Gas Industry Company

Service Report and User Guide

March 2024

Prepared by Jade Operations

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

jade

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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%	99.97%	Yes
Unplanned outages	<1	0	Yes
Planned outages	<2	2	Yes
Duration of each planned outage	< 2 hours	Yes	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	99.99%	Yes
On demand report delivery	< 4 hours of request during extended business hours [7.00 to 19.30]	9.77 minutes maximum	Yes
Standard month end report files completed	By 09:00 on 1st business day of the relevant month	01 April 2024 00:06:01	Yes

One compliance failure was detected during the period due to an Urgent JADE hotfix patch being also required this month. 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.

# Environment & Resilience Overview
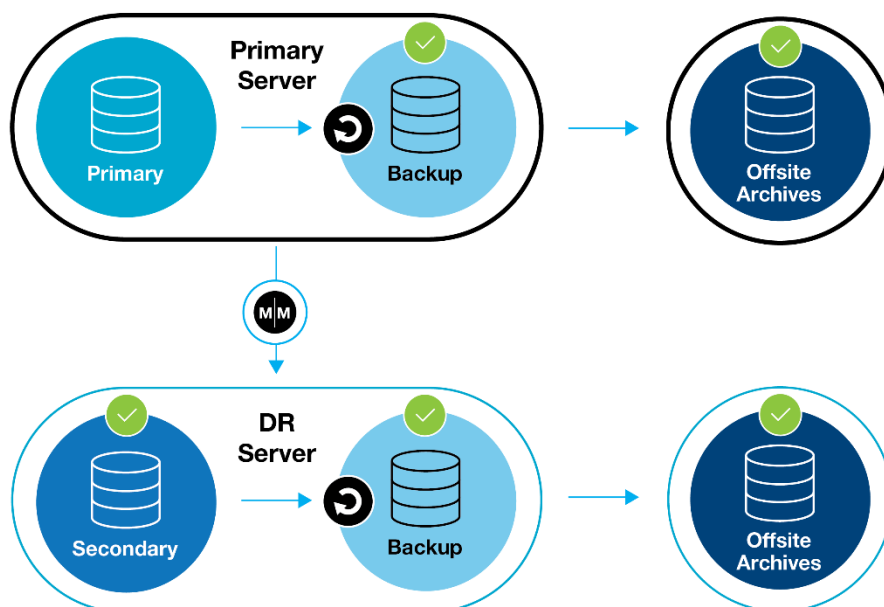
Key

✓ Feature Implemented	⬤ Primary Database	⬤ Offsite archives	
✗ Feature not implemented	⬤ Secondary Database	M|M Mirroring	
↺ Local backup	⬤ Backups		

Backup and Recovery Metrics

Metric	Result	Recommendation
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	✔	7 December 2023
Offsite system backup recovered and integrity tested monthly	✔	Successful 10th March Restore time from source: 0:56 Duration: 1:50

Database Transactions
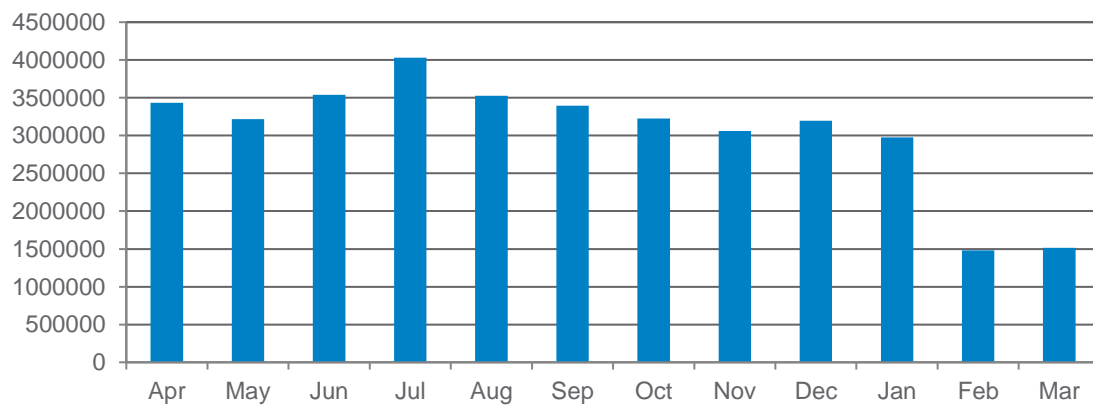
Database Size (GB)
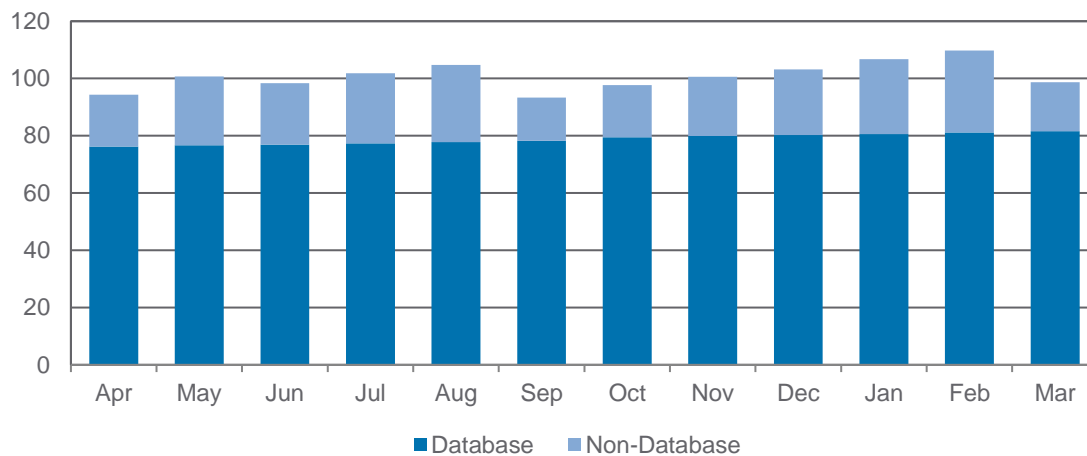
Service Disruptions

Performance Measure	
Availability*	100%
Number of Scheduled Outages	2
Number of Unscheduled Outages	0
Last Unscheduled Outage	Apr 2021

*Availability measure excludes pre-approved scheduled outages

Application Release Activities

Day	Ref	Detail	Duration	Authoriser
28	1116636	Deploy of Rel 2.27 to Production	0:09	GIC

Maintenance Activities

Day	Ref	Detail	Duration	Authoriser
16	1107619	ApexOne Agent Uninstall	0:05	GIC

Summary of Change Requests

Day	Ref	Detail	Status
-	-	-	-

Server Patch Status

Patches are tested against the standard Jade 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 held for distribution until such time as a critical patch is released, at which point all outstanding patches are applied.

There are no patches outstanding

Licence Usage and Product Support

Full support is available for the installed releases.

Environment	Installed Release	Current Release	Licence Entitlement	Minimum Available
GICPREG	Jade 22.0.02	Jade 22.0.03	70	23
GICUREG	Jade 22.0.02	Jade 22.0.03	-	-

Transaction Volumes

Transaction name	This Month	Last Month	Percentage Change
All Transactions	1,515,850	1,480,006	2%

Database Growth

Class	This Month	Last Month	Change
Database	83,579	83,103	476
Non-database	17,440	29,294	-11,854
Total	**101,019**	**112,397**	**-11,378**

Backup Performance

Backup Type	Run days	Run Time	Expected Duration	Failed this Period
Disk	ALL	19:00	00:40	1
Tape	ALL	05:00	02:00	0