



Xoserve Incident Summary: December 2021

1st January 2022

What is this presentation covering?

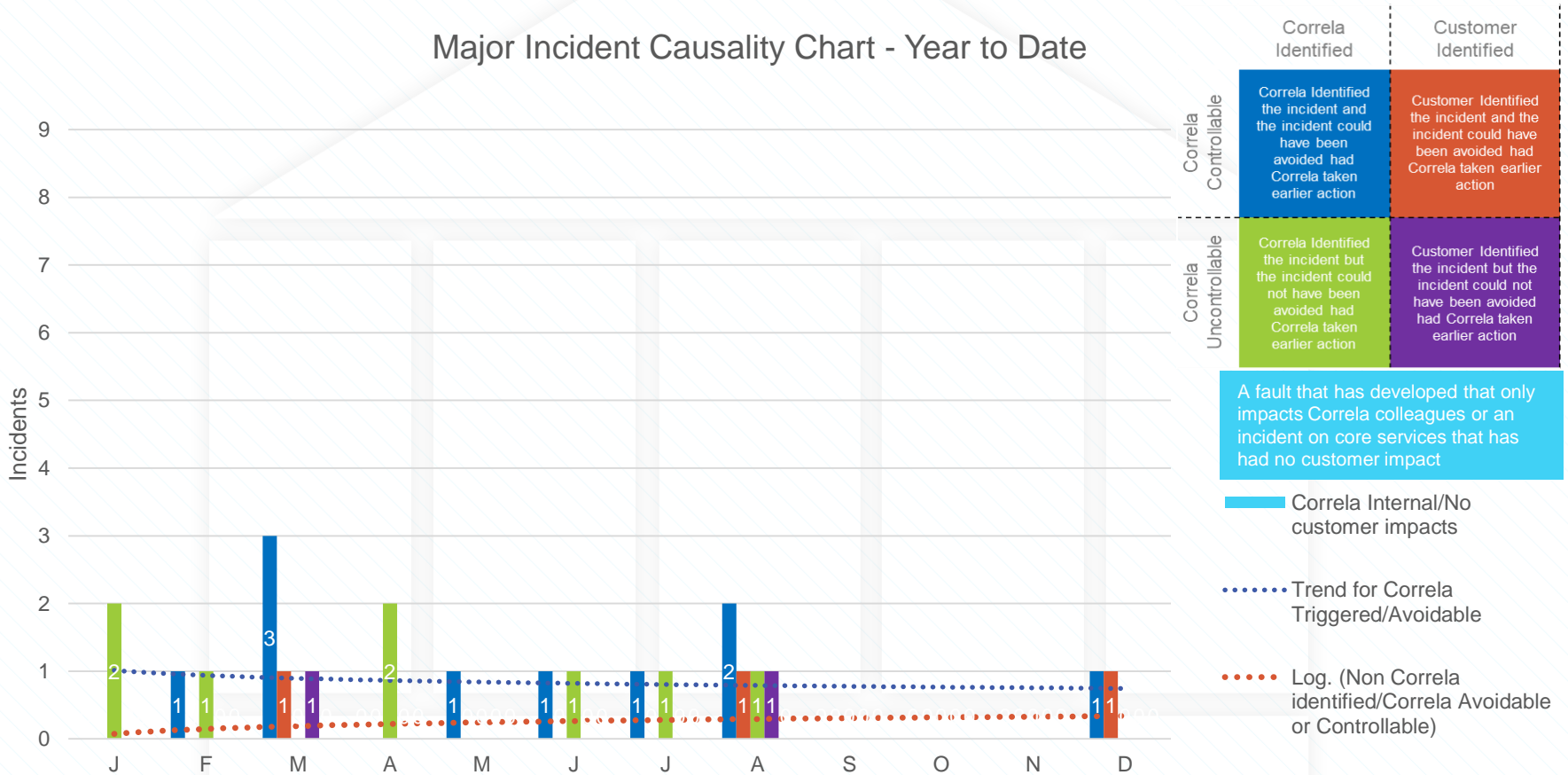
- This presentation provides an overview of **P1/2 incidents** experienced in the **previous calendar month**
- It will describe **high level impacts and causes**, and the **resolution Correla undertook** (or is undertaking) to resolve
- This information is provided to **enable customers to have a greater insight** of the activities within Correla's platforms that support your critical business process
- It is also shared with the intention to provide customers with an **understanding of what Correla are doing to maintain and improve service**, and;
- It is provided to **enable customers to provide feedback** if they believe improvements can be made

High-level summary of P1/2 incidents: December 2021

Ref.	What happened?	Why did it happen?	What do we understand our customers experienced?	What did we do to resolve the issue?	Incident Date	Resolved Date
INC0116578	An intermittent fault impacting Gemini online screens which prevented some Shippers from occasionally completing business processes as the drop down menu was not accessible & data queries did not return information	<p>A change intended to further improve the resiliency of Gemini resulted in an unexpected behaviour causing intermittent user session issues.</p> <p>This behaviour was not encountered during either testing, or immediately post change in Quality Assurance testing.</p>	<p>Shippers intermittently could not process transactions via Gemini Online Screens from both Entry and Exit as they could not access the drop down menu and data queries did not return any info / data.</p> <p>Between the fault occurring, and full restoration of services, 10 Incidents were raised by Shipper organisations.</p>	We routed all Shipper traffic to a single Gemini node, which effectively restored services. The change was then successfully backed out following the pre-agreed backout plan which restored the original configuration. Further RCA and testing is now underway prior to this change being considered for future implementation.	4 th Dec	4 th Dec
INC0122402	An Oracle Access Manager error occurred when attempting to access the CMS system.	The virtual server which hosts the CMS database became unresponsive.	Access to the CMS system was unavailable	The virtual server was restarted to restore the connectivity and service. PRB0040900 created to investigate the root cause and preventative actions.	14 th Dec	15 th Dec

What is happening Overall

Major Incident Causality Chart - Year to Date

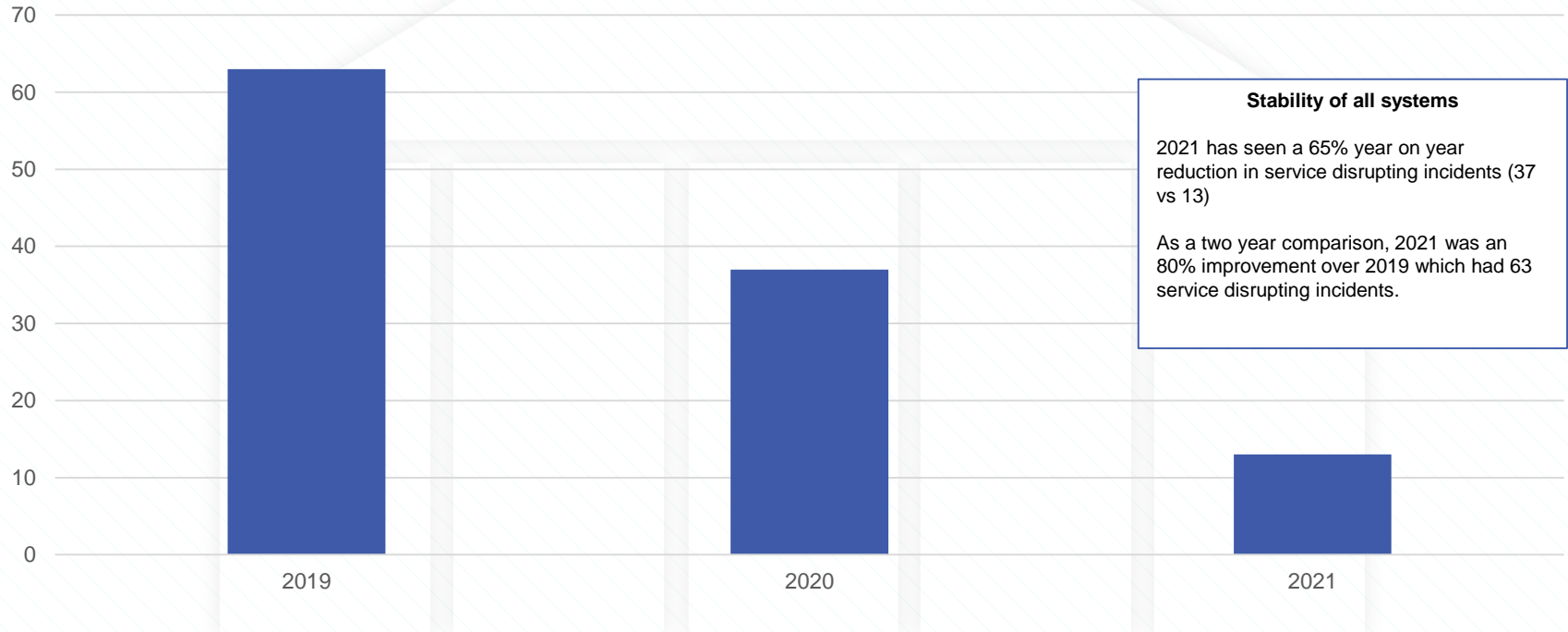


	Correla Identified	Customer Identified
Correla Controllable	Correla Identified the incident and the incident could have been avoided had Correla taken earlier action	Customer Identified the incident and the incident could have been avoided had Correla taken earlier action
Correla Uncontrollable	Correla Identified the incident but the incident could not have been avoided had Correla taken earlier action	Customer Identified the incident but the incident could not have been avoided had Correla taken earlier action

A fault that has developed that only impacts Correla colleagues or an incident on core services that has had no customer impact

- Correla Internal/No customer impacts
- Trend for Correla Triggered/Avoidable
- Log. (Non Correla identified/Correla Avoidable or Controllable)

Total Controllable P1/P2 Incidents



Stability of all systems

2021 has seen a 65% year on year reduction in service disrupting incidents (37 vs 13)

As a two year comparison, 2021 was an 80% improvement over 2019 which had 63 service disrupting incidents.

What is happening Overall?

Key:

December 2021

Performance Year to Date

	Correla Identified	Customer Identified		Correla Identified	Customer Identified		Correla Identified	Customer Identified
Correla Controllable	Correla Identified the incident and the incident could have been avoided had Correla taken earlier action	Customer Identified the incident and the incident could have been avoided had Correla taken earlier action	Correla Controllable	1	1	Correla Controllable	6	2
Correla Uncontrollable	Correla Identified the incident but the incident could not have been avoided had Correla taken earlier action	Customer Identified the incident but the incident could not have been avoided had Correla taken earlier action	Correla Uncontrollable	0	0	Correla Uncontrollable	5	1