



Prepared for: **Network Rail**

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Network Rail – NROD Service Report Period 10 8th December 2019 – 4th January 2020

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1. Document Control & Sign Off

1.1. Distribution

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

1.2. Amendment History

Version	Author	Date	Status	Comments
0.1	██████	08/2019	Draft	
1.0	██████	01/2020	Released	

2. Introduction

This report covers Operational Support for reporting Period-10 of 8th December 2019 to 4th January 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

There has been a significant decrease of user reported incidents in this period due to Christmas and the New Year in addition to more proactive monitoring and increased Comms via Twitter during major incidents.

We recorded 3 major incidents in this period including an incident related to an NR outage which impacted the availability of all Real Time data feeds, but these incidents did not have a significant impact on overall availability.

3.1. Service Desk Management Summary

This reporting period has seen 10 tickets raised within CACI Ltd ITSM Toolset. Below is a high-level view of the volume of issues received from the business and initiatives taken from the wider supporting group.

- During this reporting period there were 10 tickets which were comprised of:
 - 6 incidents of Priority 3 status
 - 2 P1 events recorded and resolved
 - 1 P2 event recorded and resolved
 - 1 Service Request recorded and completed
- Availability for this period exceeded the required 99.00%
 - Active user capacity for the period – 759/1000
 - Pending Users for the Period - 0

3.2. Total Incident Summary

Priority 1	Priority 2	Priority 3	Priority 4	Requests	Rejected	Total
2	1	6	0	1	0	10

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	10	100%	100%	G
Closed	10	100%	100%	G
Priority 1	2	100%	100%	G
Priority 2	1	100%	100%	G
Priority 3	6	100%	100%	G
Priority 4	0	100%	100%	G
Request	1			
Changes / Code Release Implemented – Agreed	0			
Improvements	0			
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	99.98%
Core ORDDS Message Processing	99.98%
Outgoing CIF Data Provision	100.00%
All TOC VSTP Channel	99.94%
All Route TSR Channel	99.94%
Route Specific TSR Channel	99.95%
All Signalling Areas TD Channel	99.95%
Signalling Area Specific TD Channel (TD_ANG_SIG_AREA)	99.95%

4. Problems for Period

There were no Problems recorded for this Period.

Key	Created	Priority	Summary	Updated	Status

5. Change Requests 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 no Major Incidents for this reporting period

Ref	Date	Priority	Description	Impact	Root Cause (Summary)	Status
CACI: 201912090 0003021 NR: 7191514	09/12/2019	1	All NROD feeds down	No data on any of the real-time feeds provided by NROD.	Network Rail confirmed that an issue at their Andover data centre was preventing RDH Prod from connecting which meant NROD was receiving no data. Pre-Prod was unaffected as this was connected to the Birmingham Data Centre,	Resolved
CACI: 201912120 0002491 NR: 7198528	12/12/2019	1	All feeds halted	No feeds available to NROD Users	Front-end Server which hosts the NROD Portal and endpoint for the feeds had completely locked up and required a full restart.	Resolved
CACI: 201912210 0002839 NR: 7211467	22/12/2019	2	System has started to show a degraded service that exceeds normal operational parameters	TD Feed Latency gradually increasing beyond 15 second threshold	A slow connector between Backend and Front-end service is causing spikes of increased message latency on the TD and TRUST feeds. CPU spikes on Backend correspond with latency spikes. A restart of both connectors resolved this issue.	Resolved

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.