



Gas Industry Co.

Gas Industry Company

Service Report and User Guide

April 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.

© 2024 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
Backup and Recovery Metrics	6
Database Transactions.....	6
Database Size (GB)	7
Service Disruptions	7
Application Release Activities	7
Maintenance Activities.....	7
Summary of Change Requests	8
Licence Usage and Product Support	8
Transaction Volumes.....	8
Database Growth	9
Backup Performance.....	9

Current Service Status

Reporting and Availability SLA Achievement

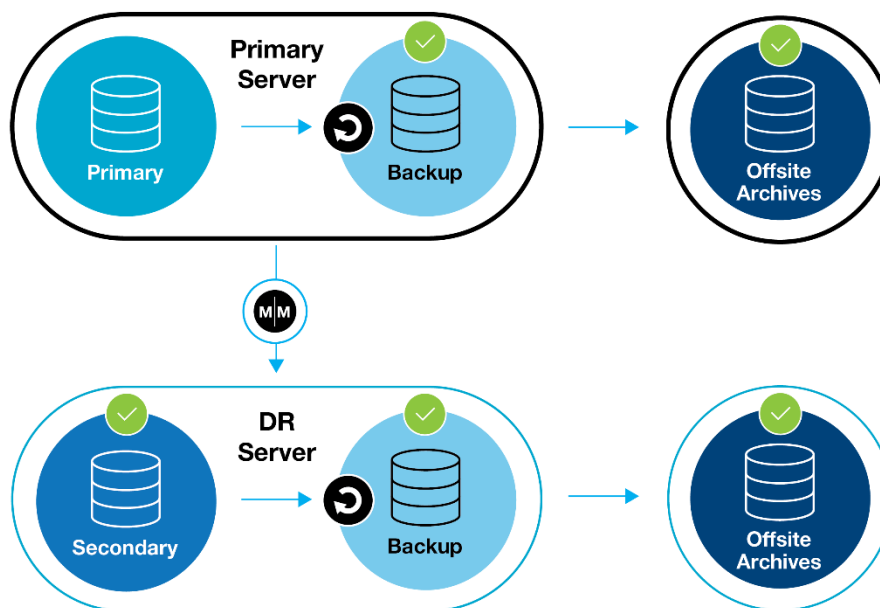
Requirement	Target	Actual	Met?
Extended business hours availability [07:00 to 19:30]	>99.5%	100%	Yes
All other hours availability	>98.0%	99.39%	Yes
Unplanned outages	<1	0	Yes
Planned outages	<2	3	No
Duration of each planned outage	< 2 hours	Yes	No
Planned outages approved by Gas Industry Co	Yes	Yes	Yes
Planned outages scheduled outside extended business hours	Yes	Yes	Yes
Internal response time for ICP-based query	>95% of WebViewICPDetails to complete within 1sec	99.98%	Yes
End user response time for address-based query	>95% of WebAddressSearch to complete within 5sec	99.98%	Yes
On demand report delivery	< 4 hours of request during extended business hours [7.00 to 19.30]	11.75 minutes maximum	Yes
Standard month end report files completed	By 09:00 on 1st business day of the relevant month	01 May 2024 00:07:17	Yes

Self Review

There were 3 compliance failure noted for April 2024.

1. There were three scheduled outages for this month. This had been approved by GIC.
2. The scheduled DR takeover to Christchurch overran the approved 2-hour window by 1 hour 11 minutes. This was due to extended time getting the FTP site running by Central Systems. Training on the technical process and escalation timings has been provided to the executor of this DR.
3. After the DR takeover back to Auckland, the FTP file repositories were mistakenly deleted. An incident report has been provided for this Incident.

Environment & Resilience Overview



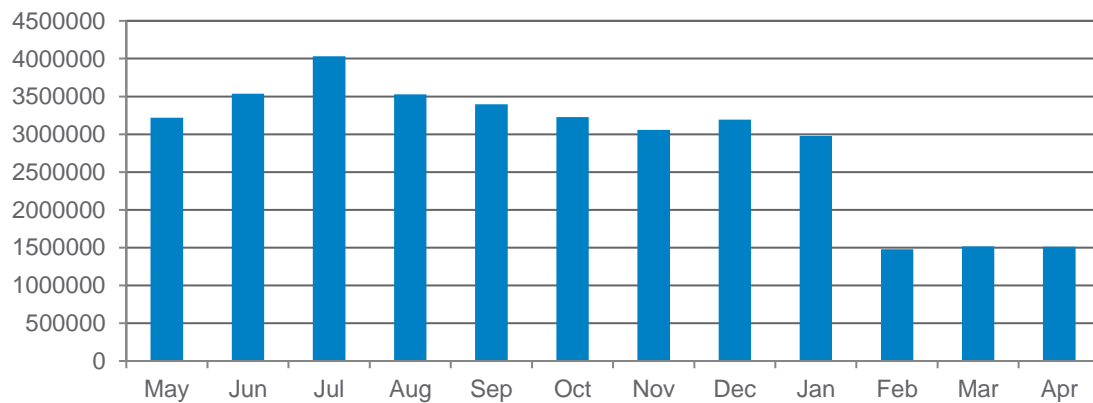
Key

	Feature Implemented		Primary Database		Offsite archives
	Feature not implemented		Secondary Database		Mirroring
	Local backup		Backups		

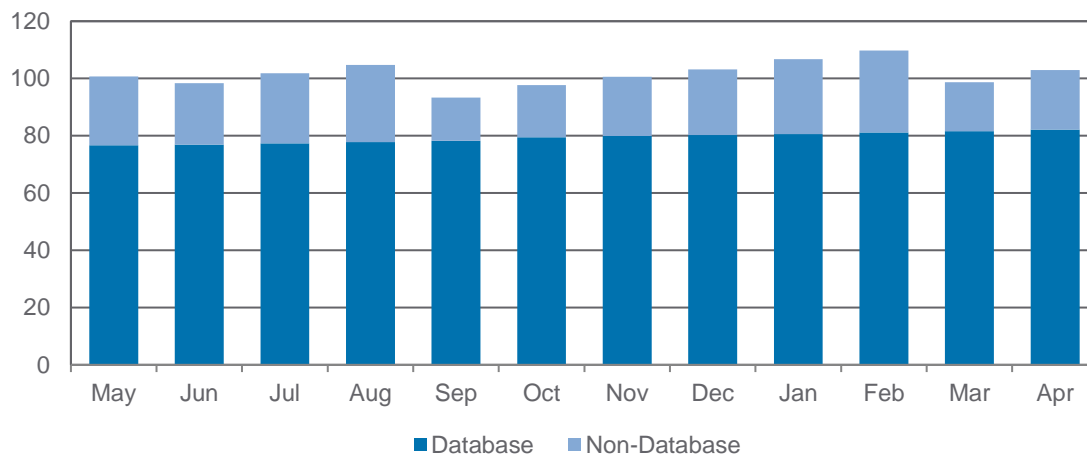
Backup and Recovery Metrics

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 bi-annually	✓	April 2024
Offsite system backup recovered and integrity tested monthly	✓	Successful 13 th April Restore time from source: 0:43 Duration: 1:40

Database Transactions



Database Size (GB)



Service Disruptions

Performance Measure	
Availability*	99.84%
Number of Scheduled Outages	3
Number of Unscheduled Outages	1
Last Unscheduled Outage	April 2024

*Availability measure excludes pre-approved scheduled outages

Application Release Activities

Day	Ref	Detail	Duration	Authoriser

Maintenance Activities

Day	Ref	Detail	Duration	Authoriser
12	1111900	DR Takeover to CHC	2:00	GIC
12	1111900	DR Takeover to CHC – Outage overrun	1:11	-

Day	Ref	Detail	Duration	Authoriser
20	1120505	DR Takeover to AKL	1:16	GIC
28	1119196	Microsoft Security Updates - WebServer	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	24
GICUREG	Jade 22.0.02	Jade 22.0.03	-	-

Transaction Volumes

Transaction name	This Month	Last Month	Percentage Change
All Transactions	1,512,656	1,515,850	0%

Database Growth

Class	This Month	Last Month	Change
Database	84,074	83,579	495
Non-database	21,287	17,440	3,847
Total	105,361	101,019	4,342

Backup Performance

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