DCC Major Incident Summary Report

(Produced in accordance with Section H9 of the SEC)

Date of Incident	16/06/2021
DCC Incident Reference Number	INC000000741238
DCC Problem Reference Number	PBI000000123205
Service Impacted	Delivery of SMETS1 MOC Service Requests/Alerts from S1SP Secure to DSP
Date/ Time Incident reported	16/06/2021 12:00 (ITSM ticket raised) 16/06/2021 11:15 (service impact start time)
Date &time incident resolved	16/06/2021 15:48 (ITSM ticket resolved) 16/06/2021 12:15 (Service restoration time)
Time taken to restore Service(s) (Hours)	60Mins
Resolution within SLA (Y/N) *[SEC 9.14(b)]*	Yes

Nature of the Major Incident / Short Description
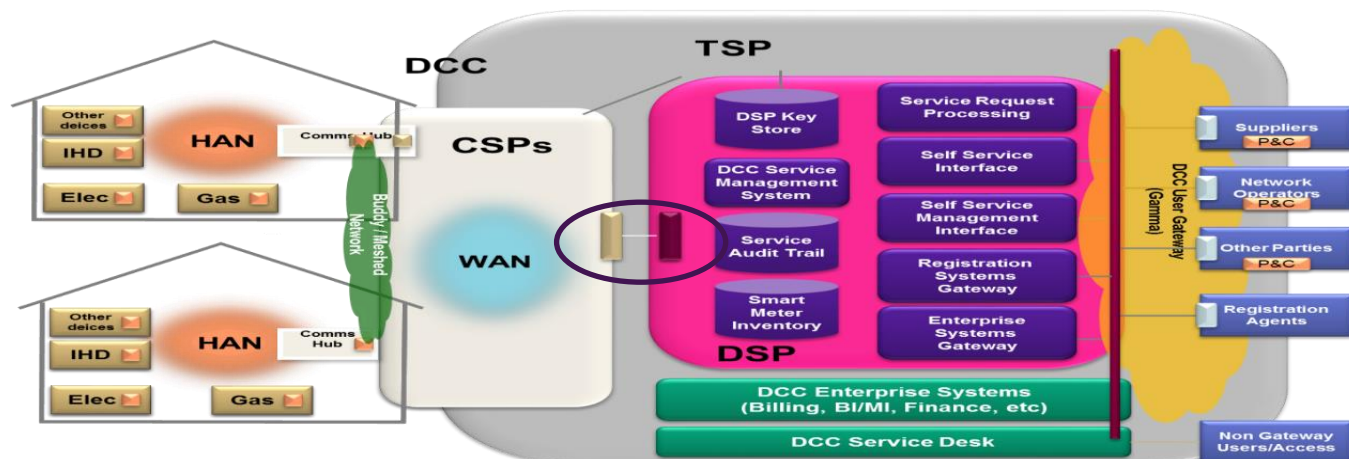
On 16/06/2021 Change Request CRQ000000132941 was raised to amend the GTM (Global Traffic Manager) within DSP infrastructure.

The change started at 11:15. DSP turned off the "Listener" at the Newport site. This component is connected to the IP DNS (Internet Protocol Doman Name System). This should have forced S1SP Secure traffic to switch from Newport data centre to Bridgend. This failed and traffic stopped.

At 12:00, an automated DSP alarm was raised, this generated a Category 3 incident INC000000741238. DSP investigated the issue and immediately rolled back the change. Restoring service at 12:15.

DSP called DCC Major Incident Management (MIM) at 12:19 informing them of the issue.

Due to the impact to service a retrospective CAT 1 INC was declared at 12:46.

A Major Incident conference call was convened by DCC MIM at 13:15. Investigations revealed that the DNS (Domain Name System) was not configured correctly within S1SP Secure infrastructure.

An Emergency change was raised (ECRQ000000132966) to rectify the DNS issue. DCC Change Management and DCC MIM approved the emergency request. Following the successful implementation of the ECRQ, CRQ000000132941 was able to continue.

ECRQ was implemented at 14:48 – 15:00 with no disruption to service.

DSP change (CRQ000000132941) proceeded at 15:30 and completed successfully.

Region / Location impacted

All regions. SMETS 1 MOC S1SP Secure.

Summary of impact / Likely future impact of the Major incident

This incident impacted the delivery to Service Users of:

All traffic to DSP from SMETS 1 MOC S1SP Secure users only for a 60Min window 11:15 – 12:15.

508 MOC Migrations were planned for 16/06/2021 these completed, with no disruption experienced due to this issue.

Resolving actions taken

The impact was mitigated at 12:15, DSP rolled back the change to restore service.

Root Cause, if known

Incorrect configuration of S1SP Secure DNS (Domain Name System).

Table of linked incidents

Incident	Linked incident	Nature of link
INC000000741238	INC000000741340	Related