

UK Link Committee Meeting

xoserve Report Pack

JUNE 2009

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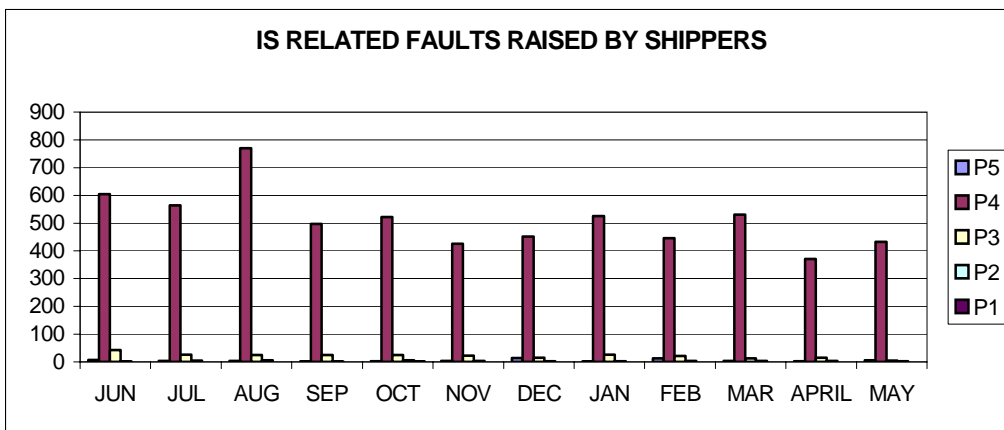
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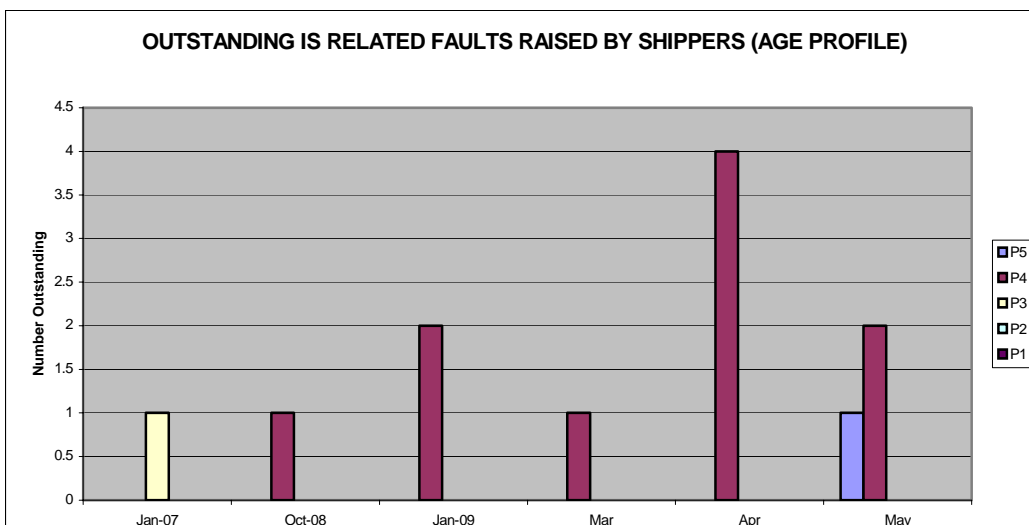
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Report A – IS Faults logged by Shippers – May 2009 for June 2009 UKL meeting

Faults Raised	P5	P4	P3	P2	P1	Total
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	1	526	26	2	0	555
FEB	13	446	22	3	0	484
MAR	3	531	13	4	0	551
APRIL	2	371	15	3	0	391
MAY	6	433	5	2	0	446
Total	59	6,142	263	39	1	6,504



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	0	2	0	0	0	2
Mar	0	1	0	0	0	1
Apr	0	4	0	0	0	4
May	1	2	0	0	0	3
Total (Per P Level)	1	10	1	0	0	12



Report B

UK-LINK Business Support Agreement Report Summary. April 2009 for UKL June 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: Apr 2009			
		Apr 2009	Mar 2009	Feb 2009	Jan 2009
		01/04 – 30/04	01/03 – 31/03	01/02 – 28/02	01/01 – 31/01
Gemini Service	99%	100%	100%	100%	100%
Gemini Access (IX)	99%	100%	99.9%	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	5,104	5,257	5,195	5,110
Renominations per day	4,200	14,512	14,470	14,703	14,682
% of transactions < 4 sec's	95%	99.3%	99.0%	99.5%	99.4%
Transaction response time	n/a	0.28	0.35	0.22	0.23
Transactions per day	n/a	968,959	759,050	434,820	416,079
% Transaction change	n/a	27%	75%	5%	8%

P1 / P2 Resolution Time Analysis

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: Apr 2009			
Code	Problems v Time to resolve	Apr 2009	Mar 2009	Feb 2009	Jan 2009
		01/04 – 31/04	01/03 – 31/03	01/02 – 28/02	01-01 – 31/01
P2	<1hr	0	1	1	0
	1-2 hr	1	0	2	0
	2-3 hr	1	1	0	1
	3-4 hr	1	0	0	0
	4-5 hr	0	0	0	0
	>5 hr	0	0	1	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 – “APRIL” 2009 for JUNE 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 “**APRIL**” 2009 there were **no** concurrencies 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 “**APRIL**” 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 “**APRIL**” 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 “**APRIL**” 2009 there was **0** occurrence under this category.
The relevant liability is: **0** occurrences x **£50** = **£0** per Shipper

Report D

List of File Format and Urgent Communications Issued since last UK Link Committee Meeting on 14th May 2009 (covers period Wednesday 6th May to Tuesday 2nd June 2009 inclusive)

Reference (Sent By / Ref No. / Requestor)	Title	Date of Issue
EH/898/HR	Gemini Enduring Transfer and Trade Arrangements (COR1072)	14/05/2009
EH/899/RN	COR1353 New FSI (Supporting Information) file format	15/05/2009
EH/900/DA	Revision of Gemini Contingency Guidelines (UNC Modification 250)	15/05/2009
EH/901/DA	Revision to Error Message Reason Text Associated with AQ Backstop	15/05/2009
EH/902/AS	Gemini Enduring Transfer and Trade Arrangements (COR1072) Follow Up	19/05/2009
EH/903/JS	Modification Proposal 090 – Revised DN Interruption Arrangements	22/05/2009
EH/904/SP	XOS1220 & XOS1222 - Application of Backstop date on all AQ processes	02/06/2009

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		
	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