

UK Link Committee Meeting

xoserve Report Pack

MAY 2009

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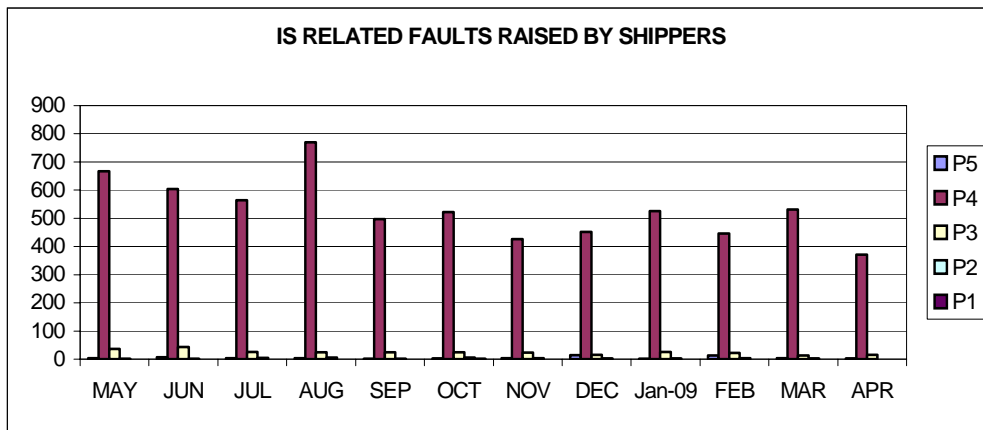
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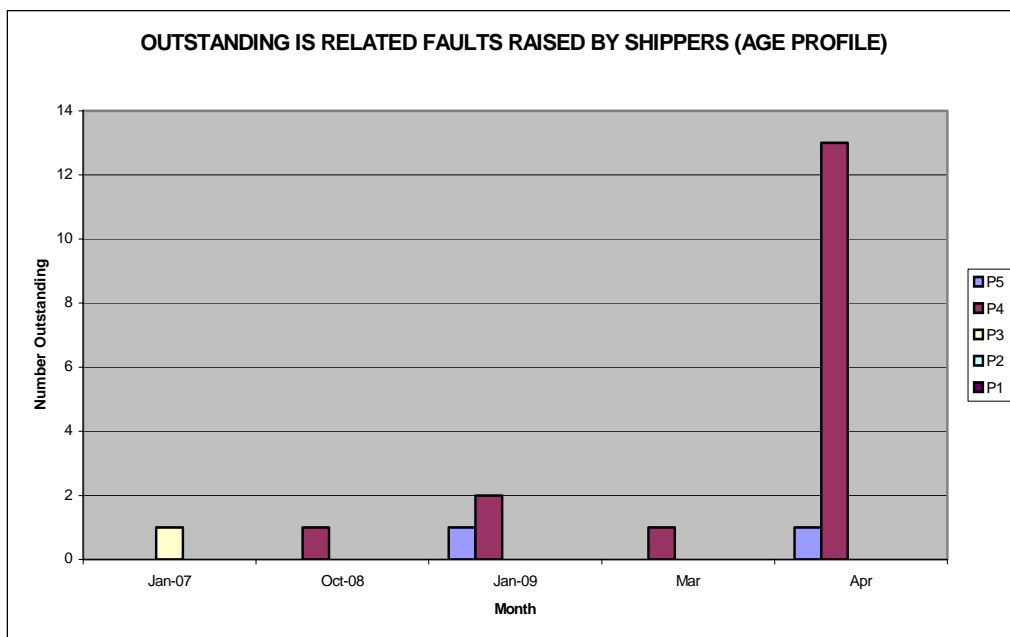
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Report A – IS Faults logged by Shippers – March 2009 for May 2009 UKL meeting

Faults Raised	P5	P4	P3	P2	P1	Total
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	0	524
OCT	2	522	25	6	1	556
NOV	3	426	23	4	0	456
DEC	14	452	15	2	0	483
Jan-09	1	526	26	2	0	555
FEB	13	446	22	3	0	484
MAR	3	531	13	2	0	549
APR	2	371	15	0	0	388
Total	56	6376	294	33	1	6760



Outstanding Calls	P5	P4	P3	P2	P1	Total
Jan-07	0	0	1	0	0	1
Oct-08	0	1	0	0	0	1
Jan-09	1	2	0	0	0	3
Mar	0	1	0	0	0	1
Apr	1	13	0	0	0	14
Total (Per P Level)	2	17	1	0	0	20



Report B - UK-LINK Business Support Agreement Report Summary. March 2009 for UKL May 2009 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: March 2009			
		Mar 2009	Feb 2009	Jan 2009	Dec 2008
		01/03 – 31/03	01/02 – 28/02	01/01 – 31/01	01/12 – 31/12
Gemini Service	99%	100	100	100	100
Gemini Access (IX)	99%	99.91	100.00	100.00	100.00
Shipper Information Service	99%	100.00	100.00	100.00	100.00
Batch Transfer	99%	100.00	100.00	100.00	100.00
Routers	99%	100.00	100.00	100.00	100.00
Nominations per day	8,300	5257	5195	5110	5258
Renominations per day	4,200	14,470	14,703	14,682	14,588
% of transactions < 4 sec's	95%	99.01	99.49	99.43	99.08
Transaction response time	n/a	0.35	0.22	0.23	0.28
Transactions per day	n/a	759,050	434,820	416,079	385,907
% Transaction change	n/a	75.00	5.00	8.00	26.00

P1 / P2 Resolution Time Analysis

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: Mar 2009			
Code	Problems v Time to resolve	Mar 2009	Feb 2009	Jan 2009	Dec 2008
		01/03 – 31/03	01/02 – 28/02	01-01 – 31/01	01-12 – 31/12
P2	<1hr	1	1	0	0
	1-2 hr	0	2	0	0
	2-3 hr	1	0	1	0
	3-4 hr	0	0	0	0
	4-5 hr	0	0	0	0
	>5 hr	0	1	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 – “MARCH” 2009 for MAY 2009 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 “**MARCH**” **2009** there were **no** concurrencies under this category.
The relevant liability is: **0** occurrences x **£500** = **£0** per Shipper

TS10c - 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 “**MARCH**” **2009** 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 “**MARCH**” **2009** 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 “**MARCH**” **2009** 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 9th April 2009 (covers period Wednesday 1st April to Tuesday 5th May 2009 inclusive)

Urgent Shipper Communications and File Formats

Reference (Sent By / Ref No. / Requestor)	Title	Date of Issue
EH/892/DA	Representation Pack Responses (MP/891/DA)	03/04/2009
EH/893/DA	UKLink Reporting Change - Proposed Amendment to Reports A and B - xoserve Reporting Pack	09/04/2009
EH/894/DA	Potential Changes to OUG and CMP Issue	09/04/2009
CB/895/DA	LDZ_CHARGE field name change	09/04/2009
EH/896/AE	Gemini Re-Platforming	09/04/2009
EH/897/SK	Gemini Disaster Recovery Test 18th & 19th April 09	20/04/2009

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		
UKL14001	Gemini	04:00	17/05/09	09:00 [Contingency end time of 11:00]	17/05/09	Enduring Transfer & Trades.	
	Gemini	04:00	31/05/09	09:00 [Contingency end time of 11:00]	31/05/09	Contingency for Enduring Transfer & Trades.	
	Gemini	TBC	TBC	TBC	TBC	Enhanced System Security project – Implementation outage	

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