UK Link Committee Meeting

xoserve Report Pack

AUGUST 2006 v1
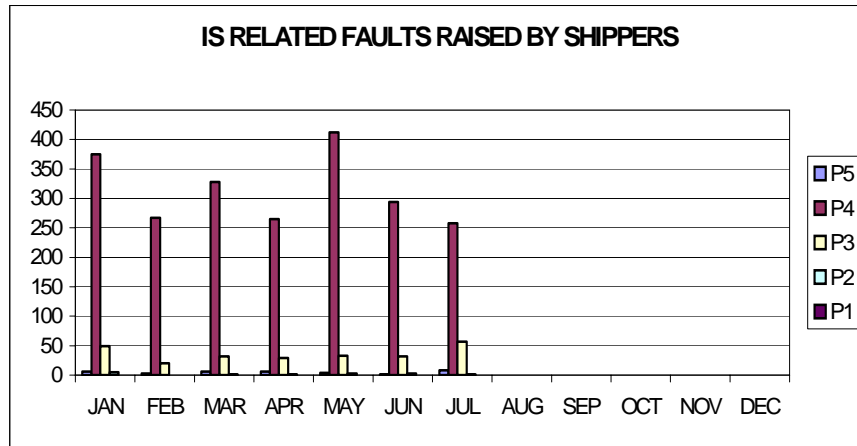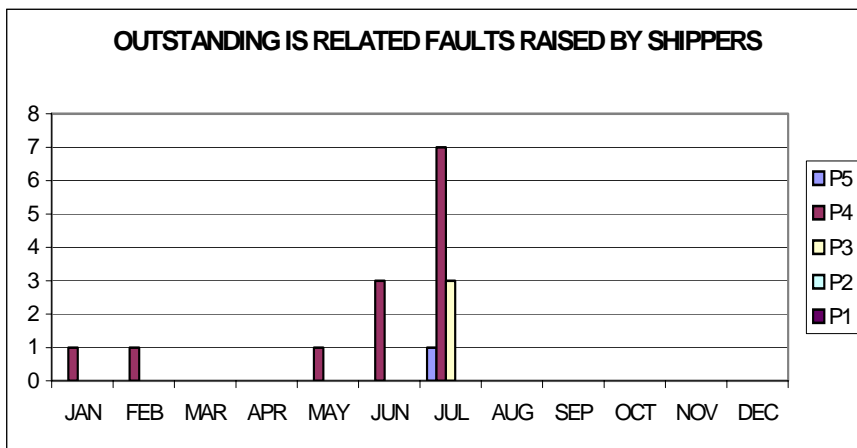
Contents

Please note that the latest version of the UKLink Implementation Plan (AUGUST 06 v1) is sent with this report but as a separate document.

Report A – IS Faults logged by Shippers – "JULY" 2006

Faults Raised	P5	P4	P3	P2	P1	Total
JAN	6	375	49	5	0	435
FEB	3	267	20	0	0	290
MAR	6	328	32	1	0	367
APR	6	265	29	1	0	301
MAY	4	412	33	3	0	452
JUN	1	294	32	3	0	330
JUL	8	258	57	1	0	324
AUG						0
SEP						0
OCT						0
NOV						0
DEC						0
Total	34	2,199	252	14	0	2,499

IS RELATED FAULTS RAISED BY SHIPPERS

Faults Outstanding	P5	P4	P3	P2	P1	Total
JAN	0	1	0	0	0	1
FEB	0	1	0	0	0	1
MAR	0	0	0	0	0	0
APR	0	0	0	0	0	0
MAY	0	1	0	0	0	1
JUN	0	3	0	0	0	3
JUL	1	7	3	0	0	11
AUG						0
SEP						0
OCT						0
NOV						0
DEC						0
Total	1	13	3	0	0	17

OUTSTANDING IS RELATED FAULTS RAISED BY SHIPPERS

Report B – UK-LINK Business Support Agreement Report Summary – "JULY" 2006

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 %** and the overall availability of GEMINI Access was **100%**.

Average GEMINI Transaction Response Times and Transaction Volumes

GEMINI Availability & Industry Averages					
Performance measures	Target/max	Reporting Month: "JULY" 2006			
		July 2006	June 2006	May 2006	April 2006
		01/07 - 31/07	01/06 - 30/06	01/05 - 31/05	01/04 - 30/04
GEMINI Service	99%	100	100	**98.9**	99.61
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	3,912	3,859	3,998	4,098
Renominations per day	4,200	11,976	12,070	11,911	12,061

P1 / P2 Resolution Time Analysis
During this month no incidents were raised with an impact of P1 or P2 that affected three or more Shippers

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: "JULY" 2006			
Code	Problems v Time to resolve	July 2006	June 2006	May 2006	April 2006
		01/07 - 31/07	01/06 - 30/06	01/05 - 31/05	01/04 - 30/04
P2	<1hr	**0**	**0**	**0**	**0**
	1-2 hr	**0**	**0**	**2**	**0**
	2-3 hr	**1**	**0**	**0**	**1**
	3-4 hr	**0**	**0**	**0**	**1**
	4-5 hr	**0**	**0**	**1**	**0**
	>5 hr	**0**	**0**	**0**	**2**
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**

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Report C – Mod 565 Monthly Liabilities Report –"JULY" 06 - ("AUGUST" 06 Report Not Yet Available)

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 15 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" 2006** there were **no** concurrencies under this category.
The relevant liability is: **0** occurrences x £500 = £**0** per Shipper

TSL10b - Notice of changes

If The Transporters make a UK Link system change that impacts directly upon Shippers' systems, without formally allowing them 6 months notice of the implementation of the change, 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" 2006** 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 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" 2006** 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" 2006** 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" 2006** 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

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Report D – List of File Format and Urgent Communications Issued since last UKLink Committee Meeting on 13th JULY 2006 (covers period Wed 5th JULY to Wed 2nd AUGUST inclusive)

File Formats

NR/643/NR   GEMINI EXTENDED HOUSEKEEPING 16 July 2006   13/07/06

NR/644/NR   Gemini Maintenance Screen Amendment 1 of 1   14/07/06

NR/645/NR   Minor Amendment to CALMS System – 2 of 2   14/07/06

Urgent Shipper Communications

None this month

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Report E – Forthcoming Outage Notifications

UKL CR No.	Impacted System	Outage Duration				Brief Description	Committee approved date
		Start Time	Start Date	End Time	End date		
	Gemini	**TBC**	**No dates agreed yet**	**TBC**	**TBC**	**Gemini Warm Standby disaster recovery testing - failover from production infrastructure to backup (warm standby) infrastructure.**	

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