

# **UK Link Committee Meeting**

## **xoserve Report Pack**

**APRIL 2008**

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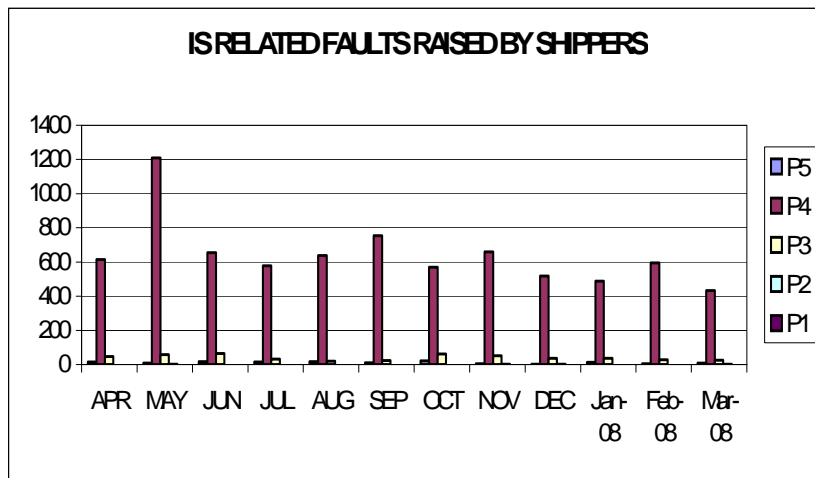
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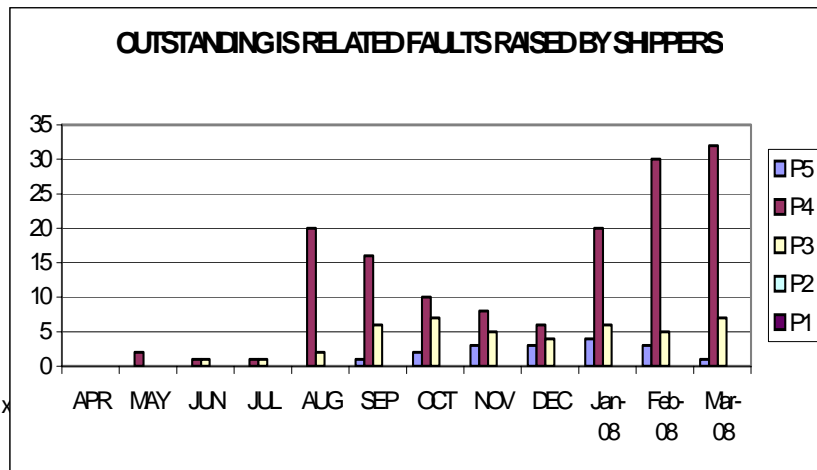
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Report A – IS Faults logged by Shippers – March 2008 for April 2008 UKL meeting

Faults Raised	P5	P4	P3	P2	P1	Total
APR	14	615	48	0	1	678
MAY	8	1209	57	2	0	1276
JUN	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-08	5	596	27	0	0	628
Mar-08	9	433	26	3	0	471
<b>Total</b>	<b>137</b>	<b>7713</b>	<b>486</b>	<b>13</b>	<b>1</b>	<b>8350</b>



Faults Outstanding	P5	P4	P3	P2	P1	Total
APR	0	0	0	0	0	0
MAY	0	2	0	0	0	2
JUN	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-08	3	30	5	0	0	38
Mar-08	1	32	7	0	0	40
<b>Total</b>	<b>17</b>	<b>146</b>	<b>44</b>	<b>0</b>	<b>0</b>	<b>207</b>



**Report B – UK-LINK Business Support Agreement Report Summary – March 2008 for UKL April 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 99.49%.

**Average GEMINI Transaction Response Times and Transaction Volumes**

<b>GEMINI Availability &amp; Industry Averages</b>					
Performance measures	Target/max	Reporting Month: April 2008			
		March 2008	Feb 2008	Jan 2008	Dec 2007
		1/03-31/03	01/02 -29/02	01/01– 31/01	01/12-31/12
Gemini Service	<b>99%</b>	<b>99.49</b>	<b>100</b>	<b>99.82</b>	<b>99.76</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>5484</b>	<b>5,320</b>	<b>5,065</b>	<b>5,183</b>
Renominations per day	<b>4,200</b>	<b>13,263</b>	<b>12,571</b>	<b>12,818</b>	<b>12,731</b>
% of transactions < 4 sec's	<b>N/A</b>	<b>See Note 1</b>	<b>See Note 1</b>	<b>See Note1</b>	<b>See Note1</b>
Transaction response time	<b>N/A</b>	<b>See Note 1</b>	<b>See Note 1</b>	<b>See Note 1</b>	<b>See Note 1</b>
Transactions per day	<b>N/A</b>	<b>See Note 1</b>	<b>See Note 1</b>	<b>See Note 1</b>	<b>See Note 1</b>
% Transaction change	<b>N/A</b>	<b>See Note 1</b>	<b>See Note 1</b>	<b>See Note 1</b>	<b>See Note 1</b>

*Note 1 – Please note that data for these sections is currently unavailable due to system error. Caroline Purcell will provide dialog for this*

**P1 / P2 Resolution Time Analysis**

<b>Problem Management - BSA Target: Resolved within 5 hours</b>					
Impact Codes P1 / P2		Reporting Month: April 2008			
Code	Problems v Time to resolve	March 2008	Feb 2008	Jan 2008	Dec 2007
		01/03-31/03	01/02 -29/02	01/01– 31/01	01/12-31/12
P2	<1hr	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	1-2 hr	<b>3</b>	<b>0</b>	<b>1</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>2</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 “APRIL” 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 “**FEBRUARY**” 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 “**FEBRUARY**” 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 “**FEBRUARY**” 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 “**FEBRUARY**” 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 “**FEBRUARY**” 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 13<sup>th</sup> March 2008 (covers period Wednesday 5<sup>TH</sup> March to Wednesday 2nd April 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/817/RG	Gemini System Access	05/03/2008
EH/818/DJ	UKL 13284.3 - Issue of Supporting Invoice documentation via IX	06/03/2008
EH/819/DA	Comments on Changes to Ad Hoc invoicing Process for User Pays (Type 1) & UKL13950 - Gemini 2008 Release (Summer)	07/03/2008
EH/820/DA	EH/820/DA -User Pays IAD Accounts	14/03/2008

## 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 System Outage	14.00 hrs	19/4/08	18.00 hrs	19/4/08	Apply latest patches from suppliers	
	IAD	22.00 hrs	16/5/08	06.00 am	19/5/08	DN Interruption	
	IAD	22.00 hrs	23/5/08	06.00 am	26/5/08	DN Interruption	
	Gemini Production system, access to FOF and TTD Environments	TBA	June - TBA	June - TBA	21/5/08	GSN CNI Gateway-Potential Implementation Dates	
	Gemini COR880 Outage	04.00 am	17/8/08	9.00 am contingency to 11.00am	17/8/08	Gemini Summer Release	