

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 9th May 2013
Reporting Month: April 2013

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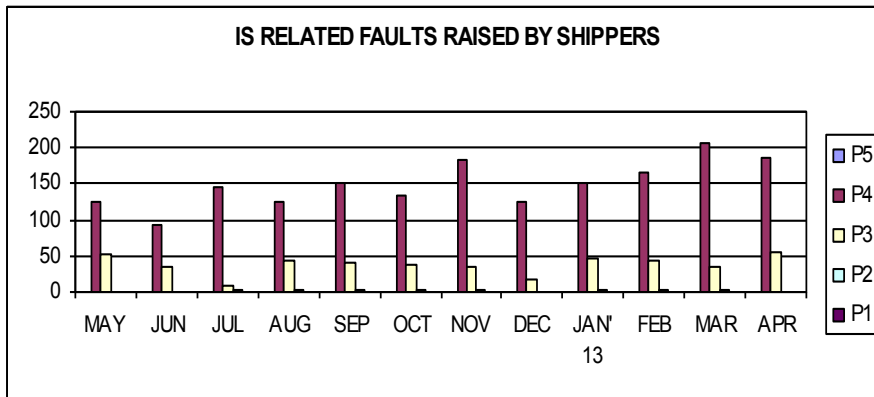
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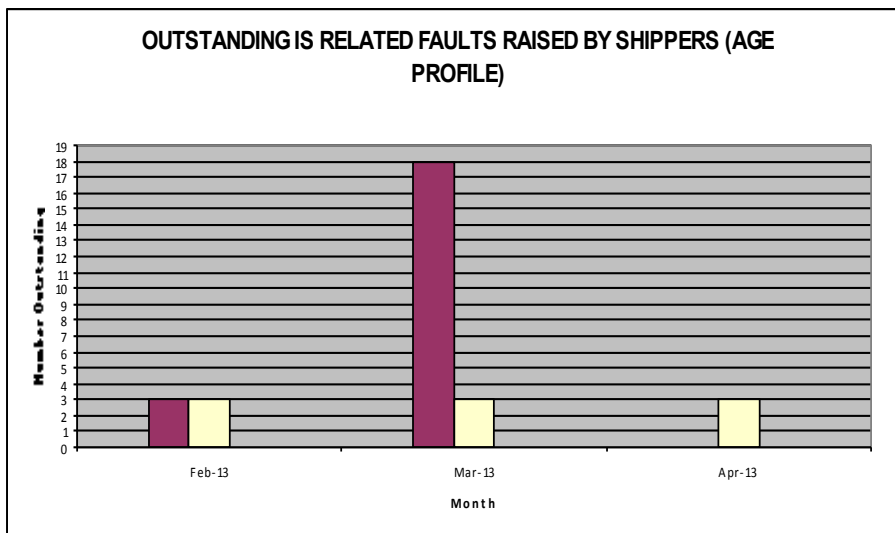
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
MAY	0	126	51	1	1	179
JUN	0	92	36	0	0	128
JUL	0	146	9	2	0	157
AUG	0	126	45	2	0	173
SEP	0	152	41	2	0	195
OCT	0	134	38	3	0	175
NOV	0	182	34	2	0	218
DEC	0	124	17	1	0	142
JAN' 13	0	151	46	2	0	199
FEB	0	165	43	4	0	212
MAR	0	207	35	3	0	245
APR	0	187	54	1	0	242
Total	0	1792	449	23	1	2265



Outstanding Calls	P5	P4	P3	P2	P1	Total
Feb-13	0	3	3	0	0	6
Mar-13	0	18	3	0	0	21
Apr-13	0	0	3	0	0	3
Total (Per P Level)	0	21	9	0	0	30



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 100%

Average GEMINI Transaction Response Times and Transaction Volumes

GEMINI Availability & Industry Averages					
Performance measures	Target/max	Reporting Month: Apr 2013			
		Apr 2013	Mar 2013	Feb 2013	Jan 2013
		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%
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	4,869	4,991	5,023	5,026
Re-nominations per day	4,200	19,996	20,045	19,928	19,567
% of transactions < 4 sec's	95%	98.63%	98.76%	98.75%	97.8%
Transaction response time (in minutes)	n/a	0.48	0.46	0.42	0.47
Transactions per day	n/a	765155	723393	761302	813641
% Transaction change	n/a	5.7%	- 4.9%	- 6.4%	3.2%

P1 / P2 Resolution Time Analysis

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: Apr 2013			
Code	Problems v Time to resolve	Apr 2013	Mar 2013	Feb 2013	Jan 2013
		01/04 – 30/04	01/03 – 31/03	01/02 – 28/02	01/01 – 31/01
P2	<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
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
	>5 hr	0	0	0	0

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
1202 - JH - DA	Representation Matrices' for March Change Pack	09/04/2013
1203 - JH - AS	Contact Management Service – Phase 2 Go Live	10/04/2013
1204 - JH - DA	UK Link Change Pack April 2013	12/04/2013
1204.1 - JH - DA	ECO Warranty Letter for Reps (5day Shortened period)	12/04/2013
1204.2 - JH - JF	Smart Metering Smart Switching File Formats - For Representation	12/04/2013
1204.3 - JH - DA	Data Enquiry Changes including Address Structure Changes – For Information.	12/04/2013
1204.4 - JH - AB	Gemini Re-platforming User Readiness Testing & Cutover – For Information	12/04/2013
1205 - JH - LCh	Smart Metering Effective Switching – Clarification of Installing Supplier - For Information	15/04/2013
1206 - JH - MF	EFT Implementation Successfully Completed	23/04/2013
1207 - AT - DA	ECO Process (formerly known as MOD517)	24/04/2013
1208 - AT - DA	Successful Implementation of Transporter Invoicing of Disablement of Supply Jobs - Invoice via Email	29/04/2013
1209 - JH - SS	Decommissioning of Conquest	30/04/2013

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		
0984	Gemini	09/06/2013	2.00am	09/06/2013	2.00pm <i>(Indicative)</i>	Infrastructure Implementation	12/07/2012
0984	Gemini Exit	08/06/2013	6.00pm	09/06/2013	2.00pm <i>(Indicative)</i>	Infrastructure Implementation	11/04/2013

Key:

Italic – New outage notification

Underlined – Outage notification information amended

* Exact timings to be defined