



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

Network Rail – NROD Service Report Period 6 18th August 2024 – 14th September 2024

CCI – Client Confidential Information
OFFICIAL



Table of Content

1. Amendment History 3

 1.1. Amendment History..... 3

2. Introduction 4

3. Management Summary 4

 3.1. Service Desk Management Summary 5

 3.2. Capacity..... 5

 3.3. Total Incident Summary..... 6

 3.4. Availability / Errors per Period – Data 8

4. Problems for Period..... 9

5. Change Requests for Period 10

6. Major Incident Summaries 11

7. Information Assurance 12

8. Business Continuity and Disaster Recovery..... 12

9. Risks and Issues 12

10. Glossary 12

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 6.

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 5 service requests, and 8 incidents logged.

Active user capacity for approved feeds has seen a very slight uptick during this reporting period, with a drastic increase in active users on the public feeds.

3.1. Service Desk Management Summary

This reporting period has seen 13 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 13 tickets which were comprised of:
 - 6 incidents of Priority 3 status or below
 - 0 P1 events recorded and resolved.
 - 2 P2 events recorded and resolved.
 - 5 Service Requests recorded and completed

3.2. Capacity

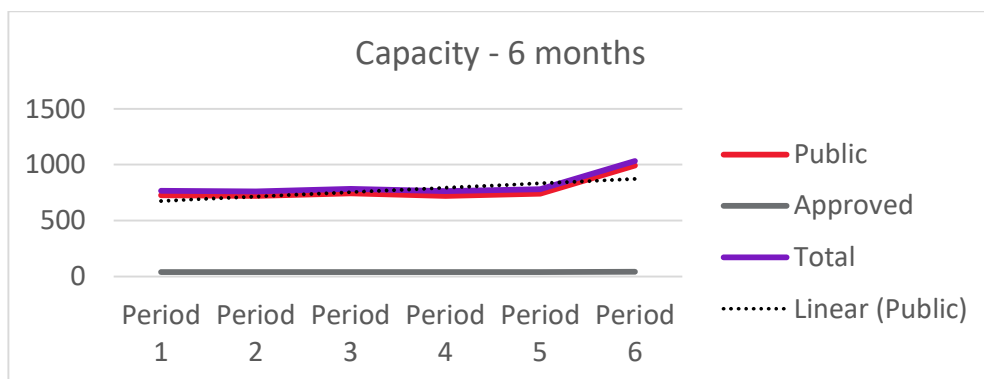
The statistics below outline the trend of active user accounts on the NROD platform over the last 6 months. This can fluctuate as it's directly proportional to user demand for rail data.

Active user capacity for the period Publicdatafeeds – 992

Active user capacity for the period approveddatafeeds – 42

Combine 1034/1000

Pending Users for the Period - 0



Platform	Period 1	Period 2	Period 3	Period 4	Period 5	Period 6
Public	725	720	744	721	742	992
Approved	41	41	41	41	41	42
Total	766	761	785	762	783	1034

Priority 1	Priority 2	Priority 3	Priority 4	Requests	Rejected	Total
0	2	6	0	5	0	13

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	13			
Closed	13	100%	100%	G
Priority 1	0	-	-	-
Priority 2	2	100%	100%	G
Priority 3	6	100%	100%	G
Priority 4	0	-	-	-
Request	5			
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>	100%	100%
<i>Outgoing CIF Data Provision (potential lambda check for file availability at intervals)</i>	100%	100%
<i>TRUST availability</i>	99.7%	99.7%
<i>RTPPM availability</i>	99.7%	99.85%
<i>VSTP availability</i>	99.55%	99.7%
<i>TSR availability</i>	100%	100%
<i>TD availability</i>	99.7%	99.7%
<i>ActiveMQ availability</i>	100%	100%

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 Priority	CACI Priority	From Name	Summary	Agreement 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

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