



Prepared for: **Network Rail**  
Prepared by: **CACI Ltd**  
Month issued: **July 2024**

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**Network Rail – NROD Service Report Period 3**  
**26th May 2024 – 22nd June 2024**

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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 | 10/2022 | Released |                |

## 2. Introduction

This report covers Operational Support for the Network Rail Open Data platform during Period 3.

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

This period saw 9 service requests, and 1 incident logged.

Active user capacity for approved feeds has remained stable during this reporting period, with a moderate increase in users on public feeds.

Availability stats are now available for both public and approved datafeeds.

### 3.1. Service Desk Management Summary

This reporting period has seen 10 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 10 tickets which were comprised of:
  - 1 incidents of Priority 3 status or below
  - 0 P1 events recorded and resolved.
  - 0 P2 events recorded and resolved.
  - 9 Service Requests recorded and completed

### 3.2. Capacity

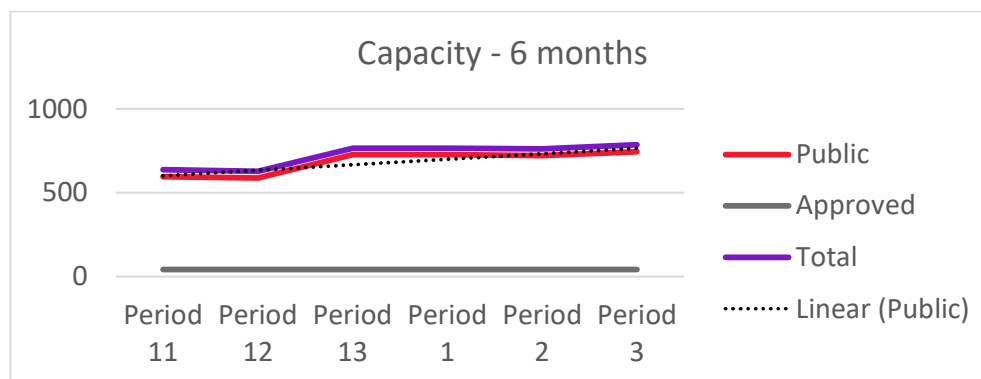
The statistics below outline the trend of active user accounts on the NROD platform over the last 6 months. This can fluctuate as it's directly proportional to user demand for rail data.

Active user capacity for the period Publicdatafeeds – 744

Active user capacity for the period approveddatafeeds – 41

Combine 785/1000

Pending Users for the Period - 0



| Platform | Period 11 | Period 12 | Period 13 | Period 1 | Period 2 | Period 3 |
|----------|-----------|-----------|-----------|----------|----------|----------|
| Public   | 595       | 587       | 725       | 725      | 720      | 744      |
| Approved | 41        | 41        | 41        | 41       | 41       | 41       |
| Total    | 636       | 628       | 766       | 766      | 761      | 785      |

| Priority 1 | Priority 2 | Priority 3 | Priority 4 | Requests | Rejected | Total |
|------------|------------|------------|------------|----------|----------|-------|
| 0          | 0          | 0          | 1          | 9        | 0        | 10    |

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 | % acknowledged within agreed service level | % within agreed service level | RAG |
|---------------------------------------------|-----------|--------------------------------------------|-------------------------------|-----|
| Carried Over                                | 0         |                                            |                               |     |
| Opened                                      | 10        |                                            |                               |     |
| Closed                                      | 10        | 100%                                       | 100%                          | G   |
| Priority 1                                  | 0         | -                                          | -                             | -   |
| Priority 2                                  | 0         | -                                          | -                             | -   |
| Priority 3                                  | 0         | -                                          | -                             | -   |
| Priority 4                                  | 1         | 100%                                       | 100%                          | G   |
| Request                                     | 9         |                                            |                               |     |
| 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       | 0         |                                            |                               |     |
| Disaster recovery                           | 0         | 0                                          |                               | N/A |

### 3.4. Availability / Errors per Period – Data

Availability metrics are currently being worked on and tested for the public and approved platforms.

Some data may be misrepresented for low-volume feeds where no data was being provided at the time – i.e. uptime stats are realistically higher than reported.

| <i>Service</i>                                                                                 | <i>Public</i> | <i>Approved</i> |
|------------------------------------------------------------------------------------------------|---------------|-----------------|
| <i>public/approved datafeeds website (Website Availability)</i>                                | <b>100%</b>   | <b>100%</b>     |
| <i>Outgoing CIF Data Provision (potential lambda check for file availability at intervals)</i> | <b>100%</b>   | <b>100%</b>     |
| <i>TRUST availability</i>                                                                      | <b>99.7%</b>  | <b>99.7%</b>    |
| <i>RTTPM availability</i>                                                                      | <b>99.7%</b>  | <b>99.7%</b>    |
| <i>VSTP availability</i>                                                                       | <b>99.55%</b> | <b>99.55%</b>   |
| <i>TSR availability</i>                                                                        | <b>100%</b>   | <b>100%</b>     |
| <i>TD availability</i>                                                                         | <b>99.7%</b>  | <b>99.7%</b>    |
| <i>ActiveMQ availability</i>                                                                   | <b>100%</b>   | <b>100%</b>     |



4. Problems for Period

There were 0 new problem records for this Period with 0 Problem tickets outstanding.

| Key | Created | Priority | Summary | Updated | Status |
|-----|---------|----------|---------|---------|--------|
|     |         |          |         |         |        |

## 5. Change Requests for Period

One change was approved and implemented for this reporting period.

| Date | Change Ref | NR<br>Priority | CACI<br>Priority | From Name | Summary | Agreement<br>Made | Status |
|------|------------|----------------|------------------|-----------|---------|-------------------|--------|
|      |            |                |                  |           |         |                   |        |

## 6. Major Incident Summaries

There was 0 Major Incident for this reporting period

| Ref | Date | Priority | Description | Impact | Root Cause (Summary) | Status | Degraded Service/Outage (Minutes) |
|-----|------|----------|-------------|--------|----------------------|--------|-----------------------------------|
|     |      |          |             |        |                      |        |                                   |

## 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

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