to be reset.	Development Testing