# UK Link Committee Meeting

# Xoserve Report Pack

# Meeting Date: 9th February 2012
# Reporting Month: January 2012

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|---|---|
| Version: | V2 Approved |
| Date: | 08/02/2012 |

# Contents

**Report A**

**IS Faults Logged by Shippers**

| Faults Raised | P5 | P4 | P3 | P2 | P1 | Total |
|---|---|---|---|---|---|---|
| FEB '11 | 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 |
| JAN '12 | 3 | 113 | 18 | 0 | 0 | 134 |
| Total | 24 | 1401 | 77 | 27 | 1 | 1530 |



| Outstanding Calls | P5 | P4 | P3 | P2 | P1 | Total |
|---|---|---|---|---|---|---|
| Nov-11 | 0 | 1 | 0 | 0 | 0 | 1 |
| Dec-11 | 0 | 1 | 0 | 0 | 0 | 1 |
| Jan-12 | 0 | 1 | 0 | 0 | 0 | 1 |
| Total (Per P Level) | 0 | 3 | 0 | 0 | 0 | 3 |
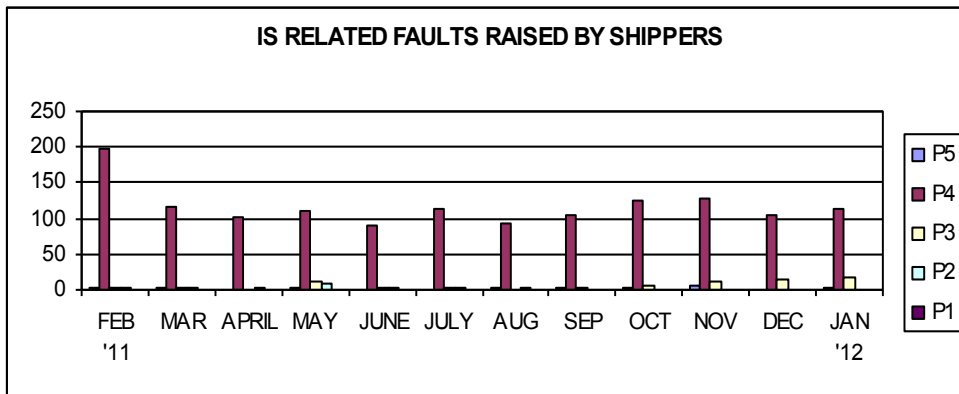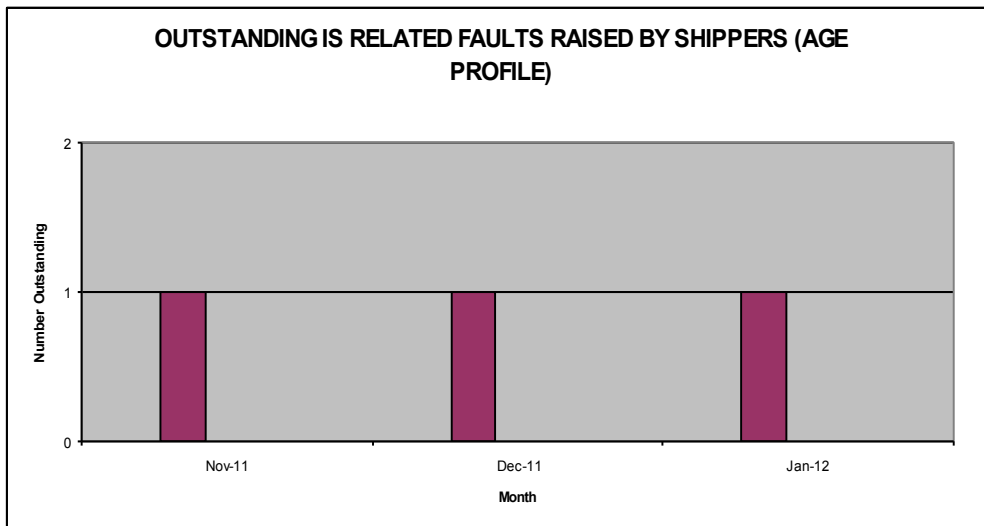
**Report B**

**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 | | | | | |
|---|---|---|---|---|---|
| | | Reporting Month: January 2012 | | | |
| Performance measures | Target/max | Jan 2012 | Dec 2011 | Nov 2011 | Oct 2011 |
| | | 01/01 - 31/01 | 01/12 - 31/12 | 01/11 - 30/11 | 01/10 - 31/10 |
| Gemini Service | 99% | 100% | 100% | 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 | 5,554 | 5,503 | 5,279 | 5,406 |
| Re-nominations per day | 4,200 | 18,128 | 17, 968 | 18,208 | 18,093 |
| % of  transactions < 4 sec's | 95% | 99.5% | 99.6% | 99.5% | 99.6% |
| Transaction response time (in minutes) | n/a | 0.27 | 0.24 | 0.25 | 0.25 |
| Transactions per day | n/a | 796, 812 | 923,409 | 806,719 | N/A* |
| % Transaction change | n/a | -13.7% | 14.5% | N/A** | N/A* |

*   = *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: January 2012 | | | |
| Code | Problems v Time to resolve | Jan 2012 | Dec 2011 | Nov 2011 | Oct 2011 |
| | | 01/01 -31/01 | 01/12 -31/12 | 01/11-30/11 | 01/10-31/10 |
| P2 | <1hr | **0** | **0** | **0** | **0** |
| | 1-2 hr | **0** | **0** | **0** | **0** |
| | 2-3 hr | **1*** | **0** | **0** | **0** |
| | 3-4 hr | **0** | **0** | **0** | **1** |
| | 4-5 hr | **0** | **0** | **0** | **0** |
| | >5 hr | **0** | **0** | **1** | **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** |

* = *Jan 2012 P2 2-3 hr was originally raised as a P3*

**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 **"January" 2012** 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 **"January" 2012** 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 **"January" 2012** 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 **"January" 2012** 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,**

| Reference (Sent By / Ref No. / Requestor) | Title | Date of Issue |
|---|---|---|
| LJ/1098/DA | February 2012 Change Pack | 13/01/2012 |
| LJ/1098.1/TM | Consolidation of User Pays Supporting Information File Format (.USP) | 13/01/2012 |
| LJ/1098.2/DA | Data items with Limited Remaining Allowable Values | 13/01/2012 |
| LJ/1098.3/DA | IX Upgrade Change Classification | 13/01/2012 |
| LJ/1099/SK | IAD Replacement Project Go-Live On Track | 13/01/2012 |
| LJ/1100/DA | Proposed Implementation Date of COR2414 - 'Amendment to S66 Validation' | 17/01/2012 |
| LJ/1101/SK | Data Enquiry Familiarisation Feedback Response | 17/01/2012 |
| LJ/1102/SK | IAD Replacement Project Go Live - Update | 20/01/2012 |
| LJ/1103/DA | Data Enquiry - Post Launch Update | 27/01/2012 |
| LJ/1104/ML | Modification 292 'Proposed change to the AQ Review Tolerance for Small Supply Point (SSP) Sites' | 27/01/2012 |
| LJ/1105/RC | Cessation of IAD Service - Tuesday 31st January 2012 | 30/01/2012 |
| LJ/1106/DA | Information relating to UKLC 09/02/12 02/02/2012 | 02/02/2012 |
| LJ/1106.1/MF | COR1377 – Proposed file format changes for DN Recovery of NTS Exit Zone Capacity Charges | 02/02/2012 |
| LJ/1106.2/EL | Transition to Contact Management | 02/02/2012 |
| LJ/1106.3/DJ | COR0962 – QMP File Change for Phase 1 Implementation Contact Management Service (Q Project) | 02/02/2012 |
| LJ/1106.4/DA | IX Upgrade - UK Link Presentation | 02/02/2012 |
| LJ/1107/DA | Representation Matrices' for January 2012 Change Pack | 02/02/2012 |
| LJ/1107.1/DA | Re: LJ/1098.1/TM – Consolidation of User Pays Supporting Information File Format (.USP) | 02/02/2012 |
| LJ/1107.2/DA | Re: LJ/1098.3/DA – IX Upgrade – Change Classification | 02/02/2012 |
| LJ/1108/SK | Data Enquiry – Update & Weekend Outage (Saturday 4th Feb 14:00 - 18:00) | 02/02/2012 |

**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 | 29/7/2012 | 04:00* | 29/7/2012 | 09:00* (11:00 for contingency) | Application implementation | 09/09/2011 |
| | Gemini & Gemini Exit – change request No. 2160 | 29th April 2012 | TBC | 29th April 2012 | TBC | 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