

UK Link Committee Meeting

xoserve Report Pack

OCTOBER 2006

Contents

Page 2 – Report A – IS Faults logged by Shippers

Page 3 – Report B – UK-LINK Business Support Agreement Report Summary

Page 4 – Report C – Mod 565 Monthly Liabilities Report

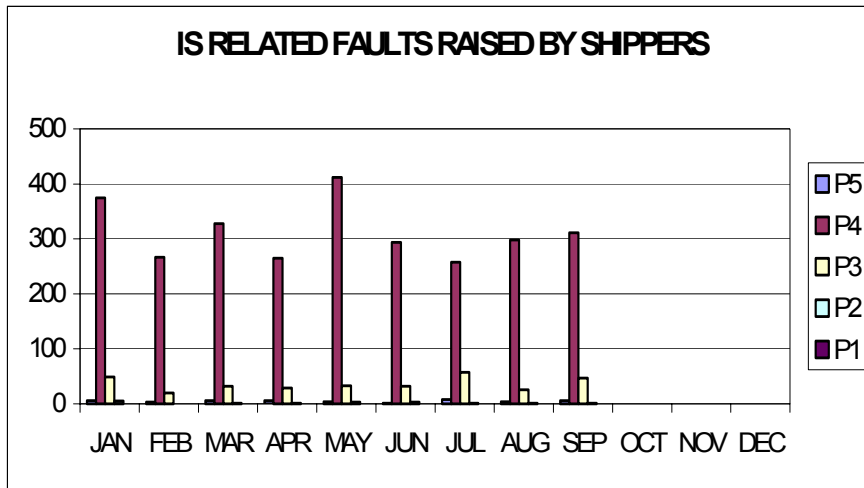
**Page 5 – Report D – List of File Format and Urgent Communications Issued since last UKLink
Committee Meeting**

Page 6 – Report E – Forthcoming Outage Notifications

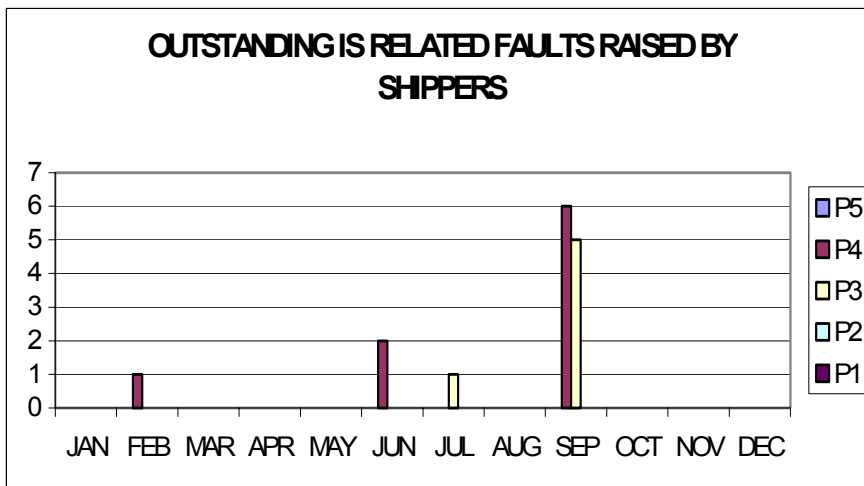
Please note that the latest version of the UKLink Implementation Plan for (OCTOBER 06) has been sent but as a separate document.

Report A – IS Faults logged by Shippers – “SEPTEMBER” 2006

Faults Raised	P5	P4	P3	P2	P1	Total
JAN	6	375	49	5	0	435
FEB	3	267	20	0	0	290
MAR	6	328	32	1	0	367
APR	6	265	29	1	0	301
MAY	4	412	33	3	0	452
JUN	1	294	32	3	0	330
JUL	8	258	57	1	0	324
AUG	4	298	26	1	0	329
SEP	6	311	47	1	0	365
OCT						0
NOV						0
DEC						0
Total	44	2,808	325	16	0	3,193



Faults Outstanding	P5	P4	P3	P2	P1	Total
JAN	0	0	0	0	0	0
FEB	0	1	0	0	0	1
MAR	0	0	0	0	0	0
APR	0	0	0	0	0	0
MAY	0	0	0	0	0	0
JUN	0	2	0	0	0	2
JUL	0	0	1	0	0	1
AUG	0	0	0	0	0	0
SEP	0	6	5	0	0	11
OCT						0
NOV						0
DEC						0
Total	0	9	6	0	0	15



Report B – UK-LINK Business Support Agreement Report Summary – “SEPTEMBER” 2006

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: “SEPTEMBER” 2006			
		September 2006	August 2006	July 2006	June 2006
		01/09 - 30/09	01/08 - 31/08	01/07 - 31/07	01/06 - 30/06
GEMINI Service	99%	100	99.02	100	100
GEMINI Access (IX)	99%	100	100	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	3,912	3,897	3,912	3,859
Renominations per day	4,200	12,412	12,046	11,976	12,070

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: “SEPTEMBER” 2006			
Code	Problems v Time to resolve	September 2006	August 2006	July 2006	June 2006
		01/09 - 30/09	01/08 - 31/08	01/07 - 31/07	01/06 - 30/06
P2	<1hr	0	0	0	0
	1-2 hr	0	0	0	0
	2-3 hr	0	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 –“SEPTEMBER”

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 “**SEPT**” **2006** 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 “**SEPT**” **2006** there were **no** occurrences 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 “**SEPT**” **2006** 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 “**SEPT**” **2006** 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 “**SEPT**” **2006** 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 14th SEPTEMBER 2006 (covers period Wed 3RD SEPTEMBER to Wed 4th OCTOBER inclusive)

File Formats

Reference (Sent By / Ref No. / Requestor)	Title	Date of Issue
NR/657/DA	Re: UKL13780 - IFA Supporting Data	12/09/2006
NR/658/DA	S59 inconsistent values – Pack 1 of 2	15/09/2006
NR/659/DA	CR13785 - Re - issue of UPN (P18) superseded by version 2 - Pack 2 of 2	15/09/2006
NR/660/DA	Proposed Trial of SMS Messaging to Notify Late Deviation from the UKLink Implementation Plan – LDIP Notice	15/09/2006
NR/661/DA	Batch Process Treatment around UKLink Implementations	15/09/2006
NR/662/DA	Re: NR/608/DA - CR13730 Post Closeout Amendments functionality for Gemini (Planned Outage 5th November06)	15/09/2006
NR/663/DA	Re:NR/658/DA - S59 inconsistent values – Change Pack 1 of 2	18/09/2006
NR/665/DA	Supply Point Administration Process Delays	29/09/2006
DF/666/GF	Re: NR/658/DA-(CR13783) S59 inconsistent values and NR/659/DA (CR13785) - Re-issue of UPN (P18) superseded by version2	02/10/2006
DF/667/GF	UK LINK UPDATE FROM XOSERVE - TUESDAY 3 OCTOBER	3/10/2006

Urgent Shipper Communications

NR/656/DA		RE: GEMINI EXTENDED HOUSEKEEPING 10th September 2006	08/09/2006
NR/664/DA		Delay in release of all SPA Files	20/09/2006

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	No dates agreed yet	TBC	TBC	Gemini Warm Standby disaster recovery testing - failover from production infrastructure to backup (warm standby) infrastructure.	
	Gemini	TBC	29/10/2006	TBC	29/10/2006	Clock change - British Summer Time ends.	
	Gemini	04:00	05/11/2006	09:00	05/11/2006	There is a contingency outage period from 09:00 to 11:00 if required. The normal housekeeping window will be from 04:00 to 06:00.	