

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 10th January 2013
Reporting Month: December 2012

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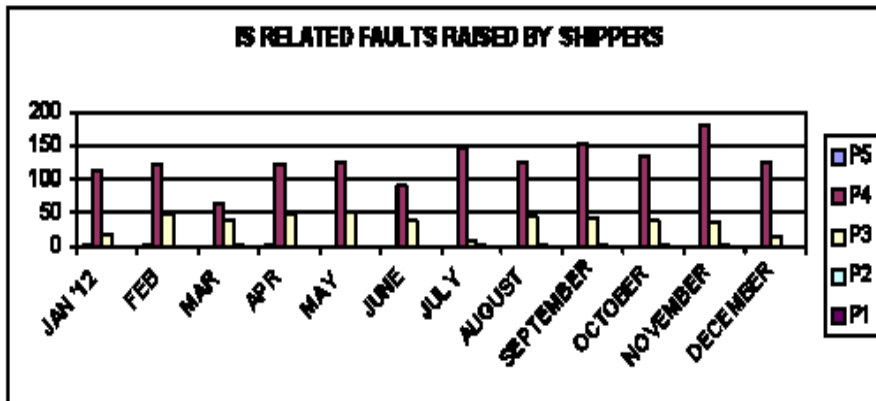
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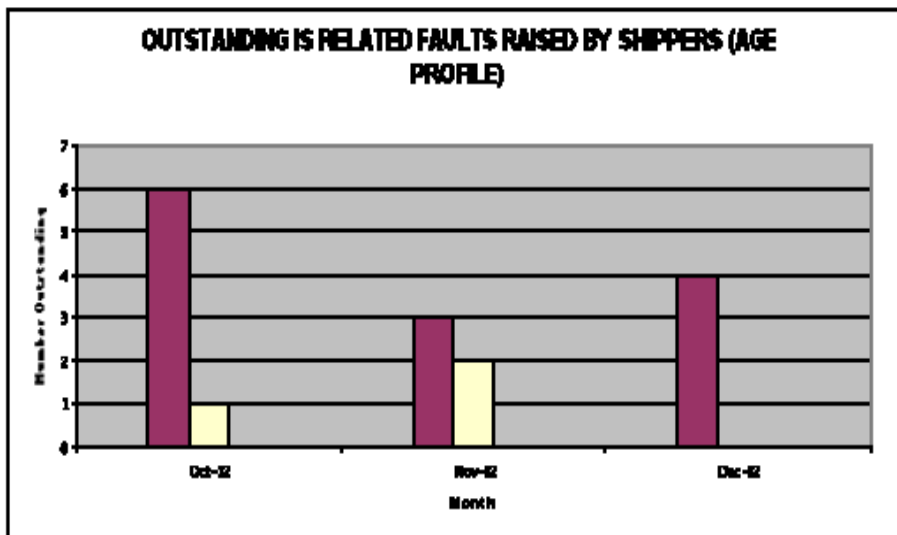
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
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
SEPTEMBER	0	152	41	2	0	195
OCTOBER	0	134	38	3	0	175
NOVEMBER	0	182	34	2	0	218
DECEMBER	0	124	17	1	0	142
Total	7	1503	418	18	1	1947



Outstanding Calls	P5	P4	P3	P2	P1	Total
Oct-12	0	6	1	0	0	7
Nov-12	0	3	2	0	0	5
Dec-12	0	4	0	0	0	4
Total (Per P Level)	0	13	3	0	0	16



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 99.91%

Average GEMINI Transaction Response Times and Transaction Volumes

GEMINI Availability & Industry Averages					
Performance measures	Target/max	Reporting Month: Dec 2012			
		Dec 2012	Nov 2012	Oct 2012	Sep 2012
		01/12 – 31/12	01/11 – 30/11	01/10 – 31/10	01/09 – 30/09
Gemini Service	99%	99.91%	99.68%	99.88%	99.82%
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	5,048	4,839	4,821	5,264
Re-nominations per day	4,200	19,651	19,686	19,631	18,941
% of transactions < 4 sec's	95%	97.8%	97.48%	97.8%	97.74%
Transaction response time (in minutes)	n/a	0.47	0.49	0.45	0.44
Transactions per day	n/a	813641	788255	870916	383776
% Transaction change	n/a	3.2%	-9.5%	126%	-56%

P1 / P2 Resolution Time Analysis

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: Dec 2012			
Code	Problems v Time to resolve	Dec 2012	Nov 2012	Oct 2012	Sep 2012
		01/12 – 31/12	01/11 – 30/11	01/10 – 31/10	01/09 – 30/09
P2	<1hr	1	0	1	0
	1-2 hr	0	0	0	0
	2-3 hr	0	1	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	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

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
AT/1169/DA	Class 1 UK Link Modification – E31 Record - For Representation All UKL Comm Distribution Lists DA = Dave Addison 11/12/2012 N/A N	11/12/2012
AT/1170/DA	UK Link Change Pack December 2012	14/12/2012
AT/1170.1/HR	Class 1 Modification - CSEPs Migration project- For Representation	14/12/2012
AT/1170.2/DA	Class 1 UK Link Modification – Changes to Correct USI File Format - Live	14/12/2012
AT/1170.3/DA	UNC Modification 403 - COR 2479 - Proposed Timeline - For Information	14/12/2012
AT/1170.4/DA	Data Enquiry Service Enhancements	14/12/2012
AT/1170.5/DA	SMIP Presentation - Solution Options - For Representation	14/12/2012
AT/1171/DA	UK Link Representation Window Extended to Wednesday 2nd January	18/12/2012
JH/1172/DA	CSEPS Migration Project - Nil Response	31/12/2012
JH/1173/DA	Data Enquiry Service Enhancements – Nil Response	31/12/2012
JH/1174/DA	SMIP Presentation - Solution Options – Nil Response	31/12/2012
JH/1175/DA	Data Enquiry Service Enhancements - Representation Matrix	31/12/2012
JH/1176/CF	Xoserve EFT Globalscape XFTM Co-Existence Project - For Information	02/01/2013
JH/1177/DA	Representation Matrices' Re December Change Pack	08/01/2013
JH/1178/DA	Minor Amendment to NTS Exit Flat Capacity Invoice File to include End of Line Character following Footer – Proposed Class 1 Modification - For Representation	08/01/2013

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 Re-Platforming	09/06/13 (Indicative)	2am	09/06/13 (Indicative)	2pm	Infrastructure Implementation	12/07/12
962.13	CMS	23/02/2013	1.00am	23/02/2013	7.00am	Implementation of Phase 2 System Changes	08/11/12
962.16	CMS	23/02/2013	1.00am	23/02/2013	7.00am	Implementation of Phase 2 System Changes	08/11/12
962.9	CMS	23/02/2013	1.00am	23/02/2013	7.00am	Implementation of Phase 2 System Changes	08/11/12
962.10	CMS	23/02/2013	1.00am	23/02/2013	7.00am	Implementation of Phase 2 System Changes	08/11/12
962.20	CMS	23/02/2013	1.00am	23/02/2013	7.00am	Implementation of Phase 2 System Changes	08/11/12

Key:

Italic – New outage notification

Underlined – Outage notification information amended

* Exact timings to be defined