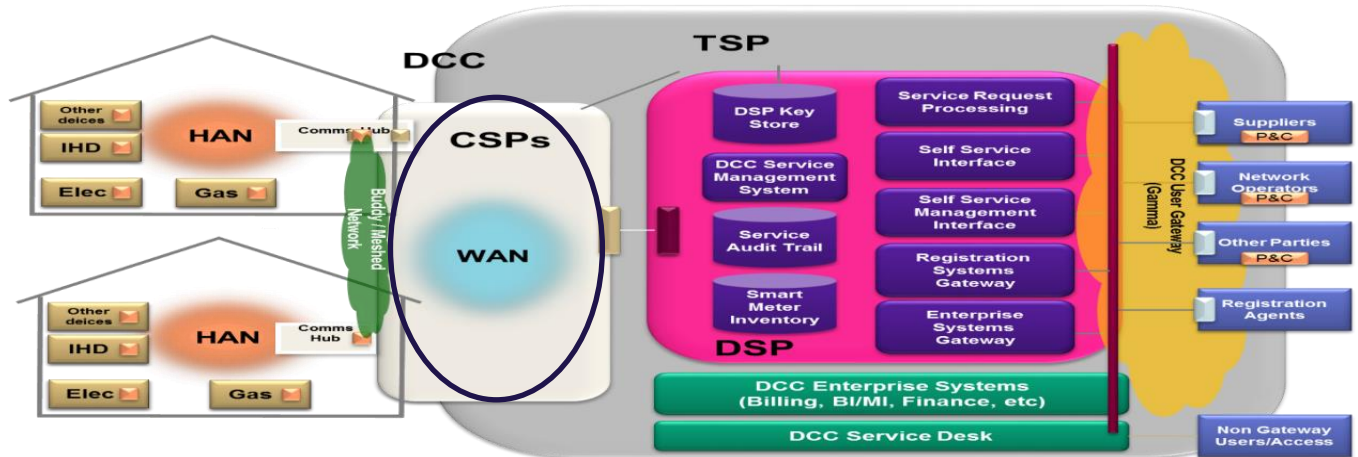


## DCC Major Incident Summary Report

*(Produced in accordance with Section H9 of the SEC)*

<b>Date of Incident</b>	07/09/2020
<b>DCC Incident Reference Number</b>	INC000000627085
<b>DCC Problem Reference Number</b>	PBI000000121400
<b>Service Impacted</b>	SMETS2 Service Requests in CSP North Region
<b>Date/ Time Incident reported</b>	07/09/2020 15:25 (Actual outage start time)
<b>Date &amp;time incident resolved</b>	07/09/2020 16:58 (Outage restoration time)
<b>Time taken to restore Service(s) (Hours)</b>	1 hour 33 minutes
<b>Resolution within SLA (Y/N) [SEC 9.14(b)]</b>	Yes

**Nature of the Major Incident / Short Description**



At 15:51 07/09/2020, the CSP (Communication Service Provider) North Region reported to DCC they had lost connectivity to Remedy and SSMI (Self Service tools).

Initial analysis by DSP (Data Service Provider) suggested an issue within the CSP North infrastructure as errors had been observed and reported under INC00000627139.

At 16:38 CSP North reported to DCC Incident Management all outbound traffic was impacted and a Category 1 incident was declared.

Further investigations confirmed that traffic was failing at the outbound load balancer servers within the primary CSP North Infrastructure. This was due to the load balancer experiencing a system failure and the standby server not becoming active.

This impacted device generated alerts and device scheduled Service Requests, as well as responses to on demand Service Requests.

At 16:58 service was restored following a restart of the failed Load Balancer within the CSP North primary data Centre.

As immediate mitigation, CSP North have added additional monitoring and alerting for the affected load balancing solutions to give early warning of any potential failure and remedial action can be taken before service is impacted in future.

**Region / Location impacted**

CSP North Region, SMETS2

### Summary of impact / Likely future impact of the Major incident

All Service Requests and Device generated alerts failed for the duration of the incident. 8401 Service Request received a failure response.

### Resolving actions taken

Restart of the failed primary load balancer.

### Root Cause, if known

Full root cause has not yet been established, however it is suspected a system failure due to a memory leak on the affected device caused the high availability failover to malfunction, therefore not relinquishing connections to the standby load balancing server. CSP North are engaged with the support provider and have a high priority ticket open to establish full root cause.

A full review of the load balancing solution has already been completed and upgrades to the infrastructure are currently planned for December deployment

## Table of linked incidents

Incident	Linked incident	Nature of link
INC000000627085	INC000000627139	Related

