

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 14th May 2015

Reporting Month: April 2015

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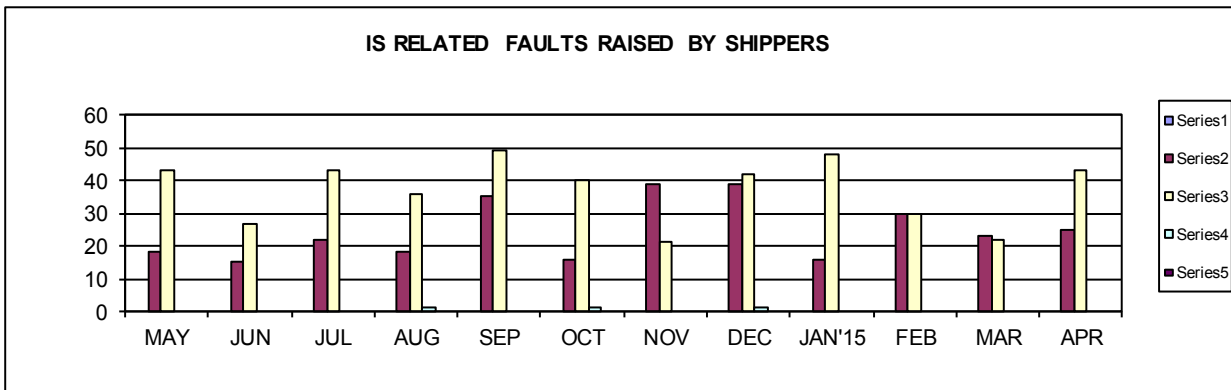
Contents

- 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 9 – Report E – Forthcoming Outage Notifications**

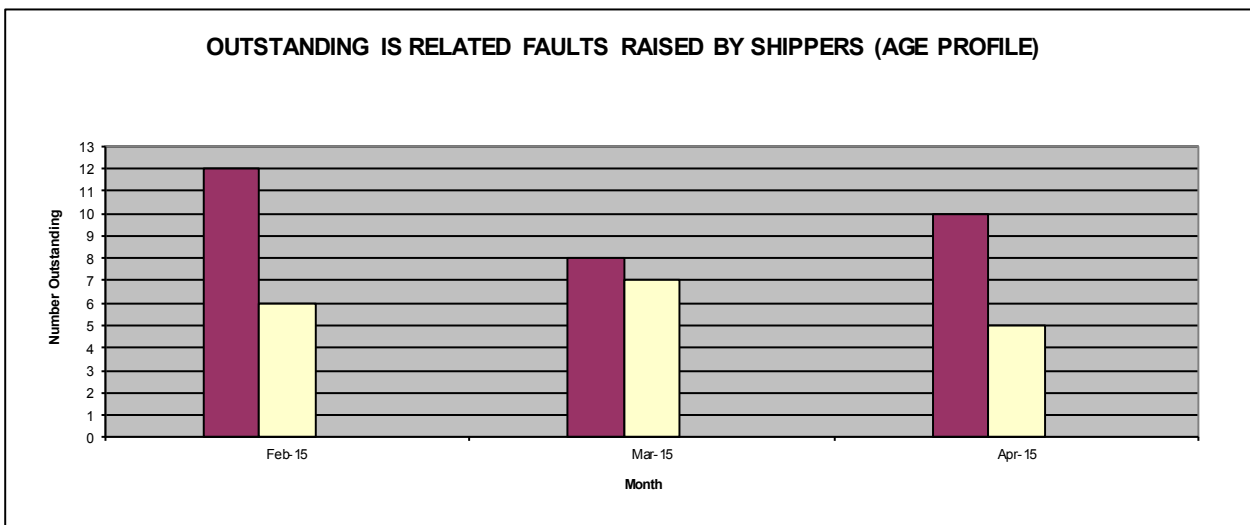
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
MAY	0	18	43	0	0	61
JUN	0	15	27	0	0	42
JUL	0	22	43	0	0	65
AUG	0	18	36	1	0	55
SEP	0	35	49	0	0	84
OCT	0	16	40	1	0	57
NOV	0	39	21	0	0	60
DEC	0	39	42	1	0	82
JAN'15	0	16	48	0	0	64
FEB	0	30	30	0	0	60
MAR	0	23	22	0	0	45
APR	0	25	43	0	0	68
Total	0	296	444	3	0	743

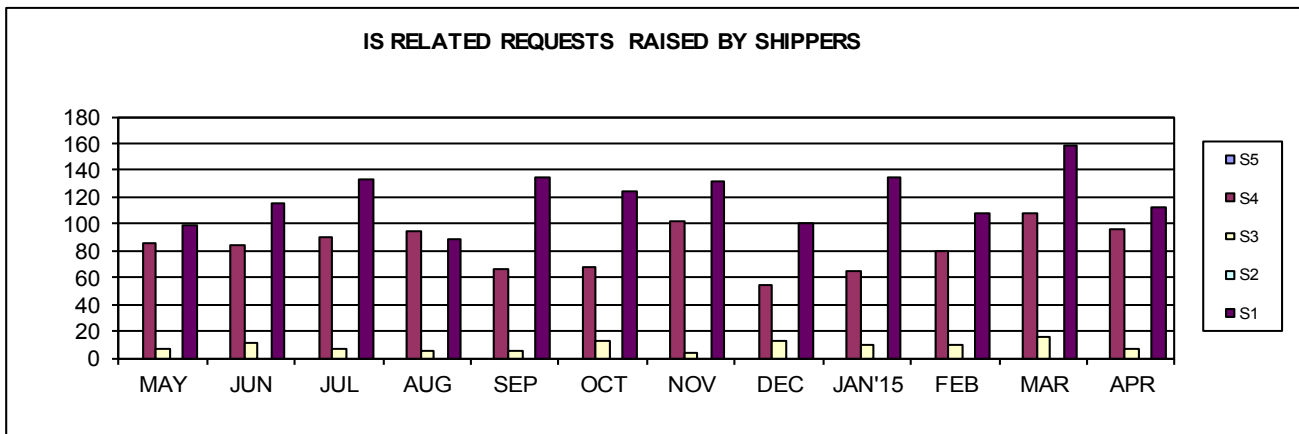


Outstanding Calls	P5	P4	P3	P2	P1	Total
Feb-15	0	12	6	0	0	18
Mar-15	0	8	7	0	0	15
Apr-15	0	10	5	0	0	15
Total (Per P Level)	0	30	18	0	0	48

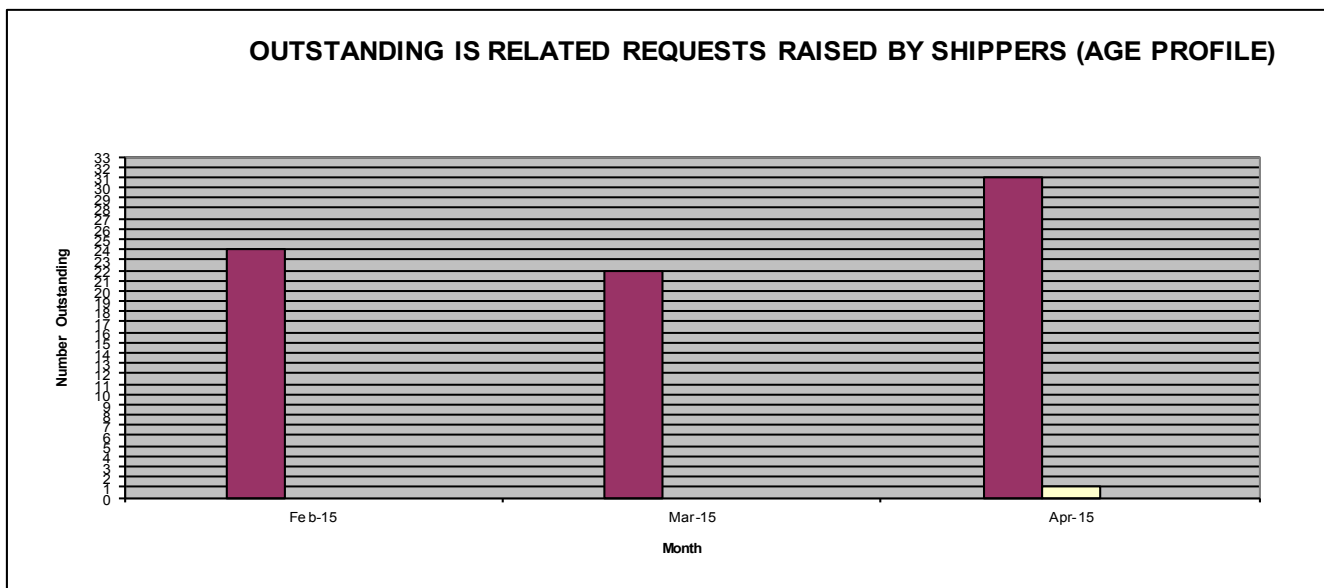


IS Requests Logged by Shippers

Requests Raised	S5	S4	S3	S2	S1	Total
MAY	0	86	7	0	99	192
JUN	0	84	11	0	115	210
JUL	0	90	6	0	133	229
AUG	0	94	5	0	88	187
SEP	0	66	5	0	134	205
OCT	0	67	12	0	124	203
NOV	0	102	4	0	132	238
DEC	0	54	12	0	101	167
JAN'15	0	65	10	0	135	210
FEB	0	80	10	0	108	198
MAR	0	108	15	0	158	281
APR	0	96	7	0	112	215
Total	0	992	104	0	1439	2535



Outstanding Calls	S5	S4	S3	S2	S1	Total
Feb-15	0	24	0	0	0	24
Mar-15	0	22	0	0	0	22
Apr-15	0	31	1	0	0	32
Total (Per P Level)	0	77	1	0	0	78



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: Apr 2015			
		Apr 2015	Mar 2015	Feb 2015	Jan 2015
		01/04 – 30/04	01/03 – 31/03	01/02 – 28/02	01/01 – 31/01
Gemini Service	99%	100%	100%	100%	100%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	4,948	5,135	5,048	4956
Re-nominations per day	4,200	21,701	21,614	22,042	21813
% of transactions < 4 sec's	95%	100%	100%	100%	100%
Transaction response time (in minutes)	n/a	0.25	0.26	0.25	0.25
Transactions per day	n/a	901294	987224	1005922	995718
% Transaction change	n/a	-8.7%	- 1.8%	1.0%	5.0%

UK Link (Non-Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Apr 2015			
		Apr 2015	Mar 2015	Feb 2015	Jan 2015
		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 2015			
Code	Problems v Time to resolve	Apr 2015	Mar 2015	Feb 2015	Jan 2015
		01/04 – 30/04	01/03 – 31/03	01/02 – 28/02	01/01 – 31/01
P2	<1hr	1	1	0	2
	1-2 hr	0	1	0	1
	2-3 hr	1	0	2	0
	3-4 hr	0	0	0	0
	4-5 hr	0	0	0	0
	>5 hr	0	0	0	1
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 D

List of File Format and Urgent Communications Issued since last UK Link Committee Meeting.

Comm. Reference (Number/Sender/ Signatory)	Subject	Date of Issue
1389 - RH - SN	Representation Matrices for March 2015 Change Pack Part 1	30/03/2015
1390 - RH - SN	UK Link Documentation Extranet moving to Xoserve.com – outage notification	30/03/2015
1391 - RH - SN	COR1154.15 UKLP Including Nexus Requirements - Rejection codes	01/04/2015
1392 - RH - SN	1392 - RH - SN - UK Link Documentation Extranet moving to Xoserve.com	01/04/2015
1393 - RH - SN	SPA Consolidated Rejection Code V25 Live	08/04/2015
1394 - RH - SN	Representation Matrices for 20/03/15 Change Pack	08/04/2015
1395 - LH - SN	UK Link Change Pack April 2015 - Part 1 of 2	10/04/2015
1395.1 - LH - SN	UKLP Data Enquiry Service Consequential Change – Screen Amendments	10/04/2015
1395.2 - LH - SN	COR1154.15 UKLP Including Nexus Requirements – Glossary Document	10/04/2015
1396 - LH - SN	UK Link Change Pack April 2015 - Part 2 of 3	13/04/2015
1396.1 - LH - SN	COR1154.15.8 - UKLP Including Nexus requirements - Market Trials	13/04/2015
1397 - LH - SN	UK Link Change Pack April 2015 - Part 3 of 3	17/04/2015
1397.1 - LH - SN	COR3538 – Upgrade of EFT (Electronic File Transfer)	17/04/2015
1397.2 – LH - SN	COR3312 Security of Supply SCR - GDE Cashout and Compensation Arrangements - Phase 2	17/04/2015
1397.3 – LH - SN	Revised CMS File Formats	17/04/2015
1398 - LH - SN	COR1154.15.8 - UKLP Including Nexus requirements - Market Trials - Revised communication	27/04/2015

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
TBC	UK Link & DN Link	16/05/2015	05:15 UK BST	16/05/2015	05:50 UK BST	Annual disaster recovery test for UK Link & DN Link; Peterborough power outage	09/04/15
TBC	UK Link & DN Link	17/05/2015	15:20 UK BST	17/05/2015	17:30 UK BST	Annual disaster recovery test for UK Link & DN Link; Peterborough power outage	09/04/15
TBC	Data Enquiry	16/05/2015	00:00 UK BST	16/05/2015	02:30 UK BST	Annual disaster recovery test for Data Enquiry; Peterborough power outage	09/04/15
TBC	Data Enquiry	17/05/2015	17:55 UK BST	17/05/2015	20:10 UK BST	Annual disaster recovery test for Data Enquiry; Peterborough power outage	09/04/15
3187	Gemini and Gemini Exit systems	06/09/2015	4am	06/09/2015	9am (11am contingency)	Principal implementation To comply with the new European Network Codes in October 2015	03/09/14
3187	Gemini and Gemini Exit systems	13/09/2015	4am	13/09/2015	9am (11am contingency)	First contingency To comply with the new European Network Codes in October 2015	03/09/14
3187	Gemini and Gemini Exit systems	20/09/2015	4am	20/09/2015	9am (11am contingency)	Second contingency To comply with the new European Network Codes in October 2015	03/09/14

Key:

Italic – New outage notification

Underlined – Outage notification information amended

* Exact timings to be defined