

UK Link Committee Meeting

xoserve Report Pack

DECEMBER 2008

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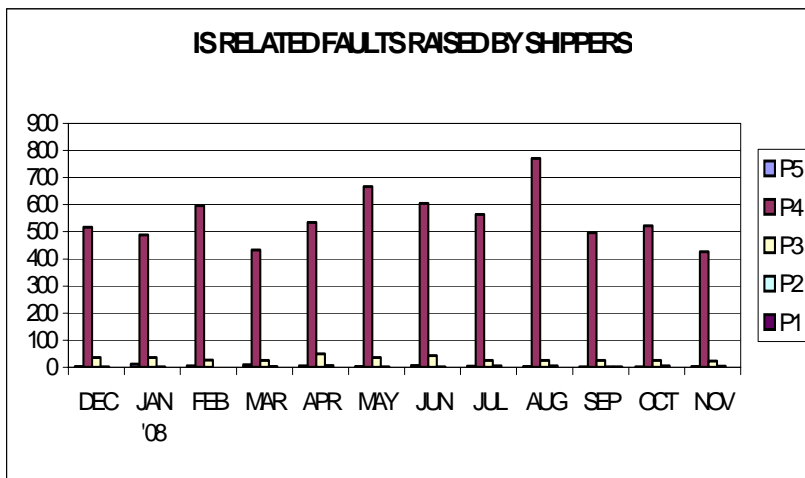
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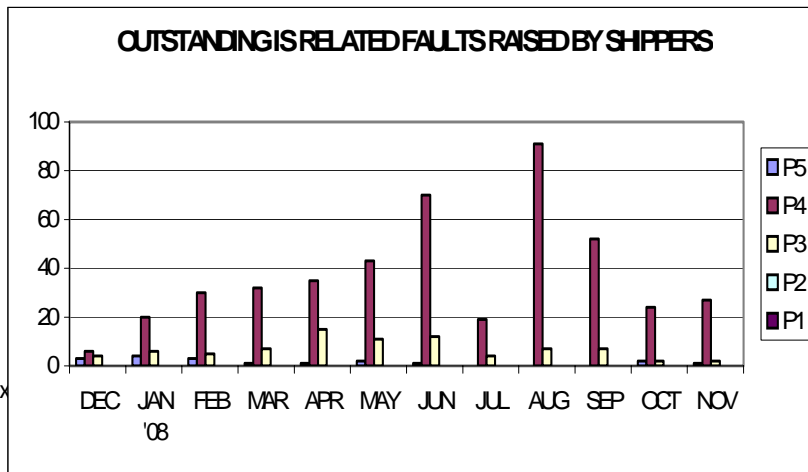
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Report A – IS Faults logged by Shippers – November 2008 for December 2008 UKL meeting

Faults Raised	P5	P4	P3	P2	P1	Total
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
SEP	1	497	25	1	1	525
OCT	2	522	25	6	0	555
NOV	3	426	23	4	0	456
Total	57	6618	380	37	1	7093



Faults Outstanding	P5	P4	P3	P2	P1	Total
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
SEP	0	52	7	0	0	59
OCT	2	24	2	0	0	28
NOV	1	27	2	0	0	30
Total	18	449	82	0	0	549



Report B - UK-LINK Business Support Agreement Report Summary. November 2008 for UKL December 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: Nov 2008			
		Nov 2008	Oct 2008	Sep 2008	Aug 2008
		01/11 – 30/11	01/10 – 31/10	01/09 – 30/09	01/08 – 31/08
Gemini Service	99%	99.70	97.60	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	5151	5101	5191	5298
Renominations per day	4,200	14,440	14,414	14,168	14,044
% of transactions < 4 sec's	95%	N/A*	N/A*	N/A*	N/A*
Transaction response time	N/A	N/A*	N/A*	N/A*	N/A*
Transactions per day	N/A	N/A*	N/A*	N/A*	N/A*
% Transaction change	N/A	N/A*	N/A*	N/A*	N/A*

* - xoserve to give explanation

P1 / P2 Resolution Time Analysis

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: Nov 2008			
Code	Problems v Time to resolve	Nov 2008	Oct 2008	Sep 2008	Aug 2008
		01-11 – 30/11	01-10 – 31/10	01/09 – 30/09	01/08 – 31/08
P2	<1hr	1	1	0	0
	1-2 hr	2	1	0	1
	2-3 hr	0	2	0	0
	3-4 hr	0	0	0	0
	4-5 hr	0	0	0	0
	>5 hr	0	3	0	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

Report C – Mod 565 Monthly Liabilities Report – “OCTOBER” 2008 for DECEMBER 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 “**OCTOBER**” **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 “**OCTOBER**” **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 “**OCTOBER**” **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 “**OCTOBER**” **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 “**OCTOBER**” **2008** there was 1 occurrence under this category.
The relevant liability is: **1** occurrences x **£50** = **£50** per Shipper
0 occurrences x **£100** = **£0** per Shipper
Total = £50 per Shipper

Report D – List of File Format and Urgent Communications Issued since last UK Link Committee Meeting on 13th November 2008 (covers period Wednesday 5th November Tuesday 2nd December 2008 inclusive)

Urgent Shipper Communications and File Formats

Reference (Sent By / Ref No. / Requestor)	Title	Date of Issue
EH/883/DA	PREPARING FOR THE IAD CHANGES – DECEMBER 2008 – Communication 11	06/11/2008
EH/884/AS	NTS Entry Capacity Invoice File Format Update for the Enduring Transfer and Trades Project Update	06/11/2008
EH/885/GF	Project Nexus Stage 3 Consultation Document	14/11/2008

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	TBC	TBC	TBC	TBC	Enhanced System Security project – Implementation outage	
	Gemini Disaster Recovery Failover	TBC	TBC	TBC	TBC	Annual Disaster Recovery Warm Standby Failover	
	Gemini Disaster Recovery Failback	TBC	TBC	TBC	TBC	Annual Disaster Recovery Warm Standby Failback	

Italicized and underlined outages indicate either new and/or changed outages from the last UK Link committee meeting