

Gemini Update

Richard Griffiths – 12th November 2008

Agenda

- Recent Outages/Incidents
- Enduring Transfer and Trades Project - Update
- Gemini - Change of Responsibilities

Recent Outages / Incidents (3/10 to 7/11)

10 th October	<p>Issues with connectivity to Gemini API services (11:30pm to 2:15am)</p> <p>Repeat issue with one of the two Web Cache servers used for access to high frequency API's. The server was not responding to requests</p> <p>The service had to be rebooted to restore service.</p> <p>Investigations with support vendors still on-going, but no root cause yet identified.</p>
14 th October	<p>Auction not run between 8am and 1pm</p> <p>Whilst running the 7am within day capacity auction, data inaccuracies were identified with capacity allocations.</p> <p>As a result, a data-fix was undertaken to correct the 7am auction results. During resolution of this issue no within day auctions were run.</p>

Recent Outages / Incidents (3/10 to 7/11)

23rd October

External users unable to access the online and API service (9:30pm to 2:15am)

Communication between the OID container and Siteminder authentication service froze for new user access requests. Existing users were unaffected during the incident.

Following detailed investigation the root cause was identified and a server restart undertaken to restore access to all users.

The root cause was that the oracle admin account became locked, which prevented security related updates to be processed on user account authentication.

Recent Outages / Incidents (3/10 to 7/11)

- Disaster Recovery Failure 18th October

- Failover Activities and Issues
 - Issues encountered with “listener” service on database
 - Permanent resolution applied by amending configuration file information
 - Problems then encountered with starting Reports service on Database
 - Permanent resolution applied by amending configuration file information
 - Failure to start Off-line container
 - Configuration file changes were made similar to those above, however this failed to resolve the issue
 - Technical lines of service undertook further diagnostics but were unable to identify the cause
 - Request made for additional time for DR to proceed
 - ANS issued via GNCC reporting delay to DR process
 - Further investigations carried out, but root cause still unidentified
 - Decision made to abort DR test and return Gemini to “normal” production status

Recent Outages / Incidents (3/10 to 7/11) - Disaster Recovery Failure 18th October

- Failback Activities and Issues
 - DNS Network Issues Encountered
 - DNS servers were not replicating correctly the changes made to return routing to the production set-up
 - DNS refresh completed without manual intervention but later than expected
 - Failback activities taking longer than plan
 - Lines of service processed actions correctly but with significant delays
 - ANS was used to provide updates

Recent Outages / Incidents (3/10 to 7/11) - Disaster Recovery Failure 18th October

- Next Steps
 - A report has been generated by the DR coordinator with a number of actions and recommendations identified
 - A Project Manager has been assigned by xoserve to manage resolution activities
 - Further issues and actions will be communicated at UK-Link Committee and here at the Gas Operations Forum.

Enduring Transfer and Trades Project - Update

- Project delivery remains on schedule
- Completed Analysis and Design Phases on target
- Three out of nine weeks of construction complete
- UK Link representation closed out on 3rd November; no reps received
- No Shipper Trials were requested and therefore none are planned for Enduring Transfer & Trades
- Attending UK Link Committee meeting on 13th November to gain approval
- Implementation Date – 17th May 2009

Enduring Transfer and Trades Project - Update

- If you would like further information regarding the Release you can contact a member of the project team.
- xoserve:
 - Andy Simpson (Project Leader) – 0121 623 2744
 - Lee Foster (Project Manager) – 0121 623 2748
- National Grid Transmission:
 - David Corby (NG Co-ordinator) – 01926 654912

Gemini - Change of Responsibilities

- xoserve have recently realigned our support model for business applications
- The Application and Service Management teams have been merged with Sandra Simpson now taking over overall responsibility for IS Operations
 - sandra.l.simpson@xoserve.com
 - 0121 623 2307
- System managers have been appointed reporting to Sandra with end-to-end responsibility for key services
- The Gemini System Manager commencing immediately is Dene Williams
 - dene.r.williams@xoserve.com
 - 0121 623 2308