

UK Link Committee Meeting

Xoserve Report Pack

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

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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

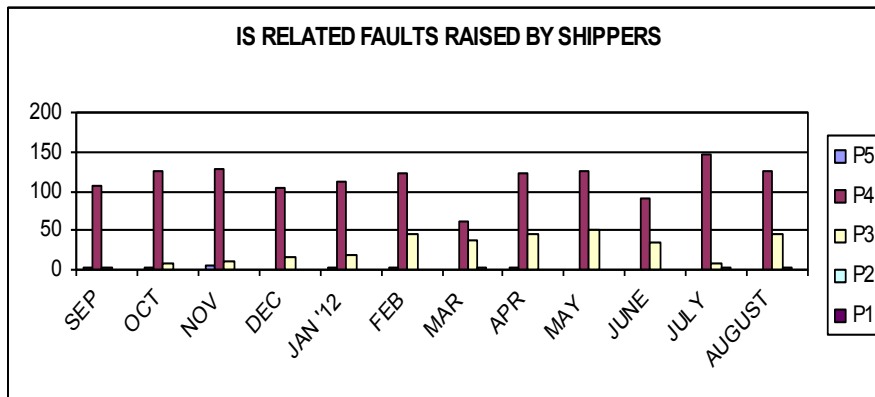
**Page 6 – Report D – List of File Format and Urgent Communications Issued
Since Last UK Link Committee Meeting**

Page 7 – Report E – Forthcoming Outage Notifications

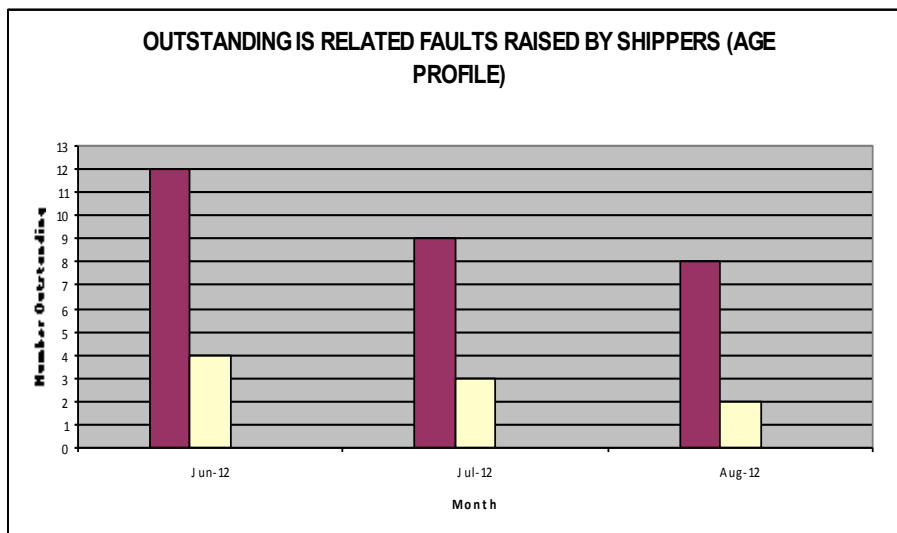
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
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	P3	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					
Performance measures	Target/max	Reporting Month: August 2012			
		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 minutes)	n/a	0.46	0.48	0.37	0.37
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					
Impact Codes P1 / P2		Reporting Month: Aug 2012			
Code	Problems v Time to resolve	Aug 2012	Jul 2012	Jun 2012	May 2012
		01/08 – 31/08	01/07 – 31/07	01/06 – 30/06	01/05 – 31/05
P2	<1hr	1	0	0	0
	1-2 hr	0	*1	0	1
	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

* = API fault. No impact to Gemini online access

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 Description	Committee Notified Date
		Start Date	Start Time	End Date	End Time		
0984	Gemini Re-Platforming	09/06/13 (Indicative)	2am	09/06/13 (Indicative)	<i>14:00 (20:00 for Contingency)</i>	Infrastructure Implementation	12/07/12
<i>n/a</i>	<i>Data Enquiry</i>	<u>4/10/12</u>	<u>00.00</u>	<u>5/12/12</u>	<u>09.00</u>	<u>AQ Review 2012</u>	<i>To be discussed at UIKLC 13/9/12</i>

Key:

Italic – New outage notification

Underlined – Outage notification information amended

* Exact timings to be defined