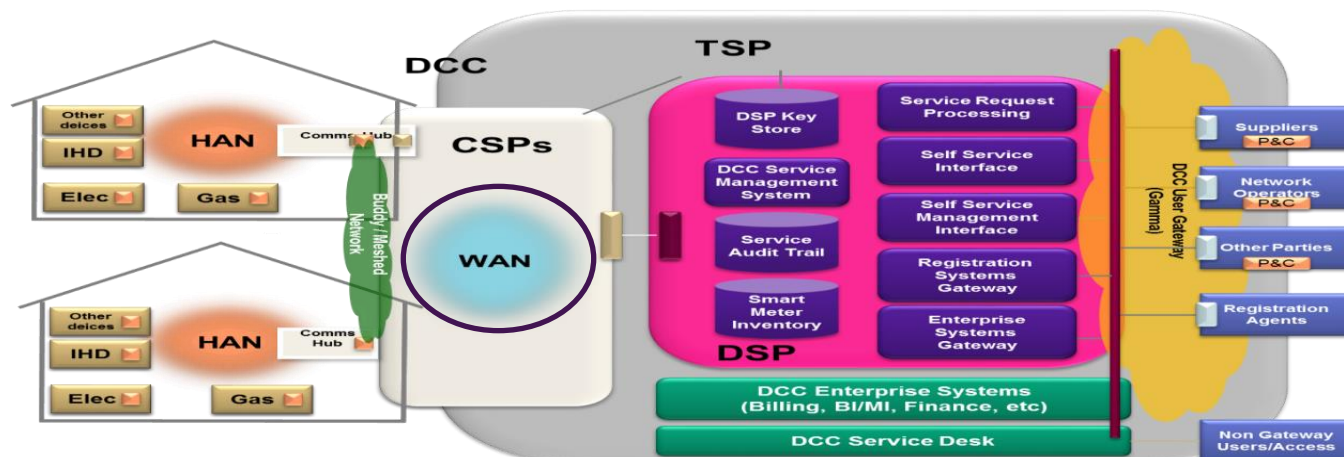


DCC Major Incident Summary Report

(Produced in accordance with Section H9 of the SEC)

Date of Incident	30/11/2020
DCC Incident Reference Number	INC000000661032
DCC Problem Reference Number	PBI000000121832
Service Impacted	CSP North Region
Date/ Time Incident reported	30/11/2020 09:02 (Actual outage start time)
Date/ Time Incident resolved	30/11/2020 09:25 (Outage restoration time)
Time taken to restore Service(s) (Hours)	23 Minutes
Resolution within SLA (Y/N) [SEC 9.14(b)]	Yes

Nature of the Major Incident / Short Description



At 09:33 30/11/2020, A Service User raised incident INC000000661032 confirming they were experiencing issues with Install and Commission Activity. The Incident was escalated to DCC Major Incident Management at 09:58 where an initial call was placed into CSP North helpdesk. CSP North confirmed they had experienced an outage between 09:02 and 09:25 and full service was now restored. Service was restored following a failover within the Data Centre, this should have been instantaneous but due to a bug within the network routing this was delayed (a high priority ticket has been raised with CSP Norths Vendors to investigate the delay/bug).

DCCMIM declared a retrospective Category 1 Incident due to the total network outage for 23 minutes.

A Major Incident Management bridge was hosted by DCC Incident Management, where it was identified that full service had been restored and the CSP North systems were processing transactions as normal following the earlier outage. DCC TOC also confirmed that traffic volumes had returned to normal levels.

Full-service restoration was observed at 09:25 by CSP North NMC (Network Management Centre) engineers following the failover of traffic.

This impacted all SMETS2 Service Requests across the CSP North Region between 09:02 and 09:25. SMETS2 Install and Commission was impacted for the duration of the incident.

DCC TOC have confirmed that the number of installs within the CSP North region were of a higher number than previous Mondays over a 28-day period. The number of Service Requests impacted by this outage was a total of 8,241.

Region / Location impacted

North Region – SMETS2 Only

Summary of impact / Likely future impact of the Major incident

All SMETS2 Service Requests failed for the duration of the incident.

Install and Commission activity was unavailable for 23 minutes during the outage but recommenced upon service restoration.

Immediate Mitigation:

CSP North replaced a single rectifier and installed an additional two more on the evening of 30/11/2020 to give resilience and de-risk the reoccurrence of a further power outage/rectifier failure.

Resolving actions taken

- Service was failed over within the Data Centre.

Root Cause, if known

Initial root cause investigations have identified a faulty rectifier followed by a delay in traffic failing over due to a software bug (delayed the traffic failing over when the power outage occurred, normally this would be instantaneous). Further root cause investigations to take place by DCC Problem Management team.

CSP North have opened high priority fault ticket with their 3rd party Vendors to determine the Root Cause. This will be tracked via DCC Problem Management ticket under PBI000000121832.

Table of linked incidents

Incident	Linked incident	Nature of link
INC000000661032	INC000000660885	Duplicate
	INC000000660945	Related
	INC000000660865	Related
	INC000000660927	Related
	INC000000661168	Related
	INC000000661024	Related

