



Xoserve Incident Summary: May 2020

1st June 2020

What is this presentation covering?

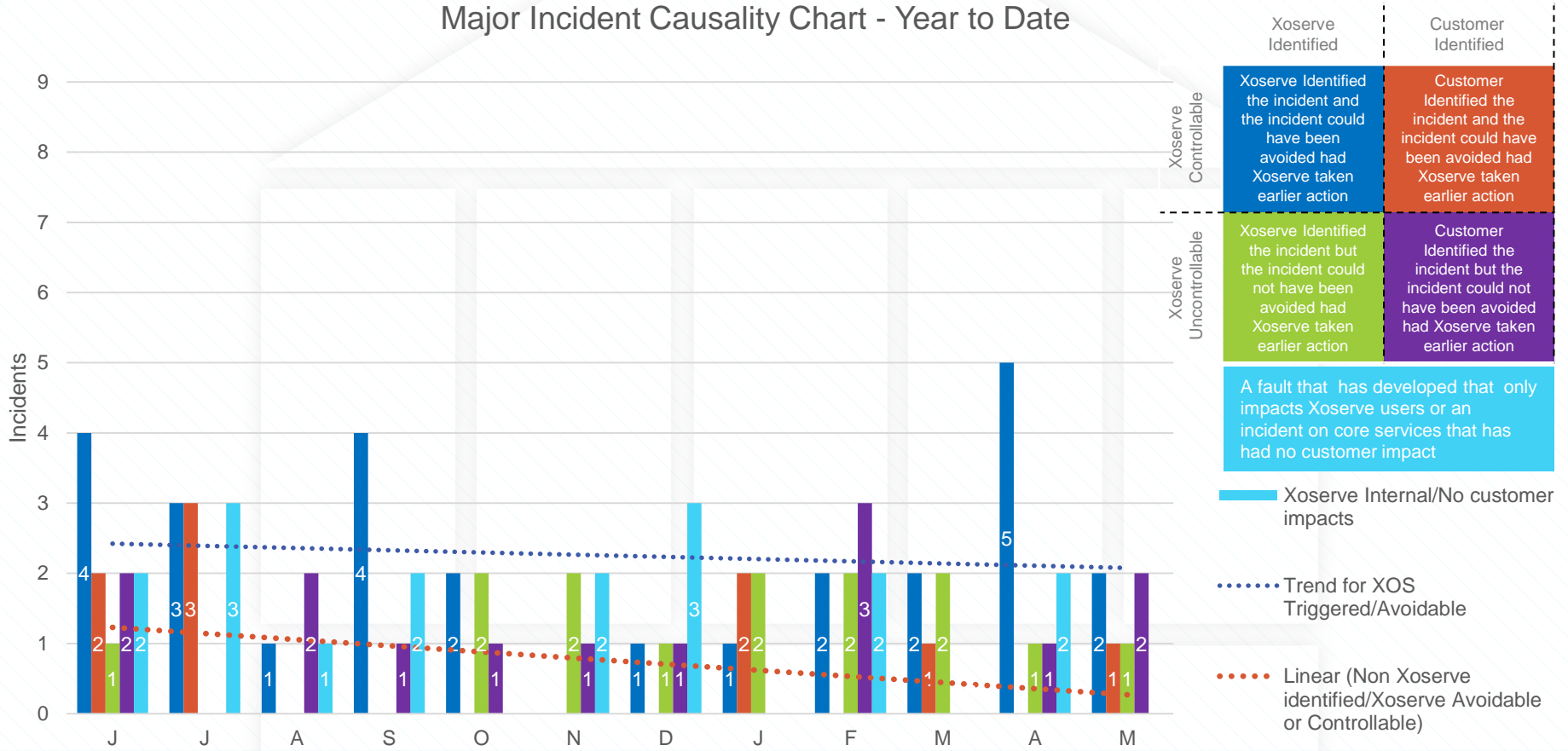
- This presentation provides an overview of **P1/2 incidents** experienced in the **previous calendar month**
- It will describe **high level impacts and causes**, and the **resolution Xoserve undertook** (or is undertaking) to resolve
- This information is provided to **enable customers to have a greater insight** of the activities within Xoserve's platforms that support your critical business process
- It is also shared with the intention to provide customers with an **understanding of what Xoserve are doing to maintain and improve service**, and;
- It is provided to **enable customers to provide feedback** if they believe improvements can be made

High-level summary of P1/2 incidents: May 2020

Ref.	What happened?	Why did it happen?	What do Xoserve understand our customers experienced?	What did your Xoserve team do to resolve?	Incident Date	Resolved Date
1123482	Gemini Demand Attribution publication was delayed for the 00:00 hour bar.	Late file delivery from National Grid systems delayed Demand Attribution processing within Gemini.	Shippers would not have been able to view the latest Demand allocation values for the current and day ahead Gas days	Xoserve teams worked with the National Grid Control Centre to ensure the contingency process was implemented to publish the Demand data manually.	02/05/2020 00:47	02/05/2020 02:42
1125503	Gemini Demand Attribution publication was delayed for the 16:00 hour bar.	Late file delivery from National Grid systems delayed Demand Attribution processing within Gemini.	Customers would not have been able to view the latest Demand Attribution values within Gemini for the current and day ahead Gas days	National Grid teams corrected the issue causing the delay and files were delivered to Gemini	07/05/2020 16:49	07/05/2020 18:09
1125621	Gemini was unable to process and confirm EU Nominations from an offshore partner.	The offshore partner had implemented an infrastructure configuration change without interaction or notification to Xoserve, leading to an inability to transmit files into Gemini.	A delay in processing and matching EU Nominations for associated customers meant they would be unable to view up-to-date allocation quantities within Gemini	Xoserve teams worked with the offshore partner and they subsequently rolled back the change to the original configuration to restore service. Xoserve teams have requested to work with the offshore partner in re-planning their change.	07/05/2020 18:51	07/05/2020 22:56
1126124	File transfers to Gemini were interrupted for 1hr 48 mins which delayed publication of Line Pack data for the 19:00 to 22:00 hour bars.	During a project change a software fault was encountered during a network device configuration update causing the loss of connectivity.	Customers would not have an accurate view on the available capacity within the National Transmission System that they are able to bid for.	Xoserve support teams instigated contingency processes and worked with support partners to restart the device and restore service.	09/05/2020 19:42	09/05/2020 21:30
1127568	File transfers to Gemini were interrupted for 2hrs 36 mins which delayed publication of Line Pack data for the 05:00 to 08:00 hour bars.	During a project change to rectify a network device software fault (1126124) issues were encountered during the upgrade causing loss of connectivity.	Customers would not have an accurate view on the available capacity within the National Transmission System that they are able to bid for.	Xoserve support teams instigated contingency processes and worked with support partners to backout the upgrade and restore connectivity. Analysis completed on cause and upgrade re-planned.	10/05/2020 06:19	10/05/2020 08:55
1131627	File transfers to Gemini were interrupted for 2hrs 3 mins which delayed publication of Line Pack data for the 00:00 to 02:00 hour bars.	Unknown issues caused a loss of connectivity. Xoserve teams are working with network supplier to understand the root cause.	Customers would not have an accurate view on the available capacity within the National Transmission System that they are able to bid for.	Xoserve support teams instigated contingency processes and worked with our supplier teams to restore service.	19/05/2020 00:47	19/05/2020 02:50

What is happening Overall

Major Incident Causality Chart - Year to Date



What is happening Overall?

Key:

May 2020

Year to Date

	Xoserve Identified	Customer Identified		Xoserve Identified	Customer Identified		Xoserve Identified	Customer Identified
Xoserve Controllable	Xoserve Identified the incident and the incident could have been avoided had Xoserve taken earlier action	Customer Identified the incident and the incident could have been avoided had Xoserve taken earlier action	Xoserve Controllable	2	1	Xoserve Controllable	7	1
Xoserve Uncontrollable	Xoserve Identified the incident but the incident could not have been avoided had Xoserve taken earlier action	Customer Identified the incident but the incident could not have been avoided had Xoserve taken earlier action	Xoserve Uncontrollable	1	2	Xoserve Uncontrollable	2	3