Gas Industry Company

Service Report and User Guide

November 2024

Prepared by Jade Operations

jade

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

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Current Service Status

Reporting and Availability SLA Achievement
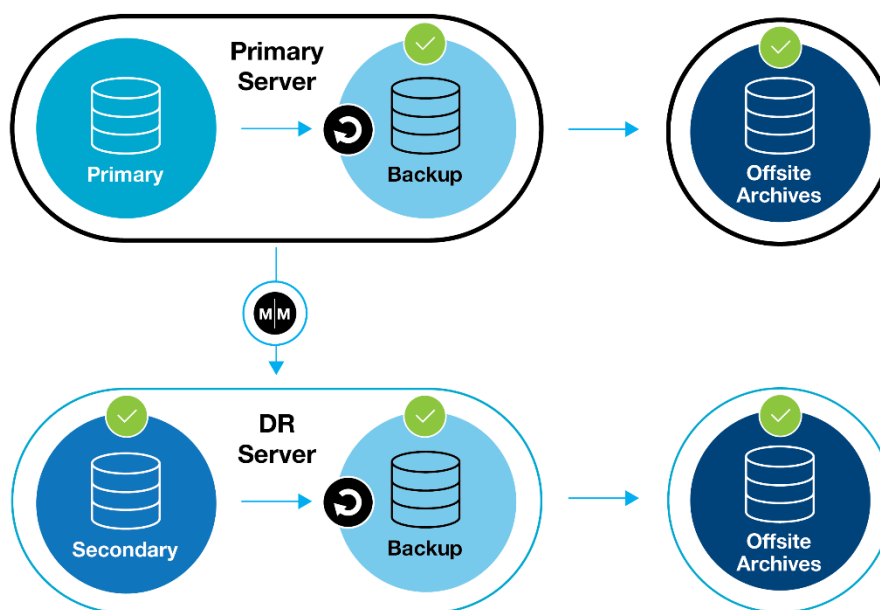
Requirement	Target	Actual	Met?
Extended business hours availability [07:00 to 19:30]	>99.5%	100%	Yes
All other hours availability	>98.0%	99.70%	Yes
Unplanned outages	<1	0	Yes
Planned outages	<2	3	No
Duration of each planned outage	< 2 hours	Yes	Yes
Planned outages approved by Gas Industry Co	Yes	Yes	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	100%	Yes
On demand report delivery	< 4 hours of request during extended business hours [7.00 to 19.30]	5.12 minutes maximum	Yes
Standard month end report files completed	By 09:00 on 1st business day of the relevant month	01 December 2024 00:04:11	Yes

Self Review

There were no issues reported this month.

There were more scheduled outages than agreed in the SPA, this exception was agreed prior by Andrew Walker.
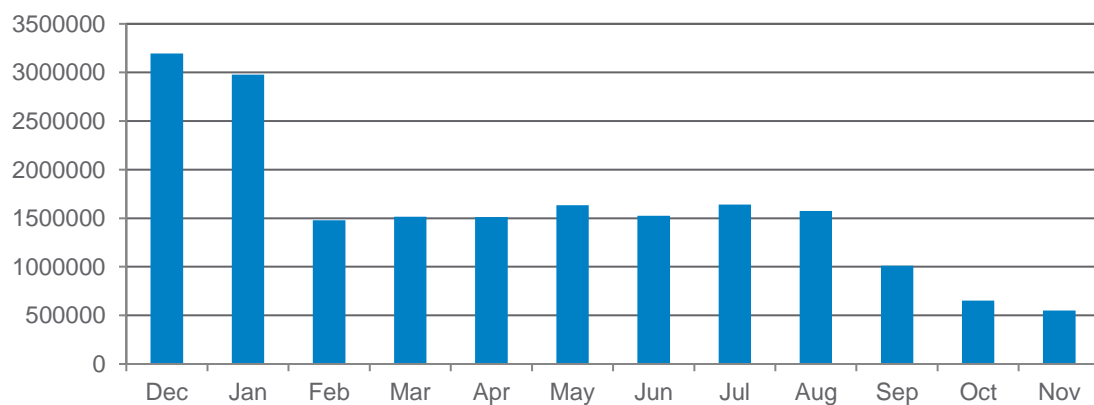
Environment & Resilience Overview

Key

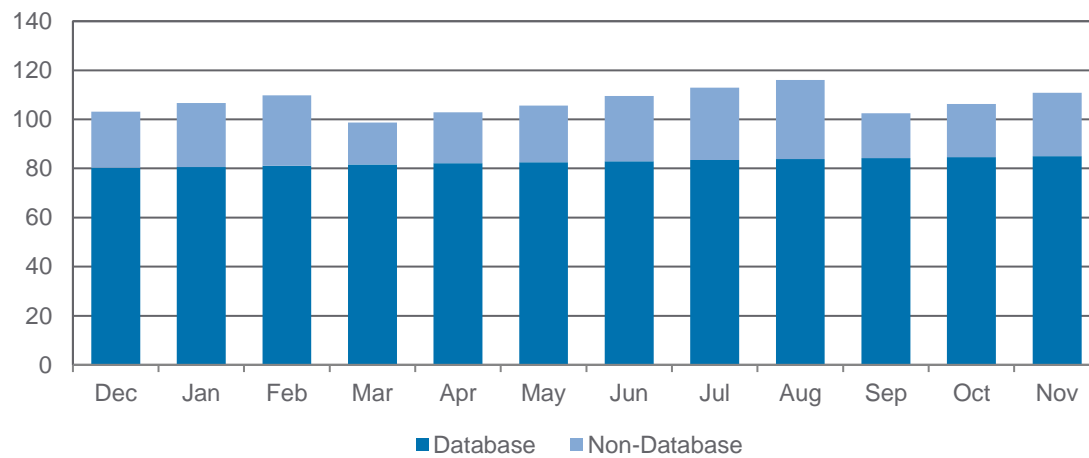|		
✓ Feature Implemented	🔵 Primary Database	🔵 Offsite archives
✗ Feature not implemented	🔵 Secondary Database	M|M Mirroring
↺ Local backup	🔵 Backups	

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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 Next due November 2024
Offsite system backup recovered and integrity tested monthly	✔	Successful 23 November Restore time from source: 0:47 Duration: 3:41

Database Transactions

Database Size (GB)

Legend: Database, Non-Database

Service Disruptions

Performance Measure	
Availability*	100%
Number of Scheduled Outages	3
Number of Unscheduled Outages	0
Last Unscheduled Outage	April 2024

*Availability measure excludes pre-approved scheduled outages

Application Release

Day	Ref	Detail	Duration	Authoriser
17	1165968	Release 2.30	0:09	A. Walker

Maintenance Activities

Day	Ref	Detail	Duration	Authoriser
9	1160205	DR Takeover to CHC	0:42	A. Walker
16	1165356	DR Takeover to AKL	1:24	A. Walker

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 22.0.04	70	5
GICUREG	Jade 22.0.02	Jade 22.0.04	-	-

Application Throughput and Growth

Transaction name	This Month	Last Month	Percentage Change
All Transactions	551,304	653,692	-16%

Database Growth

Class	This Month	Last Month	Change
Database	87,056	86,706	350
Non-database	26,374	22,123	4,251
Total	**113,430**	**108,829**	**4,601**

Backup Performance

Backup Type	Run days	Run Time	Expected Duration	Failed this Period
Disk	ALL	19:00	00:40	2
Tape	ALL	05:00	02:00	0