

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 10th May 2012 Reporting Month: April 2012

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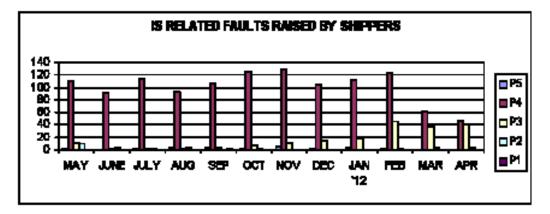
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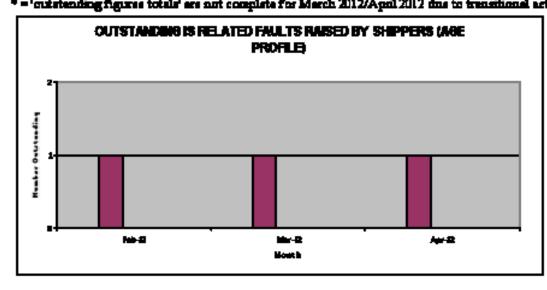
Report A

IS Faults Logged by Shippers

Faulta Refered	Pi Pi	P4	1	22	M	Total
MAY	2	111	11	9	0	133
JUNE	0	91	2	9	0	96
JULT	1	114	2	2	0	119
ATC	3	92	1	3	0	99
51 2	3	106	3	0	1	113
OCT	2	125	7	1	0	135
NOV	5	179	12	0	0	146
DEC	1	105	15	0	0	121
JAN '12	3	113	18	0	0	134
1709 	2	123	46	1	0	172
MAR	0	62	37	3	Û	102
APR .	0	47	40	4	0	91
Tetal	22	1718	194	26	1	1461



Outstanding Colls	P5	P4	73	P2	F1	Tetal		
Feb-12	D	1	0	0		1		
Mar-12	0	1	0	٥	0	1		
Apr-13	0	1	0	٥	0	1		
Tetal (Per P Level)	0	3	D	٥		3		
* = 'outstanding figures totals' are not complete for Merch 2012/April 2012 due to transitional activities								



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Report B

UK LINK Business Support Agreement Report Summary

GEMINI Availability (excluding scheduled outages)

- GEMINI Service is a measure of overall availability to Shippers.
- GEMINI Access, Shipper Information Service, Batch Transfer, and Router 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 GEMINI Service was 99.7%

Average GEMINI Transaction Response Times and Transaction Volumes

GEMINI Availability & Industry Averages							
		Reporting Month: April 2012					
Performance measures	Target/max	Apr 2012	Mar 2012	Feb 2012	Jan 2012		
	Ũ	01/04 – 30/04	01/03 – 31/03	01/02 - 29/02	01/01 - 31/01		
Gemini Service	99%	99.7%	99.7%	100%	100%		
Gemini Access (IX)	99%	100%	100%	100%	100%		
Shipper Information Service	99%	100%	100%	100%	100%		
Batch Transfer	99%	100%	100%	100%	100%		
Routers	99%	100%	100%	100%	100%		
Nominations per day	8,300	5,294	5,426	5,312	5,554		
Re-nominations per day	4,200	18,501	18,491	18,285	18,128		
% of transactions < 4 sec's	95%	99.36%	99.4%	99.4%	99.5%		
Transaction response time (in minutes)	n/a	0.28	0.31	0.30	0.27		
Transactions per day	n/a	858,550	837,042	863,394	796, 812		
% Transaction change	n/a	2.6%	-3.1%	8.4%	-13.7%		

P1 / P2 Resolution Time Analysis

	Problem Management - BSA Target: Resolved within 5 hours								
In	npact Codes P1 / P2	Reporting Month: April 2012							
Code	Problems v Time to	Apr 2012	Mar 2012	Feb 2012	Jan 2012				
Coue	resolve	01/04 – 30/04	01/03 – 31/03	01/02 – 29/02	01/01 -31/01				
	<1hr	0	0	0	0				
	1-2 hr	0	0	1	0				
P2	2-3 hr	**2	0	2	1*				
F2	3-4 hr	0	**1	0	0				
	4-5 hr	0	0	0	0				
	>5 hr	0	0	0	0				
	<1hr	0	0	0	0				
	1-2 hr	0	0	0	0				
P1	2-3 hr	0	0	0	0				
P1 -	3-4 hr	0	0	0	0				
	4-5 hr	0	0	0	0				
	>5 hr	0	0	0	0				

* = Jan 2012 P2 2-3 hr was originally raised as a P3

** = Mar 2012 & Apr 2012 – P2 related to the Gemini application only

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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 "**April**" **2012** there were **no** occurrences under this category. The relevant liability is: **0** occurrences $x \pounds 500 = \pounds 0$ 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**.

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.

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 "April" 2012 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,

Reference (Sent By / Ref No. / Requestor)	Title	Date of Issue
LJ/1122/AS	COR2160 - Exit Reform Infrastructure Upgrade - Additional Information regarding the Outage Plan	05/04/2012
LJ/1123/DA	Information relating to UKLC 12/04/12	13/04/2012
LJ/1123.1/MR	NTS Exit Reform Phase 3 (mMod 0195AV) - NTS Exit Capacity Invoice File Format V1.1 For Representation	13/04/2012
LJ/1123.2/MR	NTS Exit Reform Phase 3 (Mod 0195AV) - Linepack & Exit API Testing	13/04/2012
LJ/1123.3/MP	COR1721 - Clarification of implementation of the Extension to EUC Numeric Code	13/04/2012
LJ/1123.4/DA	UKLC Action - Provision of Information relating to System Change associated with SMART	13/04/2012
LJ/1124/DA	Helpdesk Service	24/04/2012
LJ/1125/JR	COR0962 Q Project Update	03/05/2012



Report E

Forthcoming Outage Notifications

UKL CR No.	Impacted	Outage Duration				Brief	Committee
	System	Start Date	Start Time	End Date	End Time	Description	notified date
	Gemini & Gemini Exit	30/06/2012	04:15	30/06/2012	12:15	Gemini & Gemini Exit Annual Disaster Recovery Test	10/05/12
	Gemini & Gemini Exit	01/07/2012	04:00	01/07/2012	12:00	Gemini & Gemini Exit Annual Disaster Recovery Test	10/05/12
2005	Gemini & Gemini Exit – change request No. 2005	29/7/2012	04:00	29/7/2012	09:00 (11:00 for contin gency)	Application implementation	09/09/2011

Key: