

# **UK Link Committee Meeting**

## **xoserve Report Pack**

**August 2010**

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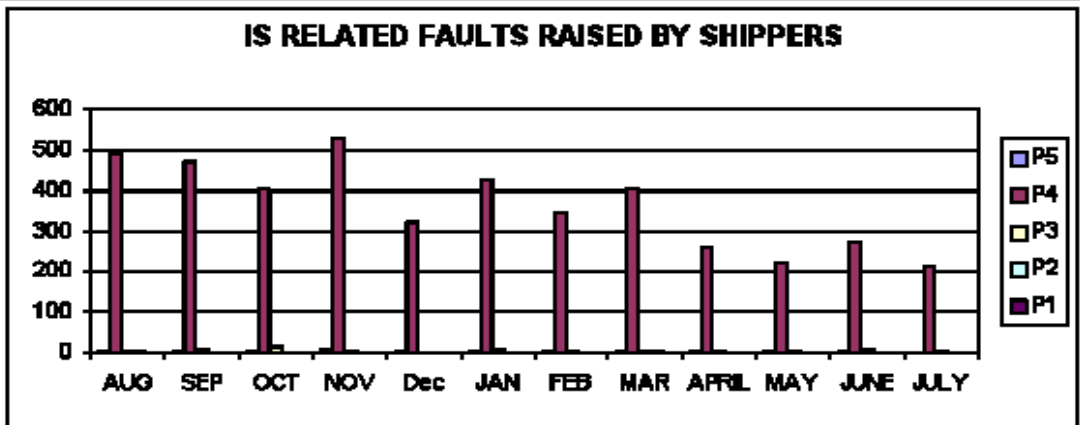
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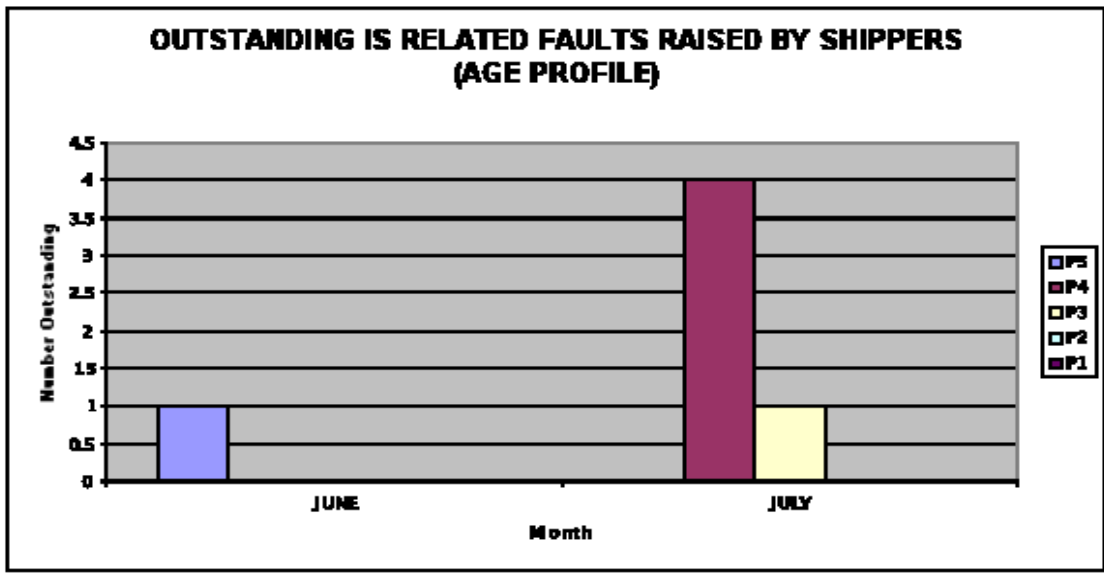
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<b>Faults Raised</b>	<b>P5</b>	<b>P4</b>	<b>P3</b>	<b>P2</b>	<b>P1</b>	<b>Total</b>
<b>AUG</b>	6	491	6	4	0	<b>507</b>
<b>SEP</b>	4	471	9	1	0	<b>485</b>
<b>OCT</b>	5	402	15	0	0	<b>422</b>
<b>NOV</b>	8	528	6	0	0	<b>542</b>
<b>Dec</b>	6	320	2	0	0	<b>328</b>
<b>JAN</b>	5	425	9	0	0	<b>439</b>
<b>FEB</b>	6	346	7	2	0	<b>361</b>
<b>MAR</b>	3	402	5	3	1	<b>414</b>
<b>APRIL</b>	5	259	6	0	0	<b>270</b>
<b>MAY</b>	6	222	4	0	0	<b>232</b>
<b>JUNE</b>	4	272	10	2	0	<b>288</b>
<b>JULY</b>	2	210	6	0	0	<b>218</b>
<b>Total</b>	<b>60</b>	<b>4348</b>	<b>85</b>	<b>12</b>	<b>1</b>	<b>4506</b>



<b>Outstanding Calls</b>	<b>P5</b>	<b>P4</b>	<b>P3</b>	<b>P2</b>	<b>P1</b>	<b>Total</b>
<b>JUNE</b>	1	0	0	0	0	<b>1</b>
<b>JULY</b>	0	4	1	0	0	<b>5</b>
<b>Total (Per P Level)</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>6</b>



**Report B**

**UK-LINK Business Support Agreement Report Summary. July 2010 for UKL August 2010 meeting**

**GEMINI Availability (excluding scheduled outages)**

GEMINI Service is a measure of overall availability to Shippers.

GEMINI Access, Shipper Information Service, Batch Transfer, and Router 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 GEMINI Service was 100%.

**Average GEMINI Transaction Response Times and Transaction Volumes**

<b>GEMINI Availability &amp; Industry Averages</b>					
Performance measures	Target/max	Reporting Month: July 2010			
		July 2010	June 2010	May 2010	April 2010
		1/7 – 31/7	1/6/ - 30/6	1/5 – 31/5	1/4 – 30/4
Gemini Service	99%	100%	99.02%	100%	100%
Gemini Access (IX)	99%	100%	100%	100%	100%
Shipper Information Service	99%	100%	100%	100%	100%
Batch Transfer	99%	100%	100%	100%	100%
Routers	99%	100%	100%	100%	100%
Nominations per day	8,300	5522	5465	5480	5450
Renominations per day	4,200	15384	14777	14940	14575
% of transactions < 4 sec's	95%	99.31%	99.51%	99.25%	99.08%
Transaction response time	n/a	0.32	0.24	0.27	0.30
Transactions per day	n/a	684,749	802,075	724,377	776,712
% Transaction change	n/a	-15%	10%	-7%	-4%

**P1 / P2 Resolution Time Analysis**

<b>Problem Management - BSA Target: Resolved within 5 hours</b>					
Impact Codes P1 / P2		Reporting Month: July 2010			
Code	Problems v Time to resolve	Jul 2010	Jun 2010	May 2010	April 2010
		1/7 – 31/07	01/06 – 30/06	1/5 – 31/5	1/4 – 30/4
P2	<1hr	0	0	0	0
	1-2 hr	0	0	0	0
	2-3 hr	0	1	0	0
	3-4 hr	0	0	0	0
	4-5 hr	0	0	0	0
	>5 hr	0	1	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 / UKLink (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 "JULY" 2010 there were **no** concurrencies 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 Shippers' systems is due to be implemented on a certain date and the system change is not implemented as planned, The Transporters must inform Shippers of this failure to implement, by the next Business day. If The Transporters fails to meet this requirement, we will be liable to pay each Shipper **£1000**.

Throughout the period of "JULY" 2010 there were **no** occurrences under this category.  
The relevant liability is: **0** occurrences x **£1000** = **£0** per Shipper

### **TSL12a - System Failure 24 Hours +**

Should UKLink be unavailable to users for a period of not less than 24 hours then a further one-off payment will be made to each registered user. If system is down for not less than 24 Hrs then The Transporters will pay **£1000** per user affected.

Throughout the period of "JULY" 2010 there were **no** occurrences under this category.  
The relevant liability is: **0** occurrences x **£1000** = **£0** per Shipper

### **TSL12b – System Recovery**

Repeated UKLink system failure within the business day, The Transporters will endeavour to recover within 5hrs from commencement of the recovery period. If 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 "JULY" 2010 there was **0** occurrence 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 on 8<sup>th</sup> July 2010 (period dates for report – Wed 30/6 to Tue 27/7 inc)

Reference (Sent By / Ref No. / Requestor)	Title	Date of Issue
CB/987/NF	Update to Code Contingency Document	30/06/2010
CB/988/NF	Update to Code Contingency Document	01/07/2010
CB/989/DA	COR962.3 – FLE – Process to Challenge UK File Outcomes Representation Matrix	02/07/2010
CB/992/DA	COR962.4 – ADD / UNC – Address Update Request	09/07/2010
CB/993/DA	COR962.4 – ISO – Isolation Contact	09/07/2010
CB/994/DA	COR962.6 – Proposed Removal of QEX file	09/07/2010
CB/995/LP	Re: CB/986/LP & CB/985/LP - DME UKLink Implementation Summary	09/07/2010
MP/996/LP	Reminder: DM Elective Shipper Awareness Workshops	16/07/2010
CB/997/LP	Action UKL1198 Shipper Transfer Read Scenario Requirements Review	21/07/2010
CB/998/LP	DM Elective 26th July Shipper Workshop Details	22/07/2010
CB/999/JT	NTS Entry Commodity invoice file format (.ECO)	26/07/2010

**Report E – Forthcoming Outage Notifications**

UKL CR No.	Impacted System	Outage Duration				Brief Description	Committee approved date
		Start Date	Start Time	End Date	End Time		

*Italic* and underlined outages indicate either new and/or changed outages from the last UK Link committee meeting