



Prepared for: **Network Rail**  
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## Network Rail – NROD Service Report Period 13 1st March 2020 – 31st March 2020

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## 1. Amendment History

### 1.1. Amendment History

Version	Author	Date	Status	Comments
0.1	CACI Ltd	08/2019	Draft	
1.0	CACI Ltd	02/2020	Revised	
1.1	CACI Ltd	04/2020	Released	

## 2. Introduction

This report covers Operational Support for reporting Period-13 of 1<sup>st</sup> March 2020 to 31<sup>st</sup> March 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 decrease in incidents since Period 12 in part due to the reduced number of major incidents and subsequent outages. The work to resolve a persistent memory leak problem in Period 11 has increased the stability of NROD and resulted in 100% uptime across all but 1 metric.

User impact this month has been minimal with only 1 P2 issue causing intermittent latency spikes in the last hours of this reporting period. In addition, there was a separate upstream issue affecting the availability of CIF update files which has been resolved by Network Rail. The NROD component that provides CIF / SCHEDULE data to users remained unaffected.

### 3.1. Service Desk Management Summary

This reporting period has seen 19 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 19 tickets which were comprised of:
  - 17 incidents of Priority 3 status
  - 0 P1 events recorded and resolved
  - 1 P2 events recorded and resolved
  - 1 Service Request recorded and completed
- Availability for this period exceeded the required 99.00%
  - Active user capacity for the period – 740/1000
  - Pending Users for the Period - 0

### 3.2. Total Incident Summary

Priority 1	Priority 2	Priority 3	Priority 4	Requests	Rejected	Total
0	1	17	0	1	0	19

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	19	100%	100%	G
Closed	19	100%	100%	G
Priority 1	0	100%	100%	G
Priority 2	1	100%	100%	G
Priority 3	17	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	100.00%
Core ORDDS Message Processing	99.99%
Outgoing CIF Data Provision	100.00%
All TOC VSTP Channel	100.00%
All Route TSR Channel	100.00%
Route Specific TSR Channel	100.00%
All Signalling Areas TD Channel	100.00%
Signalling Area Specific TD Channel (TD_ANG_SIG_AREA)	100.00%

### 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 was 1 Major Incident for this reporting period

Ref	Date	Priority	Description	Impact	Root Cause (Summary)	Status	Degraded Service/Outage (Minutes)
CACI: 202003310 0004378  NR: 7379979	31/03/2020	2	Intermittent alerts increasing. TD and TRUST message queues grow to about 500 messages over the course of 10 seconds, then recover and stay at zero for 25-35 seconds.	All NROD Users subscribed to Real-Time Data Feeds experience intermittent 10 second latency spikes.	Service Degradation caused by the back-end endpoint process consuming a high amount of resources which required a restart of the affected service.	Resolved	Impact Duration: 210 Minutes Downtime: 5 Minutes

## 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.