

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 10th May 2012

Reporting Month: April 2012

Authors (for this version):	Amjad Hussain
Version:	V1
Date:	9th May 2012

Contents

Page 3 – Report A – IS Faults Logged by Shippers

Page 4 – Report B – UK-LINK Business Support Agreement Report Summary

Page 5 – Report C – Mod 565 Monthly Liabilities Report

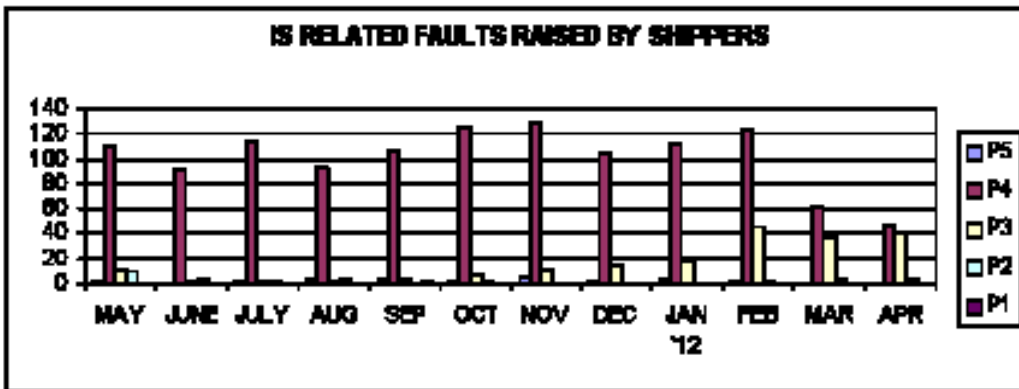
**Page 6 – Report D – List of File Format and Urgent Communications Issued
Since Last UK Link Committee Meeting**

Page 7 – Report E – Forthcoming Outage Notifications

Report A

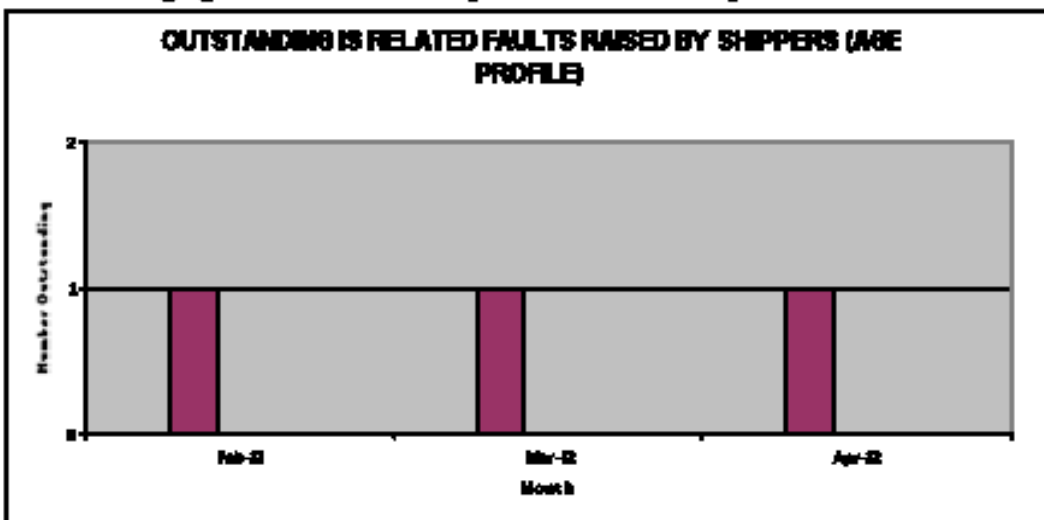
IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
MAY	2	111	11	9	0	133
JUNE	0	91	2	3	0	96
JULY	1	114	2	2	0	119
AUG	3	92	1	3	0	99
SEP	3	106	3	0	1	113
OCT	2	123	7	1	0	133
NOV	5	129	12	0	0	146
DEC	1	105	15	0	0	121
JAN '12	3	113	18	0	0	134
FEB	2	123	46	1	0	172
MAR	0	62	37	3	0	102
APR	0	47	40	4	0	91
Total	22	1218	194	26	1	1461



Outstanding Calls	P5	P4	P3	P2	P1	Total
Feb-12	0	1	0	0	0	1
Mar-12	0	1	0	0	0	1
Apr-12	0	1	0	0	0	1
Total (Per P Level)	0	3	0	0	0	3

* = 'outstanding figures totals' are not complete for March 2012/April 2012 due to transitional activities



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					
Performance measures	Target/max	Reporting Month: April 2012			
		Apr 2012	Mar 2012	Feb 2012	Jan 2012
		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					
Impact Codes P1 / P2		Reporting Month: April 2012			
Code	Problems v Time to resolve	Apr 2012	Mar 2012	Feb 2012	Jan 2012
		01/04 – 30/04	01/03 – 31/03	01/02 – 29/02	01/01 -31/01
P2	<1hr	0	0	0	0
	1-2 hr	0	0	1	0
	2-3 hr	**2	0	2	1*
	3-4 hr	0	**1	0	0
	4-5 hr	0	0	0	0
	>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

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

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

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 System	Outage Duration				Brief Description	Committee notified date
		Start Date	Start Time	End Date	End Time		
	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 contingency)	Application implementation	09/09/2011

Key: