Contract Management Committee Meeting

Xoserve Report Pack

Meeting Date: 17th May 2017
Reporting Month: April 2017

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Contents

Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
May-16	0	51	341	1	0	393
Jun-16	0	113	345	1	0	459
Jul-16	0	104	309	1	0	414
Aug-16	0	106	227	0	0	333
Sep-16	0	143	300	0	0	443
Oct-16	0	160	201	0	0	361
Nov-16	0	172	127	0	0	299
Dec-16	0	101	79	0	0	180
Jan-17	0	128	158	1	0	287
Feb-17	0	121	128	4	0	253
Mar-17	1	141	142	4	0	288
Apr-17	0	122	87	2	0	211
Total	1	1462	2444	14	0	3921

IS RELATED FAULTS RAISED BY SHIPPERS
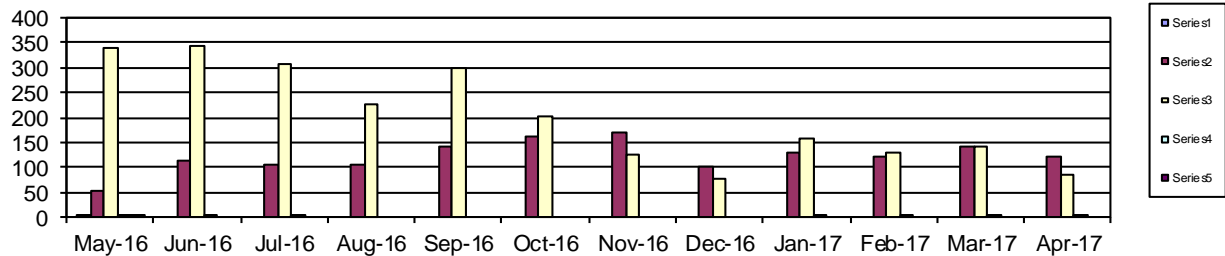
| Outstanding Calls	P5	P4	P3	P2	P1	Total
Feb-17	0	36	54	0	0	90
Mar-17	0	19	52	0	0	71
Apr-17	0	37	31	0	0	68
Total (Per P Level)	0	92	137	0	0	229

OUTSTANDING IS RELATED FAULTS RAISED BY SHIPPERS (AGE PROFILE)
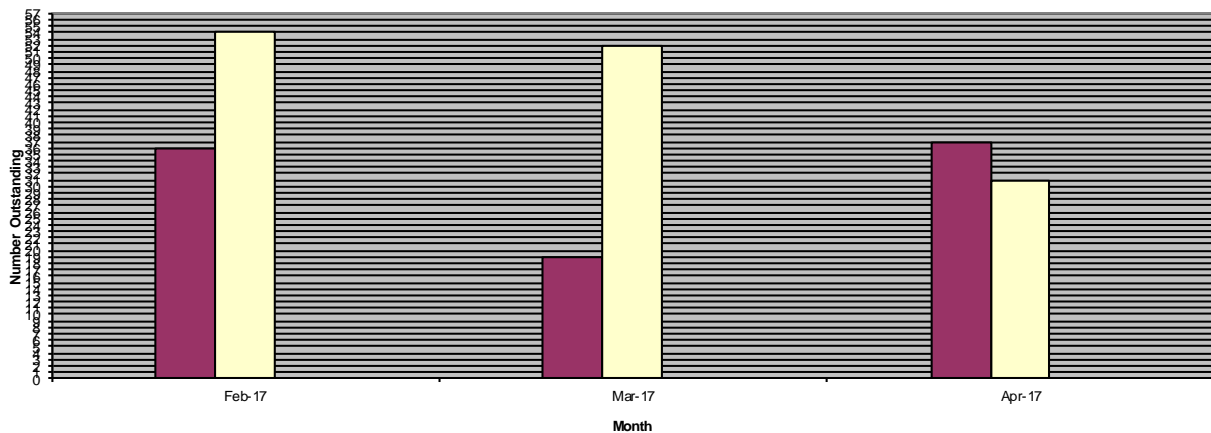
IS Requests Logged by Shippers

Requests Raised	S5	S4	S3	S2	S1	Total
May-16	0	48	8	0	134	**190**
Jun-16	0	51	6	0	119	**176**
Jul-16	0	33	11	0	105	**149**
Aug-16	0	29	17	0	112	**158**
Sep-16	1	62	14	7	95	**179**
Oct-16	0	44	8	0	133	**185**
Nov-16	0	50	16	0	123	**189**
Dec-16	0	35	11	0	85	**131**
Jan-17	0	100	11	0	128	**239**
Feb-17	0	69	12	0	117	**198**
Mar-17	0	60	27	0	139	**226**
Apr-17	0	37	18	0	103	**158**
Total	1	618	159	7	1393	2178

IS RELATED REQUESTS RAISED BY SHIPPERS
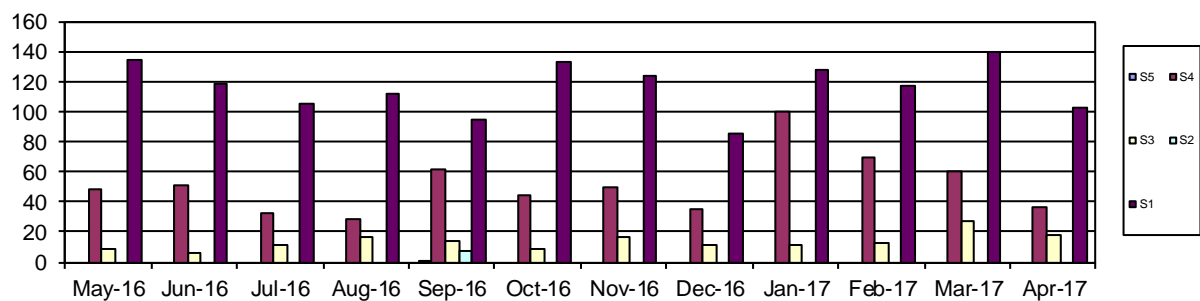
Outstanding Calls	S5	S4	S3	S2	S1	Total
Feb-17	0	18	0	0	0	18
Mar-17	0	14	0	0	0	14
Apr-17	0	3	0	0	0	3
Total (Per P Level)	**0**	**35**	**0**	**0**	**0**	35

OUTSTANDING IS RELATED REQUESTS RAISED BY SHIPPERS (AGE PROFILE)
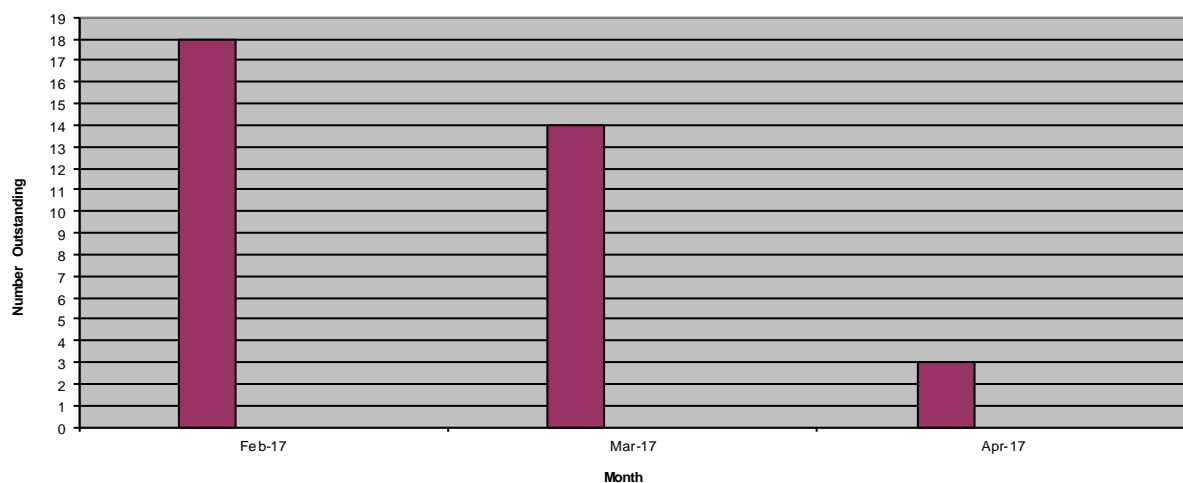
Report B

UK LINK Business Support Agreement Report Summary

UK Link Availability (excluding scheduled outages)

- Service is a measure of overall availability to Shippers.
- Access and Batch Transfer, 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 Service was 99.47%

Average UK Link Transaction Response Times and Transaction Volumes

UK Link (Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month Apr 2017			
		Apr 2017	Mar 2017	Feb 2017	Jan 2017
		01/04 – 30/04	01/03 – 31/03	01/02 – 28/02	01/01 – 31/01
Gemini Service	99%	99.47%	99.57%	99.85%	100%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	4,921	4,912	4,816	4,854
Re-nominations per day	4,200	22,956	23,083	22,838	22,445
% of transactions < 4 sec's	95%	100%	100%	100%	100%
Transaction response time (in minutes)	n/a	0.38	0.44	0.47	0.42
Transactions per day	n/a	772027	800745	747095	738497
% Transaction change	n/a	-3.6%	7.2%	1.1%	3.1%

UK Link (Non-Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Apr 2017			
		Apr 2017	Mar 2017	Feb 2017	Jan 2017
		01/04 – 30/04	01/03 – 31/03	01/02 – 28/02	01/01 – 31/01
Batch Transfer	99%	100%	100%	100%	100%
Service Desk Availability	99%	100%	100%	100%	100%

P1 / P2 Resolution Time Analysis

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: Apr 2017			
Code	Problems v Time to resolve	Apr 2017	Mar 2017	Feb 2017	Jan 2017
		01/04 – 30/04	01/03 – 31/03	01/02 – 28/02	01/01 – 31/01
P2	<1hr	0	1	4	0
	1-2 hr	0	0	3	3
	2-3 hr	2	6	1	1
	3-4 hr	1	1	0	0
	4-5 hr	0	1	0	0
	>5 hr	1	2	1	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