

# **UK Link Committee Meeting**

## **xoserve Report Pack**

**February 2010**

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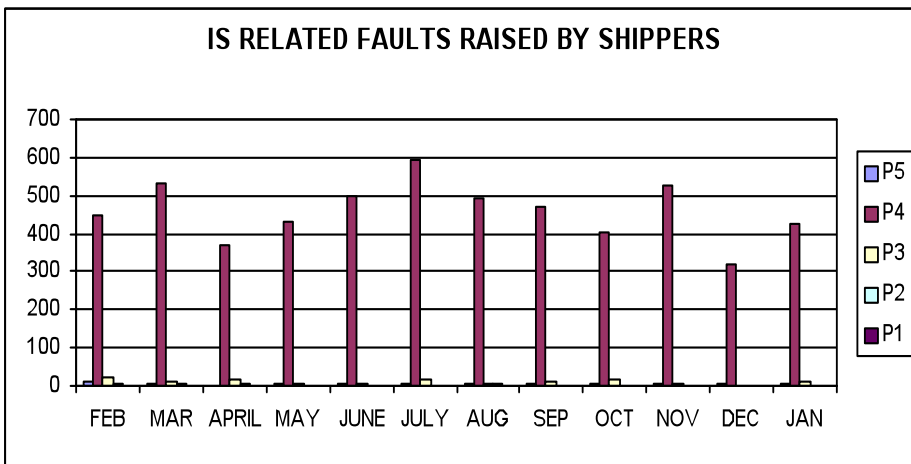
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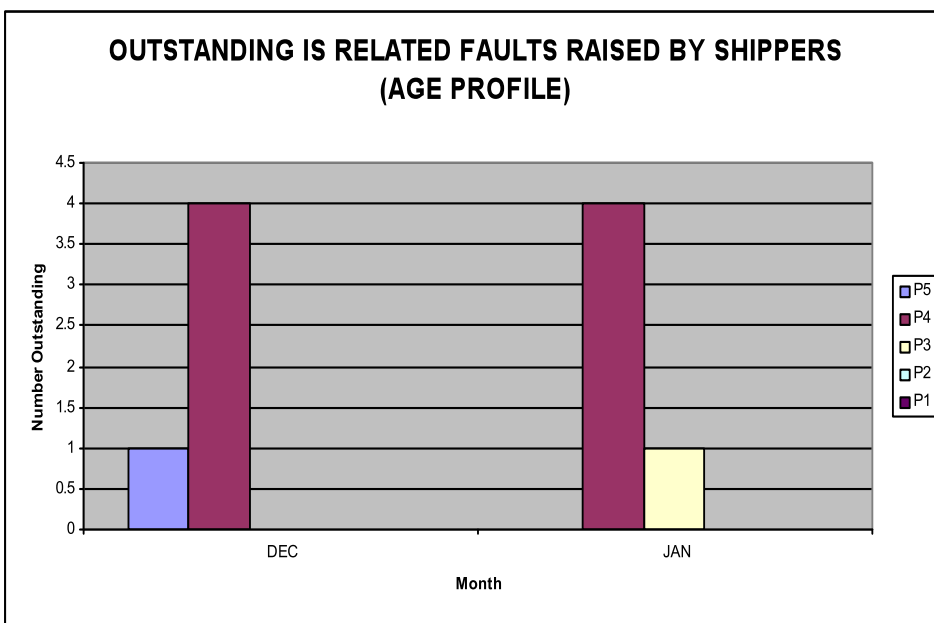
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Report A – IS Faults logged by Shippers – January 2010 for February 2010 UKL meeting

Faults Raised	P5	P4	P3	P2	P1	Total
JAN	1	526	26	2	0	555
FEB	13	446	22	3	0	484
MAR	3	531	13	4	0	551
APRIL	2	371	15	3	0	391
MAY	6	433	5	1	0	445
JUNE	6	498	5	1	0	510
JULY	3	595	17	2	1	618
AUG	6	491	6	4	0	507
SEP	4	471	9	1	0	485
OCT	5	402	15	0	0	422
NOV	8	528	6	0	0	542
DEC	6	320	2	0	0	328
JAN	5	425	9	0	0	439
<b>Total</b>	<b>68</b>	<b>6037</b>	<b>150</b>	<b>21</b>	<b>1</b>	<b>6277</b>



Outstanding Calls	P5	P4	P3	P2	P1	Total
DEC	1	4	0	0	0	5
JAN	0	4	1	0	0	5
<b>Total (Per P Level)</b>	<b>1</b>	<b>8</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>10</b>



**Report B**

**UK-LINK Business Support Agreement Report Summary. December 2009 for UKL February 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: December 2009			
		Dec 2009	Nov 2009	Oct 2009	Sep 2009
		1/12 – 31/12	1/11 – 30/11	01/10 – 30/10	01/09 – 30/09
Gemini Service	99%	100%	100%	100%	99.47%
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	5469	5317	5164	5172
Renominations per day	4,200	14999	14890	14780	14687
% of transactions < 4 sec's	95%	99.28%	99.24%	84.22%	92.24%
Transaction response time	n/a	0.31	0.32	1.62	0.99
Transactions per day	n/a	794,732	549,715	579,924	719,494
% Transaction change	n/a	31%	-5%	-19%	-15%

**P1 / P2 Resolution Time Analysis**

<b>Problem Management - BSA Target: Resolved within 5 hours</b>					
Impact Codes P1 / P2		Reporting Month: December 2009			
Code	Problems v Time to resolve	Dec 2009	Nov 2009	Oct 2009	Sep 2009
		1/12 – 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	2
	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
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 "**DECEMBER**" 2009 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 "**DECEMBER**" 2009 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 "**DECEMBER**" 2009 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 "**DECEMBER**" 2009 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 14<sup>th</sup> January 2010 (period dates for report – Wed 6/1 to Tue 2/2 inc)

<b>Reference (Sent By / Ref No. / Requestor)</b>	<b>Title</b>	<b>Date of Issue</b>
CB/941/LP	RE: CB/938/LP - UKL1172 Action - DME Notification + Transfer Read Processing	13/01/2010
CB/942/DA	Change 2 of 2 - Re-issue of Note CB/941/LP - UKL1172 Action - DME Notification + Transfer Read Processing	15/01/2010
CB/943/DA	Actions and Discussions within the ConQuest External User Group 15/01/10	15/01/2010

**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		
N/A	Gemini	May / June 2010	TBC	May / June 2010	TBC	Exit Reform Phase 1	13/08/09
1001	Gemini	17 <sup>th</sup> April 2010	14:00	17 <sup>th</sup> April 2010	18:00 +1 hour contingency	GSN Implementation	11/02/2010

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