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09/04/2009 15:55

Subject: EH/983/DA - UKLink Reporting Change - Proposed Amendment to Reports A and B - xoserve Reporting Pack

Dear Colleague,

As discussed today at the UKLink Committee meeting, xoserve is proposing changes to the UKLink Report.

Following the change to the UKLink Committee meeting from the third to the second Thursday of each month, it has been difficult for xoserve to provide the report in a timely manner. Following a review of the quality of the report with the provider, it is proposed that the data provided in Report B – 'Average GEMINI Transaction Response Times and Transaction Volumes' is changed to report 1 month in arrears, so that – for example, the May report will contain the response times for March, rather than April as it currently would.

Also, Users are asked to provide comments on the proposed format of Report Aii – 'Outstanding IS Related Faults by Shippers'.

The revision was requested by Committee members to only show outstanding faults, rather than provide a historic view of faults raised – as the report currently does. The revised format is attached using dummy data. It was discussed at the Committee that this format is used for a trial period to determine whether it provides relevant information to Users.

	P5	P4	P3	P2	P1	Total (Calls O/S)		
Oct-08	1	0	0	0	0	1		
Dec-08	0	2	0	0	0	2		
Jan	4	2	0	0	0	6		
Feb	6	5	4	0	0	15		
Mar	10	2	1	1	0	14		
Total (Per P level)			21	11	5	1	0	38

ole0.bmp

Note: the format of Report Ai – IS Related Faults Raised by Shippers' remains unchanged.

User comments are invited upon the proposed changes to Report Aii and B. Please provide comments to the uklink@xoserve.com account by Tuesday 28th April. Provided no negative responses are received the Report B format will be issued as specified above in the May Committee report. It is proposed to formally agree the revised Report Aii format to be introduced for the trial period.

Regards

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