Prepared for: **Network Rail**

Prepared by: ███████

Date issued: **May 2019**

Network Rail – NTROD Service Report
Period 1
31st March – 28th April

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1. Document Control & Sign Off

1.1. Distribution

Copy Number	Name	Organisation
1	███████ networkrail.co.uk	Network Rail
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3	█████████@networkrail.co.uk	Network Rail
4	██████████████	CACI Ltd
5	██████████████	CACI Ltd

1.2. Amendment History

Version	Author	Date	Status	Comments
0.1	████████	07/2018	Draft	
1.0	█████	04/2019	Released	

2. Introduction

This report covers Operational Support for reporting Period-1 of 31st March 2019 to 28th April 2019.

Contract SLA Service Level Availability is agreed at 99.00%

The report covers the operational support provision of the service. RAG Statuses are provided to allow for rapid visual identification of areas of the service requiring attention and adopt the convention shown below. For elapsed times the calculation used is *target/actual*100*.

Green	99.00-100%
Amber	>75 – 99.00%
Red	< 75%

3. Management Summary

During this month we recorded to outages on 18th and 23rd April. These outages we're resolved each within 30 minutes of discovery. The root cause has not been identified as there are no corresponding entries in the applications logs to suggest where in the system the impact may have occurred. We have surmised that since we cannot reliably pin point the exact cause at the time, we have expanded the logging level to include more detail. This has not impacted the live service in terms of either responsiveness or capacity. If this issue reoccurs then we will be able to have a more detailed look at the state of the system.

We have also improved documentation and training in respect to escalation and notification processes required by Network Rail.

3.1. Service Desk Management Summary

This reporting period has seen 15 issues raised within CACI Ltd ITSM Toolset. Below is a high-level view of the volume of issues received from the business and also initiatives taken from the wider supporting group.

- During this reporting period there were 15 issues registered of which:
  - o All 15 were of L3 Priority status
  - o 2 P1 events recorded and resolved
- Availability for this period was maximum 99.87%
  - o Peak Active users for the period – 1000
  - o Pending Users for the Period - 131
- There were no Changes or Releases made to the service provision
- There was 1 problem record raised against the 2 P1 small system outages

3.2. Total User Email Summary

Priority 1	Priority 2	Priority 3	Priority 4	Requests	Rejected	Total
2	0	15	0	0	0	17

The below incident percentages are marked up accordingly and not encompassing future releases.

This provides an overall summary of performance against headline service levels for the month.

Headline service level	Frequency	%age acknowledged within agreed service level	%age within agreed service level	RAG
Carried Over	0	-		-
Opened	15	93.34%	88.67%	A
Closed	14	92.85%	92.85%	A
Priority 1	2	100%	100%	G
Priority 2	0	100%	100%	G
Priority 3	15	93.34%	88.67%	A
Priority 4	0	100%	100%	G
Request	0	-	-	
Changes / Code Release Implemented – Agreed	0	-	-	
Improvements	0	100%	100%	G
Currently Work in Progress –	0			-
Planned Maintenance	0	N/A		N/A
Service reporting and service reviews	1	100%		G
Disaster recovery	0	0		N/A

3.3. Availability / Errors per Period – Data

Service	Percentage Availability
Core ORDDS Website	**99.86%**
Core ORDDS Message Processing	**100%**
Outgoing CIF Data Provision	**100%**
All TOC VSTP Channel	**99.89%**
All Route TSR Channel	**99.87%**
Route Specific TSR Channel	**99.87%**
All Signalling Areas TD Channel	**99.89%**
Signalling Area Specific TD Channel (TD_ANG_SIG_AREA)	**99.88%**

4. Problems for Period

There was 1 Problems recorded for this Period.

Key	Created	Priority	Summary	Updated	Status
2019042200003717	23/04/2019	3	Investigation into the unexpected outages. The system interconnectivity seems to shutdown and messages stop flowing to the frontend web component.	This is still ongoing – currently there is no root cause identifiable.	open

5. Changes for Period

No changes or releases were deployed to production in this Period.

Key	Ref	Priority	CACI Priority	From Name	Summary	Agreement Made	Status

6. Major Incident Summaries

There were 2 Major Incidents for this reporting period

Ref	Date	Priority	Description	Impact	Root Cause (Summary)	Status	Updated
201904180000 8061	18/04/2 019	1	System has stopped servicing data, website is down.	No users able to get data	The interconnectivity seems to have stopped working - however there is no identifiable root cause at this time	Resolved	Assigned to problem ticket
201904230000 4634	23/04/2 019	1	System has started to show that data is not being processed – website still responsive	User data connecti ons are being dropped.	The interconnectivity seems to be in the process of shutting down – a restart is required to resolve and investigate - Logs do not show sufficient information to determine root cause at this time.	Resolved	Assigned to problem ticket

7. Information Assurance

No incidents for the reporting period.

8. Business Continuity and Disaster Recovery

No BCDR events for the reporting period.

9. Risks and Issues

None.