Gas Industry Co.

Gas Industry Company

Service Report and User Guide
April 2025

Prepared by Jade Managed Services

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Service Report

Current Service Status

SLA Achievement

Measurement	Requirement	Result	Result Expanded
Extended business hours availability [07:00 to 19:30]	≥99.5%	✔	100%
All other hours availability	≥98.0%	✔	99.95%
Unplanned Outages	≤1	✔	1
Planned Outages	≤2	✔	0
Duration of each planned outage	< 2 hours	✔	Yes
Planned outages approved by Gas Industry Co	Yes	✔	Yes
Planned outages scheduled outside extended business hours	Yes	✔	Yes
Internal response time for ICP-based query	>95% of WebViewICPDetails to complete within 1sec	✔	100%
End user response time for address-based query	>95% of WebAddressSearch to complete within 5sec	✔	100%
On demand report delivery	< 4 hours of request during extended business hours [7.00 to 19.30]	✔	Longest Request – 5.1 minutes
Standard month end report files completed	By 09:00 on 1st business day of the relevant month	✔	Completed 1st May 0:07

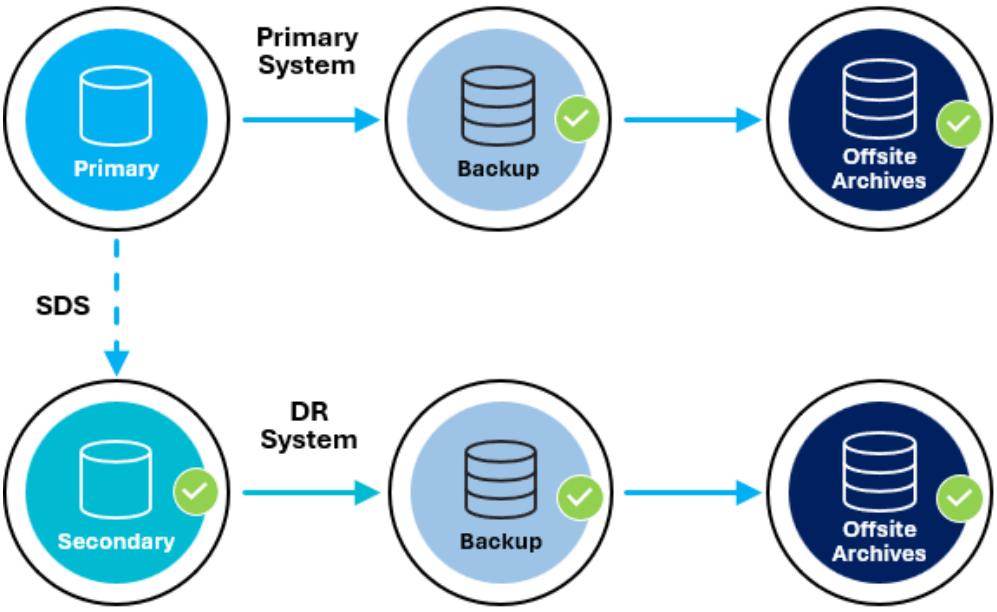
General Commentary

Risks

Date Raised	Risk	Current Status

Data Safety and Resilience

System Resilience Overview



Resilience Metrics

Metric	Status	Detail
There is a hot-standby Disaster Recovery System	✔	
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	✔	November 2024 Next due May 2025
Offsite system backup recovered and integrity tested monthly	✔	**Successful restore test date:** 12 April **Restore time from source:** 0:49 **Duration**: 1:47

Backup Operations

Backup Type	Run days	Start Time	Expected Duration	Failed this Period
Disk	ALL	19:00	00:40	0
Tape	ALL	05:00	02:00	0

Development Team Access

The development team have read-only access to the production databases file systems. Team membership is reviewed as required. Where development access, or write access to the file systems is required, this must be specifically authorised.

User	Granted	Revoked	Ref	Comment

Server Patch Status

Microsoft Patches are tested against the standard Master Care tools and OS configurations and are distributed in a controlled sequence with customer production servers being the last in the distribution cycle.

Non-critical patches are available, and these will be installed in conjunction with the next production deploy.

==Full list of Pending Updates==

== Total Updates: 0

** Total Security Updates: 0

Production System Performance

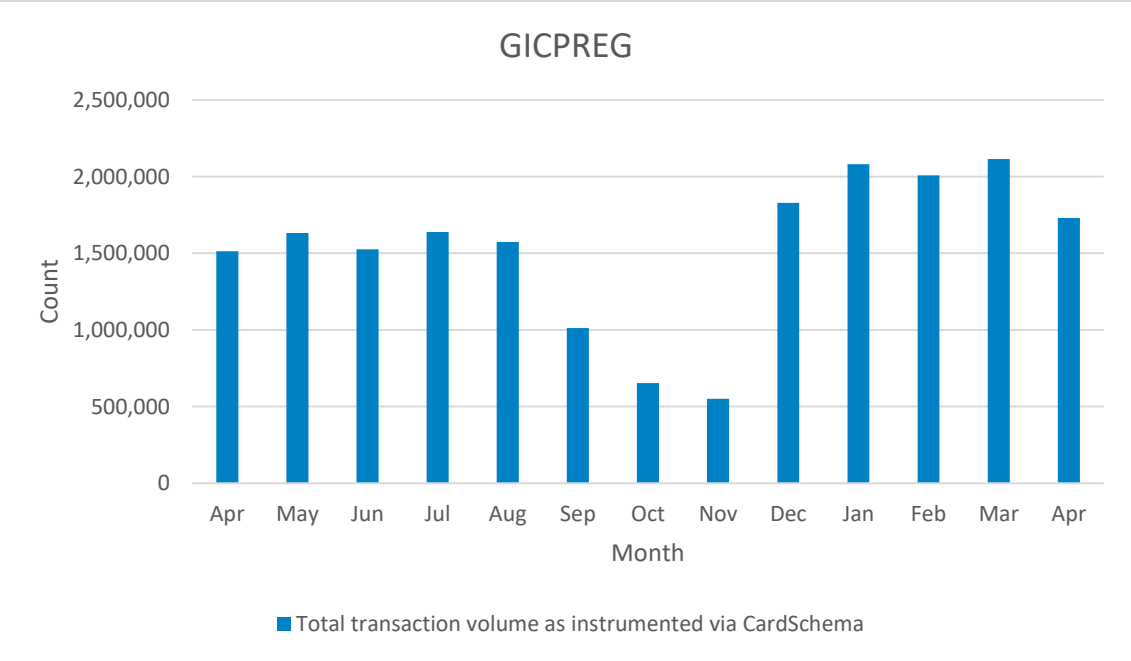
Unscheduled Outages

Day	Ref	Detail	Outage Duration

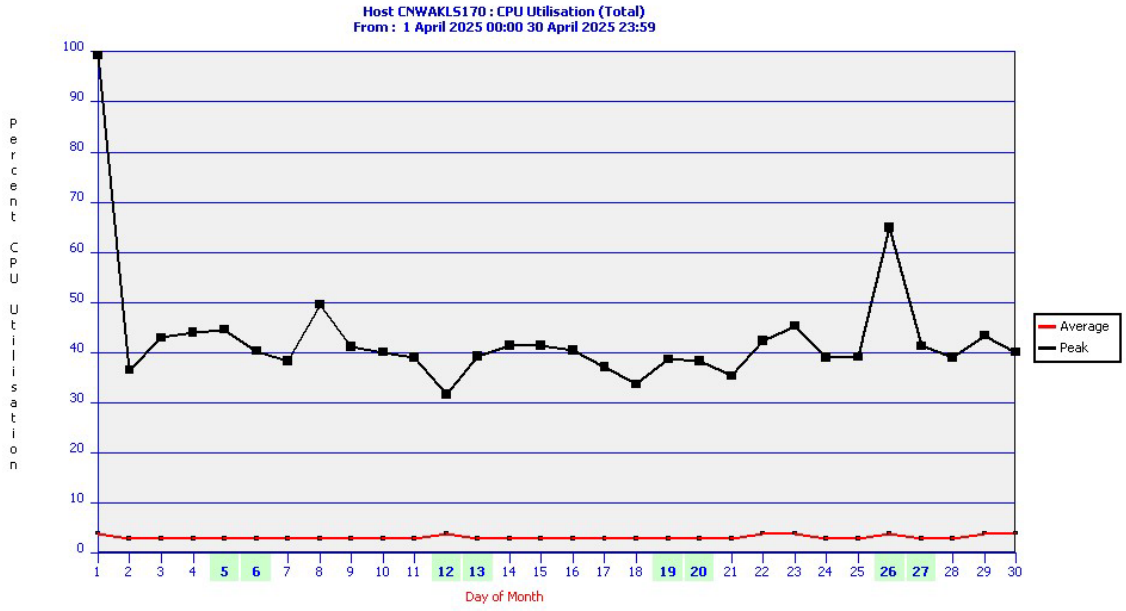
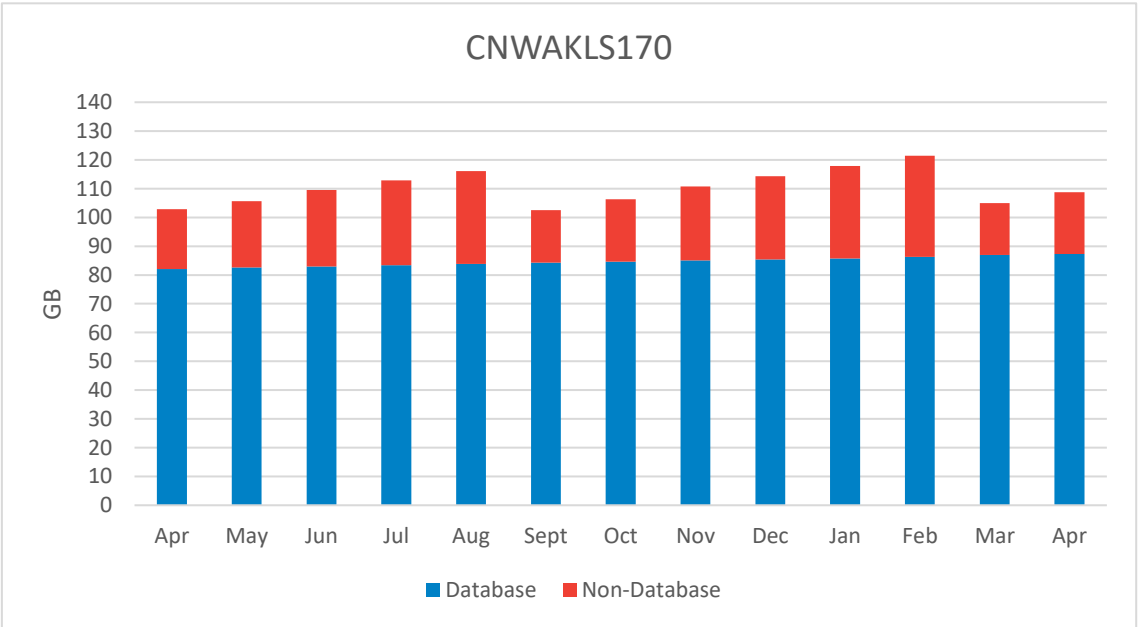
Scheduled Outages

Day	Ref	Detail	Outage Duration	Authorised By
26	1191621	Microsoft Security Updates	0:24	GIC

Instrumented Transactions



Server Utilisation



Database Size