UKLINK

ACTIVE NOTIFICATION SYSTEM
SUPPLEMENTARY DOCUMENT

August 2014

Version 8.1

Version	COR	Date of change	Changes	By who
8.0FA	3470	09/08/14	Changes to reflect Active Notification System Changes. Explicit references to ANS User Guide, and this not forming part of the UK Link Manual.	Gary Kilburn / David Addison
8.1FA	3470	28/08/14	Inclusion of ANS references from UK Link Manual Security Policy - Audit	David Addison

1. INTRODUCTION

1.1. Purpose of this Document

This document describes what the Active Notification System (ANS) is. It is intended to enable Users to understand the capability and use of the system which the Transporters have implemented to provide a solution to the requirement to simultaneously notify UK Link Users of time-critical business events.

It is also intended to give an overview of the Active Notification System Portal and the functionality available to Users.

The ANS System, whilst providing a form of UK Link Communication does not form part of the UK Link System. The ANS Portal facilitates User access but does not form part of the UK Link System.

1.2. Scope

This document provides an overview of what the Active Notification System is intended to provide to Users.

It also provides a view of the ANS Portal and functionality available. There are two basic functions available on the ANS Portal System which are both described in this document and the User Guide (see section 2.1):
- Update organisations contact details
- Forgotten password / logging issues or faults

The functionality of the system is greater than is at present required but the information given in this guide relates solely to functionality which has been currently implemented. No instructions are provided for any additional functions. If some or all of these functions need to be activated in the future, this document will be amended to include full instructions at the appropriate time.

2. WHAT IS ACTIVE NOTIFICATION?

Active Notification is the process by which the Transporters can inform all relevant UK Link Users simultaneously of business or time critical events such as system emergencies and interruptions. The Active Notification System is used to transmit Active Notification Communications via Short Message System (SMS) and, where a User has elected to do so, via email to each UK Link User.

The Active Notification System provides UK Link Communications to Users. The Communication is provided by the SMS Message. The email communication is a supplementary communication.

2.1. Active Notification System

The Active Notification System is a web-based Service provided by a 3rd party and operated by the Transporters. The host system transmits messages over a mobile network to a UK Link User's nominated handset and, where a User has elected to do so, via email to the UK Link User's nominated email address(es). This automatically acknowledges receipt of the message to the host system and also sends an automatic delivery receipt back to the Transporters.

The relevant 'Help Desk' number is **0800 9177111**. This 'Help Desk' is provided by National Grid Transmission, this is not the Transporter Helpline. This will enable more direct routing to the relevant support personnel.

Users can access the Active Notification System User Guide from:
http://www2.nationalgrid.com/uk/industry-information/gas-transmission-operational-data/supporting-information/

The User Guide is not intended to form part of the UK Link Manual.

2.2. Active Notification Communication

A message transmitted by the Active Notification System is sometimes referred to as an Active Notification Communication. These may be either Code Communications (as defined in the Uniform Network Code) or a notification that such a Code Communication has been given by some other means. A complete list of all the Code Communications which are given by Active Notification can be found in the table in Appendix 6 of the UK Link Overview Manual.

Messages will be sent via SMS and, where a User has elected to do so, via email to the UK Link User's nominated SMS device and/or email address(es) which are maintained by the User at all times via the UK Link User's account on the system.

2.3. Active Notification System Audit Trail

The Active Notification System has the facility to log both successful and unsuccessful deliveries.

2.3.1. Information Retained Centrally

Information retained centrally includes for each SMS message:

(a) the message text;
(b) the times at which the message was initiated;
(c) the time at which the message was delivered to the User or attempts to deliver where delivery was not achieved;

Where a User has elected to receive email communications the time that the message was delivered to the User is recorded. When the User reads this communication is not recorded.

2.3.2 Information Retained by User

The User may wish to make a record of the receipt of these messages and the content of these messages.

3. **MAINTENANCE BY A UK LINK USER OF CONTACT DETAILS**

A UK Link User is able to manage their own contact details using the Active Notification System portal.

The User's access will be supplied via a URL. The User cannot gain access to the ANS portal without supplying a valid user identity and password. The User will have to populate a screen with the following details:
- Company ID
- User ID
- Password

These details will be supplied by National Grid initially.

Upon first log on the User will be prompted to reset their password.

Should a User forget the password, they may click the 'forgotten password' link on screen and an email will be sent to the Primary User's email address held in the system, further details and screen shots are provided in the User Guide. Should a user still experience issues in logging in or wishes to log a fault with the system a call to the Help Desk (see section 2.1) would be required.

Local Security Officers that are recorded for UK Link Systems do not have a specific role with respect to the Active Notification System. A User must provide one email address to act as the 'Primary User' in order for administration and maintenance messages to be provided. Where a User provides more than one email address the first email address on the ANS Portal will be deemed to be the Primary User.

Further information, including how to update contact details, can be found in the Active Notification System User Guide.

The following table is intended to summarise User Log In details and requirements.

	Active Notification System
Authentication type	ANS User identity and password
User identity	
Assigned to	UK Link User
Sharing by ARs permitted?	Yes
Concurrent sessions possible?	Yes
Format	Company ID User ID Password Supplied at initial set up.
Lifetime	Prompt for new password after 90 days if not used.
How added	By Transporters when setting up new UK Link User
How removed	By Transporters when removing UK Link User
Password	
Length	Minimum 8 characters
Format	Must contain at least 1 'alpha', 1 'numeric' and 1 'special' character. An example of a secure password is 123?$ab%c. As soon as an acceptable password has been entered the "Strong" web access password message will be displayed.
Lifetime	90 days
How changed	AR may reset their password using the ANS portal. Where the User password has been forgotten the ANS portal 'Forgotten Password' functionality will enable the Primary User to reset the password.

4. RECEIPT OF ACTIVE NOTIFICATION COMMUNICATIONS

4.1. SMS Messages

The SMS messages are conveyed via a mobile network to the User nominated device. This communication is only conveyed to a single device. It is envisaged that SMS will be delivered to mobile phone devices. Users must define their own storage policies with regards to the messages received.

Transporters shall monitor the Active Notification System to determine whether messages have been delivered and in any case where there is a delivery failure, the User will receive via back up communication such as email, fax or telephone call.

4.2. Email Communications

The primary communication route is via SMS, however a User may elect to receive the communication via email to up to 8 User nominated email addresses.

In the event there is a failed delivery via SMS, the Transporters will look to see if delivery has been received via other means e.g. Email. If delivery is still not confirmed back up communication via fax or telephone call would be completed.

5. ACTIVE NOTIFICATION CONTINGENCY PROCEDURES

It is a UK Link User's responsibility to ensure that it reads it's Active Notification Communications on receipt. Since these may contain business or time critical information it is in the UK Link User's own interests to ensure that it is aware of the communication as soon as possible.

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gary.kilburn 11/8/14 11:10
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david.addison 13/8/14 22:30
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Undelivered messages (for example if a UK Link User is outside of a network area or the handset is switched off), the Transporter detects via monitoring of the Active Notification Process that a UK Link User has not received a particular message and then it will implement a contingency procedure to ensure that the message is received by some other means (for example email, fax or telephone). This inevitably introduces a delay in receipt of the message, however, and UK Link Users are therefore advised that their nominated handsets should be both switched on and located within the network area at all times.

The Transporters responsibility for Active Notification is to issue messages simultaneously to all UK Link Users; to identify when a UK Link User has not received delivery of each message; and to implement contingency measures in those instances.

For each business event about which a message is sent, there is a contingency procedure which will be invoked if the Transporter detects that the message has not been delivered. Because invoking contingency procedures is time consuming and can result in delay in receiving messages, it is to a UK Link User's advantage to ensure that their individual organisations contact details are fully up to date and their nominated SMS device is switched on and staffed at all times.

Once the message has been confirmed to the Transporters as delivered, the Transporters accept no responsibility for failure on the part of a UK Link User to read or act on their Active Notification messages.

6. GETTING HELP

If you have any difficulties in using any part of system which you are unable to resolve by referring to this or the User Guide then you should contact the Help Desk (see section 2.1).

Margin comments (tracked changes):

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gary.kilburn 21/8/14 13:41 — Deleted: Undelivered messages (for example if a UK Link User is outside the transmission area or the handset is switched off) are held in the UK Link User's 'postbox' on the host system for a period of 72 hours after which they are deleted. If the Transporters detects via its transmission

gary.kilburn 21/8/14 13:59 — Deleted: guide then you should contact the the Transporters

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gary.kilburn 11/8/14 10:11 — Deleted: or read

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gary.kilburn 21/8/14 13:45 — Deleted: received or acknowledged

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david.addison 13/8/14 22:30 — Deleted: 2005