UK Link Committee Meeting

xoserve Report Pack

JANUARY 2008

Contents

Report A – IS Faults logged by Shippers – December 2007 for January 2008 UKL meeting

Faults Raised	P5	P4	P3	P2	P1	Total
JAN	2	355	38	2	0	397
FEB	9	386	25	5	0	425
MAR	3	368	59	2	0	432
APR	14	615	48	0	1	678
MAY	8	1209	57	2	0	1,276
JUN	17	656	64	1	0	738
JUL	15	578	32	1	0	626
AUG	17	638	20	0	0	675
SEP	11	754	24	0	0	789
OCT	21	569	62	1	0	653
NOV	5	660	52	2	0	719
DEC	3	517	37	2	0	559
Total	125	7305	518	18	1	7,967

IS RELATED FAULTS RAISED BY SHIPPERS
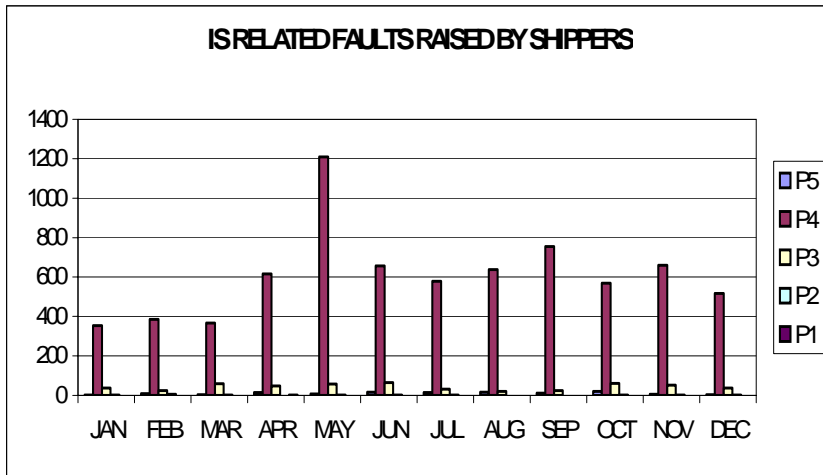
Faults Outstanding	P5	P4	P3	P2	P1	Total
JAN	0	0	1	0	0	1
FEB	1	0	0	0	0	1
MAR	0	0	0	0	0	0
APR	0	0	0	0	0	0
MAY	0	2	0	0	0	2
JUN	0	1	1	0	0	2
JUL	0	1	1	0	0	2
AUG	0	20	2	0	0	22
SEP	1	16	6	0	0	23
OCT	2	10	7	0	0	19
NOV	3	8	5	0	0	16
DEC	3	6	4	0	0	13
Total	10	64	27	0	0	101

OUTSTANDING IS RELATED FAULTS RAISED BY SHIPPERS
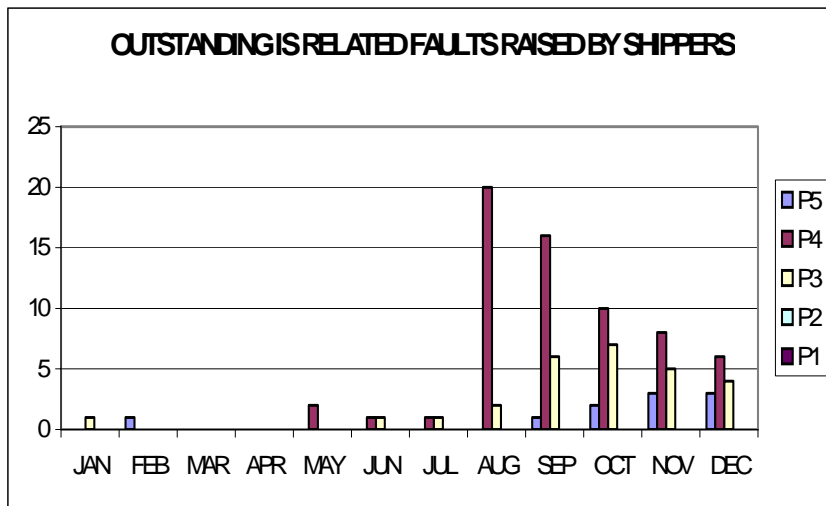
Report B – UK-LINK Business Support Agreement Report Summary – "DECEMBER" 2007 for UKL January 2008 meeting

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					
		Reporting Month: Dec 2007			
Performance measures	Target/max	Dec 2007	Nov 2007	Oct 2007	Sep 2007
		01/12 – 31/12	01/11 – 30/11	01/10 – 31/10	01/09 – 30/09
Gemini Service	99%	99.76	99.56	86.38	99.14
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	5183	5,070	4,428	4,862
Renominations per day	4,200	12,731	12,804	13,141	12,768
% of transactions < 4 sec's	n/a	see Note 1	see Note 1	91.54	89.8
Transaction response time	n/a	see Note 1	see Note 1	1.88	1.99
Transactions per day	n/a	see Note 1	see Note 1	7,852	8,908
% Transaction change	n/a	see Note 1	see Note 1	-9.00	9

Note 1 – Please note that data for these sections is currently unavailable due to system error. Caroline Purcell will provide dialog for this

P1 / P2 Resolution Time Analysis

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: Dec 2007			
Code	Problems v Time to resolve	Dec 2007	Nov 2007	Oct 2007	Sep 2007
		01/12– 31/12	01/11– 30/11	01/10 – 31/10	01/09 – 30/09
P2	<1hr	0	0	1	0
	1-2 hr	0	0	0	0
	2-3 hr	0	0	0	0
	3-4 hr	0	1	0	0
	4-5 hr	0	0	0	0
	>5 hr	2	0	1	2
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

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Report C – Mod 565 Monthly Liabilities Report – for "JANUARY" 2008 UK Link committee meeting

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" 2007** there were **no** concurrencies under this category.
The relevant liability is: **0** occurrences x **£500** = £**0** per Shipper

TSL10b - Notice of changes
If The Transporters make a UK Link system change that impacts directly upon Shippers' systems, without formally allowing them 6 months notice of the implementation of the change, 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" 2007** there were **no** occurrences 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 **"NOVEMBER" 2007** 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" 2007** 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" 2007** there was **0** occurrence 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

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Report D – List of File Format and Urgent Communications Issued since last UKLink Committee Meeting on 13TH DECEMBER 2007 (covers period Wednesday 05th DECEMBER to Tuesday 01st JANUARY 2008 inclusive)

Urgent Shipper Communications and File Formats

Reference (Sent By / Ref No. / Requestor)	Title	Date of Issue
EH/795/DA	EH/795/DA - Comments on changes: UKL13284, UKL13829, UKL13935 and Ad Hoc Process for User Pays	06/12/2007
MP/796/AE	MP/796/AE - DN Interruption Reform	14/12/2007
MP/797/JT	MP/797/JT - ECB File - Allowable Entries Urgent Update - "FBB" Contract Type	14/12/2007
EH/798/DA	EH/798/DA - Representation Close Out Reminder for Changes Issued 14/12/07	21/12/2007

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Report E – Forthcoming Outage Notifications

UKL CR No.	Impacted System	Outage Duration				Brief Description	Committee approved date
		Start Time	Start Date	End Time	End date		
U-7AMHS8-4C7	Remote Services - Client Operations (Desktop)	08:00	14/01/2008	18:00	18/01/2008	Deployment of UKLTR applications	
U-7ANL58-FE4	All,Novell,Servers	09:00	21/01/2008	23:30	27/01/2008	Dress rehearsal plan for CPI Link client code deployment	
	Conquest	14:00	26/01/2008	20:00	26/01/2008	Non availability due to dress rehearsal activities as part of the UKLTR	
Currently unavailable	UK-Link	tentative	22/02/2008	tentative	24/02/2008	The planned cutover of the UK Link suite to the new infrastructure. Implementation workshops are currently underway to formally scope the work (including associated impacts).	