

# **UK Link Committee Meeting**

## **xoserve Report Pack**

**JUNE 2008**

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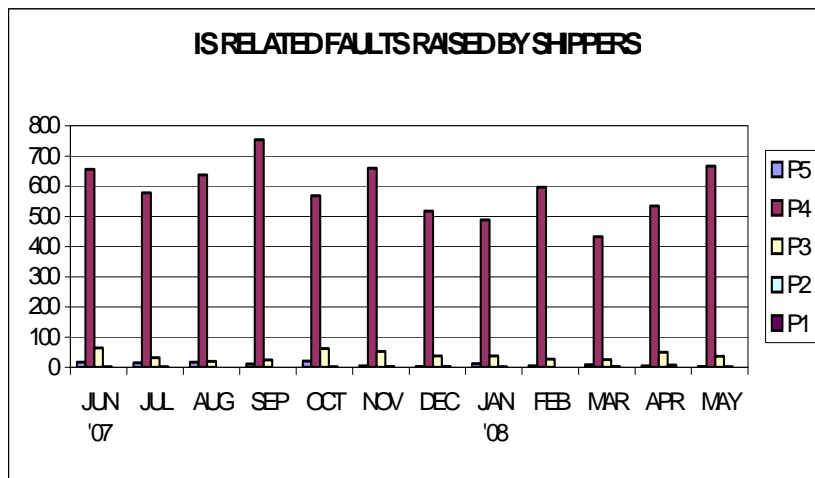
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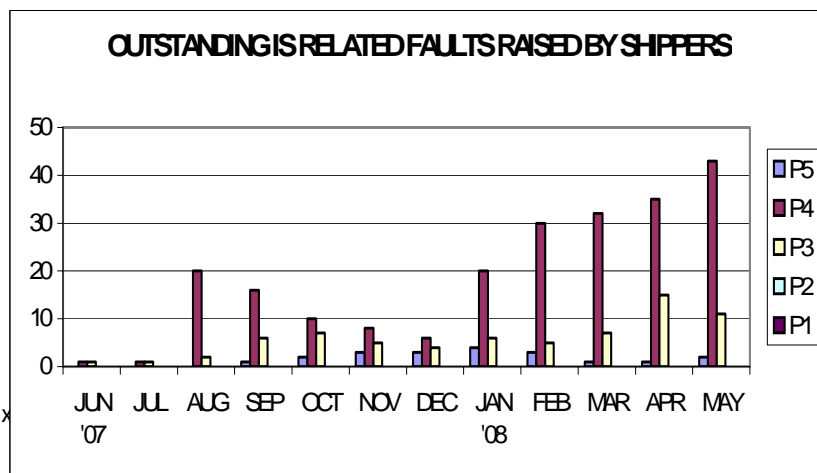
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Report A – IS Faults logged by Shippers – May 2008 for June 2008 UKL meeting

Faults Raised	P5	P4	P3	P2	P1	Total
JUN'07	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
JAN'08	12	488	37	1	0	538
FEB	5	596	27	0	0	628
MAR	9	433	26	3	0	471
APR	5	534	50	7	0	596
MAY	3	667	36	1	0	707
<b>Total</b>	<b>123</b>	<b>7090</b>	<b>467</b>	<b>19</b>	<b>0</b>	<b>7699</b>



Faults Outstanding	P5	P4	P3	P2	P1	Total
JUN'07	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
JAN'08	4	20	6	0	0	30
FEB	3	30	5	0	0	38
MAR	1	32	7	0	0	40
APR	1	35	15	0	0	51
MAY	2	43	11	0	0	56
<b>Total</b>	<b>20</b>	<b>222</b>	<b>70</b>	<b>0</b>	<b>0</b>	<b>312</b>



**Report B – UK-LINK Business Support Agreement Report Summary –May 2008 for UKL June 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**

<b>GEMINI Availability &amp; Industry Averages</b>					
Performance measures	Target/max	Reporting Month: May 2008			
		May 2008	Apr 2008	Mar 2008	Feb 2008
		01/05-31/05	01/04-30/04	01/03 -31/03	01/02– 29/02
Gemini Service	<b>99%</b>	<b>100</b>	<b>99.90</b>	<b>99.49</b>	<b>100</b>
Gemini Access (IX)	<b>99%</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
Shipper Information Service	<b>99%</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
Batch Transfer	<b>99%</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
Routers	<b>99%</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
Nominations per day	<b>8,300</b>	<b>5197</b>	<b>5155</b>	<b>5484</b>	<b>5,320</b>
Renominations per day	<b>4,200</b>	<b>13,650</b>	<b>13,494</b>	<b>13,263</b>	<b>12,571</b>
% of transactions < 4 sec's	<b>95%</b>	<b>98.85</b>	<b>0</b>	<b>0</b>	<b>0</b>
Transaction response time	<b>N/A</b>	<b>0.31</b>	<b>0</b>	<b>0</b>	<b>0</b>
Transactions per day	<b>N/A</b>	<b>633,523</b>	<b>0</b>	<b>0</b>	<b>0</b>
% Transaction change	<b>N/A</b>	<b>N/A</b>	<b>0</b>	<b>0</b>	<b>0</b>

**P1 / P2 Resolution Time Analysis**

<b>Problem Management - BSA Target: Resolved within 5 hours</b>					
Impact Codes P1 / P2		Reporting Month: May 2008			
Code	Problems v Time to resolve	May 2008	Apr 2008	Mar 2008	Feb 2008
		01/05-31/05	01/04-30/04	01/03 -31/03	01/02– 29/02
P2	<1hr	<b>4</b>	<b>0</b>	<b>3</b>	<b>0</b>
	1-2 hr	<b>0</b>	<b>3</b>	<b>2</b>	<b>0</b>
	2-3 hr	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>
	3-4 hr	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>
	4-5 hr	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>
	>5 hr	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>
P1	<1hr	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	1-2 hr	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	2-3 hr	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	3-4 hr	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	4-5 hr	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	>5 hr	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Report C – Mod 565 Monthly Liabilities Report – for “JUNE” 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 “**APRIL**” 2008 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 “**APRIL**” 2008 there were **no** occurrences 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 “**APRIL**” 2008 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**” 2008 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**” 2008 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**

**Report D – List of File Format and Urgent Communications Issued since last UK Link Committee Meeting on 8<sup>th</sup> May 2008 (covers period Wednesday 30<sup>th</sup> April to Tuesday 3<sup>rd</sup> June 2008 inclusive)**

Urgent Shipper Communications and File Formats

<b>Reference (Sent By / Ref No. / Requestor)</b>	<b>Title</b>	<b>Date of Issue</b>
EH/824/DA	UKL13861 - Rejections Associated with AQ Amendments	01/05/2008
EH/825/DA	Comments on Changes COR1092 - Revised LDZ Shrinkage Arrangements Reform and Change to IAD to Restrict Multiple Users Access of a Single IAD Account	01/05/2008
MB/826/MP	Uniform Network Code Non - Business Days 2008	09/05/2008
EH/827/DA	UKL13829 – DN Interruption Reform	09/05/2008
EH/828/DA	IAD Changes to Enable Users to Undertake Self Service Reset of Password - Representation Pack 09/05/08	09/05/2008
MB/829/DA	IAD Outage and Single Account Update - 17th/18th May	16/05/2008
MB/830/GF	Project Nexus – xoserve to publish Initial Consultation Document 29th May 2008	20/05/2008
EH/831/AS	Annual Interruption Invitation - Revised DN Interruption Arrangements	27/05/2008
EH/832/GF	xoserve publish the Project Nexus Initial Consultation Document	29/05/2008
MB/833/RG	Gemini Ark Royal Firewall Upgrade - 8th June	02/06/2008

## 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		
	IAD	22.00 hrs	TBA	06.00 am	TBA	DN Interruption	
	Gemini "Illustrious" Firewall Upgrade	04.00 am	15 <sup>th</sup> June TBC	06.00am back out to 8.30 am	15 <sup>th</sup> June	Illustrious Firewall Replacement	
	Gemini	TBA	During July	TBA	During July	Enhanced System Security project – Gemini Outage 2 hour outage will be required.	
	Gemini Disaster Recovery Failover	04.15 am	26th July	10.15 am	26 <sup>th</sup> July	Annual Disaster Recovery Warm Standby Failover	
	Gemini Disaster Recovery Failback	04.00 am	27th July	10.00 am	27 <sup>th</sup> July	Annual Disaster Recovery Warm Standby Failback	
UKL13950	Gemini COR880 Outage	04.00 am	17/8/08	9.00 am contingency to 11.00am	17/8/08	Gemini Summer Release	