



Gas Industry Company

Service Report and User Guide

April 2018

Prepared by Jade Operations



| business solutions

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Current Service Status

Reporting and Availability SLA Achievement

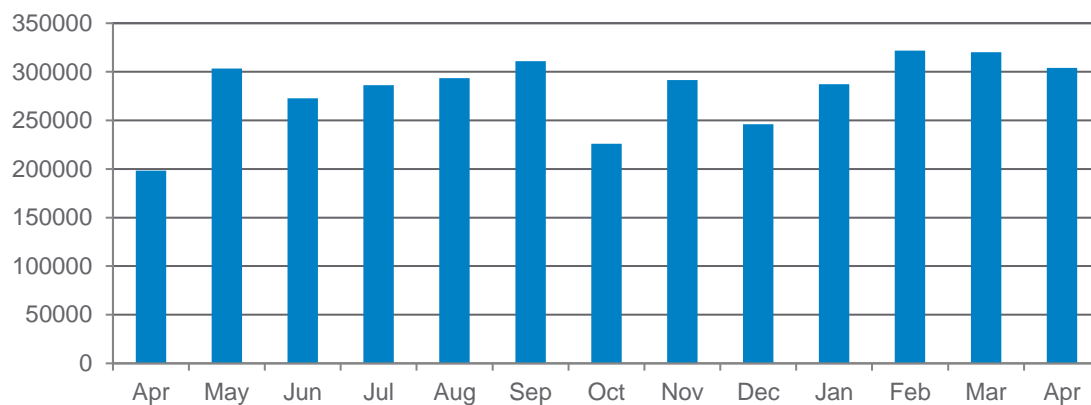
Requirement	Target	Actual	Met?
Extended business hours availability [07:00 to 19:30]	>99.5%	100%	Yes
All other hours availability	>98.0%	100%	Yes
Unplanned outages	<1	0	Yes
Planned outages	<2	0	Yes
Duration of each planned outage	< 2 hours	-	Yes
Planned outages approved by Gas Industry Co	Yes	Yes	Yes
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	99.9%	Yes
On demand report delivery	< 4 hours of request during extended business hours [7.00 to 19.30]	13 minutes maximum	Yes
Standard month end report files completed	By 09:00 on 1st business day of the relevant month	01 May 18 00:09	Yes

Self Review

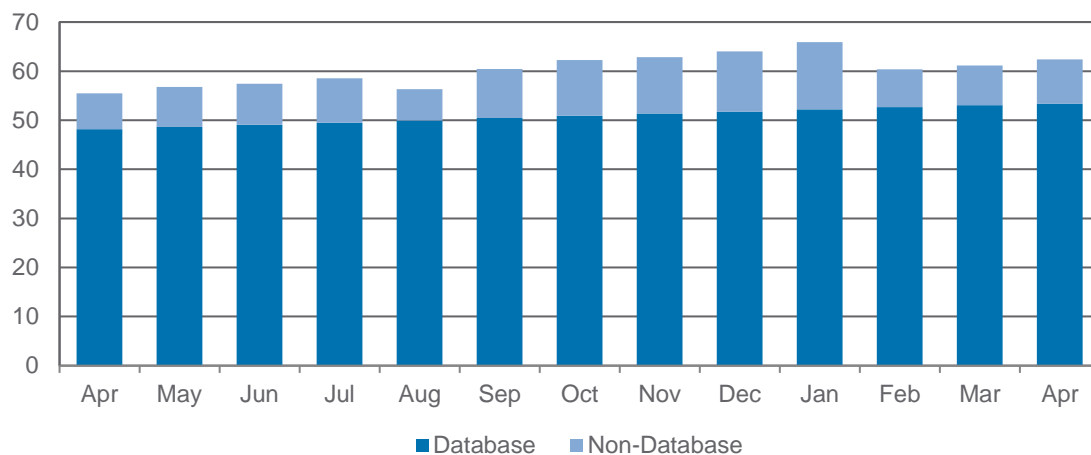
No compliance failures were detected during the period; see further in the document for a service disruption during the month

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 outage

Performance Measure	
Availability*	100%
Number of Scheduled Outages	0
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
-	-	-	-	-

Maintenance Activities

Day	Ref	Detail	Duration	Authoriser
18	697061	Microsoft Patches to GIC Production server	00:19	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.