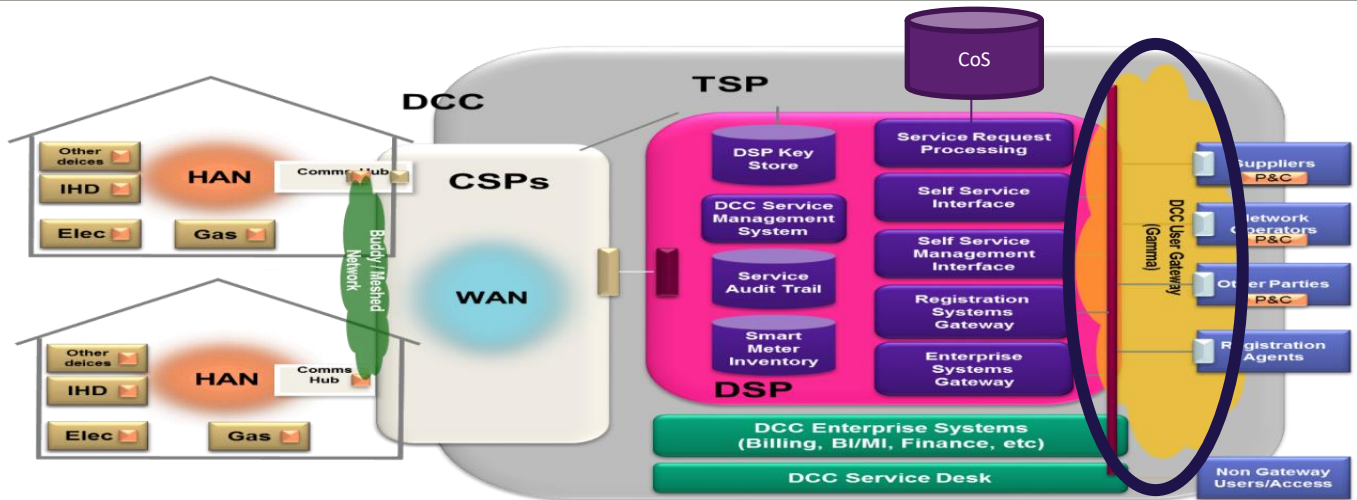


DCC Major Incident Summary Report

(Produced in accordance with Section H9 of the SEC)

Date of Incident	09/08/2019
DCC Incident Reference Number	INC000000479406 PBI000000116812
Service Impacted	DSP Core Services, Remedy, Self-Service Interface
Date/ Time Incident reported	09/08/2019 17:44 (Severity 3 Incident Raised) 09/08/2019 19:20 (Severity increased to 1)
Date & time incident resolved	10/08/2019 01:15
Time taken to restore Service(s) (Hours)	7 hours 31 minutes
Resolution within SLA (Y/N) [SEC 9.14(b)]	N

Nature of the Major Incident / Short Description



At 17:44 on Friday 9th August, multiple internal and external users reported poor performance in Remedy and the Self-Service Interface. A Severity 3 incident was raised.

At 17:50 DCC became aware of a National Power outage due to an issue at National Grid. Multiple Calls were placed to Service Providers to understand if there was any impact to Services. No impact to Service was reported at this time, however the Data Service Provider (DSP) advised they had an internal issue with their Corporate Network that was causing difficulty in accessing the DSP environment remotely.

At 19:10 DCC escalated a call from a single DCC User who advised all Service Requests submitted to DSP were failing with an http://500 error.

At 19:20 DCC increased the severity of the incident to Severity 1 due to the reported impact.

Between 19:45 and 01:15 the DSP engineering teams carried out a systematic diagnosis to restore both remote access to the environment and DCC User access to the DSP environment.

DSP engineers gained access to the Primary Data Centre at 00:30 and at 00:50 identified that one cabinet in the Primary Data Centre had lost all power.

At 01:10 power was restored and remote access to the DSP environment was available.

At 01:15 Service Requests were observed completing successfully.

Region / Location impacted

This incident affected all regions (North, Central and South)

Summary of impact / Likely future impact of the Major incident

DSP successfully delivered 100% of Northbound messages during the incident lifecycle, including AD1 Power Outage Alerts. Impact was limited to synchronous Southbound messages which were taking greater than 40 seconds to complete – Service Users would have experienced a http://500 error .

Of the 8,313,833 messages during this period the DSP incorrectly rejected 156,696 (1.88%).

Resolving actions taken

DSP engineers attended the Primary Data Centre and found a cabinet that had lost multiple power supplies. This cabinet contains network equipment for communication between the Communication Service Provider (CSP) management gateways and the DSP motorway. Full connectivity was confirmed at 01:15 following restoration of power to the cabinet and associated infrastructure.

The following actions have been taken immediately to mitigate service restoration in the event of a repeat power loss:

1. All changes to the DSP environment have been stopped and are being reviewed on a case by case basis.
2. DSP Engineers are on site 24 x 7 across Primary and Secondary Data Centres.
3. Additional monitoring and access solutions have been put in place to allow access to the DSP environment even if remote access is lost via the 'Corporate Network'.

Root Cause, if known

Root Cause is currently unknown. Further investigations are in progress under Problem Management ticket PBI000000116812.

Table of linked incidents

Incident	Linked incident	Nature of link
INC000000479406	INC000000479382	Raised by Service User
	INC000000479384	
	INC000000479404	
	INC000000479407	
	INC000000479409	
	INC000000479410	
	INC000000470500	
	INC000000479508	

