

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 11th September 2014
Reporting Month: August 2014

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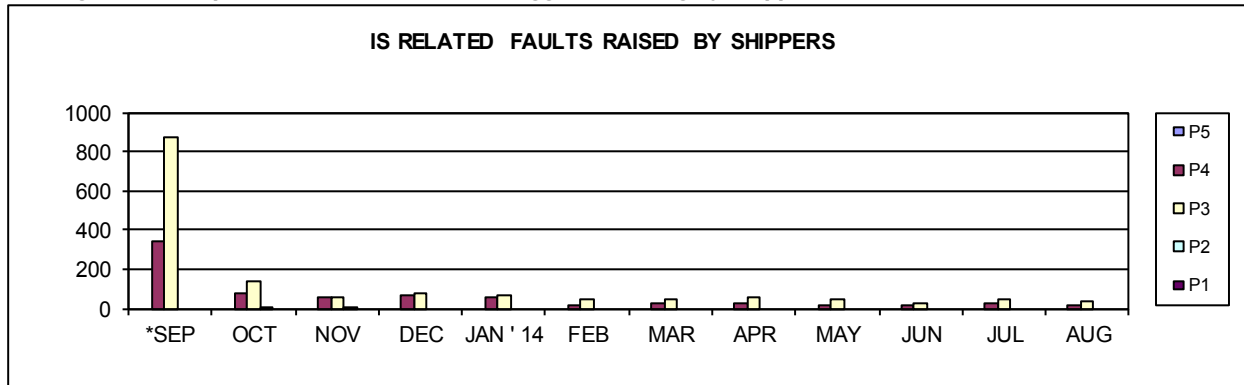
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Report A

IS Faults Logged by Shippers

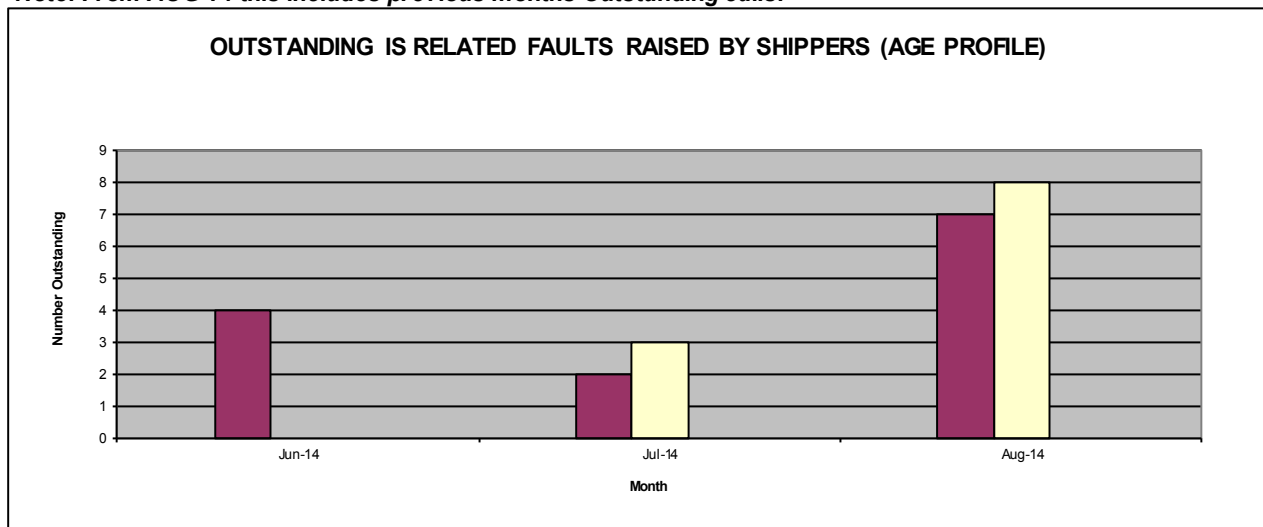
Faults Raised	P5	P4	P3	P2	P1	Total
*SEP	0	343	876	0	0	1219
OCT	0	74	141	4	0	219
NOV	0	59	57	2	0	118
DEC	0	65	72	7	0	144
JAN ' 14	0	56	63	3	0	122
FEB	0	16	45	0	0	61
MAR	0	27	47	0	0	74
APR	0	21	58	0	0	79
MAY	0	18	43	0	0	61
JUN	0	15	27	0	0	42
JUL	0	22	43	0	0	65
AUG	0	18	36	1	0	55
Total	0	734	1508	17	0	2204

*The figures for Sep'13 contain ALL IS Faults logged including by Shippers.



Outstanding Calls	P5	P4	P3	P2	P1	Total
Jun-14	0	4	0	0	0	4
Jul-14	0	2	3	0	0	5
Aug-14	0	7	8	0	0	15
Total (Per P Level)	0	13	11	0	0	24

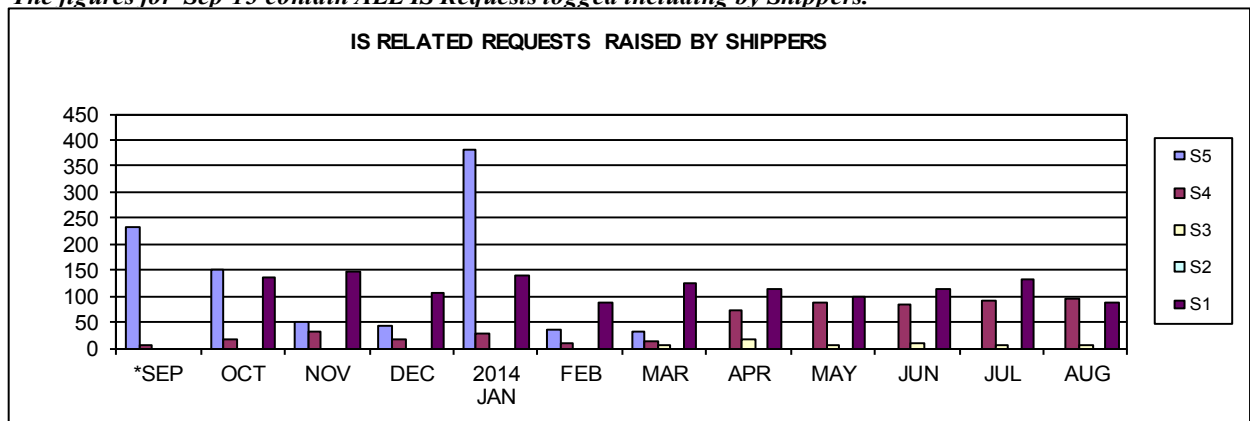
*Note: From AUG'14 this includes previous months Outstanding calls.



IS Requests Logged by Shippers

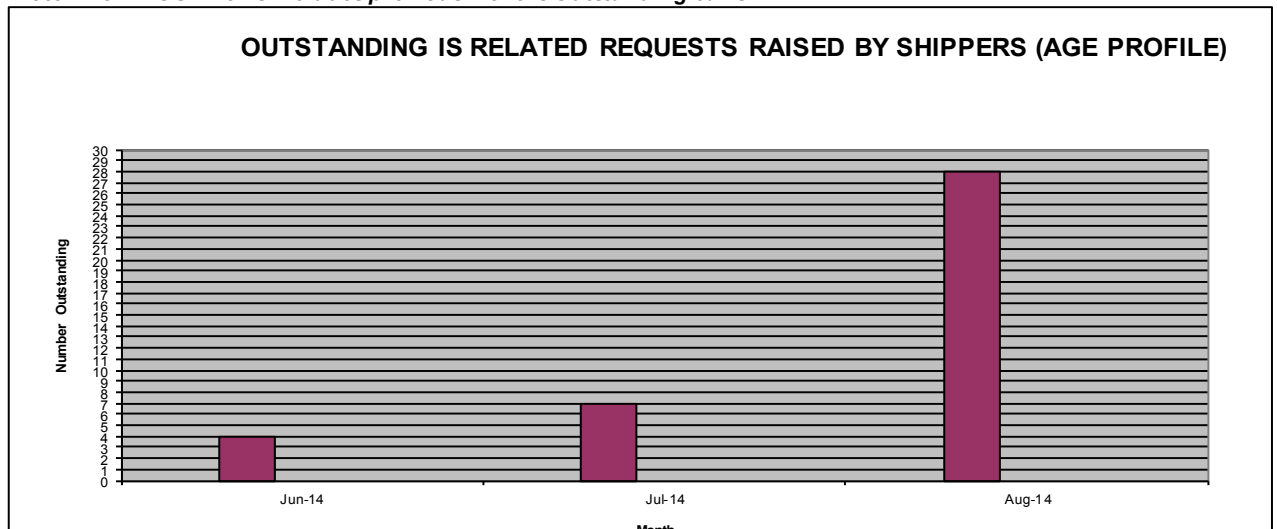
Requests Raised	S5	S4	S3	S2	S1	Total
*SEP	234	7	0	0	0	241
OCT	152	15	0	0	136	303
NOV	50	31	0	0	148	229
DEC	44	17	0	0	107	168
2014 JAN	382	27	0	0	141	550
FEB	34	10	0	0	88	132
MAR	30	13	4	0	124	171
APR	0	74	15	0	115	204
MAY	0	86	7	0	99	192
JUN	0	84	11	0	115	210
JUL	0	90	6	0	133	229
AUG	0	94	5	0	88	187
Total	926	548	48	0	1294	2816

*The figures for Sep'13 contain ALL IS Requests logged including by Shippers.



Outstanding Calls	S5	S4	S3	S2	S1	Total
Jun-14	0	4	0	0	0	4
Jul-14	0	7	0	0	0	7
Aug-14	0	28	0	0	0	28
Total (Per P Level)	0	39	0	0	0	39

*Note: From AUG'14 this includes previous months Outstanding calls.



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: Aug 2014			
		Aug 2014	Jul 2014	Jun 2014	May 2014
		01/08 – 31/08	01/07 – 31/07	01/06 – 30/06	01/05 – 31/05
Gemini Service	99%	100%	100%	99.93%	99.68%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	5,152	4,967	5,029	4,945
Re-nominations per day	4,200	21,193	21,498	21,029	20,991
% of transactions < 4 sec's	95%	100%	100%	100%	100%
Transaction response time (in minutes)	n/a	0.23	0.26	0.26	0.25
Transactions per day	n/a	1154697	1272152	1228615	1078345
% Transaction change	n/a	-9.2%	3.5%	13.9%	35.4%

UK Link (Non-Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Aug 2014			
		Aug 2014	Jul 2014	Jun 2014	May 2014
		01/08 – 31/08	01/07 – 31/07	01/06 – 30/06	01/05 – 31/04
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: Aug 2014			
Code	Problems v Time to resolve	Aug 2014	Jul 2014	Jun 2014	May 2014
		01/08 – 31/08	01/07 - 31/07	01/06 – 30/06	01/05 – 31/05
P2	<1hr	6	8	3	2
	1-2 hr	2	2	3	0
	2-3 hr	0	0	0	1
	3-4 hr	0	0	0	1
	4-5 hr	0	0	0	1
	>5 hr	0	0	0	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 "**August**" 2014 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 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 "**August**" 2014 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 "**August**" 2014 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 "**August**" 2014 there were **no** occurrences 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	Subject	Date of Issue
1309 - LH - DA	Representation Matrices' for the July 14 - Change Pack	05/08/2014
1310 - LH - DA	Archival of Gemini user messages - Class 1 Change - FOR REPRESENTATION	05/08/2014
1311 - LH - DA	August 2014 Change Pack - Part 1 of 2	15/08/2014
1311.1 - LH - DA	COR3007 Monthly Revision of Erroneous SSP AQs outside the User AQ Review Period - Revised Implementation Date - UKLink Communication	15/08/2014
1311.2 - LH - DA	COR3375 - Filling the gap for SOQ reductions below BSSOQ until Project Nexus	15/08/2014
1311.3 - LH - DA	COR2789 – Measures to Address Unregistered & Shipperless Sites	15/08/2014
1312 - CH - DA	August 2014 Change Pack - Part 2 of 2	22/08/2014
1312.1 - CH - DA	ANS Replacement	22/08/2014
1312.2 - CH - DA	UNC Modification 0487S	22/08/2014
1312.3 - CH - DA	CMS Back Billing	22/08/2014
1313 - CH - DA	COR3262 - AQ Review 2014	22/08/2014
1314 - AJ - DJ	UK Link File Formats Update	03/09/2014
1315 - SC - JH	UK Link File Formats and API Specifications Update	03/09/2014
1316 - SC - JH	UK Link Notice of planned outages for the Gemini systems	03/09/2014
1317 - LH - DA	Representation Matrices for the August 14 Change Pack Part 1 of 2	03/09/2014

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		
3262	UK Link	22/09/14	07:00	24/09/14	07:00	Setting AQ Values: AQ Review 2014 activities The M-Number Creation, Meter Point Status amendments, Meter Status amendments and Online Isolations and Reconnection Process	10/07/14
3262	UK Link	22/09/14	07:00	24/09/14	07:00	Setting AQ Values : AQ Review 2014 activities RGMA file (JOB/UPD)	10/07/14
3262	UK Link	22/09/14	07:00	24/09/14	07:00	Setting AQ Values : AQ Review 2014 activities RGMA file (MAM)	10/07/14
3262	UK Link	22/09/14	07:00	24/09/14	07:00	Setting AQ Values : AQ Review 2014 activities UMR file	10/07/14
3262	UK Link	23/09/14	00:00	24/09/14	07:00	Setting AQ Values : AQ Review 2014 activities Transfer of ownership (early morning SPA suite and TRF files)	10/07/14
3262	UK Link	23/09/14	00:00	24/09/14	07:00	Setting AQ Values : AQ Review 2014 activities NDM AQ/SOQ data to Gemini (AAQ/MDS)	10/07/14
3262	UK Link/DN Link	30/09/14	07:00	02/10/14	14:00	AQ Go Live : AQ Review 2014 activities The M-Number Creation, Meter Point Status amendments, Meter Status amendments and Online Isolations and Reconnection Process	10/07/14
3262	UK Link	30/09/14	07:00	02/10/14	14:00	AQ Go Live : AQ Review 2014 activities UMR file	10/07/14
3262	UK Link	30/09/14	07:00	02/10/14	14:00	AQ Go Live : AQ Review 2014 activities RGMA file (JOB/UPD)	10/07/14
3262	UK Link	30/09/14	07:00	02/10/14	14:00	AQ Go Live : AQ Review 2014 activities RGMA file (MAM)	10/07/14
3262	UK Link	02/10/14	00:00	02/10/14	14:00	AQ Go Live : AQ Review 2014 activities Transfer of ownership (early morning SPA suite and TRF files)	10/07/14
3262	Data Enquiry	04/10/14	00:00	04/10/14	12:00	AQ Go Live : AQ Review 2014	10/07/14
3262	Data Enquiry	04/10/14	06:00	04/10/14	12:00	DE Outage required for AQ201	10/07/14

	<i>Data Enquiry</i>	<i>18/10/14</i>	<i>22:00</i>	<i>19/10/14</i>	<i>06:00*</i>	<i>Service Outage: Migrate the storage to utilise contemporary solutions. (Enterprise Storage)</i>	<i>14/08/14</i>
-	<i>EFT</i>	<i>TBC*</i>	<i>TBC*</i>	<i>TBC*</i>	<i>TBC*</i>	<i>Service Outage: Migrate the storage to utilise contemporary solutions. (Enterprise Storage)</i>	<i>14/08/14</i>
<i>TBC</i>	<i>Gemini</i>	<i>26/10/2014</i>	<i>04:00 UK BST (03:00 GMT)</i>	<i>26/10/2014</i>	<i>06:00 GMT</i>	<i>Clock Change from UK BST to UK GMT 2014 The Gemini system clock changes back to BST at the later time of 05:30 BST (04:30 GMT) to allow the previous days processing to complete The normal housekeeping window will therefore be extended by one hour (3 hour outage)</i>	<i>11/09/14</i>

Key:

Italic – New outage notification

Underlined – Outage notification information amended

* Exact timings to be defined