



Prepared for: **Network Rail**

Prepared by:



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Network Rail – NROD Service Report Period 4 24th June – 21st July

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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-4 of 24th June 2019 to 21st 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 are being monitored and tweaked. We are seeing evidence of increased instability of the feeds from NR Datacentres this month.

3.1. Service Desk Management Summary

This reporting period has seen 14 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:
 - 10 were of P3 Priority status
 - 0 P1 event recorded and resolved
 - 4 P2 events recorded and resolved
- Availability for this period exceeded the required 99.00%
 - Average Active users for the period – 730
 - Pending Users for the Period - 0

3.2. Total Incident Summary

Priority 1	Priority 2	Priority 3	Priority 4	Requests	Rejected	Total
0	4	10	0	0	0	14

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	14	100%	100%	G
Closed	14	100%	100%	G
Priority 1	0	100%	100%	G
Priority 2	4	100%	100%	G
Priority 3	10	100%	100%	G
Priority 4	0			
Request	0			
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	99.93%
Core ORDDS Message Processing	99.31%
Outgoing CIF Data Provision	99.96%
All TOC VSTP Channel	99.55%
All Route TSR Channel	99.54%
Route Specific TSR Channel	99.30%
All Signalling Areas TD Channel	99.59%
Signalling Area Specific TD Channel (TD_ANG_SIG_AREA)	99.53%

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
6910856	01/07/2019	2	NR Networking miss directing traffic	Feeds impacted	Problem at NR datacentre	Resolved
6922760	08/07/2019	2	latency on the TD feed	Feeds impacted	This issue was resolved with a restart of the Front End service - A user with a pending queue of nearly a large amount of messages was causing a degraded service with latency greater than 1min	Resolved
6935041	14/07/2019	2	All NROD feeds reported as down	Feeds impacted	Software issue – restart resolved – nothing in logs to show exact cause	Resolved
6947034	21/07/2029	2	Latency on TD Feeds	Feeds impacted	This issue was resolved with a restart of the Front End service - A user with a pending queue of nearly a million messages was causing a degraded service with latency greater than 1min	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.