



Prepared for: **Network Rail**

Prepared by:



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Network Rail – NTROD Service Report Period 3 26th May – 23rd June

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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]	07/2019	Released	

2. Introduction

This report covers Operational Support for reporting Period-3 of 26th May 2019 to 23rd June 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 increase in performance and stability with enhancements made to the system during this period. Issues around the protection and 'quality of service' elements have been introduced. We are continuing to monitor the system performance and pro-actively planning further changes as a matter of priority during the coming months.

3.1. Service Desk Management Summary

This reporting period has seen 58 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 issues of which were comprised of:
 - 52 were of P3 Priority status
 - 3 P1 event recorded and resolved
 - 3 P2 events recorded and resolved
- Availability for this period exceeded the required 99.00%
 - Average Active users for the period – 769
 - Pending Users for the Period - 0
- There was 1 improvement made to the service provision to tune the firewall rules and improve quality of service

3.2. Total Incident Summary

Priority 1	Priority 2	Priority 3	Priority 4	Requests	Rejected	Total
3	3	52	0	0	0	58

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	52	100%	100%	G
Closed	52	100%	100%	G
Priority 1	3	100%	100%	G
Priority 2	3	100%	100%	G
Priority 3	52	100%	100%	G
Priority 4	0			
Request	0	-	-	
Changes / Code Release Implemented – Agreed	0	-	-	
Improvements	1	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

Service	Percentage Availability
Core ORDDS Website	99.97%
Core ORDDS Message Processing	100%
Outgoing CIF Data Provision	100%
All TOC VSTP Channel	99.39%
All Route TSR Channel	99.32%
Route Specific TSR Channel	99.32%
All Signalling Areas TD Channel	99.31%
Signalling Area Specific TD Channel (TD_ANG_SIG_AREA)	99.40%

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 6 Major Incidents for this reporting period

Ref	Date	Priority	Description	Impact	Root Cause (Summary)	Status
6852172	23/05/2019	2	Latency on TD feeds	Degraded Speed of service on TD	Application needed restarting	Resolved
6868315	04/06/2019	1	NROD Stuck connections	Performance and stability impacted	New Implementation of firewall rules and new security work rounds in put in place	Resolved
6870957	05/06/2019	1	NROD giving login failures	Performance and stability impacted	This is related to 6868315	Resolved
6874808	06/06/2019	1	NROD Not accepting OpenWire logins	Performance and stability impacted	This is related to 6868315	Resolved
6878764	10/06/2019	2	Scheduled emergency downtime	System restart	Additional storage space was required as feeds were not being consumed fast enough	Resolved
6886377	13/06/2019	2	Inbound TD latency	Degraded Speed of service on TD	Latency inbound from NR - Resolved itself	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.