UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 8th January 2015
Reporting Month: December 2014

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Contents

Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
JAN ' 14	0	56	63	3	0	122
FEB	0	16	45	0	0	61
MAR	0	27	47	0	0	74
APR	0	21	58	0	0	79
MAY	0	18	43	0	0	61
JUN	0	15	27	0	0	42
JUL	0	22	43	0	0	65
AUG	0	18	36	1	0	55
SEP	0	35	49	0	0	84
OCT	0	16	40	1	0	57
NOV	0	39	21	0	0	60
DEC	0	39	42	1	0	82
Total	0	322	514	6	0	842

IS RELATED FAULTS RAISED BY SHIPPERS
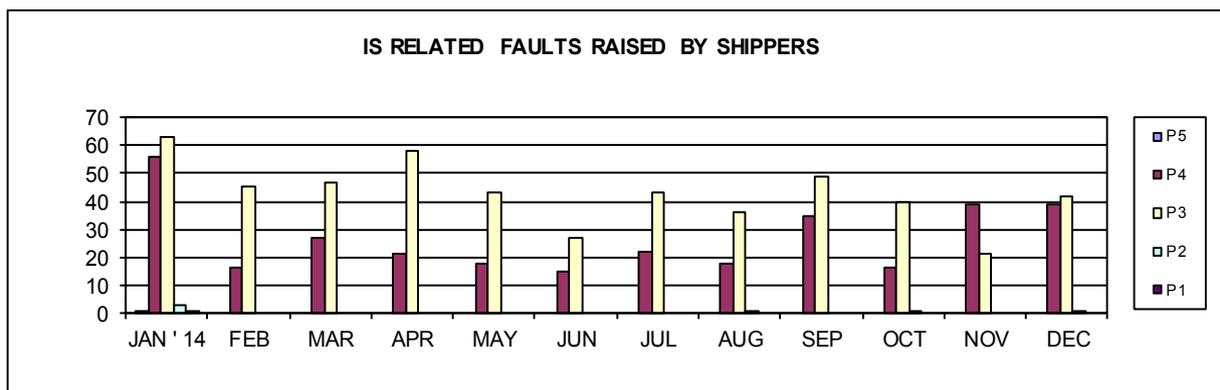
Outstanding Calls	P5	P4	P3	P2	P1	Total
Oct-14	0	2	6	0	0	8
Nov-14	0	10	6	0	0	16
Dec-14	0	10	3	0	0	13
Total (Per P Level)	0	22	15	0	0	37

OUTSTANDING IS RELATED FAULTS RAISED BY SHIPPERS (AGE PROFILE)
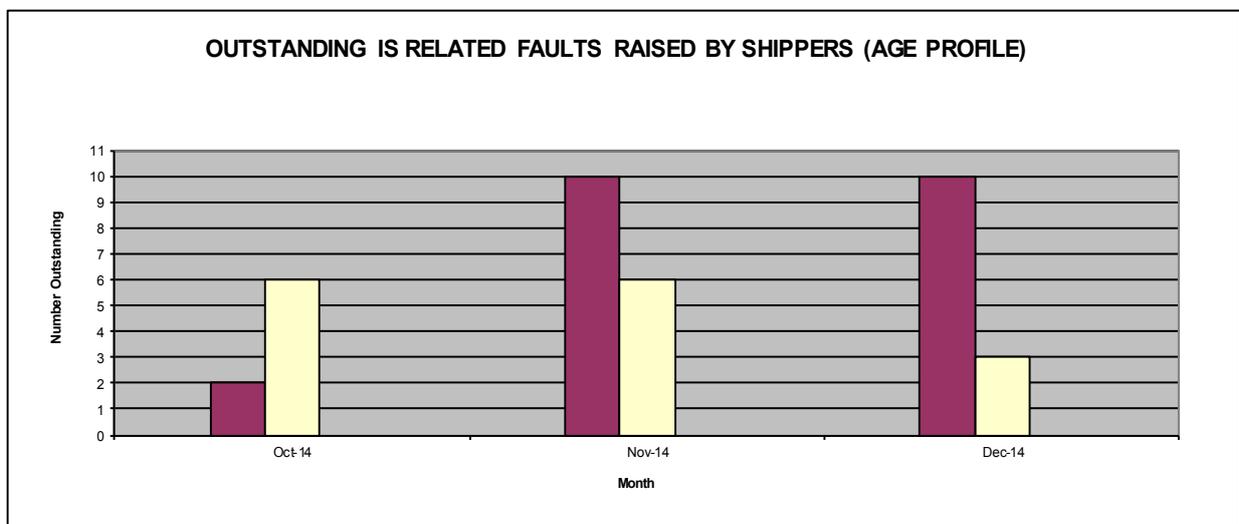
IS Requests Logged by Shippers

Requests Raised	S5	S4	S3	S2	S1	Total
2014 JAN	382	27	0	0	141	**550**
FEB	34	10	0	0	88	**132**
MAR	30	13	4	0	124	**171**
APR	0	74	15	0	115	**204**
MAY	0	86	7	0	99	**192**
JUN	0	84	11	0	115	**210**
JUL	0	90	6	0	133	**229**
AUG	0	94	5	0	88	**187**
SEP	0	66	5	0	134	**205**
OCT	0	67	12	0	124	**203**
NOV	0	102	4	0	132	**238**
DEC	0	54	12	0	101	**167**
Total	**446**	**767**	**81**	**0**	**1394**	**2688**

IS RELATED REQUESTS RAISED BY SHIPPERS
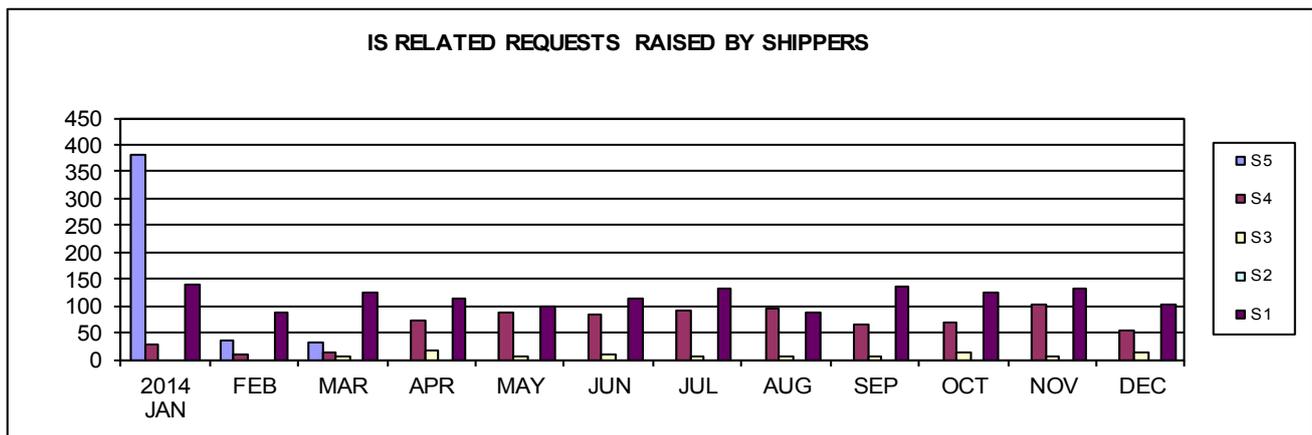
Outstanding Calls	S5	S4	S3	S2	S1	Total
Oct-14	0	9	0	0	0	**9**
Nov-14	0	18	0	0	0	**18**
Dec-14	0	14	0	0	0	**14**
Total (Per P Level)	**0**	**41**	**0**	**0**	**0**	**41**

OUTSTANDING IS RELATED REQUESTS RAISED BY SHIPPERS (AGE PROFILE)
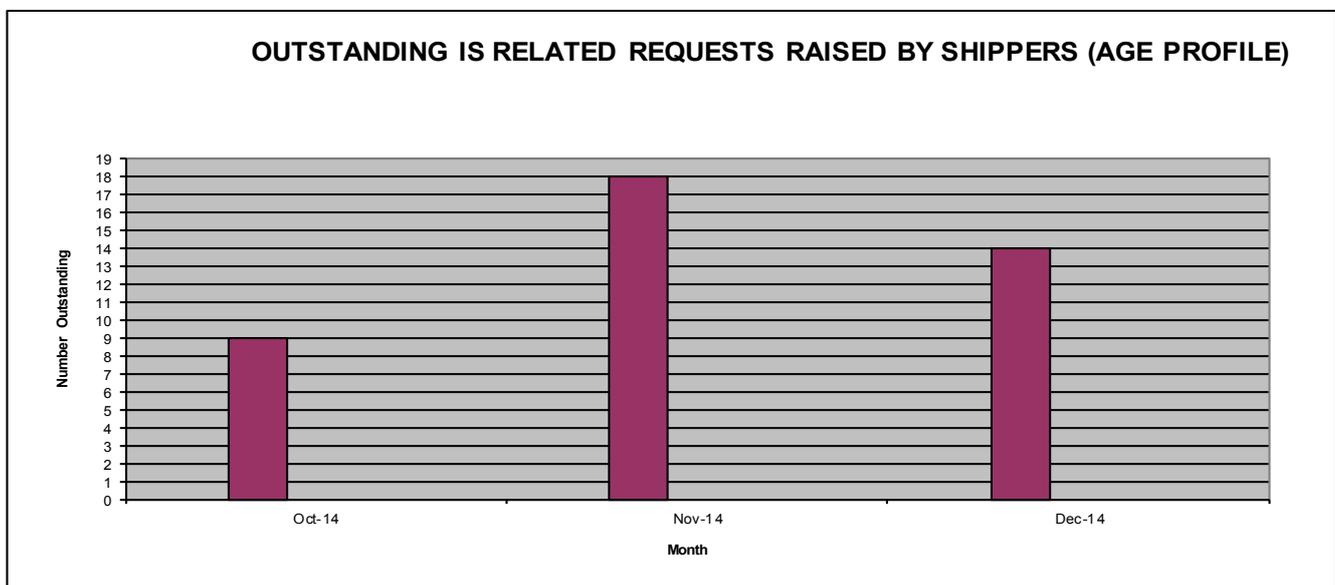
Report B

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 99.12%

Average UK Link Transaction Response Times and Transaction Volumes

UK Link (Gemini) Availability & Performance					
		Reporting Month: Dec 2014			
Performance measures	Target/max	Dec 2014	Nov 2014	Oct 2014	Sep 2014
		01/12 – 31/12	01/11 - 30/11	01/10 – 31/10	01/09 – 30/09
Gemini Service	99%	99.12%	100%	100%	100%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	5,066	4,953	4,875	5,159
Re-nominations per day	4,200	21,688	21,554	21,838	21,775
% of transactions < 4 sec's	95%	100%	100%	100%	*Unavailable
Transaction response time (in minutes)	n/a	0.28	0.23	0.23	*Unavailable
Transactions per day	n/a	948184	1366907	1397334	*Unavailable
% Transaction change	n/a	-30.0%	-2.2%	*Unavailable	*Unavailable

Precise Tool was unable to report data for September 2014 month.

UK Link (Non-Gemini) Availability & Performance					
		Reporting Month: Dec 2014			
Performance measures	Target/max	Dec 2014	Nov 2014	Oct 2014	Sep 2014
		01/12 – 31/12	01/11 – 30/11	01/10 – 31/10	01/09 – 30/09
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: Dec 2014			
Code	Problems v Time to resolve	Dec 2014	Nov 2014	Oct 2014	Sep 2014
		01/12 – 31/12	01/11 - 30/11	01/10 – 31/10	01/09 – 30/09
P2	<1hr	0	0	2	1
	1-2 hr	1	1	0	2
	2-3 hr	2	0	0	0
	3-4 hr	1	0	0	0
	4-5 hr	4	0	0	0
	>5 hr	1	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 **"December" 2014** 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 **"December" 2014** 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 **"December" 2014** 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 **"December" 2014** there were **no** occurrences under this category.

The relevant liability is: **1** occurrences x **£50**   = £**50** per Shipper
                                          0 occurrences x **£100** = **£0** per Shipper
                                                        Total **= £50 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
1356 - LH - DA	COR 2789.1 - Contact Management Service Production Issues	
1357 - LH - DA	COR1154 - UK Link Programme including Nexus Requirements - Control Sheet	09/12/2014
1358 - LH - DA	Representation Matrices for 11th December 2014 Change Pack	10/12/2014
1359 - LH - DA	COR1154 - UK Link Programme including Nexus Requirements - Additional Information for UKLC	10/12/2014
1360 - LH - DA	UK Link Change Pack December 2014 Part 1	12/12/2014
1360.1 - LH - DA	COR1154 - UKLP Including Nexus Requirements - Decommissioned Files	12/12/2014
1360.2 - LH - DA	COR1154 - UKLP Including Nexus Requirements - Rejection Codes - further information to support Users review	12/12/2014
1360.3 - LH - DA	COR1154 - UKLP Including Nexus Requirements - Amended Product for Approval	12/12/2014
1361 - LH - DA	COR1154.15 - UKLP Including Nexus Requirements - Approved Formats	16/12/2014
1362 - LH - DA	COR1154.15 - UKLP Including Nexus Requirements - For Approved Additional File Formats	16/12/2014
1363 - LH - DA	Gemini Outage Notification	17/12/2014
1364 - LH - DA	COR1154.15 - UKLP Including Nexus Requirements - Approved Hierarchies	18/12/2014
1365 - LH - DA	UK Link Change Pack December 2014 Part 2	19/12/2014
1365.1 - LH - DA	COR1154.15 - UKLP Including Nexus Requirement - Deferred and Rejected Products from Phase 1 and 2	19/12/2014
1365.2 - LH - DA	Revised UK Link Security Policy - Representation Period Extension	19/12/2014
1365.3 - LH - DA	Revised Proposed Appendix to the UK Link Standards Guide detailing Treatment of 'Special Characters'	19/12/2014
1366 - HC - DA	COR1154.15 - UKLP Including Nexus Requirements - Additional Approved Formats	23/12/2014

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		
-	EFT	18/01/2015	<u>00:10</u>	18/01/2015	<u>06:00</u>	Service Outage: Migrate the storage to utilise contemporary solutions. (Enterprise Storage) <u>NB. Files can continued be submitted during the outage window but will be held and not processed until the EFT system is operational again around 06:00</u>	14/08/14
3187	Gemini and Gemini Exit systems	06/09/2015	TBC*	06/09/2015	TBC*	Principal implementation To comply with the new European Network Codes in October 2015	03/09/14
3187	Gemini and Gemini Exit systems	13/09/2015	TBC*	13/09/2015	TBC*	First contingency To comply with the new European Network Codes in October 2015	03/09/14
3187	Gemini and Gemini Exit systems	20/09/2015	TBC*	20/09/2015	TBC*	Second contingency To comply with the new European Network Codes in October 2015	03/09/14

Key:
Italic – New outage notification
<u>**Underlined – Outage notification information amended**</u>
* Exact timings to be defined