



Prepared for: **Network Rail**
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Network Rail – NROD Service Report Period 1 1st April 2021 – 1st May 2021

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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	08/2020	Revised	Added Glossary
1.2	CACI Ltd	05/2021	Released	

2. Introduction

This report covers Operational Support for reporting Period-1 of 1st April 2021 to 1st May 2021.

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 significant increase in user tickets, but the number of active users is slightly down from this time last year. We expect this number to pick back up in the next few periods.

The number of Major Incidents remained the same with a P2 incident affecting the SCHEDULE feed although the root cause was due to a widespread issue at NR which CACI were unable to assist with. There were also some brief interruptions in upstream data meaning availability of real-time data was slightly reduced but CACI systems remained operational throughout.

3.1. Service Desk Management Summary

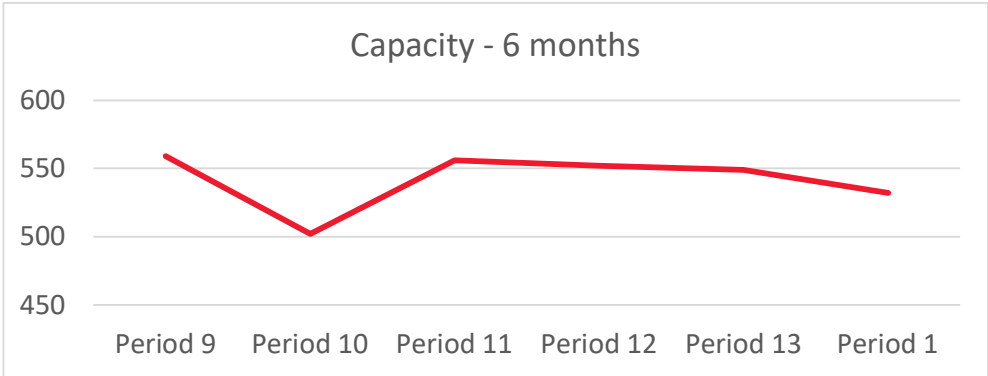
This reporting period has seen 12 tickets raised within CACI Ltd ITSM Toolset. Below is a high-level view of the volume of issues received from the business and initiatives taken from the wider supporting group.

- During this reporting period there were 8 tickets which were comprised of:
 - 10 incidents of Priority 3 status
 - 0 P1 events recorded and resolved
 - 1 P2 event recorded and resolved
 - 1 Service Request recorded and completed
- Availability for this period exceeded the required 99.00%

3.2. Capacity

The statistics below outline the trend of active user accounts on the NROD platform over the last 6 months. This can fluctuate as it's directly proportional to user demand for rail data.

Active user capacity for the period – 532/1000
Pending Users for the Period - 0



Period 9	Period 10	Period 11	Period 12	Period 13	Period 1
559	502	556	552	549	532

3.3. Total Incident Summary

Priority 1	Priority 2	Priority 3	Priority 4	Requests	Rejected	Total
0	1	10	0	1	0	12

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	12	100%	100%	G
Closed	12	100%	100%	G
Priority 1	0	100%	100%	G
Priority 2	1	100%	100%	G
Priority 3	10	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

3.4. Availability / Errors per Period – Data

<i>Service</i>	<i>Percentage Availability</i>
<i>Core ORDDS Website</i>	99.97%
<i>Core ORDDS Message Processing</i>	99.97%
<i>Outgoing CIF Data Provision</i>	96.75%
<i>All TOC VSTP Channel</i>	99.97%
<i>All Route TSR Channel</i>	99.97%
<i>Route Specific TSR Channel</i>	99.97%
<i>All Signalling Areas TD Channel</i>	99.96%
<i>Signalling Area Specific TD Channel (TD_ANG_SIG_AREA)</i>	99.97%

4. Problems for Period

There were 0 new problem records for this Period which leaves 1 Problem ticket outstanding.

Key	Created	Priority	Summary	Updated	Status
202005270 0003123 / NTROD- 83	25/05/20 20	3	<p>We have observed incidents where message latency on BackEnd rises to 10 seconds then drops back to 0 for a further 10-15 seconds. Upon closer investigation we found the NTRFeedServices process on BackEnd to be the bottleneck</p> <p>The NTRFeedServices process is running out of its allocated memory and therefore struggles to keep up with the message flow. We have investigated this component and found there to be a consistent build-up of memory used over the space of a month before it hits the allocated limit. For now, we have increased this limit by 50% to prolong the time between incidents and will factor in a permanent fix to our future developments.</p> <p>An accepted workaround is to restart the NTRFeedServices component causing a break in message flow for 15-25 seconds with no loss of messages.</p>	27/06/20 20	On-Hold

5. Change Requests for Period

No changes were approved and implemented for this reporting period.

Key	Change Ref	NR 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: 202104080 0001331 NR: 7969220	08/04/2021 12:46	2	Daily SCHEDULE Update File Unavailable	All NROD users were unable to download SCHEDULE update data in CIF or JSON format.	Due to a wider issue at Network Rail affecting multiple systems (NR Ref is that of the P1 used by NR), the latest daily CIF file extract was unavailable. Data was rolled up into the next day's extract meaning NROD users had a 24-hour delay in receiving this data.	Resolved	Degraded Service: 24 Hours

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

10. Glossary

BPLAN	Set of geographical data used when planning trains
CIF	Common Interface File - a file format used by SCHEDULE
CORPUS	Location reference data
ITPS	Network Rail Integrated Train Planning System
NROD	Network Rail Open Data
RTPPM	Real-Time Public Performance Measure - performance of trains against the timetable, measured as the percentage of trains arriving at their destination on-time
SCHEDULE	Data of train schedules from ITPS - Often referred to as Timetables
SMART	TD Berth data used for train reporting
TD	Train positioning data at signalling berth level
TOC	Train Operating Company
TPS	Detailed information on the network model used by ITPS
TRUST	Train positioning and movement event data
TSR	Temporary Speed Restrictions - details of temporary reductions in permissible speed across the network
VSTP	"Very Short Term Plan" - A last-minute train schedule not present in a SCHEDULE file