

# **UK Link Committee Meeting**

## **xoserve Report Pack**

**February 2011**

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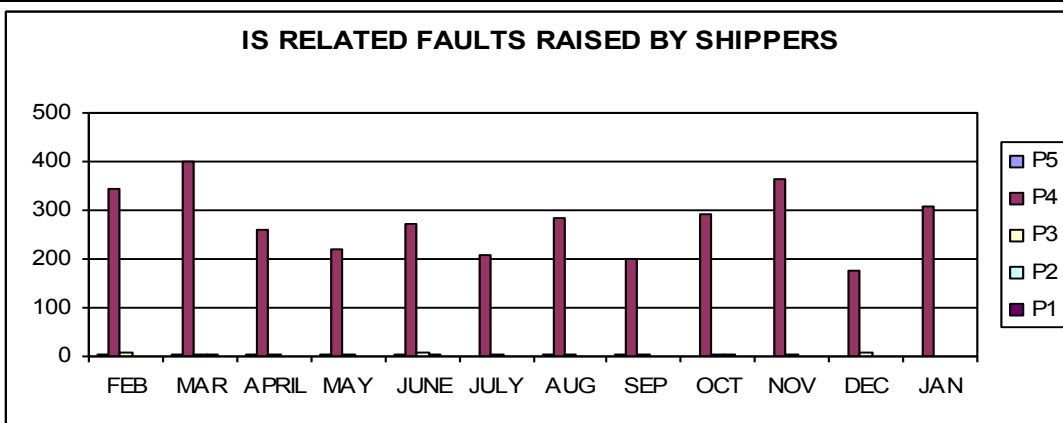
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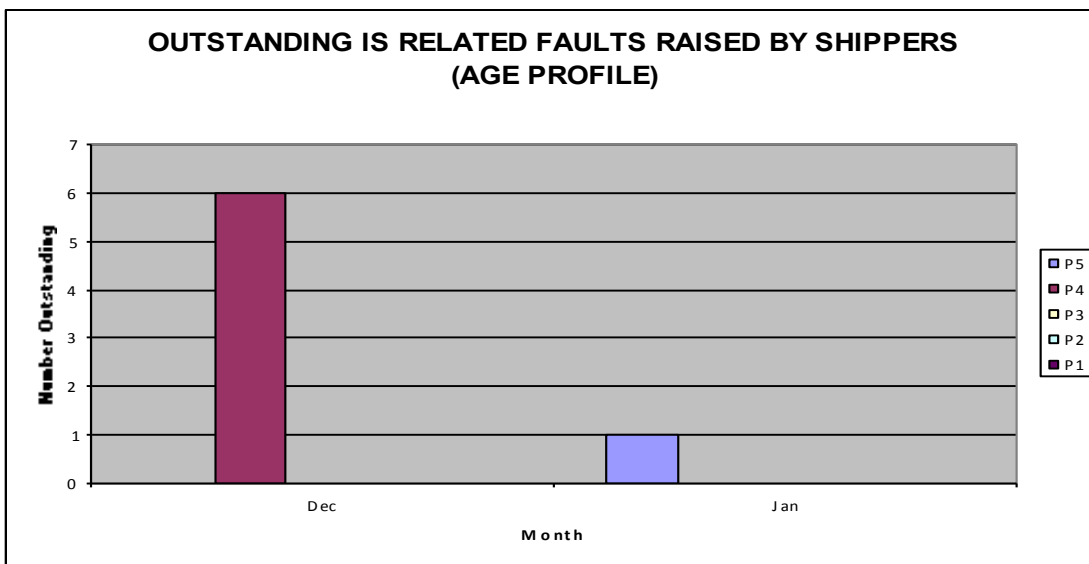
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Report A – IS Faults logged by Shippers – January 2011 for February 2011 UKL meeting

<b>Faults Raised</b>	<b>P5</b>	<b>P4</b>	<b>P3</b>	<b>P2</b>	<b>P1</b>	<b>Total</b>
<b>FEB</b>	6	346	7	2	0	<b>361</b>
<b>MAR</b>	3	402	5	4	0	<b>414</b>
<b>APRIL</b>	5	259	6	0	0	<b>270</b>
<b>MAY</b>	6	222	4	0	0	<b>232</b>
<b>JUNE</b>	4	272	10	3	0	<b>289</b>
<b>JULY</b>	2	210	6	1	0	<b>219</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	3	0	<b>301</b>
<b>NOV</b>	0	363	6	1	0	<b>370</b>
<b>DEC</b>	0	176	8	0	0	<b>184</b>
<b>JAN</b>	2	308	1	1	0	<b>312</b>
<b>Total</b>	<b>40</b>	<b>3334</b>	<b>64</b>	<b>17</b>	<b>0</b>	<b>3455</b>



<b>Outstanding Calls</b>	<b>P5</b>	<b>P4</b>	<b>P3</b>	<b>P2</b>	<b>P1</b>	<b>Total</b>
<b>Dec</b>	0	6	0	0	0	<b>6</b>
<b>Jan</b>	1	0	0	0	0	<b>1</b>
<b>Total (Per P Level)</b>	<b>1</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>



**Report B**

**UK-LINK Business Support Agreement Report Summary. January 2011 for UKL February 2011 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: January 2011			
		January 2011	December 2010	November 2010	October 2010
		1/1 – 31/1	1/12 – 31/12	1/11 – 30/11	1/10 – 31/10
Gemini Service	99%	100%	100%	99.61%	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	5700	5648	5582	5581
Renominations per day	4,200	15432	15518	15366	15306
% of transactions < 4 sec's	95%	98.80%	99.17%	99.12%	99.12%
Transaction response time	n/a	0.36	0.31	0.28	0.29
Transactions per day	n/a	717,447	694,915	482,007	744,141
% Transaction change	n/a	3%	44%	-35%	0.1%

**P1 / P2 Resolution Time Analysis**

<b>Problem Management - BSA Target: Resolved within 5 hours</b>					
Impact Codes P1 / P2		Reporting Month: January 2011			
Code	Problems v Time to resolve	Jan 2011	Dec 2010	Nov 2010	Oct 2010
		01/1-31/1	01/12-31/12	01/11-30/11	01/10-31/10
P2	<1hr	0	0	0	1
	1-2 hr	0	0	0	0
	2-3 hr	0	0	1	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**" **2011** 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**" **2011** 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**" **2011** 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**" **2011** 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 13<sup>th</sup> January 2011

Reference (Sent By / Ref No. / Requestor)	Title	Date of Issue
LJ/1034/C M	xoserve Service Desk Number	12/01/2011
LJ/1035/DA	Representation matrices for the Implementation Summaries issued to the UKLink Committee meeting in December	12/01/2011
LJ/1036/SH	COR2029 - Improving the availability of Meter Read History and Asset Information (MOD0279)	14/01/2011
LJ/1037/DA	COR0962.17 Proposed Change to Generic Invoicing Process - Introduction of INV, AQQ and DMQ Contact Codes	28/01/2011
LJ/1038/DA	COR0962.18 Proposed Changes to Filter Failure (USRVs) Process	28/01/2011
LJ/1039/C M	xoserve Service Desk - UK Link Committee Formal Notice of Implementation	31/01/2011
LJ/1040/DA	TRF Hierarchy V7 LIVE	03/02/2011

**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.	

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