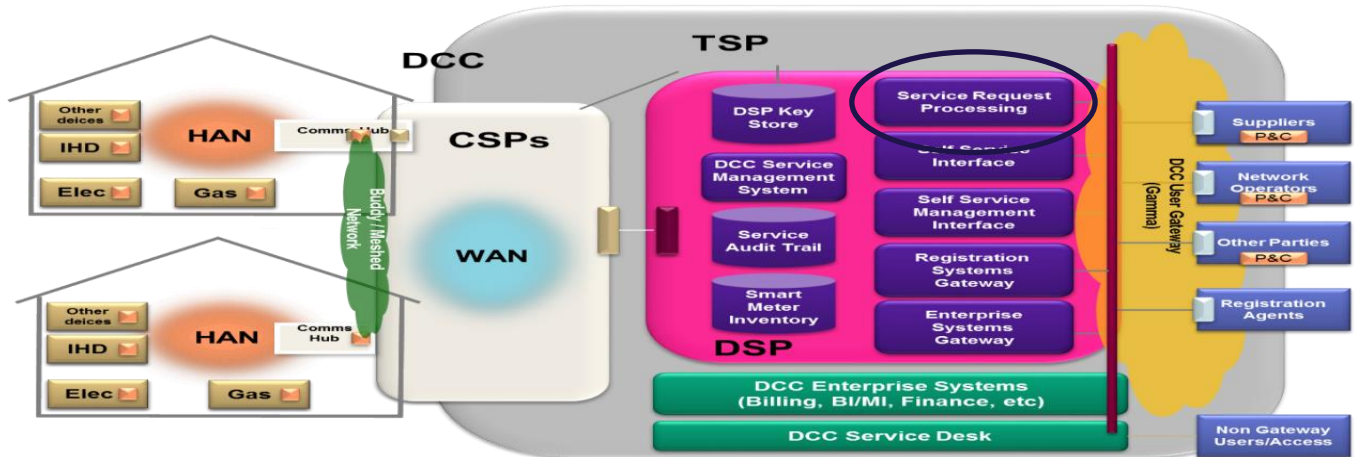


## DCC Major Incident Summary Report

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

<b>Date of Incident</b>	11/09/2020
<b>DCC Incident Reference Number</b>	INC000000629108
<b>DCC Problem Reference Number</b>	PBI000000121900
<b>Service Impacted</b>	All SMETS1 and SMETS2 Services
<b>Date/ Time Incident reported</b>	11/09/2020 02:00 (Actual outage start time)
<b>Date &amp;time incident resolved</b>	11/09/2020 03:42 (Outage restoration time)
<b>Time taken to restore Service(s) (Hours)</b>	1 hour 42 minutes
<b>Resolution within SLA (Y/N) [SEC 9.14(b)]</b>	Yes

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



At 02:23 11/09/2020, the DSP (Data Service Provider) raised incident INC000000629108 and subsequently advised DCC that due to an unexpected error during the high impact maintenance window under CRQ000000126234, service had not been restored at the expected time (02:00).

At 02:33 DCC Service Centre reported the over running maintenance to DCC Incident Management and a Category 1 incident was declared under INC000000629108, due to service impact.

Further investigations by DSP confirmed that an element within the Volt Database (Request Manager - North) had become corrupt during the system restart and that a restoration from backup was underway. The restore was completed at 03:20. A full health check of the restored database was completed and full service was restored at 03:42 when the inbound gateway was re-enabled to allow traffic to pass via the DSP 'motorway'.

This impacted all device generated alerts and on demand Service Requests across the SMETS1 and SMETS2 estate.

As immediate mitigation, DSP have amended their working practises to ensure an earlier checkpoint is used to verify progress against plan, to ensure they do not exceed the permitted change window in future.

DCC Incident Management have also reminded all Service Providers that focus should be on returning live service within the agreed maintenance window. This will also be added as an enduring agenda item to the weekly DCC Change Review and Approval boards.

**Region / Location impacted**

All Regions

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

All SMETS1 and SMETS2 Service Requests and Device generated alerts failed for the duration of the incident.

#### Resolving actions taken

Restore of the Volt Database element Request Manager (North) from backup.

#### Root Cause, if known

Full root cause has not yet been established. The DSP system was available after the restoration of the Volt Database (Request Manager – North) from a backup, taken as part of change request CRQ000000126234.

DSP are reviewing their runbooks to ensure more suitable checkpoints are utilised for future changes of this nature

## Table of linked incidents

Incident	Linked incident	Nature of link
INC000000629108	INC000000628941	Related
	INC000000628942	Related
	INC000000628943	Related
	INC000000629126	Related

