

UK Link Committee Meeting

xoserve Report Pack

March 2010

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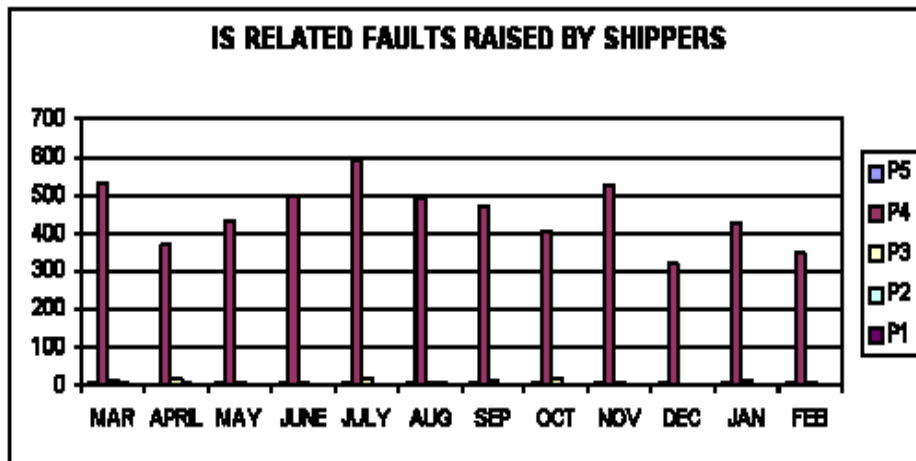
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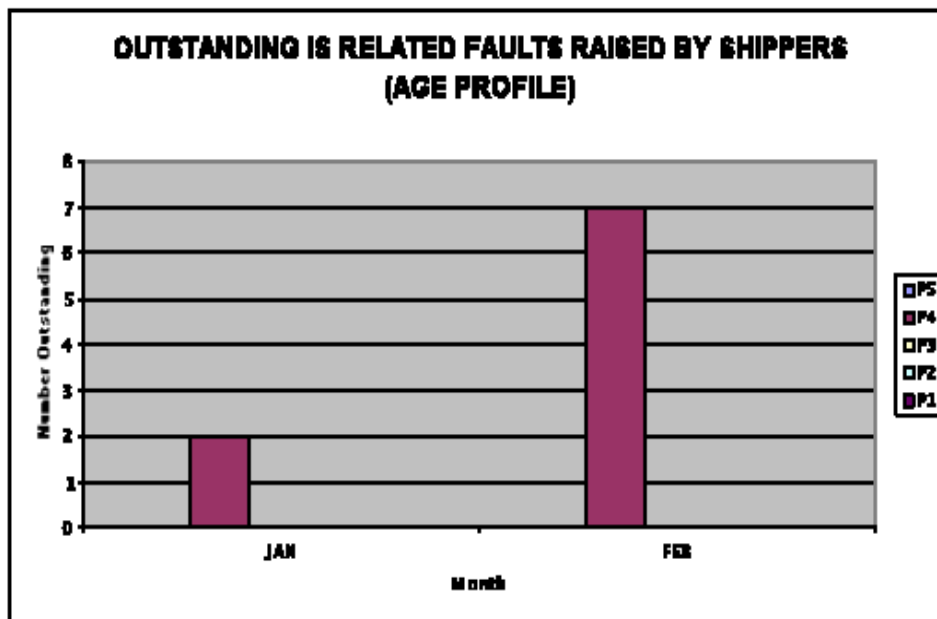
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Faults Raised	P5	P4	P3	P2	P1	Total
MAR	3	531	13	4	0	551
APRIL	2	371	15	3	0	391
MAY	6	433	5	1	0	445
JUNE	6	498	5	1	0	510
JULY	3	595	17	2	1	618
AUG	6	491	6	4	0	507
SEP	4	471	9	1	0	485
OCT	5	402	15	0	0	422
NOV	8	528	6	0	0	542
DEC	6	320	2	0	0	328
JAN	5	425	9	0	0	439
FEB	6	346	7	1	0	360
Total	60	5411	109	17	1	5598



Outstanding Calls	P5	P4	P3	P2	P1	Total
JAN	0	2	0	0	0	2
FEB	0	7	0	0	0	7
Total (Per P Level)	0	9	0	0	0	9



Report B

UK-LINK Business Support Agreement Report Summary. January 2010 for UKL March 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

GEMINI Availability & Industry Averages					
Performance measures	Target/max	Reporting Month: January 2010			
		Jan 2010	Dec 2009	Nov 2009	Oct 2009
		1/1 – 31/1	1/12 – 31/12	1/11 – 30/11	01/10 – 30/10
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	5345	5468	5317	5164
Renominations per day	4,200	14999	14759	14890	14780
% of transactions < 4 sec's	95%	99.3%	99.28%	99.24%	84.22%
Transaction response time	n/a	0.33	0.31	0.32	1.62
Transactions per day	n/a	876,279	794,732	549,715	579,924
% Transaction change	n/a	9%	31%	-5%	-19%

P1 / P2 Resolution Time Analysis

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: January 2010			
Code	Problems v Time to resolve	Jan 2010	Dec 2009	Nov 2009	Oct 2009
		1/1 – 31/1	1/12 – 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	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 "**JANUARY**" **2010** there were **no** concurrencies under this category.

The relevant liability is: **0** occurrences x **£500** = **£0** per Shipper

TSL10c - 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 "**JANUARY**" **2010** 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 "**JANUARY**" **2010** 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 "**JANUARY**" **2010** 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 11th February 2010 (period dates for report – Wed 3/2 to Tue 2/3 inc)

Reference (Sent By / Ref No. / Requestor)	Title	Date of Issue
CB/944/DB	2010 Ad-Hoc Tender, DN Interruption Summary Files	03/02/2010
CB/945/LP	Representation Matrix response re CB938LP UKL1172 Action – DME Notification + Transfer Read Processing	05/02/2010
CB/646/DA	RE: CB/943/DA – Actions and Discussions within the Conquest External User Group	05/02/2010
CB/947/DA	Amendment of existing EFT formats from Excel to csv	12/02/2010
CB/948/DA	Proposed withdrawal of the *.CAR File	12/02/2010
CB/949/LP	Re: CB/938/LP – UKL1172 Action – DME Notification + Transfer Read Processing	12/02/2010
CB/950/AS	NTS Exit Reform	12/02/2010
CB/951/TM	GCM12 TO Entry Over Recovery	12/02/2010
CB/952/SK	GSN Implementation Outage – Confirmation of Contingency Implementation Date	16/02/2010
CB/953/DA	Implementation of UNC Modification 268 – Change to the Provisions Determining the Earliest Reading Date Applicable within the AQ Review	19/02/2010
CB/954/AS	NTS Exit Reform	19/02/2010
CB/955/DA	Clarification of CB/947/DA – Amendment of existing EFT Formats from Excel to XML or CSV	25/02/2010

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	23 rd May 2010	TBC	23 rd May 2010	TBC	Exit Reform Phase 1	13/08/09
N/A	Gemini	6 th June 2010	TBC	6 th June 2010	TBC	Exit Reform Phase 1 (contingency date)	13/08/09
1001	Gemini	10 th April 2010	14:00	10 th April 2010	18:00 +1 hour contingency	GSN Implementation	11/02/2010
1001	Gemini	8 th May 2010	14:00	8 th May 2010	18:00 +1 hour contingency	GSN Implementation (contingency date)	11/02/2010

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