

# **UK Link Committee Meeting**

## **Xoserve Report Pack**

**Meeting Date: 11<sup>th</sup> February 2016**  
**Reporting Month: January 2016**

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<b>Version:</b>	<b>V1.0</b>
<b>Date:</b>	<b>8<sup>th</sup> February 2016</b>

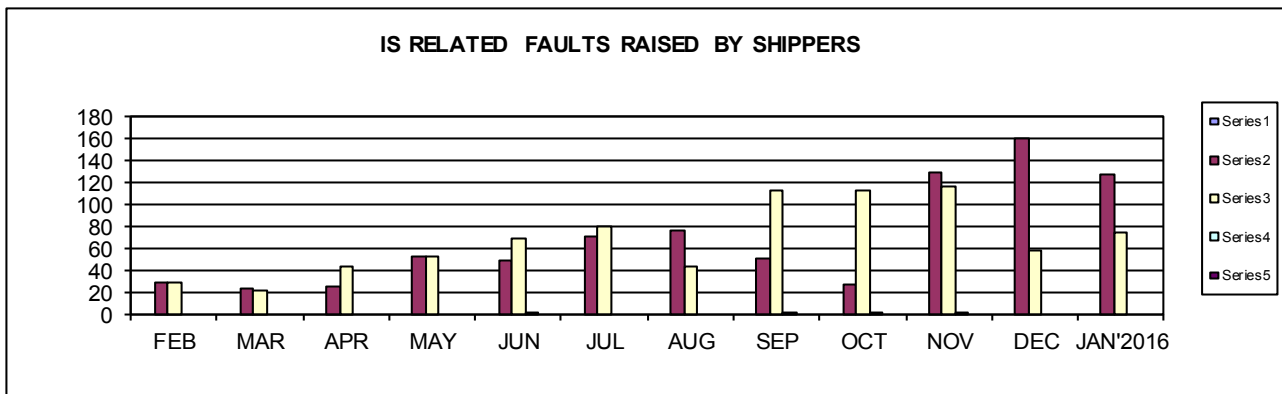
## **Contents**

- Page 3 – Report A – IS Faults and Requests Logged by Shippers**
- Page 5 – Report B – UK-LINK Business Support Agreement Report Summary**
- Page 6 – Report C – Mod 565 Monthly Liabilities Report**
- Page 7 – Report D – List of File Format and Urgent Communications Issued  
Since Last UK Link Committee Meeting**
- Page 8 – Report E – Forthcoming Outage Notifications**

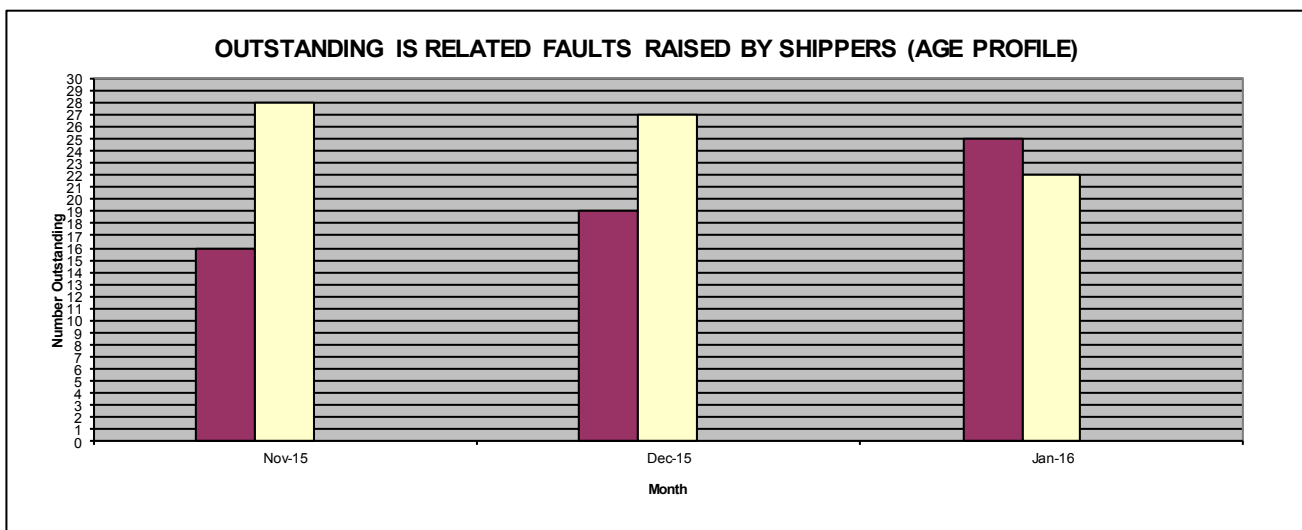
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
FEB	0	30	30	0	0	60
MAR	0	23	22	0	0	45
APR	0	25	43	0	0	68
MAY	0	52	52	0	0	104
JUN	0	50	70	1	0	121
JUL	0	71	81	0	0	152
AUG	0	77	43	0	0	120
SEP	0	51	112	1	0	164
OCT	0	27	112	2	0	141
NOV	0	129	116	2	0	247
DEC	0	161	59	0	0	220
JAN'2016	0	127	74	0	0	201
<b>Total</b>	<b>0</b>	<b>823</b>	<b>814</b>	<b>6</b>	<b>0</b>	<b>1643</b>

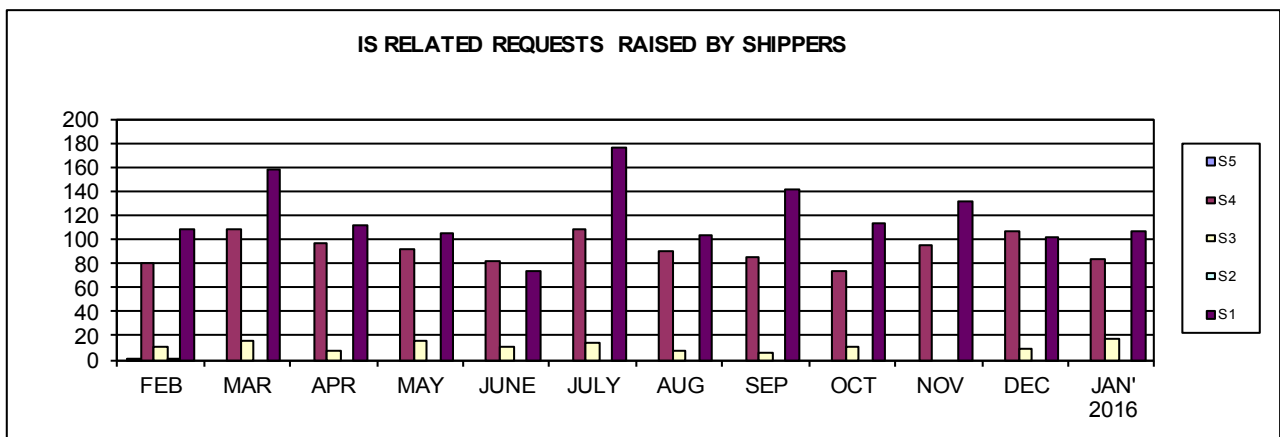


Outstanding Calls	P5	P4	P3	P2	P1	Total
Nov-15	0	16	28	0	0	44
Dec-15	0	19	27	0	0	46
Jan-16	0	25	22	0	0	47
<b>Total (Per P Level)</b>	<b>0</b>	<b>60</b>	<b>77</b>	<b>0</b>	<b>0</b>	<b>137</b>

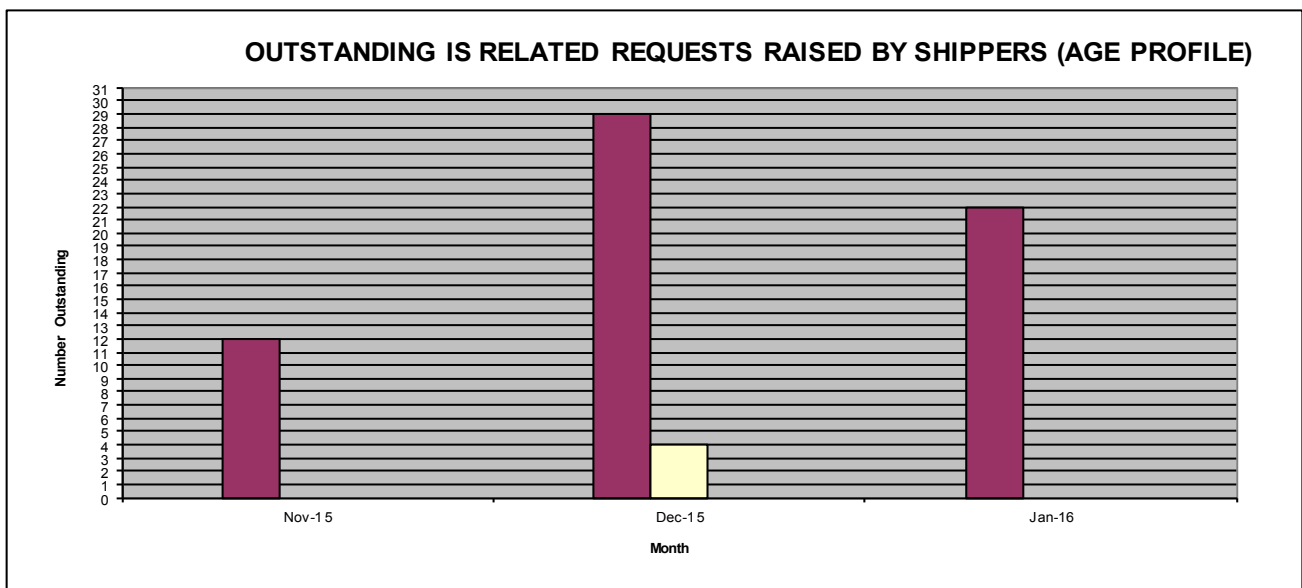


### IS Requests Logged by Shippers

Requests Raised	S5	S4	S3	S2	S1	Total
FEB	0	80	10	0	108	198
MAR	0	108	15	0	158	281
APR	0	96	7	0	112	215
MAY	0	92	15	0	105	212
JUNE	0	81	10	0	73	164
JULY	0	108	14	0	176	298
AUG	0	90	8	0	103	201
SEP	0	85	6	0	141	232
OCT	0	73	10	0	114	197
NOV	0	95	0	0	132	227
DEC	0	106	9	0	102	217
JAN' 2016	0	83	17	0	106	206
<b>Total</b>	<b>0</b>	<b>1097</b>	<b>121</b>	<b>0</b>	<b>1430</b>	<b>2648</b>



Outstanding Calls	S5	S4	S3	S2	S1	Total
Nov-15	0	12	0	0	0	12
Dec-15	0	29	4	0	0	33
Jan-16	0	22	0	0	0	22
<b>Total (Per P Level)</b>	<b>0</b>	<b>63</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>67</b>



## 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 100%

#### Average UK Link Transaction Response Times and Transaction Volumes

UK Link (Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Jan 2016			
		Jan 2016	Dec 2015	Nov 2015	Oct 2015
		01/01 – 31/01	01/12 – 31/12	01/11 – 30/11	01/10 – 31/10
Gemini Service	99%	100%	100%	99.93%	99.96%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	4,809	4,951	4,867	4,764
Re-nominations per day	4,200	23,140	22,805	22,423	22,565
% of transactions < 4 sec's	95%	100%	100%	100%	100%
Transaction response time (in minutes)	n/a	0.27	0.28	0.28	0.27
Transactions per day	n/a	1068951	1056579	1113682	1077874
% Transaction change	n/a	1.17%	-5.12%	3.32%	-6.25%

UK Link (Non-Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Jan 2016			
		Jan 2016	Dec 2015	Nov 2015	Oct 2015
		01/01 – 31/01	01/12 – 31/12	01/11 – 30/11	01/10 – 31/10
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: Jan 2016			
Code	Problems v Time to resolve	Jan 2016	Dec 2015	Nov 2015	Oct 2015
		01/01 – 31/01	01/12 – 31/12	01/11 – 30/11	01/10 – 31/10
P2	<1hr	0	1	3	4
	1-2 hr	1	1	3	4
	2-3 hr	0	2	2	1
	3-4 hr	0	0	0	2
	4-5 hr	1	0	0	0
	>5 hr	0	0	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

## Report C

### Mod 565 Monthly Liabilities Report

#### TSL10a - File format / UK Link (Consultation period)

If the Transporters make a UK Link system change that impact directly upon Shippers' systems, without formally allowing them 10 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 “**January**” **2016** 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 the Shippers' systems is due to be implemented on a certain date and the system change is not implemented as planned, the Transporters must inform the Shippers of this failure to implement, by the next business day. If the Transporters fail to meet this requirement, we will be liable to pay each Shipper **£1000**.

Throughout the period of “**January**” **2016** there were **no** occurrences under this category.  
The relevant liability is: **0** occurrences x **£1000** = **£0** per shipper.

#### TSL12a - System Failure 24 Hours +

Should UK Link be unavailable to users for a period of more than 24 hours, then a further one-off payment will be made to each registered user. If the system is down for more than 24 hours then the Transporters will pay **£1000** per user affected.

Throughout the period of “**January**” **2016** there were **no** occurrences under this category.  
The relevant liability is: **0** occurrences x **£1000** = **£0** per Shipper.

#### TSL12b – System Recovery

In the case of repeated UK Link system failure within the business day, the Transporters will endeavour to recover within 5 hours from commencement of the recovery period. If the 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 “**January**” **2016** there was **no** 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 UK Link Committee Meeting.

Comm. Reference (Number/Sender/ Signatory)	Subject	Date of Issue
1497 - LH - SN	Pipeline of Change	08/01/2016
1498 - RH - SN	Representation Matrices for December Change Pack 1	12/01/2016
1499 - RH - SN	Representation Matrices for December Change Pack 2	13/01/2016
1500 - ML - SN	Representation Matrices for Accelerated File Format Approvals Process Change Pack Three	13/01/2016
1501 - LH - SN	<b>Accelerated File Format Approvals Process Change Pack Four</b>	14/01/2016
1502 - LH - SN	UK Link Change Pack January 2016 Part 1 of 2	15/01/2016
1502.1 - LH - SN	EU Code Change Phase 3 Delivery External Screen Changes	15/01/2016
1502.2 - LH - SN	Updated SPA Consolidated Rejection code V26 For approval	15/01/2016
1502.3 - LH - DA	Invitation to the Method of transportation of the Invoicing Supporting Information Files, Compression Meeting & Presentation	15/01/2016
1502.4 - LH - SN	COR1154.15 UKLP Including Nexus Requirements – Shipper Rejection Codes V2.4 Approved	15/01/2016
1502.5 - LH - SN	Move UK Link Documentation and UK Link Programme File to SharePoint Implementation Date	15/01/2016
1503 - LH - DA	Representation Matrices for Accelerated Change Pack Three and Telephone Conference Details for 18/01/16	15/01/2016
1504 - LH - SN	COR1154.15 UKLP Including Nexus requirement – Master Control Sheet V18	18/01/2016
1504A - ML - SN	Update to Market Trial Baseline	19/01/2016
1505 - ML - DA	Invitation to the Method of transportation of Large Files Meeting & Presentation Revised	20/01/2016
1506 - LH - SN	UK Link Change Pack January 2016 Part 2 of 2	22/01/2016
1506.1 - LH - SN	CMS Market Trials File Testing	22/01/2016
1506.2 - LH - SN	Solution Development Group Terms Of Reference	22/01/2016
1506.3 - LH - SN	Comprehensive Invoices and Charge Types	22/01/2016
1506.4 - LH - SN	Revised RTO Dataset and additional RTO information	22/01/2016
1507 - ML - DA	Large Files Volumetric Spreadsheet	25/01/2016
1508 - LH - SN	COR3575: Amendments to the current 'MNC' creation process	28/01/2016
1509 - LH - SN	Representation Matrices for Accelerated File Format Approvals Process Change Pack Four (LIA)	29/01/2016
1510 - LH - SN	EU Phase 3 User Trials	29/01/2016

**Report E**  
**Forthcoming Outage Notifications**

Change Request Number	Impacted System	Outage Duration				Brief Description	Committee Notified Date
		Start Date	Start Time	End Date	End Time		
1154.15	UKLP Including Nexus Requirement - Outage	TBC*	TBC*	TBC*	TBC*	Outages required for UK Link Programme	12/01/15
3572	Gemini and Gemini Exit systems	10/04/2016	3am	10/04/2016	8am <i>(Contingency 10am)</i>	Third Implementation To comply with the new European Network Codes in May 2016	08/10/2015
3572	Gemini and Gemini Exit systems	24/04/2016	3am	24/04/2016	8am <i>(Contingency 10am)</i>	Contingency for Third Implementation To comply with the new European Network Codes in May 2016	08/10/2015
-	<i>Gemini and Gemini Exit systems</i>	<i>04/09/2016</i>	<i>3am</i>	<i>04/09/2016</i>	<i>8am</i> <i>(Contingency 10am)</i>	<u><i>Proposed</i></u> <i>Gemini September 2016 release</i>	<i>11/02/2015</i>
-	<i>Gemini and Gemini Exit systems</i>	<i>18/09/2016</i>	<i>3am</i>	<i>18/09/2016</i>	<i>8am</i> <i>(Contingency 10am)</i>	<u><i>Proposed</i></u> <i>Contingency - Gemini September 2016 release</i>	<i>11/02/2015</i>

**Key:**

*Italic – New outage notification*

Underlined – Outage notification information amended

\* Exact timings to be defined