

UK Link Committee Meeting

xoserve Report Pack

AUGUST 2008

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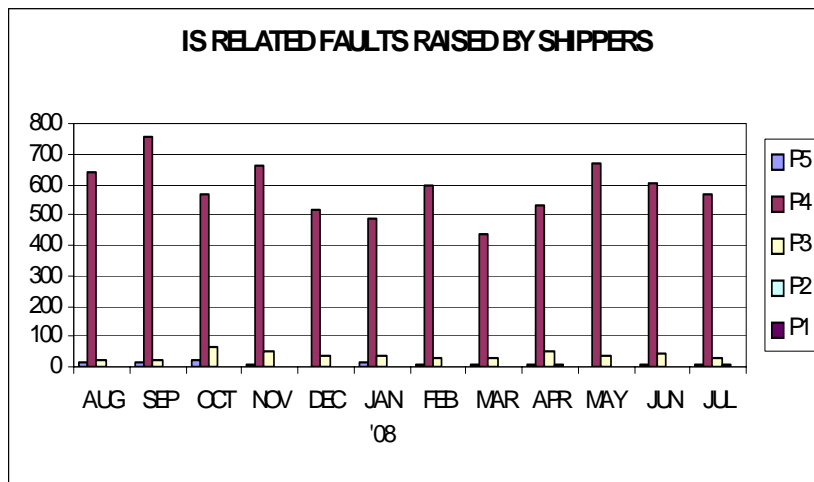
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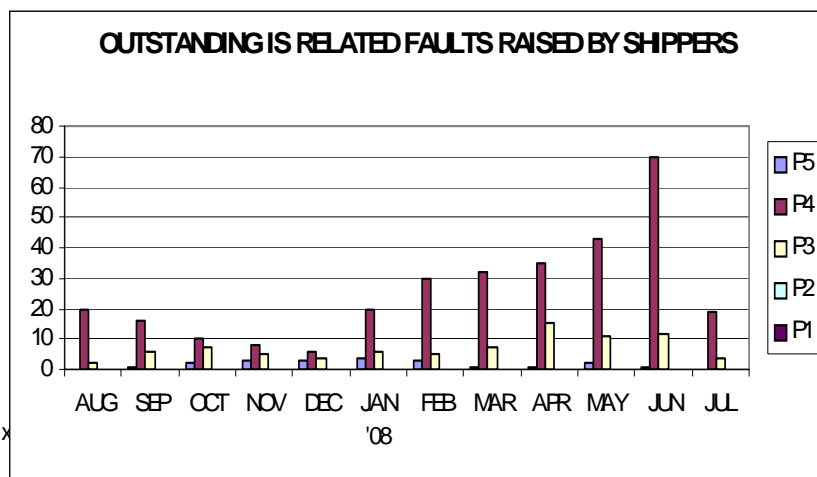
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Report A – IS Faults logged by Shippers – July 2008 for August 2008 UKL meeting

Faults Raised	P5	P4	P3	P2	P1	Total
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
JUL	4	564	26	5	0	599
Total	102	7024	440	23	0	7589



Faults Outstanding	P5	P4	P3	P2	P1	Total
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
JUL	0	19	4	0	0	23
Total	21	309	84	0	0	414



Report B – UK-LINK Business Support Agreement Report Summary –July 2008 for UKL August 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: Jul 2008			
		Jul 2008	Jun 2008	May 2008	Apr 2008
		01/07 – 31/07	01/06 – 30/06	01/05 – 31/05	01/04 – 30/04
Gemini Service	99%	100	100	100	99.90
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	5218	5174	5197	5155
Renominations per day	4,200	13,693	13,291	13,650	13,494
% of transactions < 4 sec's	95%	99.00	99.19	98.85	0
Transaction response time	N/A	0.41	0.21	0.31	0
Transactions per day	N/A	719, 789	753,248	633,523	0
% Transaction change	N/A	-4.00	19.00	N/A	0

P1 / P2 Resolution Time Analysis

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: Jul 2008			
Code	Problems v Time to resolve	Jul 2008	Jun 2008	May 2008	Apr 2008
		01/07 – 31/07	01/06 – 30/06	01/05 – 31/05	01/04 – 30/04
P2	<1hr	2	0	4	0
	1-2 hr	0	2	0	3
	2-3 hr	0	0	0	2
	3-4 hr	1	0	0	2
	4-5 hr	0	0	1	0
	>5 hr	2	0	0	5
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 “AUGUST” 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 “**JUNE**” 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 “**JUNE**” 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 “**JUNE**” 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 “**JUNE**” 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 “**JUNE**” 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 10th July 2008 (covers period Wednesday 2nd July to Tuesday 5th August 2008 inclusive)

Urgent Shipper Communications and File Formats

Reference (Sent By / Ref No. / Requestor)	Title	Date of Issue
EH/839/SK	Gemini Enhanced System Security Project: Implementation Outage	04/07/2008
EH/840/DD	UKL13950 Update	04/07/2008
MB/841/GF	xoserve Project Nexus Initial Consultation Document	09/07/2008
EH/842/SK	Gemini-: Enhanced System Security Project: Implementation Outage	15/07/2008
EH/843/GF	xoserve-Project Nexus Initial Consultation Document	17/07/2008
MB/844/RG	Gemini Disaster Recovery testing 26th and 27th July	23/07/2008
MB/845/AE	UKL13829 - DN Interruption Reform	24/07/2008
MB/846/RG	Cancellation of Gemini Disaster Recovery Testing - 26/27th July	25/07/2008
MB/847/GF	Gemini System: Update for Shippers	25/07/2008
MB/848/SN	Rejection Code 217	25/07/2008
MB/849/GF	Gemini System: Update for Shippers No 2	25/07/2008
EH/850/AE	DN Interruption Summary Files	31/07/2008
EH/851/DC	Gemini Summer Release Implementation updates	01/08/2008

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		
UKL13950 & UKL13958	Gemini COR880 Outage	04.00 am	17/8/08	9.00 am contingency to 11.00am	17/8/08	Gemini Summer Release	
UKL13950 & UKL13958	Gemini COR880 Outage	04.00 am	24/8/08	9.00 am contingency to 11.00am	24/8/08	Gemini Summer Release – contingency implementation date	
	UK Link systems	05.30pm	30/8/08	10.30pm	30/8/08	Contingency outage for failover to Peterborough	
	Gemini	09.00am	14/9/08	12.00pm	14/9/2008	Enhanced System Security project – Implementation outage	
	IAD	10.00pm	10/10/08	06.00am	13/10/08	User Pays	
	UK Link systems	TBA	26/10/08	TBA	26/10/08	Clock change [end of British Summer Time]	
	UK Link systems	5.30pm	22/11/08	10.30pm	22/11/08	Contingency outage for fallback to Kettering	
	Gemini Disaster Recovery Failover	04.15 am	Revised date to be confirmed	10.15 am	Revised date to be confirmed	Annual Disaster Recovery Warm Standby Failover	
	Gemini Disaster Recovery Fallback	04.00 am	Revised date to be confirmed	10.00 am	Revised date to be confirmed	Annual Disaster Recovery Warm Standby Fallback	