

# **UK Link Committee Meeting**

## **xoserve Report Pack**

### **FEBRUARY 2008**

#### **Contents**

**Page 2 – Report A – IS Faults logged by Shippers**

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

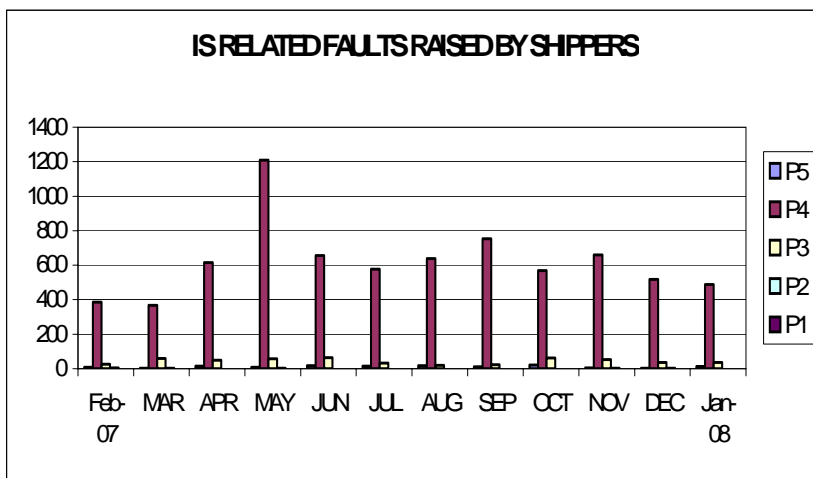
**Page 4 – Report C – Mod 565 Monthly Liabilities Report**

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

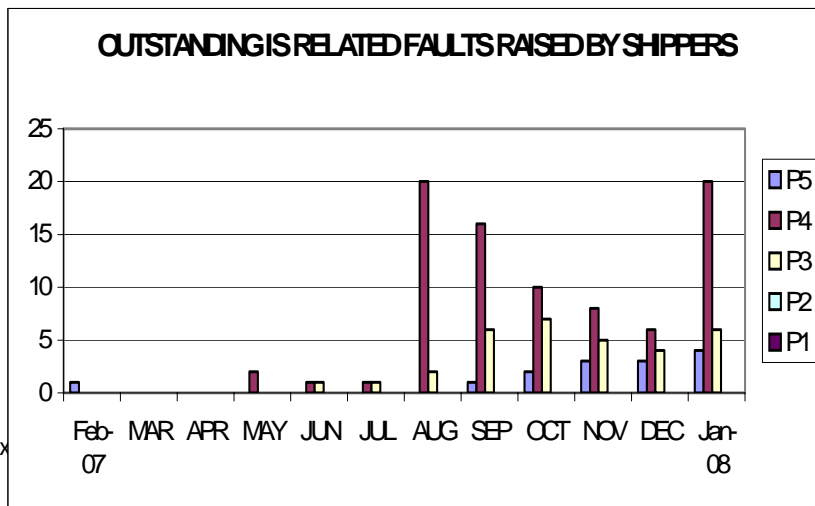
**Page 6 – Report E – Forthcoming Outage Notifications**

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

Faults Raised	P5	P4	P3	P2	P1	Total
Feb-07	9	386	25	5	0	425
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
<b>Total</b>	<b>135</b>	<b>7438</b>	<b>517</b>	<b>17</b>	<b>1</b>	<b>8108</b>



Faults Outstanding	P5	P4	P3	P2	P1	Total
Feb-07	1	0	0	0	0	1
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
<b>Total</b>	<b>14</b>	<b>84</b>	<b>32</b>	<b>0</b>	<b>0</b>	<b>130</b>



**Report B – UK-LINK Business Support Agreement Report Summary – “JANUARY” 2007 for UKL February 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 99.82%.

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

<b>GEMINI Availability &amp; Industry Averages</b>					
Performance measures	Target/max	Reporting Month: Jan 2008			
		Jan 2008	Dec 2007	Nov 2007	Oct 2007
		01/01 -31/01	01/12– 31/12	01/11-30/11	01/10-31/10
Gemini Service	<b>99%</b>	<b>99.82</b>	<b>99.76</b>	<b>99.56</b>	<b>86.38</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>5065</b>	<b>5183</b>	<b>5,070</b>	<b>4,428</b>
Renominations per day	<b>4,200</b>	<b>12818</b>	<b>12,731</b>	<b>12,804</b>	<b>13,141</b>
% of transactions < 4 sec's	<b>n/a</b>	<b>see Note 1</b>	<b>see Note 1</b>	<b>see Note 1</b>	<b>91.54</b>
Transaction response time	<b>n/a</b>	<b>see Note 1</b>	<b>see Note 1</b>	<b>see Note 1</b>	<b>1.88</b>
Transactions per day	<b>n/a</b>	<b>see Note 1</b>	<b>see Note 1</b>	<b>see Note 1</b>	<b>7852</b>
% Transaction change	<b>n/a</b>	<b>see Note 1</b>	<b>see Note 1</b>	<b>see Note 1</b>	<b>-9.00</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: Jan 2008			
Code	Problems v Time to resolve	Jan 2008	Dec 2007	Nov 2007	Oct 2007
		01/01 -31/01	01/12– 31/12	01/11-30/11	01/10-31/10
P2	<1hr	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
	1-2 hr	<b>1</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>1</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>2</b>	<b>0</b>	<b>1</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 “FEBRUARY” 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 “**DECEMBER**” 2007 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 “**DECEMBER**” 2007 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 “**DECEMBER**” 2007 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 “**DECEMBER**” 2007 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 “**DECEMBER**” 2007 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 10<sup>th</sup> JANUARY 2007 (covers period Wednesday 2<sup>nd</sup> January to Tuesday 5<sup>th</sup> February 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/799/DA	EH/799/DA - Comments on changes: UKL13829 and UKL13943	04/01/2008
EH/800/DC	EH/800/DC - Problem with IS Helpline number	10/01/2008
EH/801/DC	EH/801/DC - Problem with IS Helpline number Resolved	10/01/2008
EH/802/AE	EH/802/AE - 13829 - DN Interruption Reform - Pack 1 of 1	11/01/2008
EH/803/DC	EH/803/DC - UK Link Technology Refresh update	23/01/2008
EH/804/DA	EH/804/DA - Representation Close Out Reminder for Changes Issued 11/01/2008	24/01/2008
EH/805/DC	EH/805/DC - UK Link Techology Refresh Update	29/01/2008

## 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		
	CPI Link	11.00 am	23/2/08	07.00 am	27/2/08	Cutover for UK Link Technology Refresh. Outage period includes time required for batch catch-up. Shipper files may be issued within this outage period.	
	Gemini	03.00 am GMT	30/3/08	6.00 am BST	30/3/08	Spring Clock Change	
	Gemini Production system, access to FOF and TTD Environments	TBA	21/5/08	1 hr 30mins To 2 hrs	21/5/08	GSN CNI Gateway – Potential Implementation Dates	