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# Market Trials Update

PNSG 22<sup>nd</sup> April 2016

# Key messages

- **35 out of 43 organisations** are now participating; and across all stakeholder types.
- **Over 175,000** transactions have been processed up to 14<sup>th</sup> April.
  - **41.5 %** of the transactions have been sent in by the Big 6 – nearly half of these were submitted by one party.
  - **16.5%** of the remaining transactions have been sent in by one Challenger – although activity continues to balance out between participants.
  - **641** transfers of ownership have taken place - only a small number of defects raised.
- **RGMA fixes were implemented into Market Trials as planned on 15<sup>th</sup> April – enabling trialling to commence.**
  - 19 RGMA files received on 18<sup>th</sup> & 19<sup>th</sup> April.
- **Low level of data defects continues** – potential for this to change following implementation of RGMA.
- **P1 Incident** raised late 19<sup>th</sup> April that lead to the cessation of Outbound files until 22<sup>nd</sup> April.
  - More detail on Slide 6.
- **Files which have not yet been tested in MT:**
  - Majority of files have been tested at least once.
  - Files that have yet to be tested:
    - Shippers: SBF
    - GTs: CTN,EXI,FSG,PCD,NCD,ORD,RTB,TSI
  - Summary of files processed is posted on the Market Trials site every day.

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# Participation levels from 1<sup>st</sup> Feb 2016

Constituent Group ( from 1 <sup>st</sup> February 2016)	Total Number of Files Submitted	No of successful files	No of rejections	% of successful files
<b>Shippers</b>	6796	6348	448	<b>93%</b>
<b>iGTs</b>	286	230	56	<b>80%</b>
<b>GTs</b>	233	93	140	<b>40%</b>
<b>DMSPs</b>	49	47	2	<b>96%</b>
<b>Total</b>	<b>7364</b>	<b>6718</b>	<b>646</b>	

## Note:

- Rejections are from EFT and Marketflow and not from SAP ISU
- Figures are as at cop Thursday 21<sup>st</sup> April 2016
- Large number of rejections due to :
  - XN being used instead of TN
  - Incorrect speech marks used in a complete file

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# Defect Position

Priority	Data Defects		Functional defects		Total defects	
	Open	Closed	Open	Closed	Open	Closed
<b>Critical P1</b>			1		<b>1</b>	
<b>High P2</b>		2	7	10	<b>7</b>	<b>12</b>
<b>Medium P3</b>	5	6	73	158	<b>78</b>	<b>164</b>
<b>Cosmetic P4</b>				4		<b>4</b>
<b>Total</b>	<b>5</b>	<b>8</b>	<b>82</b>	<b>172</b>	<b>87</b>	<b>180</b>

## Notes:

- Large number of defects cleared w/c 11/4 (circa 68).
- A very high spike in defects (34 in a single day) was experienced prior to the P1 incident and are being investigated.

## Key outstanding defects:

- P1 – File Generation Number sequence reset to 1 and data from multiple organisations incorrectly bundled in batched outbound files. Expected to be fixed 22/4

# Key MT Delivery Challenges

- **Improving engagement around defects**
  - As agreed with MTWG, a meeting to discuss the Defect Process was held with large shippers. on Wednesday 20<sup>th</sup> April resulting in proposed changes to the defect process.
  - This is to be reviewed and discussed at MTWG on Thursday 28<sup>th</sup> April.
- **Xoserve's defect deployment**
  - Process has been reviewed to ensure that the deployment blockers experienced over the last few weeks will be avoided going forward.
  - Evidence the new process is working is manifesting itself with an increased level of defects being resolved over the last week – these are now transferring to participants for re-test.
- **Delay in sending out portfolio reports**
  - A further update was provided on 24<sup>th</sup> March with anticipated delivery dates.
  - Overall, by 1<sup>st</sup> May 2016 all Portfolio reports will have been issued.
  - Where possible, reports will be sent out earlier.

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# P1 incident

- Over a period of three days – 17<sup>th</sup>, 18<sup>th</sup> and 19<sup>th</sup> April – some response files, created and sent from the Market Trials environment contained records pertaining to multiple organisations – rather than solely the intended recipient.
- Xoserve took immediate steps to cease the issuing of outbound files in order to control the issue and begin its investigations.
- Due to the nature of the issue, a formal incident team was formed - as it would be in a production scenario.
- **The records contained data from the Market Trials environment – and so all data deemed to be commercially sensitive was masked as per industry agreement.**
- There are two areas of impact for market participants:
  - Participants that received a third party's Market Trials data in error
  - Participants whose Market Trials data was passed to a third party
- Some participants were not affected
- As a result of this issue, incorrect File Generation Numbers were created.

# P1 – Action Taken

- All outbound files were stopped until the issue was resolved.
- Participants were advised of the incident in the 9am call on 20<sup>th</sup> April – with follow-up emails to Primary and Secondary contacts.
- Individual communications were sent to all parties describing the impact on their organisation and the next steps on 21<sup>st</sup> April.
- Where appropriate, organisations have been asked to delete files that contained third party market trials data.
  
- The fix has been identified, tested and applied.
- All effected files have been re-generated and re-sent on Friday 22<sup>nd</sup> April
  - Files from 17<sup>th</sup> & 18<sup>th</sup> were re-sent from 11.00am, followed by files from 19<sup>th</sup> & 20<sup>th</sup>
  - Catch up and into BAU by early afternoon of 22<sup>nd</sup> April
  
- Formal Root Cause analysis is underway.
  - Initial indications point to the evidence of suitable controls being in place; and the issue being caused by human error.
  - There will be a resultant reinforcement of the existing controls alongside a review to enhance them if necessary.