

UK Link Committee Meeting

xoserve Report Pack

JULY 2008

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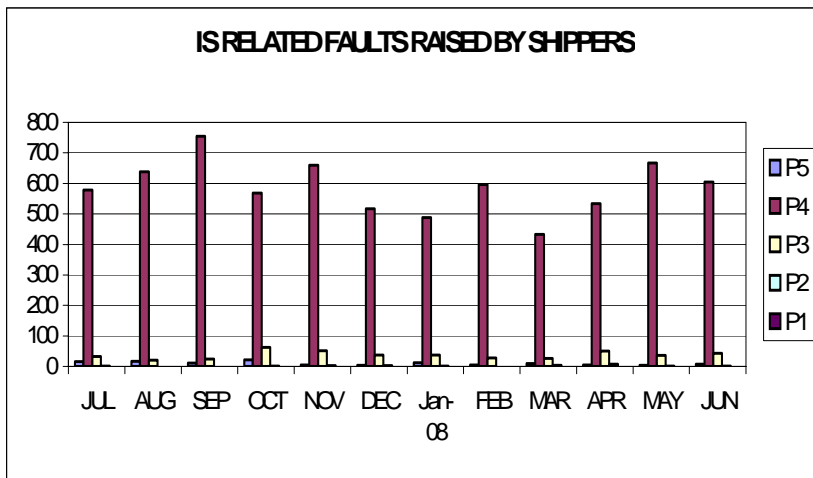
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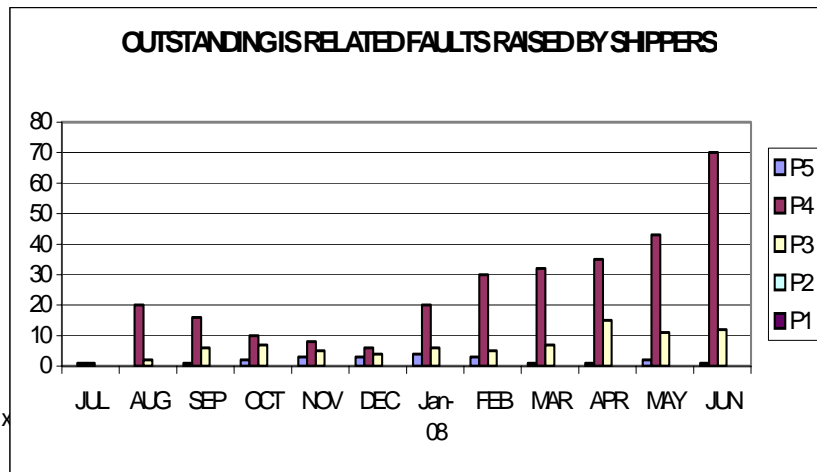
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Report A – IS Faults logged by Shippers – June 2008 for July 2008 UKL meeting

Faults Raised	P5	P4	P3	P2	P1	Total
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
JUN	7	604	43	1	0	655
Total	113	7038	446	19	0	7616



Faults Outstanding	P5	P4	P3	P2	P1	Total
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
JUN	1	70	12	0	0	83
Total	21	291	81	0	0	393



Report B – UK-LINK Business Support Agreement Report Summary –June 2008 for UKL July 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					
Performance measures	Target/max	Reporting Month: Jun 2008			
		Jun 2008	May 2008	Apr 2008	Mar 2008
		01/06-30/06	01/05-31/05	01/04 -30/04	01/03– 31/03
Gemini Service	99%	100	100	99.90	99.49
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	5174	5197	5155	5484
Renominations per day	4,200	13,291	13,650	13,494	13,263
% of transactions < 4 sec's	95%	99.19	98.85	0	0
Transaction response time	N/A	0.21	0.31	0	0
Transactions per day	N/A	753,248	633,523	0	0
% Transaction change	N/A	19.00	N/A	0	0

P1 / P2 Resolution Time Analysis

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: Jun 2008			
Code	Problems v Time to resolve	Jun 2008	May 2008	Apr 2008	Mar 2008
		01/06 – 30/06	01/05 – 31/05	01/04 – 30/04	01/03 – 31/03
P2	<1hr	0	4	0	3
	1-2 hr	2	0	3	2
	2-3 hr	0	0	2	0
	3-4 hr	0	0	2	0
	4-5 hr	0	1	0	1
	>5 hr	0	0	5	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 – for “JULY” 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 “**MAY**” 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 “**MAY**” 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 “**MAY**” 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 “**MAY**” 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 “**MAY**” 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 12th June 2008 (covers period Wednesday 4th June to Tuesday 1st July 2008 inclusive)

Urgent Shipper Communications and File Formats

Reference (Sent By / Ref No. / Requestor)	Title	Date of Issue
MB/834/DC	xoserve-Project Nexus launch event	09/06/2008
MB/835/GF	xoserve Project Nexus Consultation Industry launch	12/06/2008
EH/836/DA	UKLink Committee Important Dates for 2008/2009 Calendar	13/06/2008
EH/837/DD	UKL13950 Changes to files that have previously been for representation	13/06/2008
EH/838/DC	xoserve-Gemini Summer Release-latest update	24/06/2008

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	User Pays	
UKL13829	IAD	06.00	13/7/08	20.00	13/7/08	Modify the layout of the Interruption Details screen	
	Gemini	18.15	17/7/08	20.15	17/7/08	Enhanced System Security project – Implementation outage	
	Gemini Disaster Recovery Failover	04.15 am	26/7/08	10.15 am	26/7/08	Annual Disaster Recovery Warm Standby Failover	
	Gemini Disaster Recovery Failback	04.00 am	27/7/08	10.00 am	27/7/08	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	