

UK Link Committee Meeting

xoserve Report Pack

APRIL 2007

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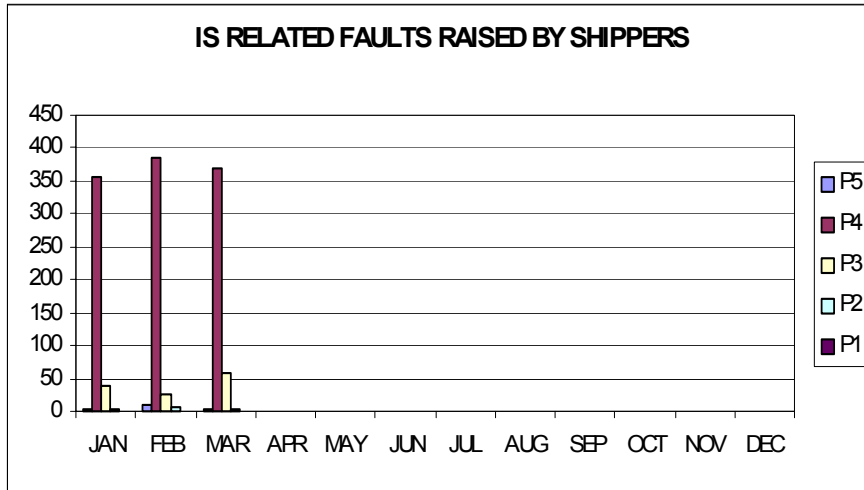
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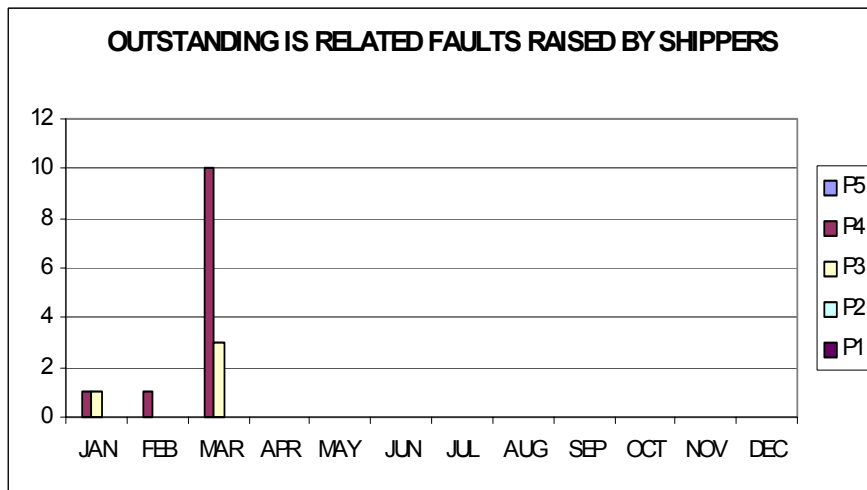
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Report A – IS Faults logged by Shippers – MARCH 2007

Faults Raised	P5	P4	P3	P2	P1	Total
JAN	2	355	38	2	0	397
FEB	9	386	25	5	0	425
MAR	3	368	59	2	0	432
APR						
MAY						
JUN						
JUL						
AUG						
SEP						
OCT						
NOV						
DEC						
Total	14	1109	122	9	0	1,254



Faults Outstanding	P5	P4	P3	P2	P1	Total
JAN	0	1	1	0	0	2
FEB	0	1	0	0	0	1
MAR	0	10	3	0	0	13
APR						0
MAY						0
JUN						0
JUL						0
AUG						0
SEP						0
OCT						0
NOV						0
DEC						0
Total	0	12	4	0	0	16



Report B – UK-LINK Business Support Agreement Report Summary – “APRIL” 2007

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 %** and the overall availability of GEMINI Access was **100%**.

Average GEMINI Transaction Response Times and Transaction Volumes

GEMINI Availability & Industry Averages					
Performance measures	Target/max	Reporting Month: "MARCH" 2007			
		March 2007	February 2007	January 2007	December 2006
		01/03 - 31/03	01/02 - 28/02	01/01 - 31/01	01/12 - 31/12
GEMINI Service	99%	100.00	100	99.32	99.40
GEMINI Access (IX)	99%	100.00	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	4,477	4,390	4,380	4,345
Renominations per day	4,200	12,405	12,333	12,337	12,618
% of transactions < 4 sec's	n/a				
Transaction response time	n/a				
Transactions per day	n/a				
% Transaction change	n/a				

*The bottom four rows of the Availability & Industry Averages chart (above) have been added ready for future use.

P1 / P2 Resolution Time Analysis

During this month no incident(s) were raised with an impact of **P1** or **P2** which affected three or more Shippers.

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: "MARCH" 2007			
Code	Problems v Time to resolve	March 2007	February 2007		December 2006
		01/03 - 31/03	01/02 - 28/02		01/12 - 31/12
P2	<1hr	0	0		0
	1-2 hr	0	1		0
	2-3 hr	1	0		0
	3-4 hr	1	0		0
	4-5 hr	0	1		1
	>5 hr	0	0		0
P1	<1hr	0	0		0
	1-2 hr	0	0		0
	2-3 hr	0	0		0
		0	0	0	0
	4-5 hr	0	0	0	0
		0	0	0	0

Report C – Mod 565 Monthly Liabilities Report –“APRIL” 2007

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 15 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**” 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 “**MARCH**” 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 “**MARCH**” 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 “**MARCH**” 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 “**MARCH**” 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 8^h MARCH 2007 (covers period Thur 22nd February 2007 to Wed 21st March 2007 inclusive)

File Formats

Reference (Sent By / Ref No. / Requestor)	Title	Date of Issue
EH/716/DA	Representation Close Out Reminder for Changes Issued 09/02/07	22/02/2007
MP/717/MP	MP/717/MP - Ref NR/702/AS - Description Amendment on ECO File Format - Change Implemented	27/02/2007
MP/718/DA	MP/718/DA - Comments on changes: CR13818, CR1829, CR13839 & Gemini Oracle Software Upgrade	02/03/2007
EH/719/RL	EH/719/RL - UKL 13284 - Issue of Supporting documentation via IX, Communication 1 of 3	09/03/2007
EH/720/SK	EH/720/SK - XP1 Token Replacement: Implemented: 22nd February 2007 2 of 3	09/03/2007
EH/721/SK	EH/721/SK Gemini Oracle Software Upgrade: Implementation due 12/13th August 3 of 3	09/03/2007

Urgent Shipper Communication

None this month.

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	04:15	14/04/07	10:15	14/04/07	Gemini Warm Standby Disaster Recovery Test - failover from production infrastructure to warm standby infrastructure (normal maintenance window 04:15 to 05:15). Includes normal housekeeping window.	
	Gemini	04:00	15/04/07	10:00	15/04/07	Gemini Warm Standby Disaster Recovery Test - failback from warm standby infrastructure to production infrastructure (normal maintenance window 04:00 to 06:00). Includes normal housekeeping window.	
	Gemini	04:00	29/04/07	09:00	29/04/07	Gemini IV (+2 hours contingency to 11:00am in case of backout)	
	Oracle	TBC	11/08/07	TBC	12/08/07	Upgrade	