

UK Link Committee Meeting

xoserve Report Pack

May 2011

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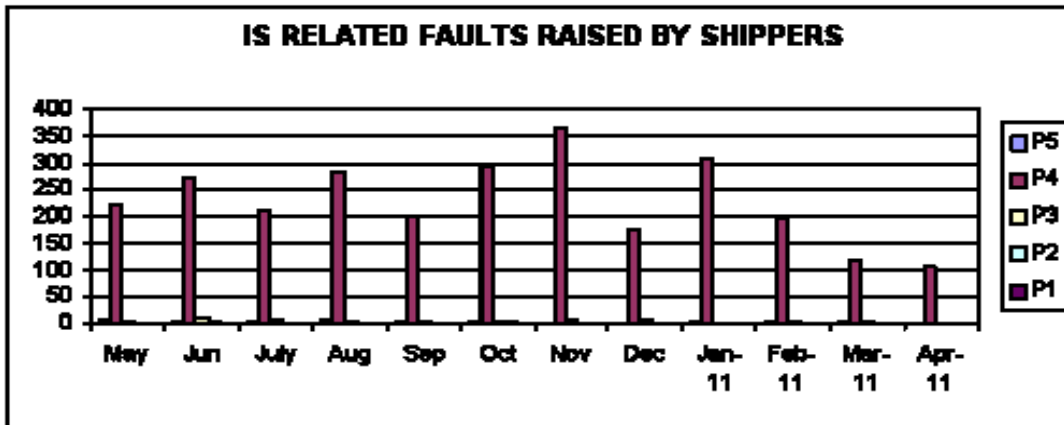
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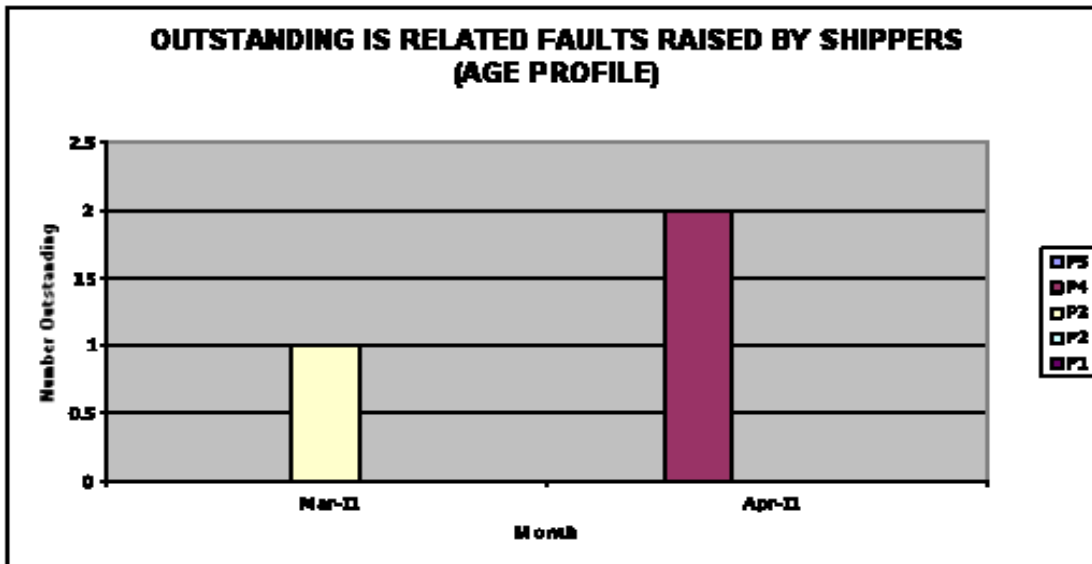
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Faults Raised	P5	P4	P3	P2	P1	Total
May	6	222	4	0	0	232
Jun	4	272	10	3	0	289
July	2	210	6	1	0	219
Aug	6	283	3	1	0	293
Sep	4	200	2	1	0	210
Oct	2	293	3	3	0	301
Nov	0	363	6	1	0	370
Dec	0	176	8	0	0	184
Jan-11	2	308	1	0	0	311
Feb-11	2	197	3	1	0	203
Mar-11	2	115	3	0	0	120
Apr-11	0	107	0	0	0	107
Total	30	2746	52	11	0	2839



Outstanding Calls	P5	P4	P3	P2	P1	Total
Mar-11	0	0	1	0	0	1
Apr-11	0	2	0	0	0	2
Total (Per P Level)	0	2	1	0	0	3



Report B

UK-LINK Business Support Agreement Report Summary. March 2011 for UKL May 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

GEMINI Availability & Industry Averages					
Performance measures	Target/max	Reporting Month: April 2011			
		April 2011	March 2011	February 2011	January 2011
		1/4 – 30/4	1/3 – 31/3	1/2 – 28/2	1/1 – 31/1
Gemini Service	99%	100%	100%	99.70%	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	5527	5719	5674	5700
Renominations per day	4,200	15842	15405	15241	15432
% of transactions < 4 sec's	95%	99.39%	99.60%	99.37%	98.80%
Transaction response time	n/a	0.27	0.24	0.28	0.36
Transactions per day	n/a	786,539	796,677	738,282	717,447
% Transaction change	n/a	-1%	8%	-3%	3%

P1 / P2 Resolution Time Analysis

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: April 2011			
Code	Problems v Time to resolve	April 2011	March 2011	Feb 2011	Jan 2011
		01/04 – 30/04	01/3 – 31/3	01/2-28/2	01/1-31/1
P2	<1hr	0	0	0	0
	1-2 hr	0	0	1	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 "**APRIL**" **2011** 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 "**APRIL**" **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 "**APRIL**" **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 "**APRIL**" **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 14th April 2011

Reference (Sent By / Ref No. / Requestor)	Title	Date of Issue
LJ/1063/HR	NTS Exit Reform Phase 2 (COR1630)	11/04/2011
LJ/1064/DA	User Browser Utilisation	15/04/2011
LJ/1065/JS	Revised DN Interruption Requirements - Amended Adhoc Invoice Charge Types	15/04/2011
LJ/1066/DA	Q Communications - File interfaces Confirmation of Approach	15/04/2011
LJ/1067/JS	Re: LJ/1061/JS - New Rejection Code for DN Interruption	15/04/2011

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		

Italic and underlined outages indicate either new and/or changed outages from the last UK Link committee meeting (in this case the dates have been changed from the previous meeting)