

UK Link Committee Meeting

xoserve Report Pack

MARCH 2008

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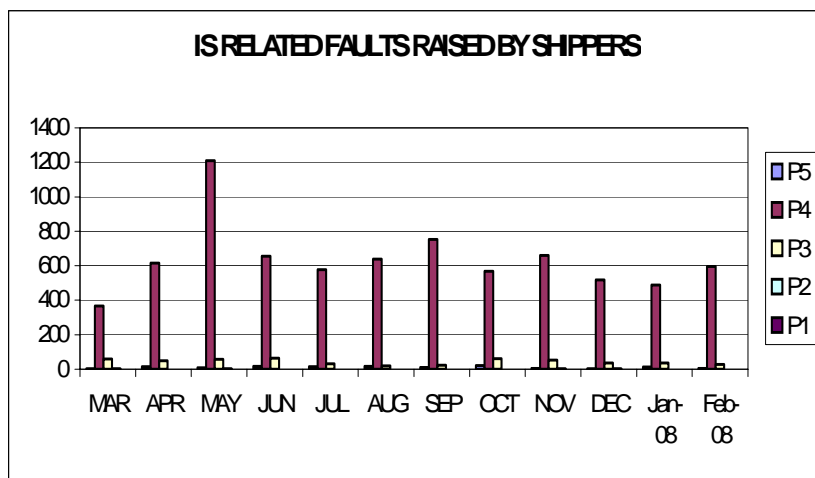
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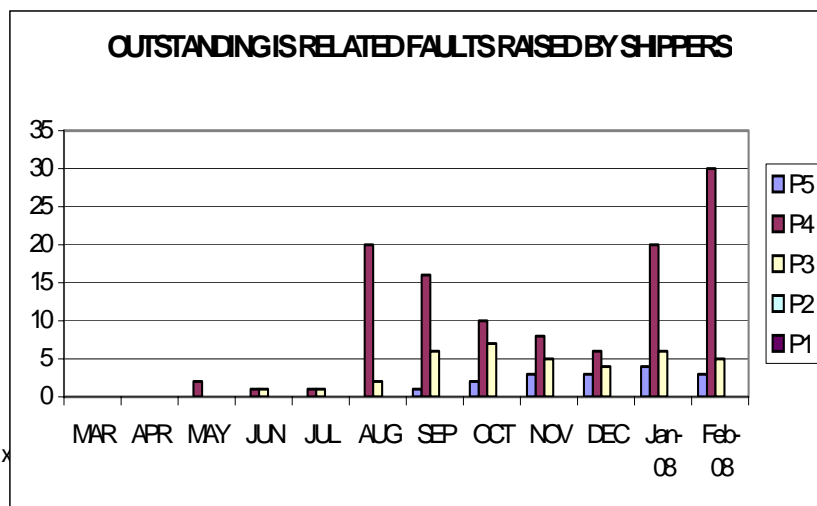
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Report A – IS Faults logged by Shippers – February 2008 for March 2008 UKL meeting

Faults Raised	P5	P4	P3	P2	P1	Total
MAR	3	368	59	2	0	432
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
Total	131	7648	519	12	1	8311



Faults Outstanding	P5	P4	P3	P2	P1	Total
MAR	0	0	0	0	0	0
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
Total	16	114	37	0	0	167



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: March 2008			
		Feb 2008	Jan 2008	Dec 2007	Nov 2007
		01/02 -29/02	01/01– 31/01	01/12-31/12	01/11-30/11
Gemini Service	99%	100	99.82	99.76	99.56
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	5,320	5,065	5,183	5,070
Renominations per day	4,200	12,571	12,818	12,731	12,804
% of transactions < 4 sec's	N/A	See Note 1	See Note 1	See Note1	See Note1
Transaction response time	N/A	See Note 1	See Note 1	See Note 1	See Note 1
Transactions per day	N/A	See Note 1	See Note 1	See Note 1	See Note 1
% Transaction change	N/A	See Note 1	See Note 1	See Note 1	See Note 1

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

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: Mar 2008			
Code	Problems v Time to resolve	Feb 2008	Jan 2008	Dec 2007	Nov 2007
		01/02 -29/02	01/01– 31/01	01/12-31/12	01/11-30/11
P2	<1hr	0	0	0	0
	1-2 hr	0	1	0	0
	2-3 hr	0	0	0	0
	3-4 hr	0	0	0	1
	4-5 hr	0	0	0	0
	>5 hr	0	0	2	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 “MARCH” 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 “**JANUARY**” 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 “**JANUARY**” 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 “**JANUARY**” 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 “**JANUARY**” 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 “**JANUARY**” 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 UKLink Committee Meeting on 14th FEBRUARY 2008 (covers period Wednesday 6th February to Tuesday 5th March 2008 inclusive)

Urgent Shipper Communications and File Formats

Reference (Sent By / Ref No. / Requestor)	Title	Date of Issue
EH/806/DC	EH/806/DC - UK Link Technology Refresh Update	07/02/2008
EH/807/GF	EH/807/GF - MOD 184 - Monday 25th February 2008 and Tuesday 26th February 2008 as non business days	08/02/2008
EH/808/AE	EH/808/AE - 13829 - DN Interruption Reform	12/02/2008
EH/809/DA	EH/809/DA - Representation Pack 15/02/08	15/02/2008
EH/810/AG	EH/810/AG - MOD 184 - SPA Transfer Timeline	18/02/2008
EH/811/DA	EH/811/DA - Revised Representation Pack 15/02/08	18/02/2008
EH/812/DC	EH/812/DC - UK Link Technology Refresh Update	18/02/2008
EH/813/DC	EH/813/DC - UK Link Technology Refresh Update – 20/02/2008	20/02/2008
EH/814/DC	EH/814/DC - UK Link Technology Refresh Update – 25/02/2008	25/02/2008
EH/815/DC	EH/815/DC - UK Link Technology Refresh Update – 25/02/2008 pt2	25/02/2008
EH/816/DC	EH/816/DC - UK Link Technology Refresh Update – 29/02/2008	29/02/2008

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	03.00 am GMT	30/3/08	6.00 am BST	30/3/08	Spring Clock Change	
	IAD	TBA	17/5/08	TBA	17/5/08	DN Interruption	
	Gemini Production system, access to FOF and TTD Environments	TBA	21/5/08	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	