

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 13th September 2012 Reporting Month: August 2012

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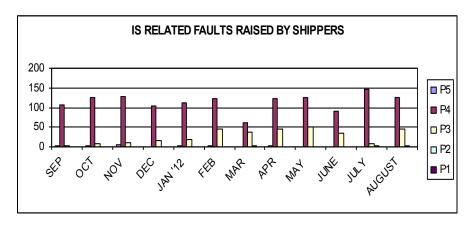
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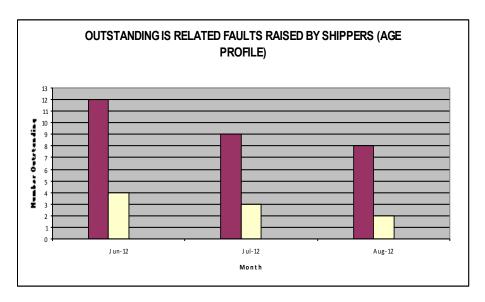
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
SEP	3	106	3	0	1	113
OCT	2	125	7	1	0	135
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	2	123	46	1	0	172
MAY	0	126	51	1	1	179
JUNE	0	92	36	0	0	128
JULY	0	146	9	2	0	157
AUGUST	0	126	45	2	0	173
Total	18	1376	325	11	2	1732



Outstanding Calls	P5	P4	Р3	P2	P1	Total
Jun-12	0	12	4	0	0	16
Jul-12	0	9	3	0	0	11
Aug-12	0	8	2	0	0	10
Total (Per P Level)	0	29	9	0	0	37





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							
	Target/max	Reporting Month: August 2012					
Performance measures		Aug 2012	Jul 2012	Jun 2012	May 2012		
		01/08 – 31/08	01/07 – 31/07	01/06 – 30/06	01/05 – 31/05		
Gemini Service	99%	99.87%	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	5,159	5,135	5,196	5,188		
Re-nominations per day	4,200	18,812	18,581	18,582	18,704		
% of transactions < 4 sec's	95%	97.69%	97.86%	98.02%	98.06%		
Transaction response time (in	n/a	0.46	0.48	0.37	0.37		
minutes)	11/a	0.40	0.40	0.57	0.57		
Transactions per day	n/a	872493	827217	859,622	723,286		
% Transaction change	n/a	5.4%	-3.7%	18.8%	1.2%		

P1 / P2 Resolution Time Analysis

Problem Management - BSA Target: Resolved within 5 hours								
lm	pact Codes P1 / P2	Reporting Month: Aug 2012						
Code	Problems v Time to resolve	Aug 2012 01/08 – 31/08	Jul 2012 01/07 – 31/07	Jun 2012 01/06 – 30/06	May 2012 01/05 – 31/05			
	<1hr	1	0	0	0			
	1-2 hr	0	*1	0	1			
P2	2-3 hr	0	0	0	0			
P2	3-4 hr	0	0	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			
FI	3-4 hr	0	0	0	0			
	4-5 hr	0	0	0	0			
Ī	>5 hr	0	0	0	0			

^{* =} API fault. No impact to Gemini online access



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" 2012 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" 2012 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" 2012 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" 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
TB/1145/DA	UK Link Change Pack - August 2012	10/08/2012
TB/1145.1/DA	AQ Review 2012 Data Enquiry (DE) Service Outage Update	10/08/2012
TB/1145.2/DA	Changes to the Operational Rules Governing the Supply of Invoice Charges (ORGSIC) via the Ad-hoc Process due to SIS Decommissioning	10/08/2012
TB/1145.3/DJ	Q Project - FFD and USP File Formats	10/08/2012
TB/1145.4/LC	COR1000 Telecomms UK Link Update	10/08/2012
TB/1145.5/MR	Gemini Re-platforming Project UKL Presentation	10/08/2012
TB/1145.6/DA	Project Nexus Non Function Requirement Clarification Questions	10/08/2012
TB/1145.7/MR	NTS Exit Reform Phase 3 - API Testing	10/08/2012
CM/1146/DA	Addendum to the Change Pack August 2012 – Options Relating to the Update of Organisation Detail, including options around existing UK Link File Formats (SUN and MAM Files).	10/08/2012
TB/1145/DA	Amendment to TB/1145/DA UK Link Change Pack - August 2012	14/08/2012
TB/1147/DA	Further Communications for the attention of UK Link Committee Members	17/08/2012
TB/1147.1/DA	I'X Network Replacement	17/08/2012
TB/1147.2/DA	Additional 7:00 AM Adhoc Invoicing Batch Run	17/08/2012
TB/1147.3/DA	COR1721 - List of files and Record Types	17/08/2012
TB/1148/MF	Clarification of implementation dates for DN Recovery changes	20/08/2012
TB/1149/DA	Further Communications for the attention of UK Link Committee Members	21/08/2012
TB/1149.1/JR	Q Project Update - Implementation Dates	21/08/2012
TB/1149.2/LC	Treatment of the I'X Audit Log Files	21/08/2012
CM/1150/DA	Representation Matrices for August Change Pack	30/08/2012



Report E

Forthcoming Outage Notifications

UKL CR No.	Impacted System	Outage Duration				Brief	Committee
		Start Date	Start Time	End Date	End Time	Description	Notified Date
0984	Gemini Re- Platforming	09/06/13 (Indicative)	2am	09/06/13 (Indicative)	14:00 (20:00 <u>for</u> <u>Contingency)</u>	Infrastructure Implementation	12/07/12
<u>n/a</u>	<u>Data Enquiry</u>	<u>4/10/12</u>	<u>00.00</u>	<u>5/12/12</u>	<u>09.00</u>	AQ Review 2012	To be discussed at UIKLC 13/9/12

Key:

Italic – New outage notification
Underlined – Outage notification information amended
* Exact timings to be defined