

CDS Incident Management Overview and Assurance

For use with External Trade Partners

January 2022



Overview

- External partners have previously indicated to ministers and others that HMRC have been sometimes slow to respond and resolve incidents raised on CDS. Some are concerned about increasing their use of CDS or migrating further clients onto CDS until the situation is improved
- Internally, increased CDS incident volumes require improved deflection and resolution processes to be in place which prevent incidents occurring, allow them to be resolved closer to the customer and permit intelligent escalation where necessary
- There are three “sources” of CDS incidents
 - ✓ CDS Live Services – the production environment
 - ✓ CDS non-IT queries
 - ✓ Trade Test and Trader Dress Rehearsal environment
- The overall HMRC ambition is for:
 - ✓ A reduction in new incident rates as declarations increase on CDS
 - ✓ Incidents resolution times are meeting or exceeding the internal SLAs
 - ✓ Positive Trader/Trader Agent feedback received on the service
 - ✓ Improved release processes to deliver incident fixes, including visibility of status of these to the instigator

CDS Live Services Update



Key Objectives

Create a plan to move management of CDS incidents onto a sustainable footing.

- Improve incident resolution time and manage trader perceptions of service
- Investigate incident root causes to identify and deliver incident prevention work

Overview

- All incidents are categorised as one of five categories, with P1 the most urgent and P5 the least. Each category has an internal SLA associated with it, but this is not published externally. The SLA is not a target for external customer incidents
- P1 and P2 priorities are generally reserved for what HMRC determines are major incidents (MI), typically affecting multiple customers at one or more location
- Typically the highest priority assigned to an issue affecting a single trader or declarant issue P3, but priority is managed dynamically so lower priority incidents are escalated if needed

Progress to Date

- Implemented Standardised workflow process rolled out across Jira Tickets.
- Regular bi-weekly internal reviews to identify progress/blockers continue. Calls with Senior Management fortnightly for progress updates.
- Dialogue opened with App Dynamic team to ensure monitoring and alerting of CDS system continues to stay relevant

Next Steps

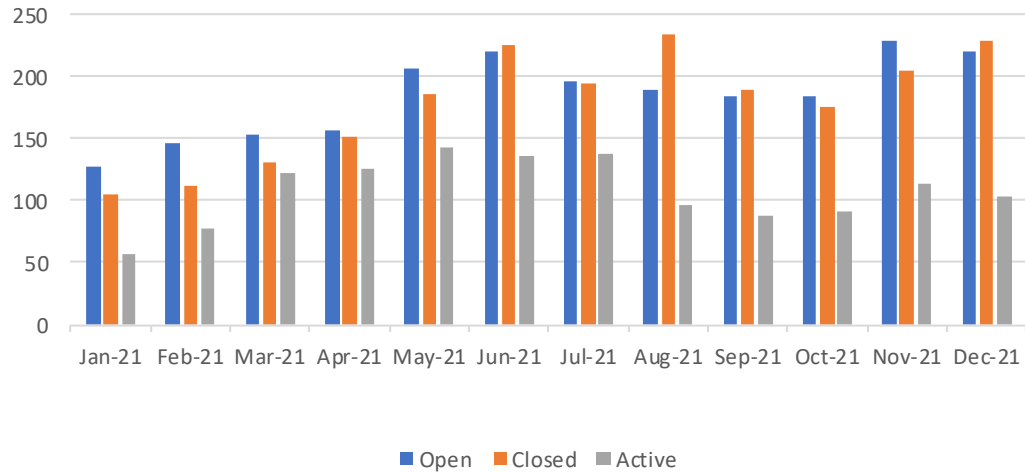
- Confirm progress against individual Action Plans
- E2E review of CDS problem tickets and processes underway by SM's.

CDS Incident Management – Live Services

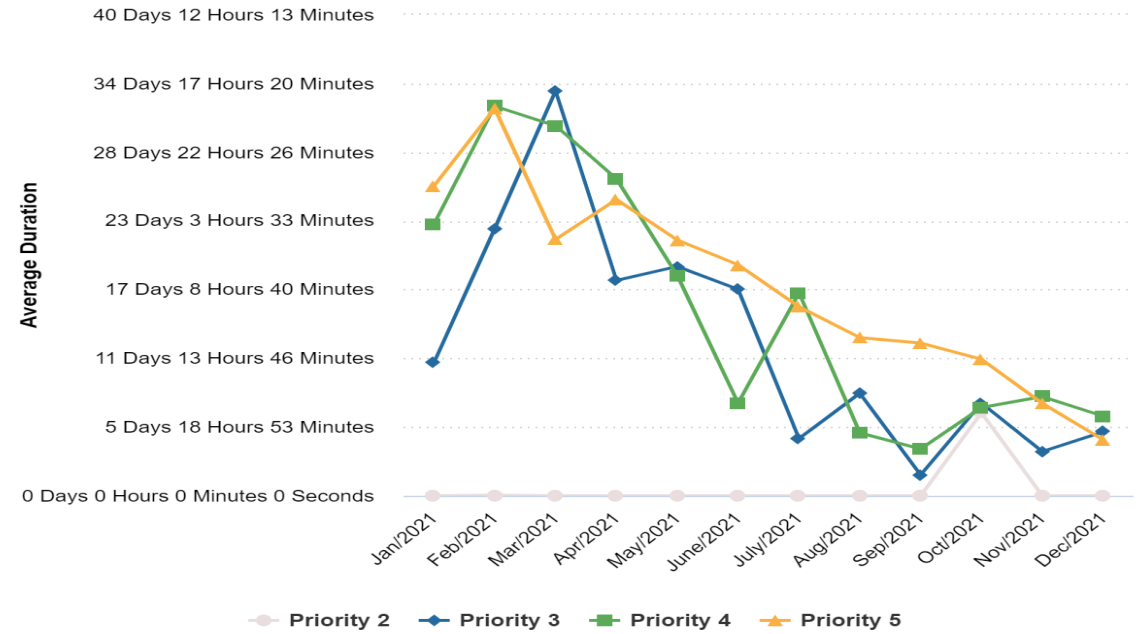
Summary to 31 Dec



Monthly Volume of Opened/Closed/Unresolved Incidents



Average Duration of Incidents by Priority



Key Messages

- Incident resolution in has increased this month (229 resolved)
- Average duration of incidents closed by priority remains largely flat

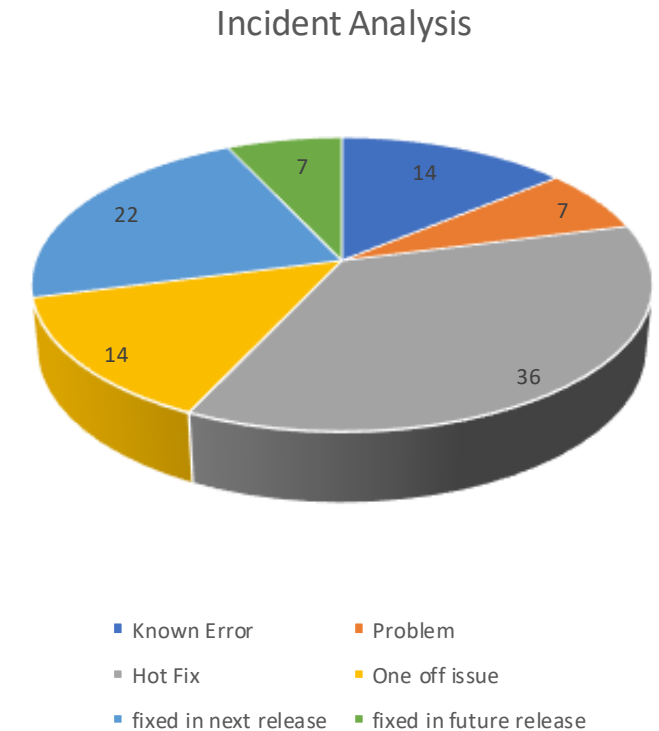
CDS Incident Management – Live Services

Root Cause Analysis – Fate Table



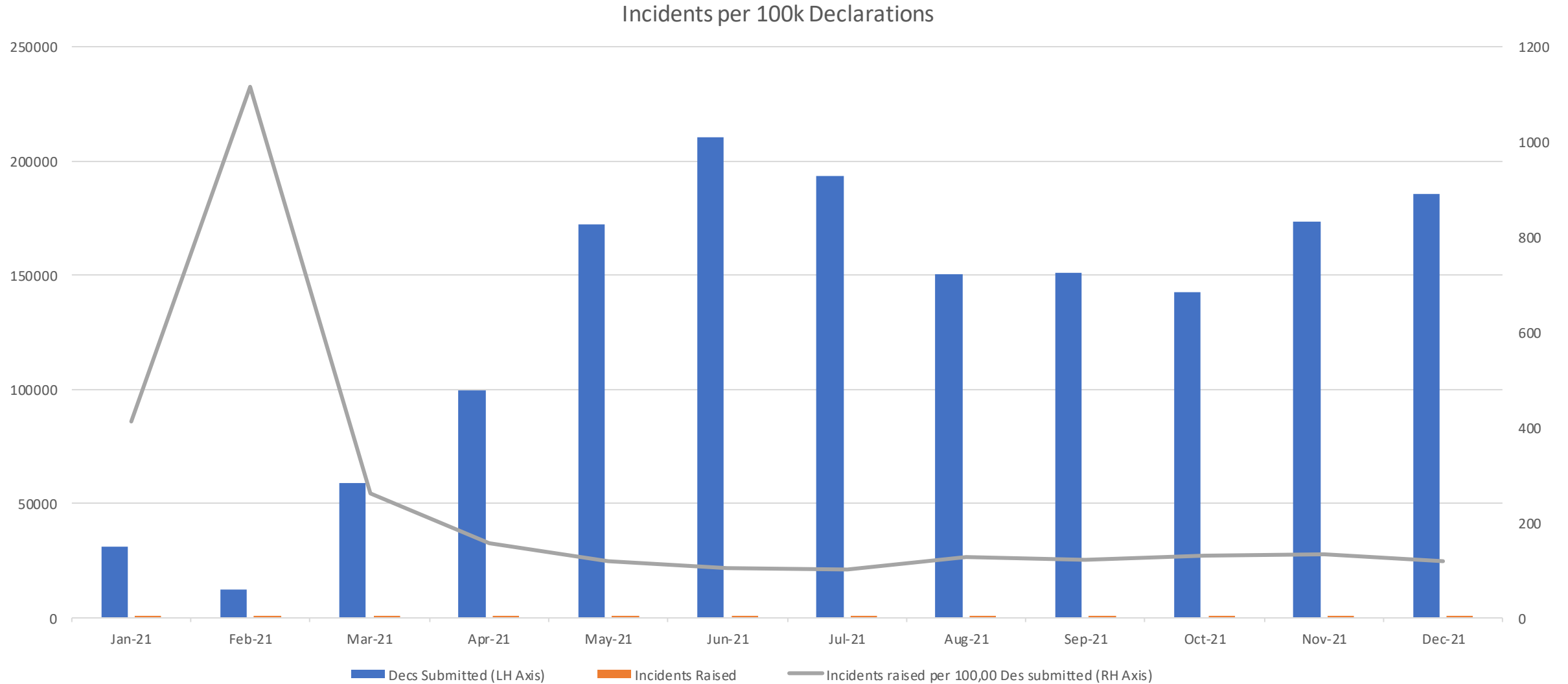
Additional root cause analysis has been performed for closed incidents in the period Jun – Jul to identify how these incidents have been treated after closure

Incident Fate	Description	Percentage
Known Error	Where we know that there is an issue in CDS and have a workaround in place or we identify a workaround as a result of the incident being resolved	14
Problem	An incident where the root cause is unknown	7
Hot Fix	Change implemented in Production outside of release cycle	36
One off issue	Changes made to resolve specific incident, not likely to re-occur.	14
Fixed in next release	Permanent fix scheduled for the next release	22
Fixed in future release	Future release or no release date known for permanent fix	7



CDS Incident Management – Live Services

Incidents per 100,000 declarations



CDS Non-IT Update



Key Objectives

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Overview

CDS TST raise tickets in ServiceNow for non-IT incidents which are resolved or sent to other parts of the business for resolution due to their complexity

Non-IT incident include tariff management queries and business rules

Aged cases are escalated to managers for resolution and wider stakeholders

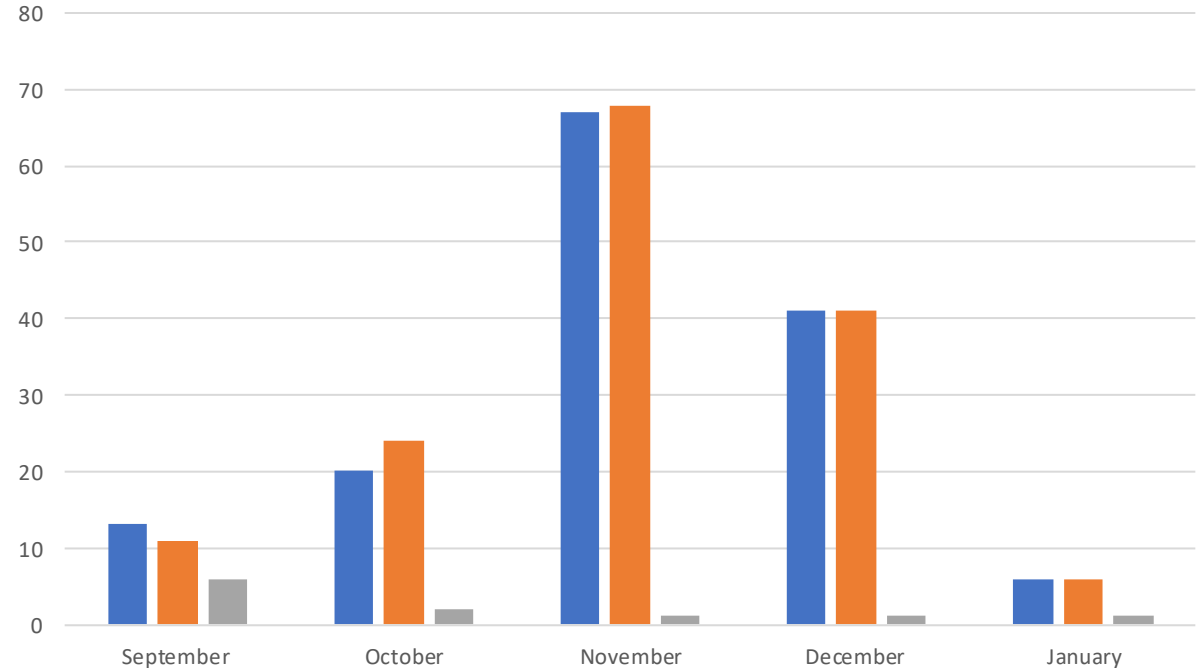
CDS Incident Management – Non-IT Cases

Summary to 9 Jan



Monthly Figures:

Month	Opened Cases (Within month)	Cases Resolved (Within month)	Cases unresolved (C/F Tally)
September	13	11	6
October	20	24	2
November	67	68	1
December	41	41	1
January	5	5	1



Weekly Figures:

CDS TST received **123** emails in week ending 9 Jan associated with non-technical advice queries and provided a response to all queries within our 5-day SLA.

CDS Trade Test and Trader Dress Rehearsal Update



Key Objectives

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- Improve incident resolution time and manage trader perceptions of service
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Overview

- TDR Support inbox is the first point of contact for Declarants, SWDs (Software Developers), CSPs (Community System Providers) and EOs (Express Operators) to raise incidents
- All incidents are tracked through the Jira ticket with updates provided throughout resolution
- TDR Incident Management has support arrangements with wider program resolver teams for both technical and business incidents
- Dashboards are maintained to display an overview of TDR Incident Management
- Knowledge Based Articles and Trend Analysis are maintained to support future incident resolution and identifying common issues traders face, including issues in Production

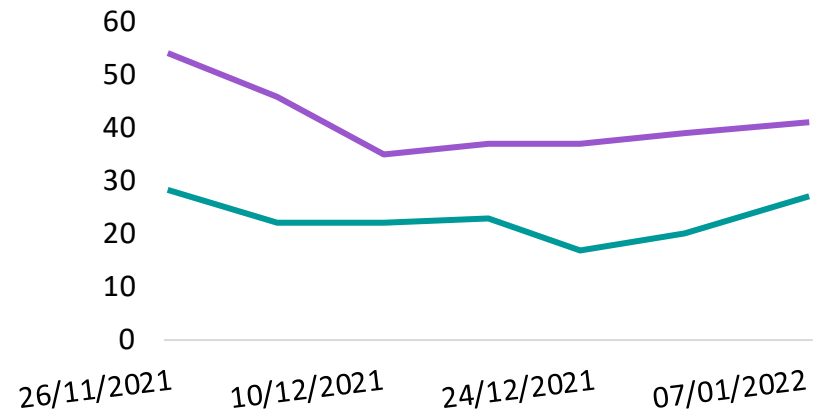
CDS Incident Management - TT and TDR

Incident Summary to week ending 6 Jan

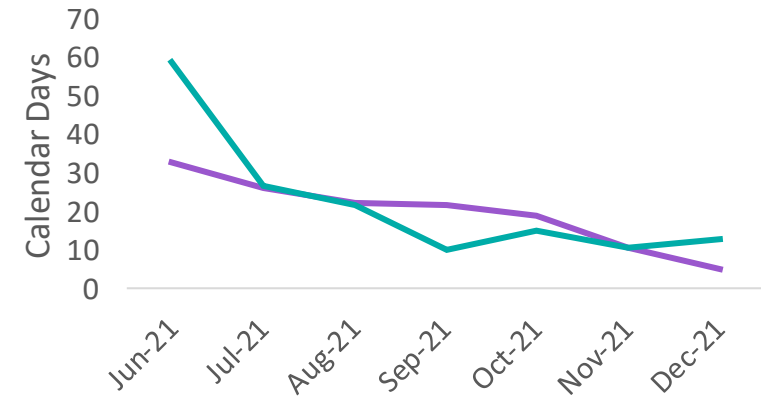
Headlines

	TT	TDR
Open Tickets	41	27
New Tickets this week	3	4
Resolved Tickets	1	1

Open Tickets



Average Clearance Rate



Key Messages

- Open incidents numbers are increasing slightly but absolute numbers remain low
- Average duration of incidents continues to be flat or declining slowly
- Activity volumes in both TT and TDR continue to be volatile as traders use the environments, with a mixture of all declaration types seen