



Prepared for: **Network Rail**

Prepared by: **[REDACTED]**

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**Network Rail – NROD Service Report Period 9  
10th November – 7th December**

**CCI – Client Confidential Information**

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## 1. Document Control & Sign Off

### 1.1. Distribution

| Copy Number | Name                         | Organisation |
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|             |                              |              |

### 1.2. Amendment History

| Version | Author | Date    | Status   | Comments |
|---------|--------|---------|----------|----------|
| 0.1     | ██████ | 08/2019 | Draft    |          |
| 1.0     | ██████ | 12/2019 | Released |          |

## 2. Introduction

This report covers Operational Support for reporting Period-9 of 10<sup>th</sup> November 2019 to 7<sup>th</sup> December 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 a decrease of incidents in this period back to normal levels which confirms the high number of incidents in Period 8 was an anomaly and not a trending issue.

We recorded 3 major incidents in this period including an incident related to an NR outage which impacted the availability of CIF data as reflected in the metrics in section 3.3.

### 3.1. Service Desk Management Summary

This reporting period has seen 19 issues 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 issues of which were comprised of:
  - 15 were of P3 Priority status
  - 1 P1 event recorded and resolved
  - 2 P2 events recorded and resolved
  - 1 Service Request recorded and completed
- Availability for this period exceeded the required 99.00%
  - Active users for the period – 801
  - Pending Users for the Period - 0

### 3.2. Total Incident Summary

| Priority 1 | Priority 2 | Priority 3 | Priority 4 | Requests | Rejected | Total |
|------------|------------|------------|------------|----------|----------|-------|
| 1          | 2          | 15         | 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                                      | 18        | 100%  | 100%                             | G   |
| Closed                                      | 18        | 100%  | 100%                             | G   |
| Priority 1                                  | 1         | 100%  | 100%                             | G   |
| Priority 2                                  | 2         | 100%  | 100%                             | G   |
| Priority 3                                  | 15        | 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                                    | 99.98%                  |
| Core ORDDS Message Processing                         | 99.98%                  |
| Outgoing CIF Data Provision                           | 93.76%                  |
| All TOC VSTP Channel                                  | 99.99%                  |
| All Route TSR Channel                                 | 99.99%                  |
| Route Specific TSR Channel                            | 99.98%                  |
| All Signalling Areas TD Channel                       | 99.98%                  |
| Signalling Area Specific TD Channel (TD_ANG_SIG_AREA) | 99.98%                  |

### 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 no Major Incidents for this reporting period

| Ref   | Date       | Priority | Description  | Impact  | Root Cause (Summary)   | Status   |
|---|------------|----------|--|---|--|----------|
| CACI:<br>201911240<br>0004726<br>NR:<br>7165113 | 24/11/2019 | 1        | High Latency on all real time feeds                | NROD users receiving late or expired messages   | There was a connection issue between Back End and Front End which caused messages to back up. Restarting the Front End server resolved this issue. | Resolved |
| CACI:<br>201912010<br>0000655<br>NR:<br>7177324 | 01/12/2019 | 2        | Daily and Weekly CIF not available                 | NROD users are being served an outdated CIF file for Daily and Weekly updates   | There was an outage at Network Rail preventing the latest CIF files from being accessed. This was resolved within 4 hours.                         | Resolved |
| CACI:<br>201912030<br>0005245<br>NR:<br>7182881 | 04/12/2019 | 2        | High latency on TD feed messages coming in to NROD | NROD users may experience lost messages and latency of 60 seconds due to the link between NR and RDH reaching its latency limit of 60 seconds | RDH encountered issues consuming from the Andover Data Centre and did not fail over to the Birmingham Data Centre                                  | 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.