

UK Link Committee Meeting

xoserve Report Pack

July 2010

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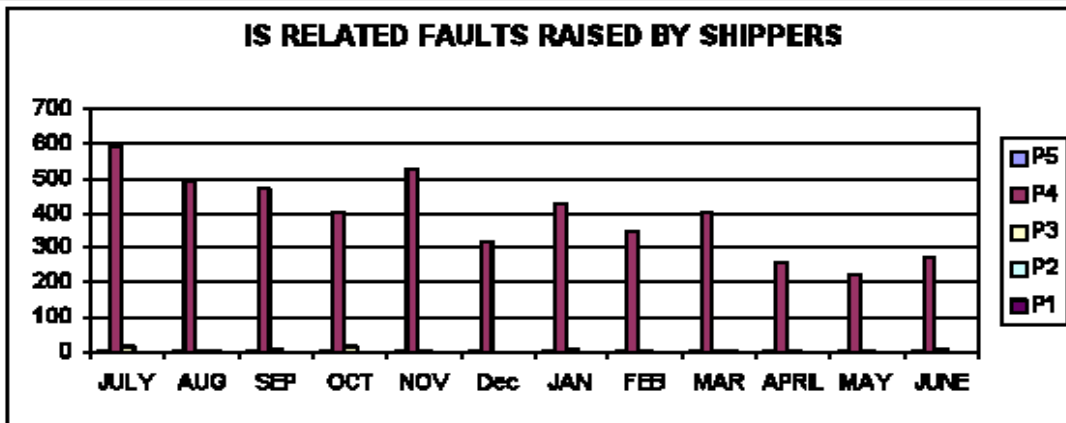
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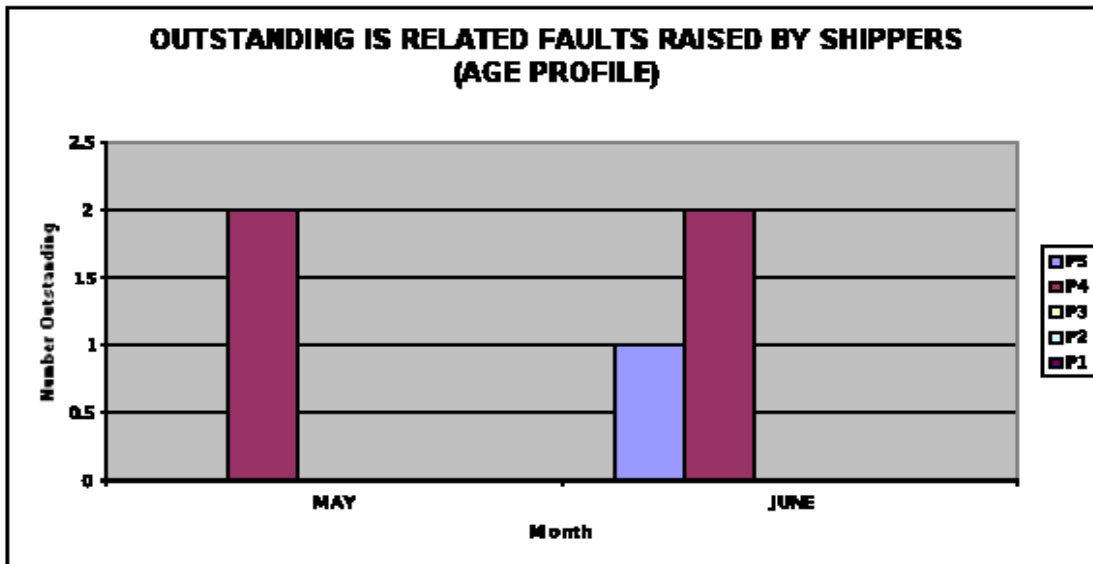
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Faults Raised	P5	P4	P3	P2	P1	Total
JULY	3	595	17	2	1	618
AUG	6	491	6	4	0	507
SEP	4	471	9	1	0	485
OCT	5	402	15	0	0	422
NOV	8	528	6	0	0	542
Dec	6	320	2	0	0	328
JAN	5	425	9	0	0	439
FEB	6	346	7	2	0	361
MAR	3	402	5	3	1	414
APRIL	5	259	6	0	0	270
MAY	6	222	4	0	0	232
JUNE	4	272	10	2	0	288
Total	61	4733	96	14	2	4906



Outstanding Calls	P5	P4	P3	P2	P1	Total
MAY	0	2	0	0	0	2
JUNE	1	2	0	0	0	3
Total (Per P Level)	1	4	0	0	0	5



Report B

UK-LINK Business Support Agreement Report Summary. June 2010 for UKL July 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 99.02%.

Average GEMINI Transaction Response Times and Transaction Volumes

GEMINI Availability & Industry Averages					
Performance measures	Target/max	Reporting Month: June 2010			
		June 2010	May 2010	April 2010	Mar 2010
		1/6/ - 30/6	1/5 - 31/5	1/4 - 30/4	1/3 - 31/3
Gemini Service	99%	99.02%	100%	100%	99.04%
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	5465	5480	5450	5484
Renominations per day	4,200	14777	14940	14575	14575
% of transactions < 4 sec's	95%	99.51%	99.25%	99.08%	99.28%
Transaction response time	n/a	0.24	0.27	0.30	0.28
Transactions per day	n/a	802,075	724,377	776,712	804,892
% Transaction change	n/a	10%	-7%	-4%	-3%

P1 / P2 Resolution Time Analysis

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: June 2010			
Code	Problems v Time to resolve	Jun 2010	May 2010	April 2010	Mar 2010
		01/06 - 30/06	1/5 - 31/5	1/4 - 30/4	1/3 - 31/3
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	0
	4-5 hr	0	0	0	0
	>5 hr	1	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	1

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 "**JUNE**" **2010** 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 "**JUNE**" **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 "**JUNE**" **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 "**JUNE**" **2010** there was **1** occurrence under this category.
The relevant liability is: **1** occurrences x **£50** = **£50** per Shipper
0 occurrences x **£100** = **£0** per Shipper
Total = £50 per Shipper*

***This incident affected 2 shippers, Shell (QUA) and Spaulding (SEC).**

Report D

List of File Format and Urgent Communications Issued since last UK Link Committee Meeting on 10th June 2010 (period dates for report – Wed 2/6 to Tue 29/6 inc)

Reference (Sent By / Ref No. / Requestor)	Title	Date of Issue
CB/983/DA	COR962.3 – FLE – Process to Challenge UK Link File Outcomes	11/06/2010
CB/984/DA	COR962.2 – DMQ Daily Metered Contact Process Change	11/06/2010
CB/985/LP	CB/985/LP – DME UK Link Implementation Summary	11/06/2010
CB/986/LP	RE: CB/985/LP – DME UK Link Implementation Summary	24/06/2010

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		
1360	Gemini	24 th July 2010	04:15	24 th July 2010	11:15	Gemini Disaster Recovery Annual Activity (failover 24/07 and failback 25/07)	
1360	Gemini	25 th July 2010	04:00	25 th July 2010	11:00	Gemini Disaster Recovery Annual Activity (failover 24/07 and failback 25/07)	

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