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

<table>
<thead>
<tr>
<th>Copy Number</th>
<th>Name</th>
<th>Organisation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>[Redacted]</td>
<td>Network Rail</td>
</tr>
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<td>2</td>
<td>[Redacted]</td>
<td>Network Rail</td>
</tr>
<tr>
<td>3</td>
<td>[Redacted]</td>
<td>Network Rail</td>
</tr>
<tr>
<td>4</td>
<td>[Redacted]</td>
<td>CACI Ltd</td>
</tr>
<tr>
<td>5</td>
<td>[Redacted]</td>
<td>CACI Ltd</td>
</tr>
<tr>
<td>6</td>
<td>[Redacted]</td>
<td>CACI Ltd</td>
</tr>
</tbody>
</table>

1.2. Amendment History

<table>
<thead>
<tr>
<th>Version</th>
<th>Author</th>
<th>Date</th>
<th>Status</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.1</td>
<td>[Redacted]</td>
<td>08/2019</td>
<td>Draft</td>
<td></td>
</tr>
<tr>
<td>1.0</td>
<td>[Redacted]</td>
<td>02/2020</td>
<td>Released</td>
<td></td>
</tr>
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</table>
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.

<table>
<thead>
<tr>
<th>Green</th>
<th>99.00-100%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amber</td>
<td>&gt;75 – 99.00%</td>
</tr>
<tr>
<td>Red</td>
<td>&lt; 75%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Priority</th>
<th>Priority 1</th>
<th>Priority 2</th>
<th>Priority 3</th>
<th>Priority 4</th>
<th>Requests</th>
<th>Rejected</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2</td>
<td>1</td>
<td>13</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>17</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Headline service level</th>
<th>Frequency</th>
<th>%age acknowledged within agreed service level</th>
<th>%age within agreed service level</th>
<th>RAG</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carried Over</td>
<td>0</td>
<td>100%</td>
<td>100%</td>
<td>G</td>
</tr>
<tr>
<td>Opened</td>
<td>17</td>
<td>100%</td>
<td>100%</td>
<td>G</td>
</tr>
<tr>
<td>Closed</td>
<td>17</td>
<td>100%</td>
<td>100%</td>
<td>G</td>
</tr>
<tr>
<td>Priority 1</td>
<td>2</td>
<td>100%</td>
<td>100%</td>
<td>G</td>
</tr>
<tr>
<td>Priority 2</td>
<td>1</td>
<td>100%</td>
<td>100%</td>
<td>G</td>
</tr>
<tr>
<td>Priority 3</td>
<td>13</td>
<td>100%</td>
<td>100%</td>
<td>G</td>
</tr>
<tr>
<td>Priority 4</td>
<td>0</td>
<td>100%</td>
<td>100%</td>
<td>G</td>
</tr>
<tr>
<td>Request</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Changes / Code Release</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Implemented – Agreed</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Improvements</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Currently Work in Progress –</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Planned Maintenance</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Service reporting and service reviews</td>
<td>1</td>
<td>100%</td>
<td></td>
<td>G</td>
</tr>
<tr>
<td>Disaster recovery</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td></td>
</tr>
</tbody>
</table>
3.3. Availability / Errors per Period – Data

<table>
<thead>
<tr>
<th>Service</th>
<th>Percentage Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core ORDDS Website</td>
<td>99.99%</td>
</tr>
<tr>
<td>Core ORDDS Message Processing</td>
<td>99.98%</td>
</tr>
<tr>
<td>Outgoing CIF Data Provision</td>
<td>100.00%</td>
</tr>
<tr>
<td>All TOC VSTP Channel</td>
<td>99.93%</td>
</tr>
<tr>
<td>All Route TSR Channel</td>
<td>99.93%</td>
</tr>
<tr>
<td>Route Specific TSR Channel</td>
<td>99.95%</td>
</tr>
<tr>
<td>All Signalling Areas TD Channel</td>
<td>99.92%</td>
</tr>
<tr>
<td>Signalling Area Specific TD Channel (TD_ANG_SIG_AREA)</td>
<td>99.93%</td>
</tr>
</tbody>
</table>

4. Problems for Period

There were no Problems recorded for this Period.

5. Change Requests for Period

No changes or releases were deployed to production in this Period.
6. Major Incident Summaries

There were no Major Incidents for this reporting period.

<table>
<thead>
<tr>
<th>Ref</th>
<th>Date</th>
<th>Priority</th>
<th>Description</th>
<th>Impact</th>
<th>Root Cause (Summary)</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>CACI: 202001150 0005606 NR: 7244069</td>
<td>15/01/2020</td>
<td>1</td>
<td>All Real-Time Feeds degraded or unavailable between 18:02 and 19:08</td>
<td>All NROD Users subscribed to Real-Time Data Feeds unable to consume data.</td>
<td>Service Degradation and subsequent Outage was caused by a memory leak on the Front-End server which required a restart of the affected service.</td>
<td>Resolved</td>
</tr>
<tr>
<td>CACI: 202001180 0005155 NR: N/A</td>
<td>18/01/2020</td>
<td>2</td>
<td>System has started to show a degraded service that exceeds normal operational parameters</td>
<td>TD Feed Latency gradually increasing beyond 15 second threshold</td>
<td>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.</td>
<td>Resolved</td>
</tr>
<tr>
<td>CACI: 202001300 0003615 NR: 7273407</td>
<td>30/01/2020</td>
<td>1</td>
<td>High Latency on all real time feeds</td>
<td>NROD users remained connected but received no messages</td>
<td>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.</td>
<td>Resolved</td>
</tr>
</tbody>
</table>

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.