

# **UK Link Committee Meeting**

## **Xoserve Report Pack**

**Meeting Date: 12<sup>th</sup> May 2016**  
**Reporting Month: April 2016**

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<b>Version:</b>	<b>V1.0</b>
<b>Date:</b>	<b>9<sup>th</sup> May 2016</b>

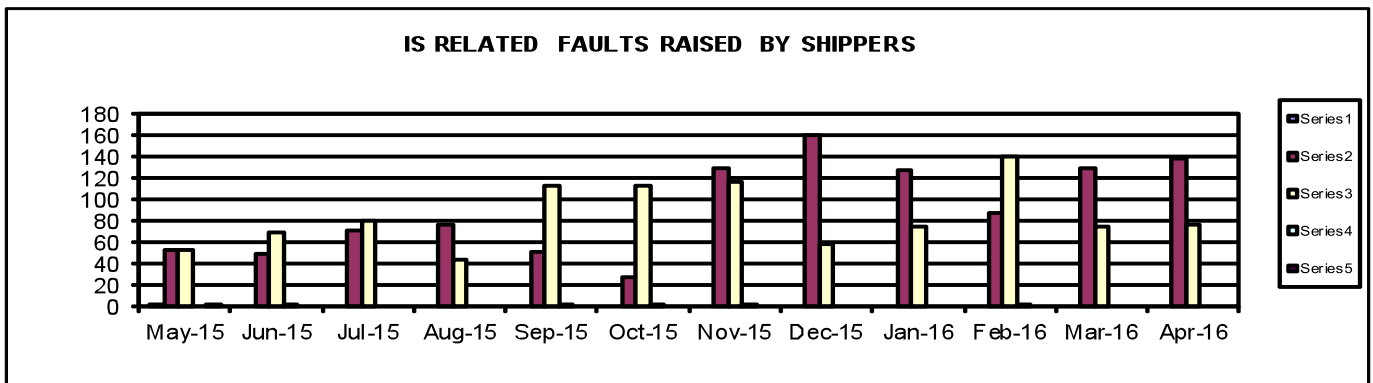
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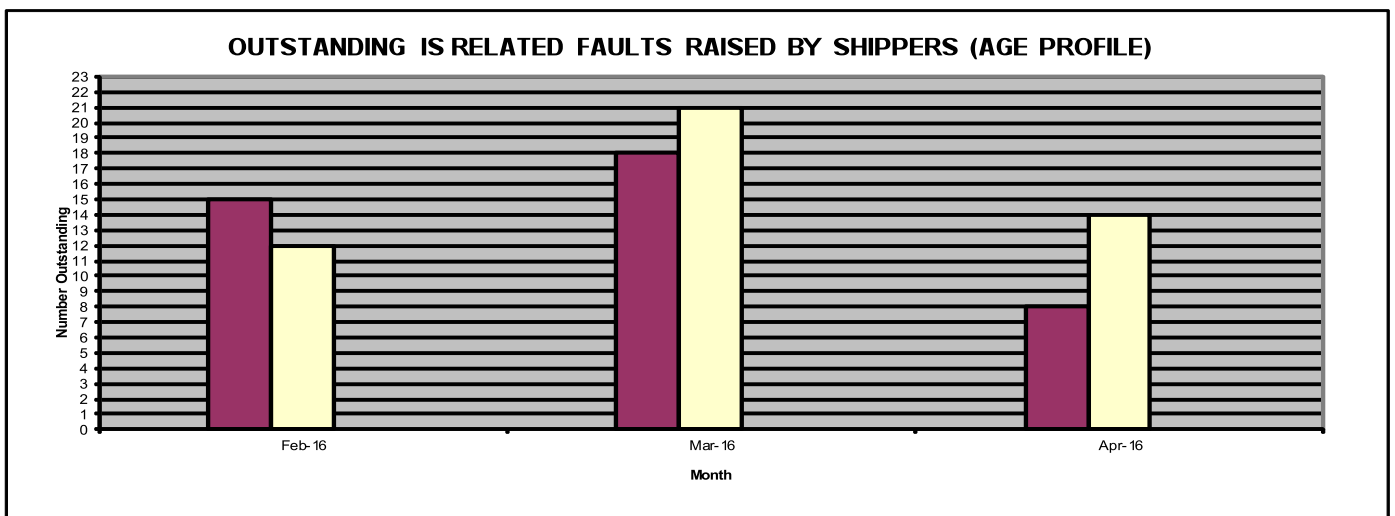
**Report A**

**IS Faults Logged by Shippers**

Faults Raised	P5	P4	P3	P2	P1	Total
May-15	0	52	52	0	0	104
Jun-15	0	50	70	1	0	121
Jul-15	0	71	81	0	0	152
Aug-15	0	77	43	0	0	120
Sep-15	0	51	112	1	0	164
Oct-15	0	27	112	2	0	141
Nov-15	0	129	116	2	0	247
Dec-15	0	161	59	0	0	220
Jan-16	0	127	74	0	0	201
Feb-16	0	87	140	1	0	228
Mar-16	0	129	74	0	0	203
Apr-16	0	138	76	0	0	214
<b>Total</b>	<b>0</b>	<b>1099</b>	<b>1009</b>	<b>7</b>	<b>0</b>	<b>2115</b>

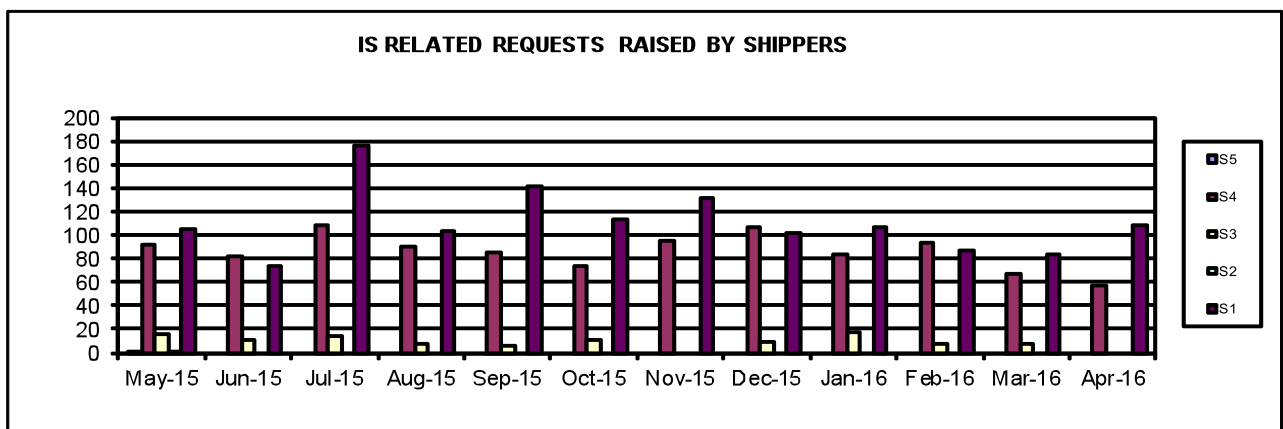


Outstanding Calls	P5	P4	P3	P2	P1	Total
Feb-16	0	15	12	0	0	27
Mar-16	0	18	21	0	0	39
Apr-16	0	8	14	0	0	22
<b>Total (Per P Level)</b>	<b>0</b>	<b>41</b>	<b>47</b>	<b>0</b>	<b>0</b>	<b>88</b>

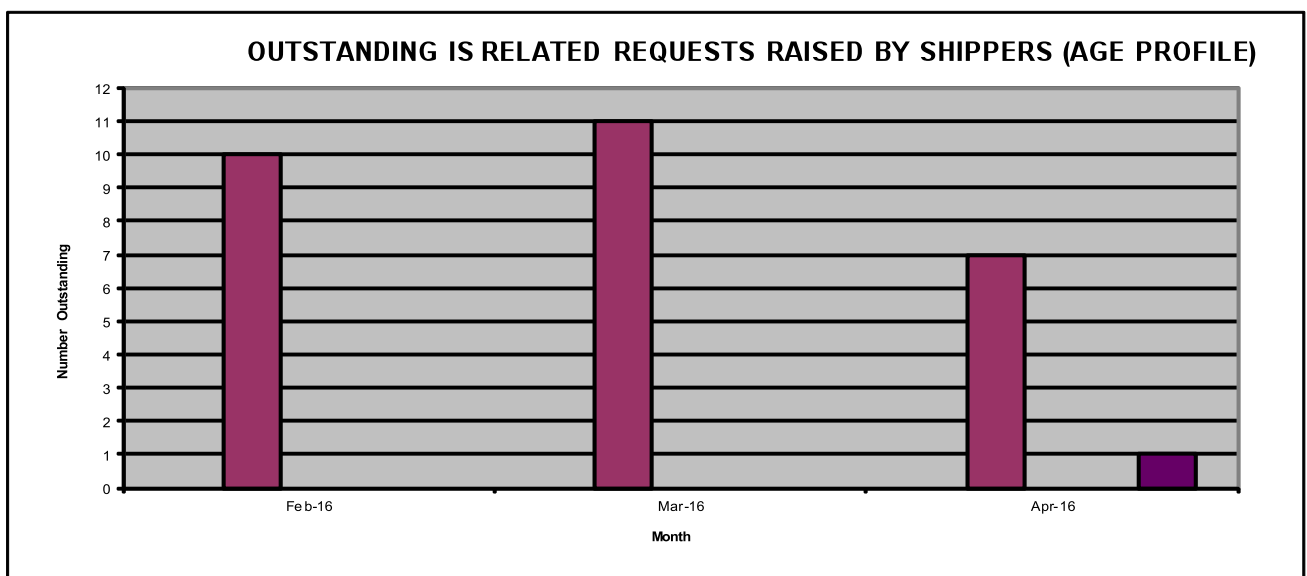


### IS Requests Logged by Shippers

Requests Raised	S5	S4	S3	S2	S1	Total
May-15	0	92	15	0	105	212
Jun-15	0	81	10	0	73	164
Jul-15	0	108	14	0	176	298
Aug-15	0	90	8	0	103	201
Sep-15	0	85	6	0	141	232
Oct-15	0	73	10	0	114	197
Nov-15	0	95	0	0	132	227
Dec-15	0	106	9	0	102	217
Jan-16	0	83	17	0	106	206
Feb-16	0	94	7	0	87	188
Mar-16	0	67	7	0	83	157
Apr-16	0	57	0	0	108	165
<b>Total</b>	<b>0</b>	<b>1031</b>	<b>103</b>	<b>0</b>	<b>1330</b>	<b>2464</b>



Outstanding Calls	S5	S4	S3	S2	S1	Total
Feb-16	0	10	0	0	0	10
Mar-16	0	11	0	0	0	11
Apr-16	0	7	0	0	1	8
<b>Total (Per P Level)</b>	<b>0</b>	<b>28</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>29</b>



## 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 2016			
		Apr 2016	Mar 2016	Feb 2016	Jan 2016
		01/04 – 30/04	01/03 – 31/03	01/02 – 29/02	01/01 – 31/01
Gemini Service	99%	100%	100%	100%	100%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	4,593	4,935	4,896	4,809
Re-nominations per day	4,200	23,309	22,901	22,895	23,140
% of transactions < 4 sec's	95%	100%	100%	100%	100%
Transaction response time (in minutes)	n/a	0.28	0.25	0.26	0.27
Transactions per day	n/a	1098825	1051097	1057496	1068951
% Transaction change	n/a	4.5%	-0.60%	-1.07	1.17%

UK Link (Non-Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Apr 2016			
		Apr 2016	Mar 2016	Feb 2016	Jan 2016
		01/04 – 30/04	01/03 – 31/03	01/02 – 29/02	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 2016			
Code	Problems v Time to resolve	Apr 2016	Mar 2016	Feb 2016	Jan 2016
		01/04 – 30/04	01/03 - 31/03	01/02 - 29/02	01/01 - 31/01
P2	<1hr	0	1	0	0
	1-2 hr	1	1	1	1
	2-3 hr	0	0	1	0
	3-4 hr	0	0	0	0
	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 “**April**” **2016** there were **no** occurrences under this category.  
The relevant liability is: **0** occurrences x **£500** = **£0** per Shipper.

### TSL10c - 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 “**April**” **2016** 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 “**April**” **2016** 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. **E.g. £50, £100, £200, £400, £800**

Throughout the period of “**April**” **2016** there was **no** occurrence 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 (Number/Sender/ Signatory)	Subject	Date of Issue
1550 - LH - DA	UK Link Revised Change Summarises Pack for Approval at the 14th April 2016 UKLC Meeting	08/04/2016
1550.1 - LH - DA	Representation Responses Related to ERR / FRJ and Rejection Help Desk Facility	08/04/2016
1550.2 - LH - DA	Contact Title Allowable Values	08/04/2016
1551 - LH - SN	EU Phase 3 Implementation update 10/04/16	08/04/2016
1552 - LH - SN	COR3782 Implementation of Cleanse Activities	12/04/2016
1553 - LH - SN	Minutes for the SDG meeting held on the 04/04/2016	12/04/2016
1554 - LH - SN	SDG Meeting 18th April	12/04/2016
1555 - LH - SN	Supporting invoicing information files invite for 19th April	14/04/2016
1556 - LH - SN	Reminder: GEMINI Outage Notification: 14th & 15th May GEMINI Disaster Recovery (DR) Activities	15/04/2016
1557 - LH - SN	Peterborough Outage	18/04/2016
1558 LH - SN	Reminder of upcoming meeting: Supporting Information Invoicing Files meeting Invite for 19th April 2016 and Change to Venue.	18/04/2016
1559 - RH - SN	UK Link Change Pack 20th April 2016	20/04/2016
1560 - LH - SN	Modification 534 - Maintaining the efficiency of the NTS optional commodity ('shorthaul') tariff at Bacton entry points successful implementation	21/04/2016
1561 - LH - SN	INFORMATION ONLY: NEW CHARGE TYPE	21/04/2016
1562 - LH - SN	COR3575: MNC MPRN creation process	21/04/2016
1563 - RH - SN	SDG Meeting 3 <sup>rd</sup> May	26/04/2016
1564 - LH - SN	REMIT Reporting - Gemini system (including Gemini Exit) Outage	27/04/2016
1565 - LH - SN	Urgent Communication: COR3782 – Address validation and data cleansing	29/04/2016
1566 - LH - DA	Minutes for the SDG meeting held on the 18/04/2016	03/05/2016

**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	12/01/2015
	<i>Gemini and Gemini Exit Disaster Recovery Test</i>	14/05/2016	03:15	14/05/2016	07:30 (12:30)	<i>Annual test to prove disaster recovery capabilities and procedures for Gemini and Gemini Exit. (Should it be necessary to fail back to the primary site, the outage window will be extended to 12:30 UK GMT).</i>	10/03/2016
	<i>Gemini and Gemini Exit Disaster Recovery Test</i>	15/05/2016	03:00	15/05/2016	07:30 (12:30)	<i>Annual test to prove disaster recovery capabilities and procedures for Gemini and Gemini Exit (Should it be necessary to fail back to the primary site, the outage window will be extended to 12:30 UK GMT).</i>	10/03/2016
	<b>Annual Peterborough outage</b>	21/05/2016	20:00	22/05/2016	08:00	<b>Annual Peterborough outage for UK Link &amp; DN Link; Production systems will be failed over to the Secondary Production site</b>  <b>(NB. The Data Enquiry Service will be unavailable between 17:55 and 20:10 on the 22nd May)</b>	15/04/2016
-	<i>Gemini and Gemini Exit systems</i>	04/09/2016	3am	04/09/2016	8am (Contingency 10am)	<u>Proposed</u> Gemini Summer 2016 release	11/02/2015
-	<i>Gemini and Gemini Exit systems</i>	18/09/2016	3am	18/09/2016	8am (Contingency 10am)	<u>Proposed</u> Contingency - Gemini Summer 2016 release	11/02/2015

**Key:**

***Italic – New outage notification***

**Underlined – Outage notification information amended**

**\* Exact timings to be defined**



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