

XRN5564 Gemini Sustain Plus

April 2025	Overall Project RAG Status		
	Schedule	Risks and Issues	Cost
RAG Status			

Status Justification

The Gemini Sustain Plus Programme successfully implemented the upgraded system on 23rd March. The Programme is currently in the 3rd week of Hypercare and will continue in the Early Life Support (ELS) phase until the end of June. The programme team will continue to troubleshoot and manage tickets throughout the ELS phase.

During the first week of Hypercare, 443 tickets have been raised. These are being responded to quickly and resolved within SLA.

Some of the key issues we have seen since implementation are below

Schedule

Issue	Description	ETA	Status
RND File	File not processed since go-live	26/03	G2M files have been produced and issued to MIPI, successfully loaded. Continuing to process hour bar files, fix for 4am hour bar applied and will be monitored through Gemini and MIPI
General API/Access Issues	Expected miscellaneous issues on initial business working day	TBC	Issues being worked through and resolved swiftly
OTC Trades	Internal server error	18:00	Workaround in place, to view confirmed trades. Fix developed and in test
Closure of Service Now Incidents and ADO cards	Service Now Cases are being closed, but incidents and ADO cards remain open	28/03	Under investigation and alignment of tooling
G2M File	Integration of data to MIPI	28/03	Fix applied in Prod - Adhoc Instance of G2M being run to test fix has worked
MIPI - Exit Capacity Availability report	Found discrepancy between MIPI report	28/03	Understanding the data feeds for the report and where they come from
ViewShippertrades API Issue	Under certain condition the API will return a response relating to a different BA code , this impact 0.7% of the API calls	28/03	An initial fix has been implemented to stop the API returning the wrong data will cause the user to receive a 401 error message. We will continue to investigate to provide a permant fix
Capacity Trades posted after midnight	Within Day gas issue when placed post midnight	25/03	Fix deployed into Production, will monitor over the gas day / calendar day hour bars