

# **UK Link Committee Meeting**

## **xoserve Report Pack**

**November 2010**

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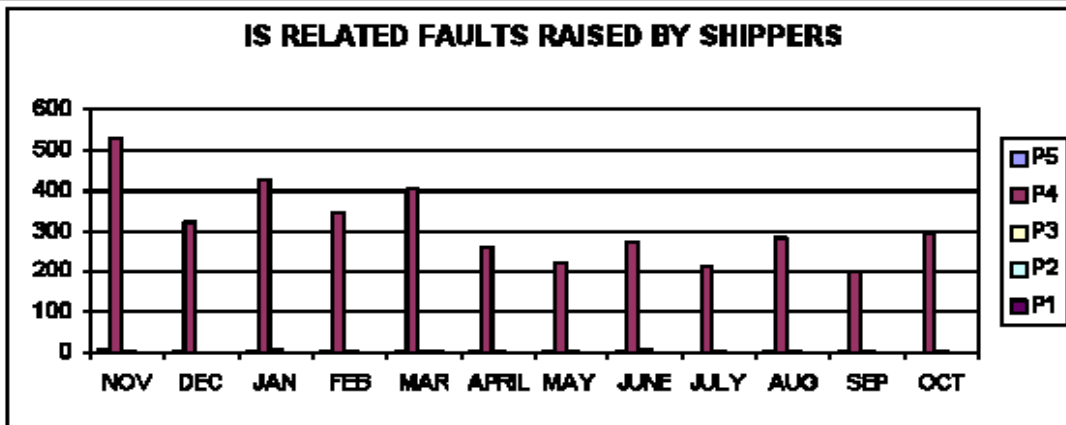
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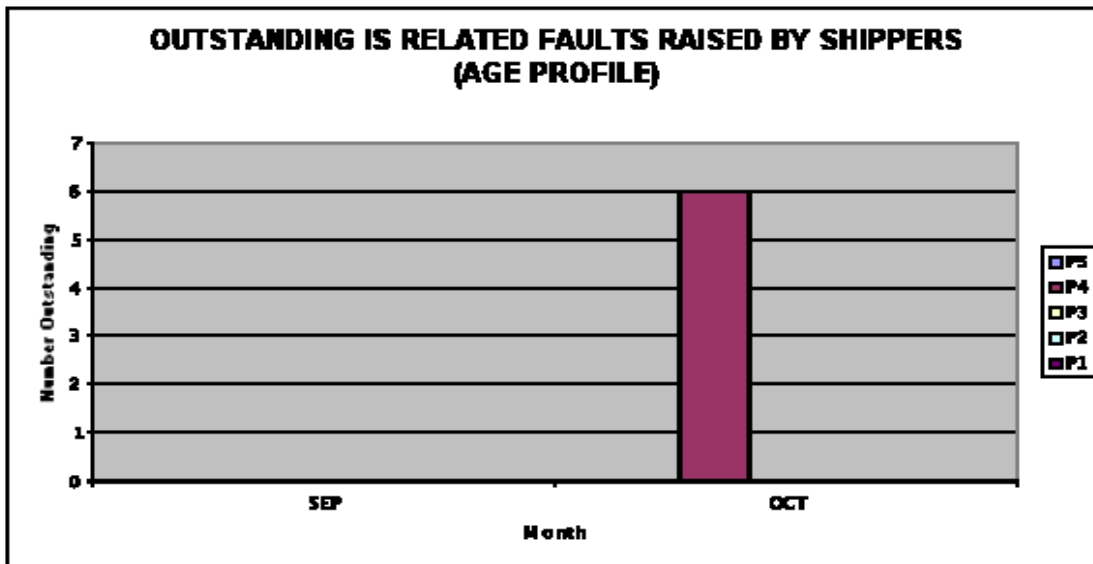
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<b>Faults Raised</b>	<b>P5</b>	<b>P4</b>	<b>P3</b>	<b>P2</b>	<b>P1</b>	<b>Total</b>
<b>NOV</b>	8	528	6	0	0	<b>542</b>
<b>DEC</b>	6	320	2	0	0	<b>328</b>
<b>JAN</b>	5	425	9	0	0	<b>439</b>
<b>FEB</b>	6	346	7	2	0	<b>361</b>
<b>MAR</b>	3	402	5	3	1	<b>414</b>
<b>APRIL</b>	5	239	6	0	0	<b>270</b>
<b>MAY</b>	6	222	4	0	0	<b>232</b>
<b>JUNE</b>	4	272	10	2	0	<b>288</b>
<b>JULY</b>	2	210	6	0	0	<b>218</b>
<b>AUG</b>	6	283	3	1	0	<b>293</b>
<b>SEP</b>	4	200	5	1	0	<b>210</b>
<b>OCT</b>	2	293	3	1	0	<b>299</b>
<b>Total</b>	<b>57</b>	<b>3760</b>	<b>65</b>	<b>10</b>	<b>1</b>	<b>3894</b>



<b>Outstanding Calls</b>	<b>P5</b>	<b>P4</b>	<b>P3</b>	<b>P2</b>	<b>P1</b>	<b>Total</b>
<b>SEP</b>	0	0	0	0	0	<b>0</b>
<b>OCT</b>	0	6	0	0	0	<b>6</b>
<b>Total (Per P Level)</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>



**Report B**

**UK-LINK Business Support Agreement Report Summary. October 2010 for UKL November 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: October 2010			
		October 2010	September 2010	August 2010	July 2010
		1/10 – 31/10	1/9 – 30/9	1/8 – 31/8	1/7 – 31/7
Gemini Service	99%	100%	100%	99.81%	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	5581	5490	5548	5522
Renominations per day	4,200	15306	15244	15208	15384
% of transactions < 4 sec's	95%	99.12%	99.22%	99.24%	99.31%
Transaction response time	n/a	0.29	0.29	0.29	0.32
Transactions per day	n/a	744,141	733,650	657,754	684,749
% Transaction change	n/a	0.01%	10%	-4%	-15%

**P1 / P2 Resolution Time Analysis**

<b>Problem Management - BSA Target: Resolved within 5 hours</b>					
Impact Codes P1 / P2		Reporting Month: October 2010			
Code	Problems v Time to resolve	Oct 10	Sep 10	Aug 2010	Jul 2010
		1/10/ - 31/10	1/9 – 30/9	1/8 – 31/08	1/7 – 31/07
P2	<1hr	1	0	0	0
	1-2 hr	0	0	0	0
	2-3 hr	0	0	0	0
	3-4 hr	0	1	1	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 "**OCTOBER**" **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 "**OCTOBER**" **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 "**OCTOBER**" **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 "**OCTOBER**" **2010** 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 on 14<sup>th</sup> October 2010 (period dates for report – Wed 6/10 to Tue 2/11 inc)

Reference (Sent By / Ref No. / Requestor)	Title	Date of Issue
CB/1012/LP	COR 1133 – Facilitating the use of AMR in a DM Elective Regime File Format Amendments.	13/10/2010
CB/1013/HR	COR 1630 Exit Reform – OCS OPS Bulk Upload File Format – Change Pack 1 of 2.	15/10/2010
-/1014/-	Number not allocated an email	15/10/2010
CB/1015/MR	Gemini MIPI ETP change implementation date	15/10/2010
LJ/1016/LP	RE: CB/1012/LP – COR 1133 – Facilitating the use of AMR in a DM Elective Regime File Format Amendments for Approval v4	28/10/2010
LJ/1017/MR	RE: CB/1015/MR – Gemini MIPI ETP change implementation date	29/10/2010

**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		
COR1630	Gemini and Gemini NTS Exit Reform	17th April 2011	<b>4am</b>	17th April 2011	9am (Contingency until 11am)	Deployment of NTS Exit Reform Phase 2 functionality into the Gemini NTS Exit Reform system. Extended outage required on Gemini and Gemini NTS Exit Reform systems.	
COR1630	Gemini and Gemini NTS Exit Reform (contingency)	8th May 2011	<b>4am</b>	8th May 2011	9am (Contingency until 11am)	Contingency Implementation date for the deployment on 17th April 2011.	
	DN Link	20 <sup>th</sup> November 2010	<b>TBD</b>	20 <sup>th</sup> November 2010	TDB	DME Implementation	

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