Prepared for: **Network Rail**

Prepared by: ████████

Date issued: **February 2020**

Network Rail – NROD Service Report Period 11
5th January 2020 – 1st February 2020

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1. Document Control & Sign Off

1.1. Distribution

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1.2. Amendment History

Version	Author	Date	Status	Comments
0.1	████	08/2019	Draft	
1.0	████	02/2020	Released	

2. Introduction

This report covers Operational Support for reporting Period-11 of 5th January 2020 to 1st February 2020.

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 slight increase in the number of incidents as normal service resumes after the Christmas/New Year period. This is further reflected by the lower number of active users in the post-Christmas period and we expect this to increase by the Period 12 report.

We recorded 3 major incidents in this period stemming from different causes but all affecting the Front-End server causing visible service degradation towards end-users. Despite this, the incidents did not have a significant impact on overall availability as all metrics remain over 99% availability.

3.1. Service Desk Management Summary

This reporting period has seen 17 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 17 tickets which were comprised of:
    - 13 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 – 668/1000
    - Pending Users for the Period - 0

3.2. Total Incident Summary

Priority 1	Priority 2	Priority 3	Priority 4	Requests	Rejected	Total
2	1	13	0	1	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	17	100%	100%	G
Closed	17	100%	100%	G
Priority 1	2	100%	100%	G
Priority 2	1	100%	100%	G
Priority 3	13	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	99.99%
Core ORDDS Message Processing	99.98%
Outgoing CIF Data Provision	100.00%
All TOC VSTP Channel	99.93%
All Route TSR Channel	99.93%
Route Specific TSR Channel	99.95%
All Signalling Areas TD Channel	99.92%
Signalling Area Specific TD Channel (TD_ANG_SIG_AREA)	99.93%

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: 202001150 0005606 NR: 7244069	15/01/2020	1	All Real-Time Feeds degraded or unavailable between 18:02 and 19:08	All NROD Users subscribed to Real-Time Data Feeds unable to consume data.	Service Degradation and subsequent Outage was caused by a memory leak on the Front-End server which required a restart of the affected service.	Resolved
CACI: 202001180 0005155 NR: N/A	18/01/2020	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
CACI: 202001300 0003615 NR: 7273407	30/01/2020	1	High Latency on all real time feeds	NROD users remained connected but received no messages	There was a connection issue between Back End and Front End which caused messages to back up. Restarting both ends of this connection resolved the 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.