



Prepared for: **Network Rail**

Prepared by: 

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## Network Rail – NTROD Service Report Period 2 28th April – 25th May

CCI – Client Confidential Information  
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## 1. Document Control & Sign Off

### 1.1. Distribution

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

### 1.2. Amendment History

Version	Author	Date	Status	Comments
0.1	[REDACTED]	07/2018	Draft	
1.0	[REDACTED]	05/2019	Released	

## 2. Introduction

This report covers Operational Support for reporting Period-2 of 28<sup>th</sup> April 2019 to 25<sup>th</sup> May 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

The service has experienced two short incidents in which the feeds were affected but quickly recovered during this period. The number of pending users has now dropped to 0. System health is good and there have been no performance problems on the infrastructure. We are continuing to look at finding the root cause for the short outage with enhanced logging.

### 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 x issues registered of which:
  - 13 were of P3 Priority status
  - A single P1 event recorded and resolved
  - A single P2 event recorded and resolved
- Availability for this period was maximum 99.99%
  - Peak Active users for the period – 1000
  - Pending Users for the Period - 0
- There were no Changes or Releases made to the service provision
- There were 2 problem records raised against a P1 short system outage and a P2 degraded service

### 3.2. Total User Email Summary

Priority 1	Priority 2	Priority 3	Priority 4	Requests	Rejected	Total
1	1	13	0	0	0	15

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	13	100%	100%	G
Closed	13	100%	100%	G
Priority 1	1	100%	100%	G
Priority 2	1	100%	100%	G
Priority 3	13	100%	100%	G
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

<i>Service</i>	<i>Percentage Availability</i>
<i>Core ORDDS Website</i>	<b>99.99%</b>
<i>Core ORDDS Message Processing</i>	<b>100%</b>
<i>Outgoing CIF Data Provision</i>	<b>100%</b>
<i>All TOC VSTP Channel</i>	<b>99.89%</b>
<i>All Route TSR Channel</i>	<b>99.88%</b>
<i>Route Specific TSR Channel</i>	<b>99.90%</b>
<i>All Signalling Areas TD Channel</i>	<b>99.86%</b>
<i>Signalling Area Specific TD Channel (TD_ANG_SIG_AREA)</i>	<b>99.89%</b>

### 4. Problems for Period

There were 2 Problems recorded for this Period.

<i>Key</i>	<i>Created</i>	<i>Priority</i>	<i>Summary</i>	<i>Updated</i>	<i>Status</i>
2019050800006829	08/05/2019	3	Investigation into the unexpected outages. The system interconnectivity seems to shutdown and messages stop flowing to the frontend web component.	The alerts we were seeing were due to TCP sockets not being binded to the server. Restarting and releasing all handles allowed the server to catch up on its backlog.	Closed
2019052000005397	20/05/2019	3	Investigation into a degraded service reported by NROD user	A slow connector between Back-end and Front-end service is causing spikes of increased message latency on the TD and TRUST feeds. CPU spikes on Back-end correspond with latency spikes – Fix would be to restart connectors on the back-end server	Closed

## 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
201905080000 6212	08/05/2019	1	System has stopped servicing data, website is down.	No users able to get data	The interconnectivity seems to have stopped working due to socket timeout errors - however there is no identifiable root cause of timeout errors at this time	Resolved	Assigned to problem ticket
201905200000 5397	23/05/2019	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 Back-end and Front-end service is causing spikes of increased message latency on the TD and TRUST feeds. CPU spikes on Back-end correspond with latency spikes	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.