

# **UK Link Committee Meeting**

## **Xoserve Report Pack**

**December 2011**

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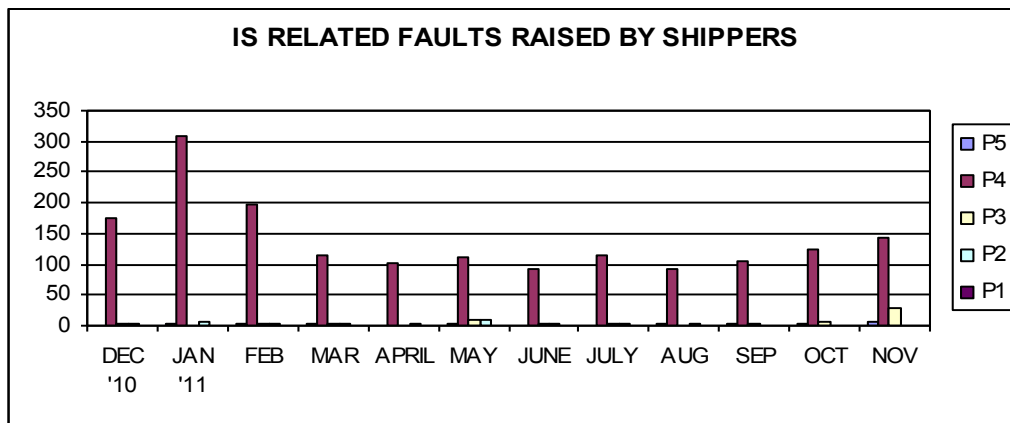
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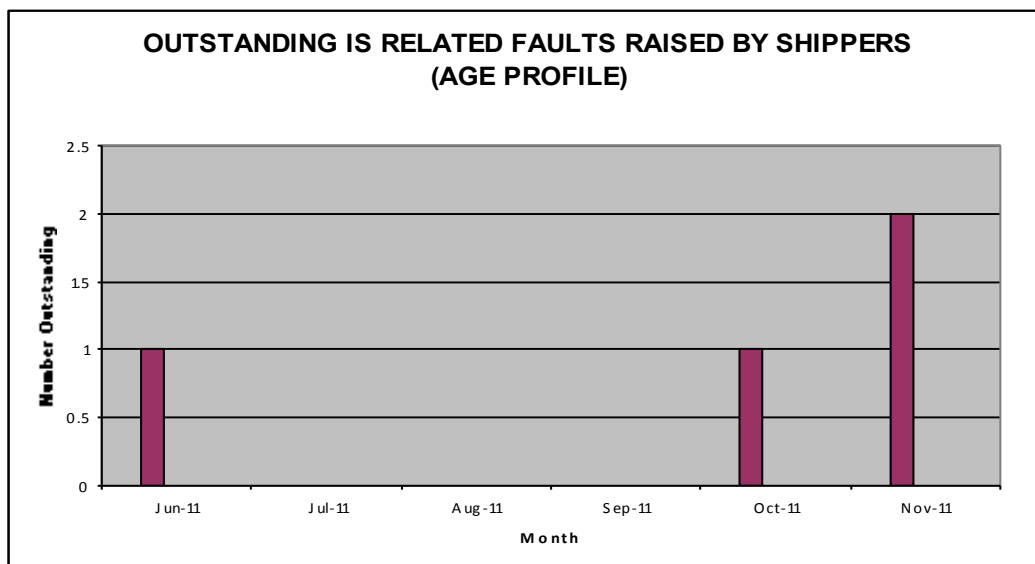
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Report A – IS Faults logged by Shippers – November 2011 for December 2011 UKL meeting

| Faults Raised | P5        | P4          | P3        | P2        | P1       | Total       |
|---------------|-----------|-------------|-----------|-----------|----------|-------------|
| DEC '10       | 0         | 176         | 4         | 4         | 0        | 184         |
| JAN '11       | 2         | 308         | 1         | 6         | 0        | 317         |
| FEB           | 2         | 197         | 3         | 3         | 0        | 205         |
| MAR           | 2         | 115         | 3         | 2         | 0        | 122         |
| APRIL         | 0         | 103         | 0         | 4         | 0        | 107         |
| MAY           | 2         | 111         | 11        | 9         | 0        | 133         |
| JUNE          | 0         | 91          | 2         | 3         | 0        | 96          |
| JULY          | 1         | 114         | 2         | 2         | 0        | 119         |
| AUG           | 3         | 92          | 1         | 3         | 0        | 99          |
| SEP           | 3         | 106         | 3         | 0         | 1        | 113         |
| OCT           | 2         | 125         | 7         | 1         | 0        | 135         |
| NOV           | 5         | 143         | 29        | 0         | 0        | 177         |
| <b>Total</b>  | <b>22</b> | <b>1681</b> | <b>66</b> | <b>37</b> | <b>1</b> | <b>1807</b> |



| Outstanding Calls          | P5       | P4       | P3       | P2       | P1       | Total    |
|----------------------------|----------|----------|----------|----------|----------|----------|
| Jun-11                     | 0        | 1        | 0        | 0        | 0        | 1        |
| Oct-11                     | 0        | 1        | 0        | 0        | 0        | 1        |
| Nov-11                     | 0        | 2        | 0        | 0        | 0        | 2        |
| <b>Total (Per P Level)</b> | <b>0</b> | <b>4</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>4</b> |



## Report B

### UK-LINK Business Support Agreement Report Summary. November 2011 for UKL December 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: November 2011 |               |               |               |
|   |            | Nov 2011                       | Oct 2011      | Sept 2011     | Aug 2011      |
|   |            | 01/11 - 30/11                  | 01/10 - 31/10 | 01/09 - 30/09 | 01/08 - 31/08 |
| Gemini Service                          | 99%        | 100%                           | 100%          | 99.13%        | 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      | 5,279                          | 5,406         | 5,537         | 5,531         |
| Renominations per day                   | 4,200      | 18,208                         | 18,093        | 18,211        | 17,563        |
| % of transactions < 4 sec's             | 95%        | 99.5%                          | 99.6%         | 99.2%         | 99.3%         |
| Transaction response time               | n/a        | 0.25                           | 0.25          | 0.30          | 0.28          |
| Transactions per day                    | n/a        | 806,719                        | n/a*          | 811,280       | 806,522       |
| % Transaction change                    | n/a        | n/a**                          | n/a*          | 0.6%          | -2%           |

\* = Figures for October 2011 are unavailable due to a report fault.

\*\* = Figure for November 2011 is unavailable due to a report fault

#### P1 / P2 Resolution Time Analysis

| Problem Management - BSA Target: Resolved within 5 hours |                            |                                |             |             |             |
|--|----------------------------|--------------------------------|-------------|-------------|-------------|
| Impact Codes P1 / P2                                     |                            | Reporting Month: November 2011 |             |             |             |
| Code   | Problems v Time to resolve | Nov 2011                       | Oct 2011    | Sept 2011   | Aug 2011    |
|  |                            | 01/11-30/11                    | 01/10-31/10 | 01/09-30/09 | 01/08-31/08 |
| 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                              | 1           | 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           | 1           | 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 “**November**” 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 “**November**” 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 “**November**” 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 “**November**” 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 10<sup>th</sup> November 2011

| <b>Reference<br/>(Sent By / Ref<br/>No. /<br/>Requestor)</b> | <b>Title</b>   | <b>Date of<br/>Issue</b> |
|--|--|--------------------------|
| LJ/1090/DA   | Information in support of November UK Link Committee meeting   | 11/11/2011               |
| LJ/1090.1/DA   | Pulse Value Description Change in MO3 Record   | 11/11/2011               |
| LJ/1090.2/HP   | UKLC AQ 2011 Update  | 11/11/2011               |
| LJ/1090.3/AS   | COR2005 – UK Link Committee Update and Representation  | 11/11/2011               |
| LJ/1090.4/DA   | AUGE Changes – Confirmation of discussions through the UKL Committee                                       | 11/11/2011               |
| LJ/1090.5/DA   | Clarification of Notice Periods for Change   | 11/11/2011               |
| LJ/1090.6/DJ   | COR0962 – File Changes for Phase 1 implementation Contact Management Service (Q Project)                   | 11/11/2011               |
| LJ/1091/DA   | COR1721 – Extension to EUC Numeric Code  | 18/11/2011               |
| LJ/1092/DJ   | Re LJ/1090.6/DA - COR0962 - File Changes for Phase 1 implementation Contact Management Service (Q Project) | 22/11/2011               |
| LJ/1093/DB   | 2011 Adhoc Interruption Invitation   | 05/12/2011               |

**Report E – Forthcoming Outage Notifications**

| UKL CR No. | Impacted System                                | Outage Duration   |               |                   |                                       | Brief Description  | Committee notified date |
|------------|--|-------------------|---------------|-------------------|---------------------------------------|--|-------------------------|
|            |  | Start Date        | Start Time    | End Date          | End Time                              |  |                         |
|            | Gemini & Gemini Exit – change request No. 2005 | <b>29/7/2012</b>  | <b>04:00*</b> | <b>29/7/2012</b>  | <b>09:00* (11:00 for contingency)</b> | Application implementation   | 09/09/2011              |
|            | Gemini & Gemini Exit – change request No. 2160 | <b>April 2012</b> | <b>TBC</b>    | <b>April 2012</b> | <b>TBC</b>                            | Infrastructure amendment. Unlikely to require a system outage, but this is to be confirmed | 03/11/2011              |

**Key:**

*Italic – New outage notification*

Underlined – Outage notification information amended

\* Exact timings to be defined