

# **UK Link Committee Meeting**

## **Xoserve Report Pack**

**Meeting Date: 12 January 2012**  
**Reporting Month: December 2011**

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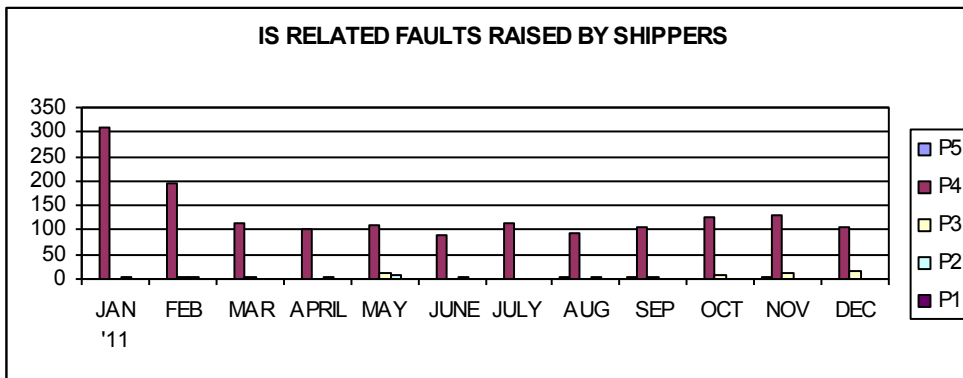
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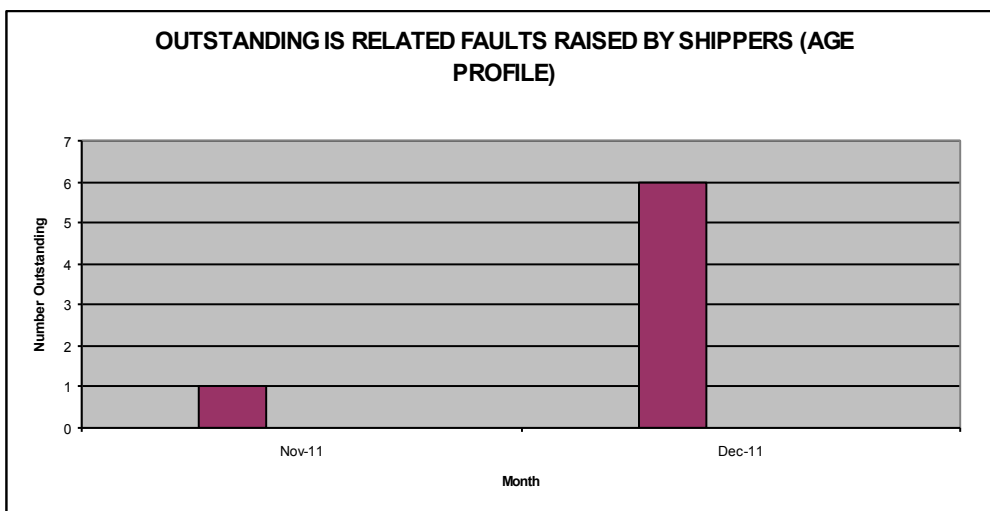
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
JAN '11	2	308	1	6	0	317
FEB	2	197	3	3	0	205
MAR	2	115	3	2	0	122
APRIL	0	103	0	4	0	107
MAY	2	111	11	9	0	133
JUNE	0	91	2	3	0	96
JULY	1	114	2	2	0	119
AUG	3	92	1	3	0	99
SEP	3	106	3	0	1	113
OCT	2	125	7	1	0	135
NOV	5	129	12	0	0	146
DEC	1	105	15	0	0	121
<b>Total</b>	<b>23</b>	<b>1596</b>	<b>60</b>	<b>33</b>	<b>1</b>	<b>1713</b>



Outstanding Calls	P5	P4	P3	P2	P1	Total
Nov-11	0	1	0	0	0	1
Dec-11	0	6	0	0	0	6
<b>Total (Per P Level)</b>	<b>0</b>	<b>7</b>	<b>#REF!</b>	<b>#REF!</b>	<b>#REF!</b>	<b>7</b>



## Report B

### UK LINK Business Support Agreement Report Summary

#### 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

GEMINI Availability & Industry Averages					
Performance measures	Target/max	Reporting Month: December 2011			
		Dec 2011	Nov 2011	Oct 2011	Sept 2011
		01/12 - 31/12	01/11 - 30/11	01/10 - 31/10	01/09 - 30/09
Gemini Service	99%	100%	100%	100%	99.13%
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	5,503	5,279	5,406	5,537
Re-nominations per day	4,200	17,968	18,208	18,093	18,211
% of transactions < 4 sec's	95%	99.6%	99.5%	99.6%	99.2%
Transaction response time in seconds	n/a	0.24	0.25	0.25	0.30
Transactions per day	n/a	923,409	806,719	n/a*	811,280
% Transaction change	n/a	14.5%	n/a**	n/a*	0.6%

\* = Figures for October 2011 are unavailable due to a report fault

\*\* = Figure for November 2011 is unavailable due to a report fault

#### P1 / P2 Resolution Time Analysis

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: December 2011			
Code	Problems v Time to resolve	Dec 2011	Nov 2011	Oct 2011	Sept 2011
		01/12 -31/12	01/11-30/11	01/10-31/10	01/09-30/09
P2	<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	1	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	1

## 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 “**December**” **2011** 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 “**December**” **2011** 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 “**December**” **2011** 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 “**December**” **2011** 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>Reference (Sent By / Ref No. / Requestor)</b>	<b>Title</b>	<b>Date of Issue</b>
LJ/1094/CF	COR1000.9 IX Upgrade and COR1000.1 EFT	06/12/2011
LJ/1095/DA	January 2012 Change Pack	09/12/2011
LJ/1095.1/DA	Xoserve Service Desk Services	09/12/2011
LJ/1095.2/AS	COR2005 - NTS Exit Reform Phase 3 - UKLC Representation	09/12/2011
LJ/1095.3/M L	Modification 292 'Proposed change to the AQ Review Tolerance for Small Supply Point (SSP) sites	09/12/2011
LJ/1096/DA	COR2414 - S66 Validation	22/12/2011
LJ/1097/DA	Representation Matrices' for January Change Pack	06/01/2012
LJ/1097.1/M L	MOD292 Proposed Change to the AQ Review Tolerance for Small Supply Point (SSP) Sites - Representation Matrix	06/01/2012
LJ/1097.2/AS	COR2005 - NTS Exit Reform Phase 3 - Nil Response	06/01/2012

**Report E**

**Forthcoming Outage Notifications**

UKL CR No.	Impacted System	Outage Duration				Brief Description	Committee notified date
		Start Date	Start Time	End Date	End Time		
	Gemini & Gemini Exit – change request No. 2005	<b>29/7/2012</b>	<b>04:00*</b>	<b>29/7/2012</b>	<b>09:00* (11:00 for contingency )</b>	Application implementation	09/09/2011
	Gemini & Gemini Exit – change request No. 2160	<b>April 2012</b>	<b>TBC</b>	<b>April 2012</b>	<b>TBC</b>	Infrastructure amendment. Unlikely to require a system outage, but this is to be confirmed	03/11/2011

**Key:**

*Italic – New outage notification*

Underlined – Outage notification information amended

\* Exact timings to be defined