

# **UK Link Committee Meeting**

## **xoserve Report Pack**

**AUGUST 2009**

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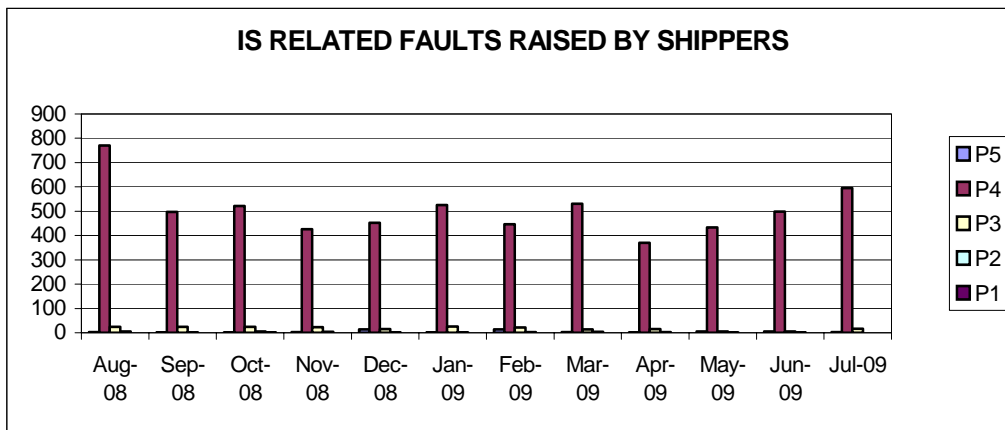
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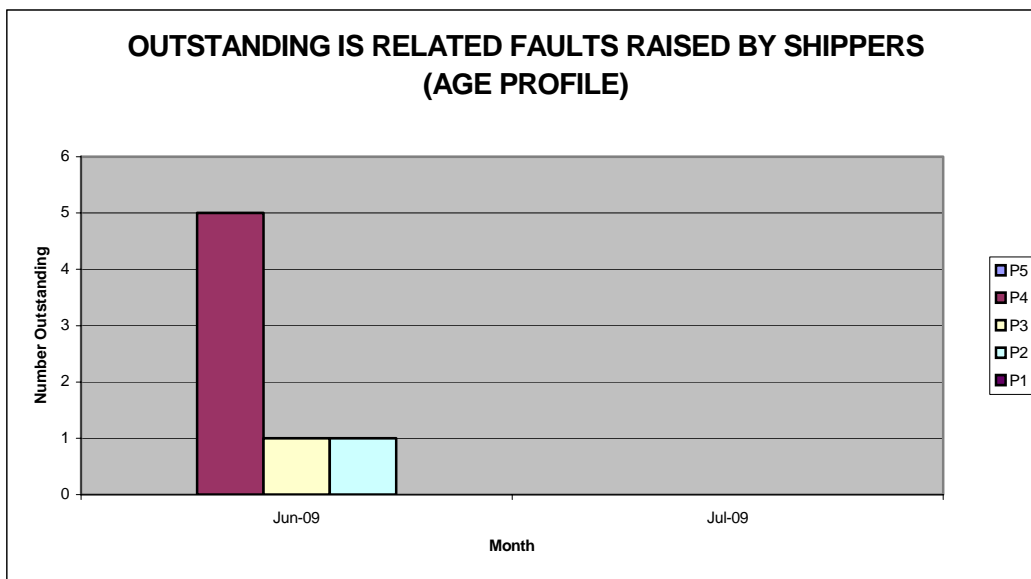
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Report A – IS Faults logged by Shippers – July 2009 for August 2009 UKL meeting

Faults Raised	P5	P4	P3	P2	P1	Total
Aug-08	3	770	25	6	0	804
Sep-08	1	497	25	1	0	524
Oct-08	2	522	25	6	1	556
Nov-08	3	426	23	4	0	456
Dec-08	14	452	15	2	0	483
Jan-09	1	526	26	2	0	555
Feb-09	13	446	22	3	0	484
Mar-09	3	531	13	4	0	551
Apr-09	2	371	15	3	0	391
May-09	6	433	5	1	0	445
Jun-09	6	498	5	1	0	510
Jul-09	3	595	17	0	0	615
<b>Total</b>	<b>57</b>	<b>6,067</b>	<b>216</b>	<b>33</b>	<b>1</b>	<b>6,374</b>



Outstanding Calls	P5	P4	P3	P2	P1	Total
Jun-09	0	5	1	1	0	7
Jul-09	0	0	0	0	0	0
<b>Total (Per P Level)</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>7</b>



**Report B**

**UK-LINK Business Support Agreement Report Summary. June 2009 for UKL August 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**

<b>GEMINI Availability &amp; Industry Averages</b>					
Performance measures	Target/max	Reporting Month: June 2009			
		Jun 2009	May 2009	Apr 2009	Mar 2009
		01/06 – 30/06	01/05 – 31/05	01/04 – 30/04	01/03 – 31/03
Gemini Service	99%	100%	100%	100%	100%
Gemini Access (IX)	99%	100%	99.9%	100%	99.9%
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	5,062	5,095	5,104	5,257
Renominations per day	4,200	14,577	14,597	14,512	14,470
% of transactions < 4 sec's	95%	99.1%	99.4%	99.3%	99.0%
Transaction response time	n/a	0.38	0.30	0.28	0.35
Transactions per day	n/a	851,312	879,966	968,959	759,050
% Transaction change	n/a	-3%	-9%	27%	75%

**P1 / P2 Resolution Time Analysis**

<b>Problem Management - BSA Target: Resolved within 5 hours</b>					
Impact Codes P1 / P2		Reporting Month: June 2009			
Code	Problems v Time to resolve	Jun 2009	May 2009	Apr 2009	Mar 2009
		01/06 – 30/06	01/05 – 31/05	01/04 – 31/04	01/03 – 31/03
P2	<1hr	0	0	0	1
	1-2 hr	0	0	1	0
	2-3 hr	1	1	1	1
	3-4 hr	0	0	1	0
	4-5 hr	0	0	0	0
	>5 hr	0	0	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 – “JUNE” 2009 for August 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 “**JUNE**” **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 “**JUNE**” **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 “**JUNE**” **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 “**JUNE**” **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 9<sup>th</sup> July 2009 (covers period Wednesday 1<sup>st</sup> July to Tuesday 4<sup>th</sup> August 2009 inclusive)

Reference (Sent By / Ref No. / Requestor)	Title	Date of Issue
EH/913/KH	COR 1360 NTS Exit Reform - Requirements of Modification 195A – Phase 1 – Representation Response	08/07/09
EH/914/KH	COR 1360 NTS Exit Reform – Screen Pack Changes Summary Pack of Modification 195AV	08/07/09
EH/915/DA	Administrative Changes to Published File Formats	10/07/09
EH/916/DA	Administrative Changes to Published File Formats - Publication	27/07/09
EH/917/JS	DN Interruption Summary Files	30/07/09

## 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	
<i><u>N/A</u></i>	<i><u>Gemini</u></i>	<i><u>11/10/2009</u></i>	<i><u>04:00</u></i>	<i><u>11/11/2009</u></i>	<i><u>09:00 Contingency to 11:00</u></i>	<i><u>MIPI Phase 2</u></i>	<i><u>13/08/09</u></i>
<i><u>N/A</u></i>	<i><u>Gemini</u></i>	<i><u>May / June 2010</u></i>	<i><u>TBC</u></i>	<i><u>May / June 2010</u></i>	<i><u>TBC</u></i>	<i><u>Exit Reform Phase 1</u></i>	<i><u>13/08/09</u></i>

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