

# **UK Link Committee Meeting**

## **Xoserve Report Pack**

**Meeting Date: 13<sup>th</sup> November 2014**  
**Reporting Month: October 2014**

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<b>Version:</b>	<b>V2</b>
<b>Date:</b>	<b>11<sup>th</sup> November 2014</b>

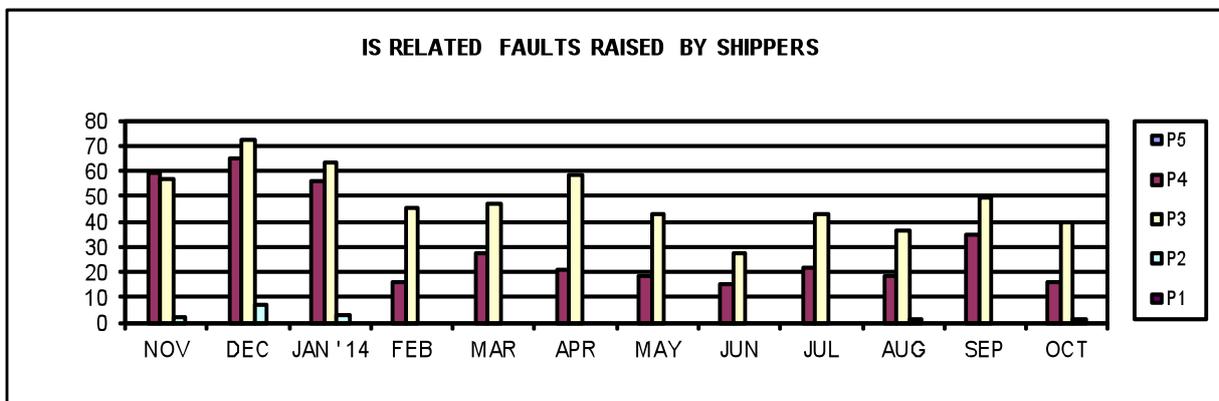
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Report A

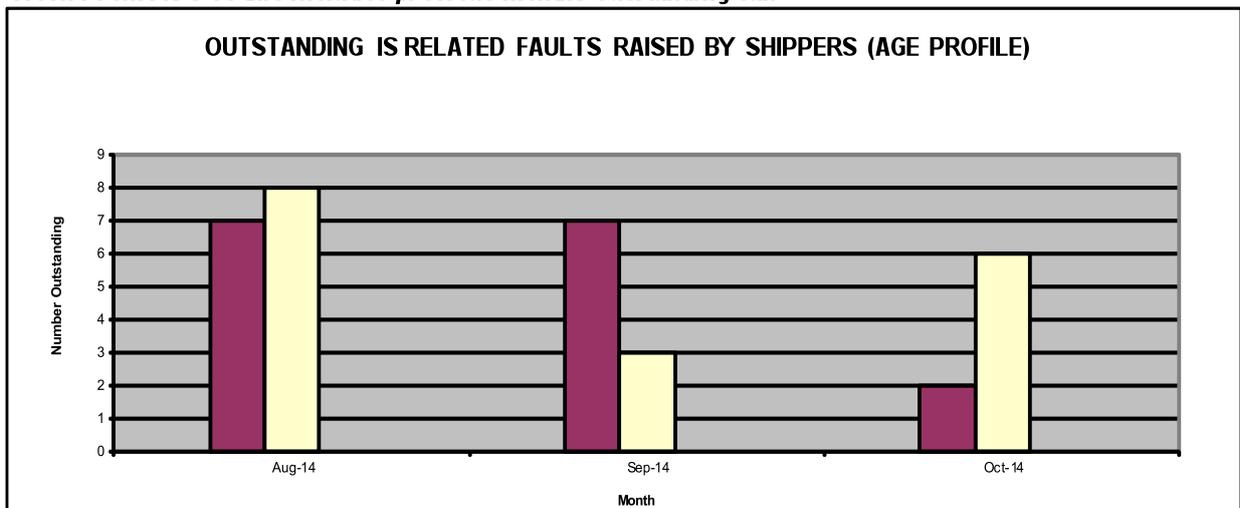
IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
NOV	0	59	57	2	0	118
DEC	0	65	72	7	0	144
JAN '14	0	56	63	3	0	122
FEB	0	16	45	0	0	61
MAR	0	27	47	0	0	74
APR	0	21	58	0	0	79
MAY	0	18	43	0	0	61
JUN	0	15	27	0	0	42
JUL	0	22	43	0	0	65
AUG	0	18	36	1	0	55
SEP	0	35	49	0	0	84
OCT	0	16	40	1	0	57
<b>Total</b>	<b>0</b>	<b>368</b>	<b>580</b>	<b>14</b>	<b>0</b>	<b>962</b>



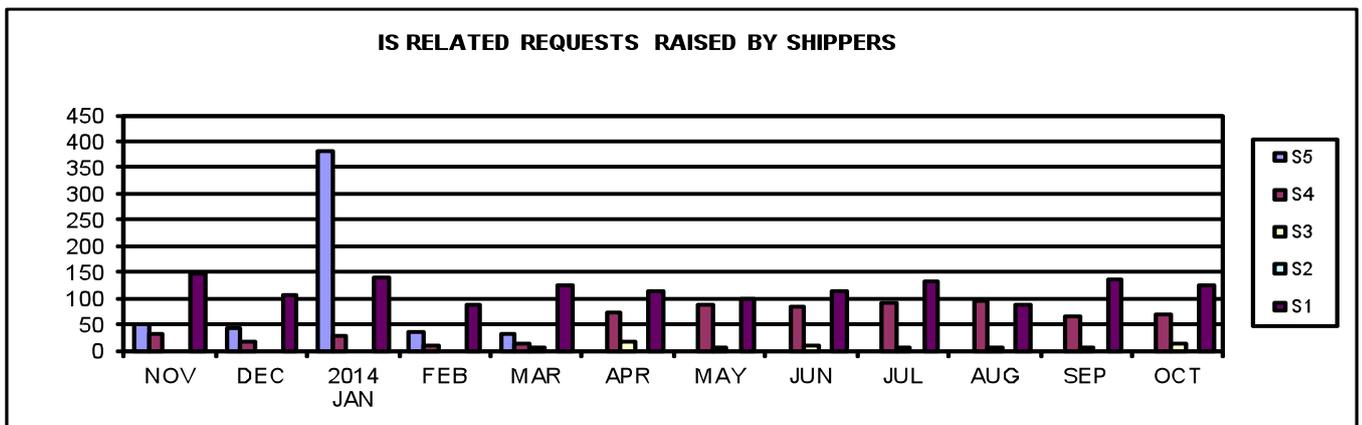
Outstanding Calls	P5	P4	P3	P2	P1	Total
Aug-14	0	7	8	0	0	15
Sep-14	0	7	3	0	0	10
Oct-14	0	2	6	0	0	8
<b>Total (Per P Level)</b>	<b>0</b>	<b>16</b>	<b>17</b>	<b>0</b>	<b>0</b>	<b>33</b>

*\*Note: From AUG'14 this includes previous months Outstanding call*



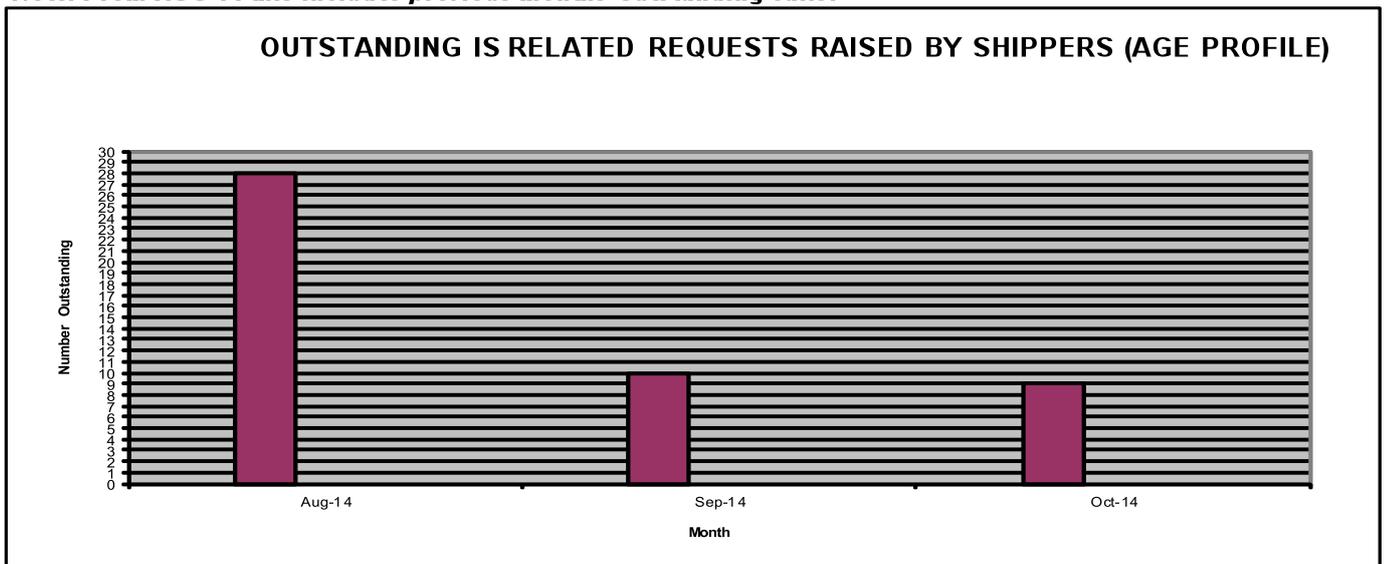
### IS Requests Logged by Shippers

Requests Raised	S5	S4	S3	S2	S1	Total
NOV	50	31	0	0	148	229
DEC	44	17	0	0	107	168
2014 JAN	382	27	0	0	141	550
FEB	34	10	0	0	88	132
MAR	30	13	4	0	124	171
APR	0	74	15	0	115	204
MAY	0	86	7	0	99	192
JUN	0	84	11	0	115	210
JUL	0	90	6	0	133	229
AUG	0	94	5	0	88	187
SEP	0	66	5	0	134	205
OCT	0	67	12	0	124	203
<b>Total</b>	<b>540</b>	<b>659</b>	<b>65</b>	<b>0</b>	<b>1416</b>	<b>2680</b>



Outstanding Calls	S5	S4	S3	S2	S1	Total
Aug-14	0	28	0	0	0	28
Sep-14	0	10	0	0	0	10
Oct-14	0	9	0	0	0	9
<b>Total (Per P Level)</b>	<b>0</b>	<b>47</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>47</b>

*\*Note: From AUG'14 this includes previous months Outstanding calls.*



## Report B

### UK LINK Business Support Agreement Report Summary

#### UK Link Availability (excluding scheduled outages)

- Service is a measure of overall availability to Shippers.
- Access and Batch Transfer, availability figures relate to outages that affected 3 or more Shippers, and do not show where a service is unavailable to a Shipper due to communication or other problems.
- All planned and agreed outages are excluded from the calculation of the total monthly availability figure.
- During this reporting month, the overall availability of the Service was 100%

#### Average UK Link Transaction Response Times and Transaction Volumes

UK Link (Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Oct 2014			
		Oct 2014	Sep 2014	Aug 2014	Jul 2014
		01/10 – 31/10	01/09 – 30/09	01/08 – 31/08	01/07 – 31/07
Gemini Service	99%	100%	100%	100%	100%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	4,875	5,159	5,152	4,967
Re-nominations per day	4,200	21,838	21,775	21,193	21,498
% of transactions < 4 sec's	95%	100%	*Unavailable	100%	100%
Transaction response time (in minutes)	n/a	0.23	*Unavailable	0.23	0.26
Transactions per day	n/a	1397334	*Unavailable	1154697	1272152
% Transaction change	n/a	*Unavailable	*Unavailable	-9.2%	3.5%

*\*Precise Tool was unable to report data for September 2014 month.*

UK Link (Non-Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Oct 2014			
		Oct 2014	Sep 2014	Aug 2014	Jul 2014
		01/10 – 31/10	01/09 – 30/09	01/08 – 31/08	01/07 – 31/07
Batch Transfer	99%	100%	100%	100%	100%
Service Desk Availability	99%	100%	100%	100%	100%

#### P1 / P2 Resolution Time Analysis

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: Oct 2014			
Code	Problems v Time to resolve	Oct 2014	Sep 2014	Aug 2014	Jul 2014
		01/10 – 31/10	01/09 – 30/09	01/08 – 31/08	01/07 - 31/07
P2	<1hr	2	1	6	8
	1-2 hr	0	2	2	2
	2-3 hr	0	0	0	0
	3-4 hr	0	0	0	0
	4-5 hr	0	0	0	0
	>5 hr	0	0	0	0
P1	<1hr	0	0	0	0
	1-2 hr	0	0	0	0
	2-3 hr	0	0	0	0
	3-4 hr	0	0	0	0
	4-5 hr	0	0	0	0
	>5 hr	0	0	0	0

## Report C

### Mod 565 Monthly Liabilities Report

#### TSL10a - File format / UK Link (Consultation period)

If the Transporters make a UK Link system change that impact directly upon Shippers' systems, without formally allowing them 10 working days to make representations, we will be liable to pay each Shipper **£500**. The Transporters will be exempt from this liability if the members of the UK Link Committee agree to the implementation without the formal representations, period or otherwise, if the implementations of the system changes are directly related to a UNC modification.

Throughout the period of “**October**” **2014** there were **no** occurrences under this category.  
The relevant liability is: **0** occurrences x **£500** = **£0** per Shipper.

#### TS10c - Failure to Implement Changes

If the Transporters give Shippers notice that a system change that impacts directly upon the Shippers' systems is due to be implemented on a certain date and the system change is not implemented as planned, the Transporters must inform the Shippers of this failure to implement, by the next business day. If the Transporters fail to meet this requirement, we will be liable to pay each Shipper **£1000**.

Throughout the period of “**October**” **2014** there were **no** occurrences under this category.  
The relevant liability is: **0** occurrences x **£1000** = **£0** per shipper.

#### TSL12a - System Failure 24 Hours +

Should UK Link be unavailable to users for a period of more than 24 hours, then a further one-off payment will be made to each registered user. If the system is down for more than 24 hours then the Transporters will pay **£1000** per user affected.

Throughout the period of “**October**” **2014** there were **no** occurrences under this category.  
The relevant liability is: **0** occurrences x **£1000** = **£0** per Shipper.

#### TSL12b – System Recovery

In the case of repeated UK Link system failure within the business day, the Transporters will endeavour to recover within 5 hours from commencement of the recovery period. If the recovery period exceeds 5 hours, a payment of **£50** per user will be paid. This will be increased by 100% for each subsequent failure within the business day, per user affected. **Eg: £50, £100, £200, £400, £800**

Throughout the period of “**October**” **2014** there were **no** occurrences under this category.

The relevant liability is:   **0** occurrences x **£50** = **£0** per Shipper  
                                      **0** occurrences x **£100** = **£0** per Shipper  
  **Total = £0 per Shipper.**

**Report D**
**List of File Format and Urgent Communications Issued since last UK Link Committee Meeting.**

<b>Comm. Reference</b>	<b>Subject</b>	<b>Date of Issue</b>
1326 - LH - DA	Representation Matrices for the September 14 Change Pack Part 2 of 4	07/10/2014
1327 - LH - DA	COR1154 - UK Link Programme - including Nexus Requirements - Phase Two File Format Release	07/10/2014
1328 - LH - DA	October 2014 Change Pack - Part 1 of 2	10/10/2014
1328.1 - LH - DA	Distribution List for COR3286 – Supply Point Registration – Facilitation of Faster Switching	10/10/2014
1328.2 - LH - DA	COR1351.1 – iGT to Shipper Non-UK Link File Flows	10/10/2014
1328.3 - LH - DA	Ensuring Consistency with UK Link File Naming Conventions	10/10/2014
1329 - LH - DA	COR1154.15.3 - UK Link Programme - including Nexus Requirements - Phase Three File Format Release	14/10/2014
1330 - LH - DA	COR1154.15.3 - Confirmation of closeout date and amendment to File Records	16/10/2014
1331 - LH - DA	UK Link Change Pack October 2014 - Part 2 of 2	17/10/2014
1332 - LH - DA	Data Flow Catalogue Portal	21/10/2014
1333 - LH - DA	COR1154.15.1 - UK Link Programme - including Nexus Requirements - Phase One File Format Representation Matrix	22/10/2014
1334 - LH - DA	Pre UKLC Discussion on Phase 1 Products and Representations	23/10/2014
1335 - LH - DA	Successful Implementation of UNC MOD450B Monthly Revision of Erroneous SSP AQs outside the User AQ Review Period	27/10/2014
1336 - LH - DA	COR 1154.15.3 - Extension to 'UKLP Including Nexus Requirements - Phase 3' File Format Representation Period	27/10/2014
1337 - LH - DA	Representation Matrices for the October 2014 Change Pack Part 1 of 2	29/10/2014
1338 - LH - DA	COR3286 - Supply Point Registration - Facilitation of Faster Switching Outage	30/10/2014
1339 - LH - DA	COR 1154.15.2 Pre UKLC Discussion on Phase 2 Products and Representations	31/10/2014

1340 - LH - DA	COR1154.15.2 - UK Link Programme - including Nexus Requirements - Phase Two File Format Representation Matrix	03/11/2014
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**Report E**  
**Forthcoming Outage Notifications**

Change Request Number	Impacted System	Outage Duration				Brief Description	Committed Notified Date
		Start Date	Start Time	End Date	End Time		
-	EFT	TBC*	TBC*	TBC*	TBC*	Service Outage: Migrate the storage to utilise contemporary solutions. (Enterprise Storage)	14/08/14
TBC	Gemini and Gemini Exit systems	06/09/2015	TBC*	06/09/2015	TBC*	Principal implementation To comply with the new European Network Codes in October 2015	03/09/14
TBC	Gemini and Gemini Exit systems	13/09/2015	TBC*	13/09/2015	TBC*	First contingency To comply with the new European Network Codes in October 2015	03/09/14
TBC	Gemini and Gemini Exit systems	20/09/2015	TBC*	20/09/2015	TBC*	Second contingency To comply with the new European Network Codes in October 2015	03/09/14
-	<i>UK Link</i>	<u>22/11/2014</u>	<u>05:30</u>	<u>23/11/2014</u>	<u>05:30</u>	<b><i>Uk Link Screens outage: Implementation of the Measure to Address Unregistered and Shipperless Sites"</i></b>	<i>09/10/14</i>
-	<i>CMS</i>	<u>22/11/2014</u>	<u>03:30</u>	<u>24/11/2014</u>	<u>08:00</u>	<b><i>CMS outage: Implementation of the Measure to Address Unregistered and Shipperless Sites</i></b>	<i>09/10/14</i>

**Key:**

*Italic – New outage notification*

Underlined – Outage notification information amended

\* Exact timings to be defined