

# UK Link Committee Meeting

## xoserve Report Pack

**JUNE 2007**

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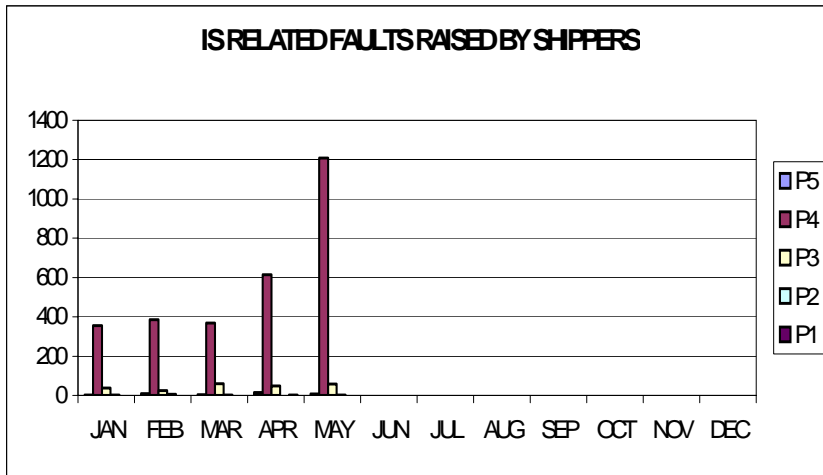
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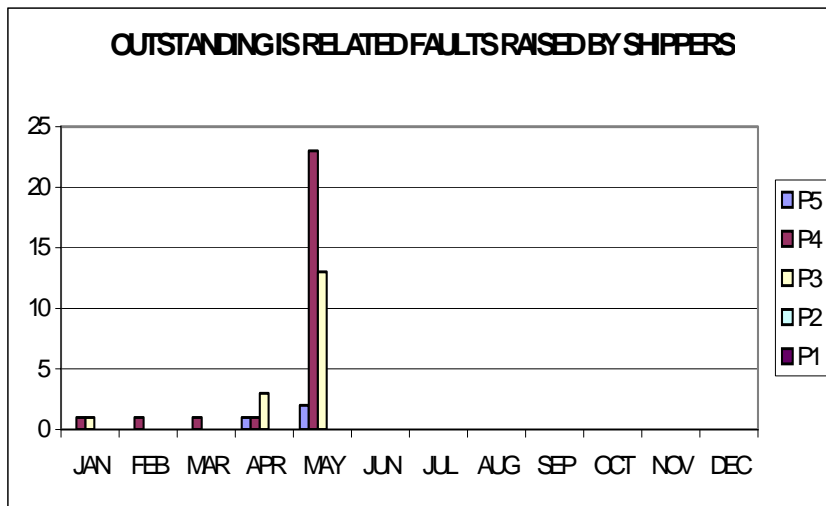
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Report A – IS Faults logged by Shippers – MAY 2007

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	14	615	48	0	1	678
MAY	8	1209	57	2	0	1,276
JUN						0
JUL						0
AUG						0
SEP						0
OCT						0
NOV						0
DEC						0
<b>Total</b>	<b>36</b>	<b>2933</b>	<b>227</b>	<b>11</b>	<b>1</b>	<b>3,208</b>



Faults Outstanding	P5	P4	P3	P2	P1	Total
JAN	0	1	1	0	0	2
FEB	0	1	0	0	0	1
MAR	0	1	0	0	0	1
APR	1	1	3	0	0	5
MAY	2	23	13	0	0	38
JUN						0
JUL						0
AUG						0
SEP						0
OCT						0
NOV						0
DEC						0
<b>Total</b>	<b>3</b>	<b>27</b>	<b>17</b>	<b>0</b>	<b>0</b>	<b>47</b>



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

**GEMINI Availability (excluding scheduled outages)**

Gemini availability is a measure of central site availability and does not show where a service is unavailable to a shipper due to communication or other problems.  
 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 central site availability of the Gemini service was 99.69% and the central site availability of Gemini access was 99.89%.

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

<b>GEMINI Availability &amp; Industry Averages</b>					
Performance measures	Target/max	Reporting Month: “JUNE” 2007			
		May 2007	April 2007	March 2007	February 2007
		01/05 - 31/05	01/04 - 30/04	01/03 - 31/03	01/02 - 28/02
Gemini Service	<b>99%</b>	<b>99.69</b>	<b>98.75</b>	<b>100.00</b>	<b>100.00</b>
Gemini Access (IX)	<b>99%</b>	<b>99.89</b>	<b>100.00</b>	<b>100.00</b>	<b>100.00</b>
Shipper Information Service	<b>99%</b>	<b>100.00</b>	<b>100.00</b>	<b>100.00</b>	<b>100.00</b>
Batch Transfer	<b>99%</b>	<b>100.00</b>	<b>100.00</b>	<b>100.00</b>	<b>100.00</b>
Routers	<b>99%</b>	<b>100.00</b>	<b>100.00</b>	<b>100.00</b>	<b>100.00</b>
Nominations per day	<b>8,300</b>	<b>4,547</b>	<b>4,624</b>	<b>4,477</b>	<b>4,390</b>
Renominations per day	<b>4,200</b>	<b>12,575</b>	<b>12,144</b>	<b>12,405</b>	<b>12,333</b>
% of transactions < 4 sec's	<b>95%</b>				
Transaction response time	<b>n/a</b>				
Transactions per day	<b>n/a</b>				
% Transaction change	<b>n/a</b>				

**P1 / P2 Resolution Time Analysis**

During this month two incidents were raised with an impact of P2. The incident on 8th May 2007 was a loss of power and affected internet connectivity and access to the external Gemini service. The incident on 10th May 2007 affected shippers attempting to log in to Gemini. No P1 incidents were recorded.

<b>Problem Management - BSA Target: Resolved within 5 hours</b>					
Impact Codes P1 / P2		Reporting Month: “JUNE” 2007			
Code	Problems v Time to resolve	May 2007	April 2007	March 2007	February 2007
		01/05 - 31/05	01/04 - 30/04	01/03 - 31/03	01/02 - 28/02
P2	<1hr	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>
	1-2 hr	<b>1</b>	<b>0</b>	<b>2</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>
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>
	>5 hr	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>

**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 “MAY” 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 “MAY” 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 “MAY” 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 “MAY” 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 “MAY” 2007 there was **0** occurrence under this category.  
The relevant liability is: **1** occurrences x **£50** = **£50** 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 14<sup>h</sup> JUNE 2007 (covers period Thur 19<sup>th</sup> APRIL to Wed 16<sup>th</sup> May 2007 inclusive)**

File Formats

<b>Reference (Sent By / Ref No. / Requestor)</b>	<b>Title</b>	<b>Date of Issue</b>
EH/733/DA	EH/733/DA - Ref EH725DA - Amendment to the Window for Acceptance of Meter Reads by the Transporters - UNC Modification 0124 - Change Implemented	19/04/07
EH/734/DA	EH/734/DA - Ref UKL 13819 - Previous Read Reference Number for replaced reads.- Change Implemented	23/04/2007
EH/735/DA	EH/735/DA - Representation Close Out Reminder for Changes Issued 13/04/07	26/04/07
EH/736/DA	EH/736/DA - UKL13868 SPA File Rejection Reason Codes (class 1) change	30/04/07
EH/737/DD	EH/737/LF - UKL13820 - Gemini Release 4 Implementation	03/05/2007
EH/738/DA	EH/738/DA - Comments on changes: UKL13868, UKL13862 and UKL13861	03/05/2007
EH/739/DJ	EH/739/DJ - UKL 13284 - Issue of Supporting documentation via IX, Communication 1	11/05/2007

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	14/07/07	10:15	14/07/07	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	15/07/07	10:00	15/07/07	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.	
-	UK Link	TBA	7 & 8 JULY 07	TBA		Preparation for AQ Review Process 2007	
-	UK Link	TBA	21 & 22 JULY 07	TBA		Preparation for AQ Review Process 2007	
13839	Gemini	4.00 am	12/8/07	11.00 am	12/8/07	Gemini Software Upgrade Implementation Strategy Upgrade. Includes normal housekeeping window	
13839	Gemini	4.00 am	19/8/07	11.00 am	19/8/07	Gemini Software Upgrade Implementation Strategy Upgrade. Includes normal housekeeping window	