

Gemini Update

Richard Griffiths – 10th October
2007

Agenda

- Recent Outages/Incidents
- Gemini Oracle Software Upgrade Project – Update
- Gemini API Trials Environment

Recent Outages / Incidents

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| <p>19th September</p> | <p>Gemini service unavailable to all users (7:30 to 10:30PM)</p> <p>Problems were encountered with the Oracle containers on both Applications Servers.</p> <p>One of the servers was restored to service at 10:30PM to re-establish Gemini access. Some Shippers had to remove temporary internet files to be able to re-connect</p> <p>Full resilience was reinstated on 20th September.</p> |
| <p>26th September</p> | <p>Shippers unable to update Nominations for 27th September (5 to 10pm)</p> <p>Analysis identified that the Nominations table had locked for that date preventing updates. The deadlock was removed to restore access.</p> |

Recent Outages / Incidents

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|----------------------------------|--|
| <p>30th September</p> | <p>Gemini service unavailable to some Shippers (1:00 to 4:00am)</p> <p>A small number of Shippers encountered problems accessing the Gemini service.</p> <p>Following the housekeeping window, all were able to connect. Analysis is still ongoing to understand the root cause of this issue.</p> |
| <p>2nd October</p> | <p>Shippers encountering problems with API calls.(7 to 10am)</p> <p>Analysis identified that the Web Cache service (holds data for some API's) had not restarted correctly following the housekeeping period. System monitors on the infrastructure later performed an automatic restart, which restored normal service.</p> |

Gemini OSU Project – Reasons for Project Suspension

- Dress Rehearsal was delayed and once commenced a number of technical problems were encountered creating further delay.
- Knock on impacts to detailed Implementation and Back-out planning increased the risk profile of the project.
- Go/No Go on 9th August considered the risk profile to be too high to proceed with implementing.

Gemini OSU Project - Dress Rehearsal / Implementation

- All phases up to the Dress Rehearsal phase had already been completed successfully
- Dress Rehearsal:
 - Revised start date 10th September
 - Technical issues impacting the DR phase in August were resolved
 - Dress Rehearsal phases completed 2nd October
- Implementation planning:
 - Planning completed and signed off 9th October
 - Detailed implementation activities to include lessons learnt during Dress Rehearsal

Gemini OSU Project - Key Dates

Implementation Go / No Go Meetings:

- 11th October (For implementation activities on 14th October)
- 19th October (For implementation activities on 21st October)

Implementation Phased over two weekends (14th Oct & 21st Oct)

- Due to volume of servers which need to be upgraded
- To ensure resilience and fall-back options
- Gemini Outage required on 14th October – 04:00 to 10:00
- Gemini Outage required on 21st October – 04:00 to 12:00

Gemini OSU Project - Implementation Strategy

- **Schedule**
 - **14th October** – This will involve the removal of c.50% of production servers, which will be replaced with temporary production servers.
 - **16th -19th October** - the removed production servers will be upgraded (no outage required).
 - **21st October** – Swap the temporary servers with the upgraded production servers and the remaining c.50% of production servers will be upgraded.
- Line Pack information will be provided by during outages
- Progress updates to be provided during outages via ANS

Gemini OSU Project – Key Contacts

- Key Contacts:
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Gemini API Trials Environment

- xoserve are now pleased to offer this service on a commercial basis.
 - A weekly rate of £5,800 (+ vat) is in place for provision of a base level service
 - Additional support can also be offered to meet specific requirements at additional expense.
- To express an interest in the use of this service going forward please contact the xoserve commercial team who will discuss your requirements;
 - commercialenquiries@xoserve.com