

UK Link Committee Meeting

xoserve Report Pack

SEPTEMBER 2008

Contents

Page 2 – Report A – IS Faults logged by Shippers

Page 3 – Report B – UK-LINK Business Support Agreement Report Summary

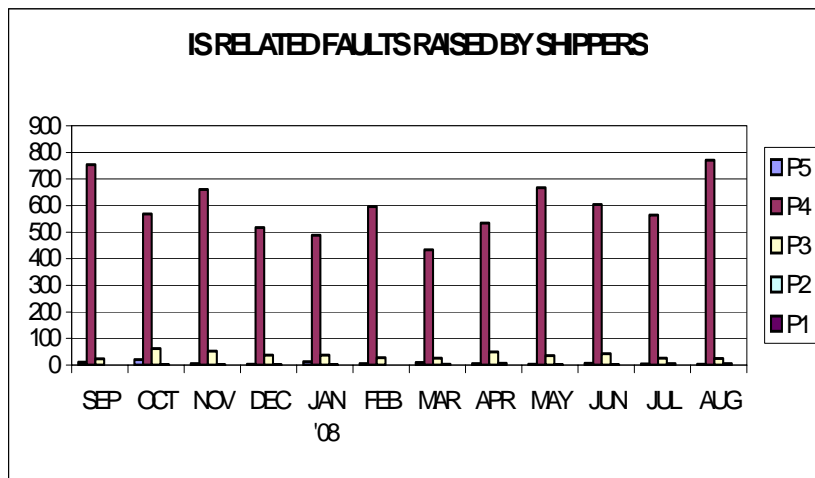
Page 4 – Report C – Mod 565 Monthly Liabilities Report

Page 5 – Report D – List of File Format and Urgent Communications Issued since last UKLink
Committee Meeting

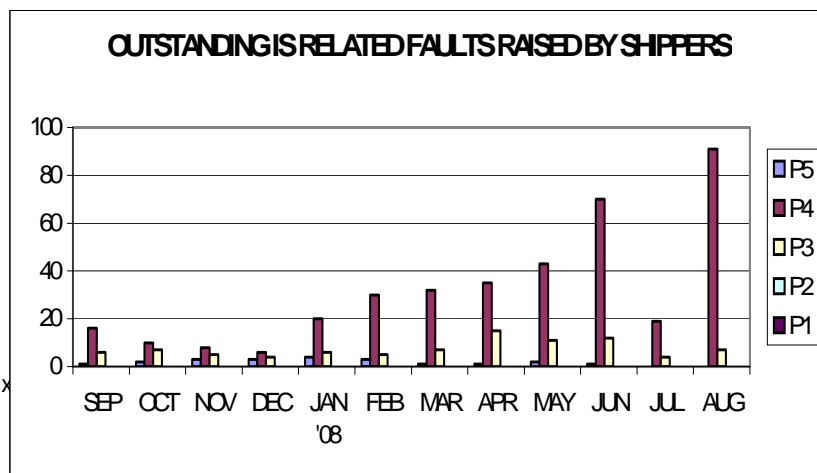
Page 6 – Report E – Forthcoming Outage Notifications

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

Faults Raised	P5	P4	P3	P2	P1	Total
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
AUG	3	770	25	6	0	804
Total	88	7156	445	29	0	7718



Faults Outstanding	P5	P4	P3	P2	P1	Total
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
AUG	0	91	7	0	0	98
Total	21	380	89	0	0	490



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: Aug 2008			
		Aug 2008	Jul 2008	Jun 2008	May 2008
		01/08 – 31/08	01/07 – 31/07	01/06 – 30/06	01/05 – 31/05
Gemini Service	99%	100	100	100	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	5298	5218	5174	5197
Renominations per day	4,200	14,044	13,693	13,291	13,650
% of transactions < 4 sec's	95%	N/A*	99.00	99.19	98.85
Transaction response time	N/A	N/A*	0.41	0.21	0.31
Transactions per day	N/A	N/A*	719, 789	753,248	633,523
% Transaction change	N/A	N/A*	-4.00	19.00	N/A

* - Caroline Watson to give explanation

P1 / P2 Resolution Time Analysis

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: Aug 2008			
Code	Problems v Time to resolve	Aug 2008	Jul 2008	Jun 2008	May 2008
		01/08 – 31/08	01/07 – 31/07	01/06 – 30/06	01/05 – 31/05
P2	<1hr	0	0	0	4
	1-2 hr	1	3	2	0
	2-3 hr	0	0	0	0
	3-4 hr	0	0	0	0
	4-5 hr	0	0	0	1
	>5 hr	2	2	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	0	0

Report C – Mod 565 Monthly Liabilities Report – for “SEPTEMBER” 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 “**JULY**” 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 “**JULY**” 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 “**JULY**” 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 “**JULY**” 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 “**JULY**” 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 14th August 2008 (covers period Wednesday 6th August to Tuesday 2nd September 2008 inclusive)

Urgent Shipper Communications and File Formats

Reference (Sent By / Ref No. / Requestor)	Title	Date of Issue
EH/852/LF	Gemini Release Implementation Reminder	15/08/2008
EH/853/DA	UKLink Committee Important Dates for 2008/2009 Calendar	15/08/2008
EH/854/DA	Internet Access to Data Services - Single User Logon and Self User Password re-set proposals	15/08/2008
EH/855/DC	Gemini Release Implementation Updates	18/08/2008
EH/856/DA	Notification of 2009 Non Business Days for UKLink Systems	20/08/2008
MP/857/GF	Gemini API Update	20/08/2008
EH/858/DC	Gemini API Update	21/08/2008
EH/859/GF	xoserve - AQ2008 Update	21/08/2008
MB/860/DC	UK-Link Data Centre move Wellingborough to Kettering update	29/08/2008
EH/861/GF	xoserve-Project Nexus Stage 2 Consultation Document	01/09/2008

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		
	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	
	IAD	10.00pm	17/10/08	06.00am	20/10/08	User Pays [Contingency]	
	Gemini Disaster Recovery Failover	04.15 am	17/10/08	10.15 am	17/10/08	Annual Disaster Recovery Warm Standby Failover	
	Gemini Disaster Recovery Failback	04.00 am	18/10/08	10.00 am	18/10/08	Annual Disaster Recovery Warm Standby Failback	
	UK Link systems	02:00 BST	26/10/08	01:00 GMT	26/10/08	Clock change [end of British Summer Time]	
	Gemini	04:00 BST	26/10/08	06:00 GMT	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 failback to Kettering	