

PIR - INC90624297/PBI71510 - Delay in processing batch impacting NDC

Allocations, Foods Supplier orders

Incident Reference: INC90624297/PBI71510

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Incident Summary:

The Forecasting, Ordering and Allocation (FOA) team reported a slowdown in the nightly batch, which led to delays in the critical overnight

processes. Contingency was applied, supplier orders were generated by 06:43, NDC allocations by 05:14, and frozen allocations to Bedworth and

Dublin were executed. Additionally, there was a delay in the production of the 28-day order plan, as well as in several critical reports, including

Foods Compliance, FLIC, and OTS reports. The underlying cause of these issues was identified as a combination of backup issues following a

datacenter decommissioning activity and the presence of an active connector job, which contributed to the overall slowdown of the nightly

batch.

Incident Resolution:

Contingency was invoked to generate the supplier orders by 06:43, NDC allocations by 05:14 and Frozen allocations to Bedworth and Dublin on 24th

Feb. performed further platform restarts to restore stability and the nightly runs on 24th completed successfully.

Technical Challenges:

Batch system must terminate the connect job in conjunction with the scheduled tasks during the nightly run; otherwise, the nightly job will not cease

promptly, leaving us uncertain about the exact moment the data halts, which hinders our ability to execute a more effective cleanup operation.

It is essential that when we initiate the batch process again, we commence from the very beginning rather than from any subsequent point. Failing

to do so may result in incomplete data being displayed in the user interface, along with calculations that have not been executed.