

# Gemini Update

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24<sup>th</sup> March 2010

# Gemini Incident – 5<sup>th</sup>/6<sup>th</sup> March

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- A major incident occurred on the 5<sup>th</sup>/6<sup>th</sup> March resulting in the loss of the Gemini system.
- Gemini was unavailable from 21:30 on Friday 5<sup>th</sup> March through to 05:20 on Saturday 6<sup>th</sup> March.
- The root cause of the issue resides with a Network switch failing within the National Grid network infrastructure.
- Due to the scale of the incident a National Grid Strategic Response Team was set up to manage the overall incident.

# Gemini Incident

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- Remedial action was taken to restore service on the Network switch, and follow up activities are planned following the formal root cause investigation.
- As a result, the length of the outage qualifies for MOD565 liabilities for a UK-Link system outage >5 hours

# **Enhanced System Security Project Update March 2010**

# Enhanced System Security Project - Update

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Project implementation was unsuccessful on 24<sup>th</sup> October 2009. Implementation issues have been evaluated and corrective steps now defined.

As with the previous implementation, project has a number of implementation phases, only 3 phases require an outage and will affect users access to the system.

# Enhanced System Security Project – System Outages

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Key dates which impact access for system users are as follows:-

- Saturday 10<sup>th</sup> April. System outage required from 14:00 to 18:00. Plus a further one hour for contingency. Communications will be managed via ANS service to advise on progress.
- Contingency implementation date is Saturday 8<sup>th</sup> May 2010.
- Monday 12<sup>th</sup> April and Thursday 15<sup>th</sup> April. (Only if successful on 10<sup>th</sup> April)

There will be a disruption to services at 11.15 for 30 minutes. Once service has been restored, please verify your transaction has completed correctly and if necessary re-run. If you establish that your data transaction (API or On-Line) has still not successfully completed please raise a call with the helpdesk (08705 216121).

- Users will also need to refresh their on-line access following this short disruption.

# Contacts

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If you would like further information regarding this project please contact:-

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