

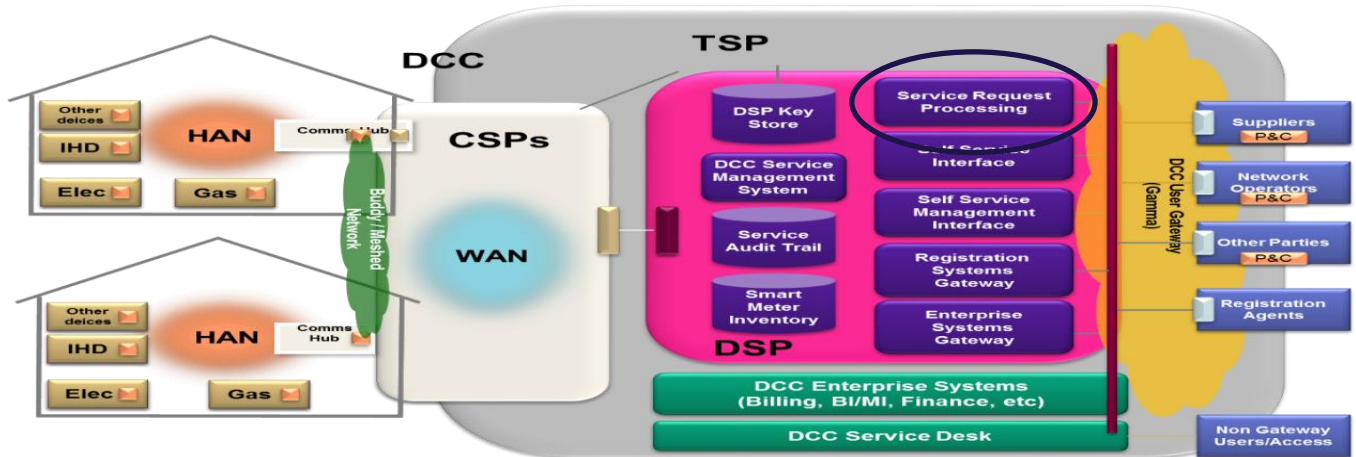
## DCC Major Incident Summary Report

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

<b>Date of Incident</b>	27/10/2020
<b>DCC Incident Reference Number</b>	INC000000647763
<b>DCC Problem Reference Number</b>	PBI000000121726
<b>Service Impacted</b>	All SMETS1
<b>Date/ Time Incident reported</b>	27/10/2020 08:33 (Actual outage start time)
<b>Date &amp;time incident resolved</b>	27/10/2020 10:33 (Outage restoration time)
<b>Time taken to restore Service(s) (Hours)</b>	2 hours 0 minutes
<b>Resolution within SLA (Y/N) [SEC 9.14(b)]</b>	Yes



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



At 09:34 27/10/2020, the DCO (Dual Control Organisation) raised incident INC00000647763. DCC Technical Operations Centre (DCC TOC) and SMETS1 Service Provider (S1SP) both advised DCC Incident Management that 100% of Service Requests were failing for SMETS1 traffic.

A technical restoration bridge was hosted by DCC Incident Management, where it was identified that the DCO system was not processing transactions and a restart of core database servers and applications was required.

Full service restoration was observed at 10:33 by the S1SP following a restart of the DCO database applications.

This impacted all on demand Service Requests across the SMETS1 estate. SMETS1 migrations were delayed for the duration of the incident.

**Region / Location impacted**

All SMETS 1 (Total Service Outage)

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

All Service Requests failed for the duration of the incident.

Migrations could not progress during the outage but recommenced upon service restoration.

### Resolving actions taken

- Restart of the DCO Database Applications.

### Root Cause, if known

Full root cause has not been established. The DCO system was available after the restart of the DCO applications across both datacentres.

DCO have opened high priority fault tickets with their application and hosting support vendors to determine root cause. This will be tracked via the DCC Problem Management ticket PBI000000121726.

## Table of linked incidents

Incident	Linked incident	Nature of link
INC000000643344	INC000000643378	Related
	INC000000643397	Related
	INC000000643398	Related
	INC000000643408	Related
	INC000000643424	Related
	INC000000643425	Related
	INC000000643429	Related
	INC000000643461	Related
	INC000000643462	Related
	INC000000643513	Related

