

# **UK Link Committee Meeting**

## **xoserve Report Pack**

### **NOVEMBER 2006**

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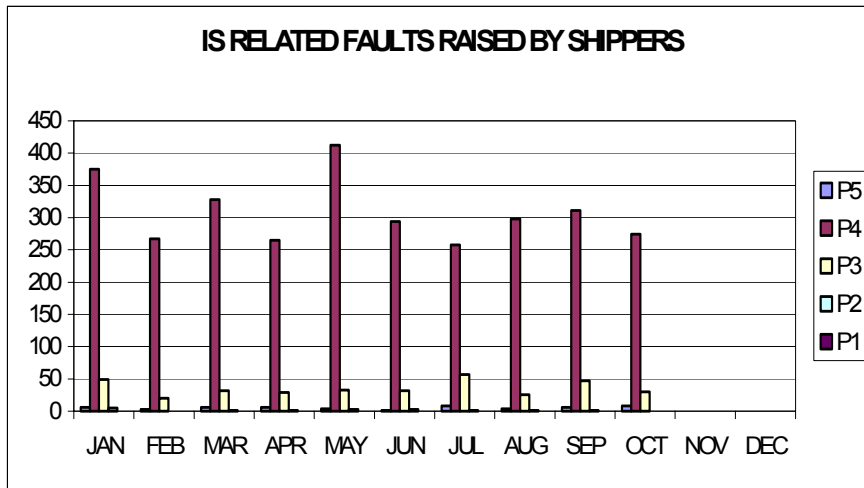
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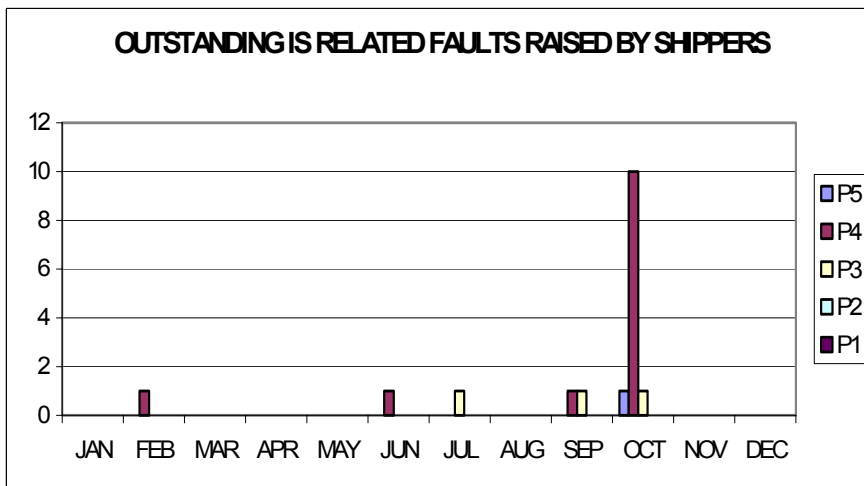
**Please note that the latest version of the UKLink Implementation Plan for (NOVEMBER 06 )  
has been sent but as a separate document.**

**Report A – IS Faults logged by Shippers – "OCTOBER" 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	8	274	30	0	0	312
NOV						0
DEC						0
<b>Total</b>	<b>52</b>	<b>3,082</b>	<b>355</b>	<b>16</b>	<b>0</b>	<b>3,505</b>



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	1	0	0	0	1
JUL	0	0	1	0	0	1
AUG	0	0	0	0	0	0
SEP	0	1	1	0	0	2
OCT	1	10	1	0	0	12
NOV						0
DEC						0
<b>Total</b>	<b>1</b>	<b>13</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>17</b>



## Report B – UK-LINK Business Support Agreement Report Summary – “OCTOBER” 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

<b>GEMINI Availability &amp; Industry Averages</b>					
Performance measures	Target/max	Reporting Month: "OCTOBER" 2006			
		October 2006	September 2006	August 2006	July 2006
		01/10 - 31/10	01/09 - 30/09	01/08 - 31/08	01/07 - 31/07
GEMINI Service	<b>99%</b>	<b>100</b>	<b>100</b>	<b>99.02</b>	<b>100</b>
GEMINI Access (IX)	<b>99%</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
Shipper Information Service	<b>99%</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
Batch Transfer	<b>99%</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
Routers	<b>99%</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
Nominations per day	<b>8,300</b>	<b>4,187</b>	<b>3,912</b>	<b>3,897</b>	<b>3,912</b>
Renominations per day	<b>4,200</b>	<b>12,656</b>	<b>12,412</b>	<b>12,046</b>	<b>11,976</b>

### 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.

<b>Problem Management - BSA Target: Resolved within 5 hours</b>					
Impact Codes P1 / P2		Reporting Month: "OCTOBER" 2006			
Code	Problems v Time to resolve	October 2006	September 2006		July 2006
		01/10 - 31/10	01/09 - 30/09		01/07 - 31/07
P2	<1hr	<b>0</b>	<b>0</b>		<b>0</b>
	1-2 hr	<b>0</b>	<b>0</b>		<b>0</b>
	2-3 hr	<b>0</b>	<b>0</b>		<b>1</b>
	3-4 hr	<b>0</b>	<b>0</b>		<b>0</b>
	4-5 hr	<b>0</b>	<b>0</b>		<b>0</b>
	>5 hr	<b>0</b>	<b>0</b>		<b>0</b>
P1	<1hr	<b>0</b>	<b>0</b>		<b>0</b>
	1-2 hr	<b>0</b>	<b>0</b>		<b>0</b>
	2-3 hr	<b>0</b>	<b>0</b>		<b>0</b>
	3-4 hr	<b>0</b>	<b>0</b>		<b>0</b>
	4-5 hr	<b>0</b>	<b>0</b>		<b>0</b>
	>5 hr	<b>0</b>	<b>0</b>		<b>0</b>

## Report C – Mod 565 Monthly Liabilities Report –“OCTOBER”

### 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 “**OCT**” **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 “**OCT**” **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 “**OCT**” **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 “**OCT**” **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 “**OCT**” **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 12<sup>th</sup> OCTOBER 2006 (covers period Wed 4<sup>th</sup> OCTOBER to Wed 1<sup>st</sup> NOVEMBER inclusive)**

File Formats

<b>Reference (Sent By / Ref No. / Requestor)</b>	<b>Title</b>	<b>Date of Issue</b>
NR/669/SB	Proposed Trial of SMS Messaging to Notify Late Deviation from the UKLink Implementation Plan-LDIP Notice.	06/10/2006
NR/670/AS	Introduction of .IFA Invoice Support Data via IX	06/10/2006
NR/673/MP	Notification of New Charge Types - ref COR460 / MOD026	13/10/2006
NR/674/AS	Introduction of .IFA Invoice Support Data via IX	13/10/2006
NR/679/NR	NR/679/NR - Representation Close Out for NR/673/MP - CR13803 - Notification of New Charge Types - MOD026 (IDB)	27/10/2006
NR/681/SD	Outage required. Conquest Shipper Website 03/11/06 17:00 – 18:00	02/11/06

Urgent Shipper Communications

NR/668/GF		UK LINK UPDATE FROM XOSERVE – THURSDAY 5 OCTOBER	05/10/2006
NR/671/GF		UK LINK UPDATE FROM XOSERVE – MONDAY 9 OCTOBER	09/11/06
NR/672/GF		UK LINK UPDATE FROM XOSERVE - WEDNESDAY 11 OCTOBER	11/10/2006
NR/675/SB		Proposed Trial of SMS Messaging to Notify Late Deviation from the UKLink Implementation Plan – LDIP Notice	19/10/2006
NR/676/SD		ConQuest Internet Service Unavailable	23/10/2006
NR/677/SD		ConQuest Internet Service Still Unavailable	23/10/2006
NR/678/SD		ConQuest Internet Service Now Available.	23/10/2006
NR/680/GF		Weekend updates to system	02/11/06
NR/682/LF		Weekend updates to system 03/11/06	03/11/06

## 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.	
	UK Link	TBC	25/11/06	TBC	26/11/06	Storage added to UK Link Production systems TBC	