

UK Link Committee Meeting

Xoserve Report Pack

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

Authors (for this version):	Amjad Hussain
Version:	V1
Date:	9 th January 2013



Contents

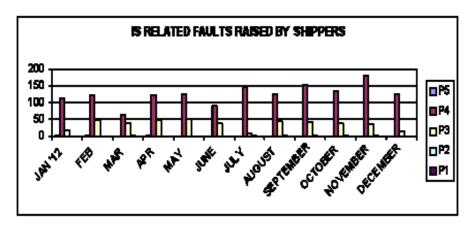
- Page 3 Report A IS Faults Logged by Shippers
- Page 4 Report B UK-LINK Business Support Agreement Report Summary
- Page 5 Report C Mod 565 Monthly Liabilities Report
- Page 6 Report D List of File Format and Urgent Communications Issued Since Last UK Link Committee Meeting
- Page 7 Report E Forthcoming Outage Notifications



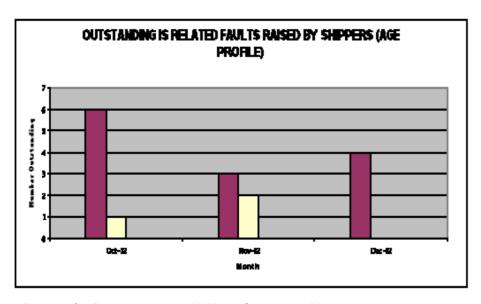
Report A

IS Faults Logged by Shippers

Faulto Raleed	P6	P4	P3	PZ	Pl	Total
JAN '12	3	113	18	0	0	134
FEB	2	123	46	1	0	172
MAR	0	Ω	37	3	٥	102
APR	2	123	46	1	0	172
MAT	0	126	51	_	-	179
JUNE	0	92	36	٥	0	128
JULY	0	146	9	2	_	157
AUCUST	0	126	45	2	0	173
SEPTEMBER	0	152	41	2	0	195
OCTOBER	0	134	38	3	0	175
NOVEMBER	0	192	34	2	٥	218
DECEMBER	0	124	17	1	0	142
Tetal	7	1503	418	16	1	1947



Outstanding Calls	P5	P4	P3	P2	P1	Tetal
Oct-12	0	6	1	0	0	7
Nov-12	٥	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							
		Reporting Month: Dec 2012					
Performance measures	Target/max	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							
Ir	npact Codes P1 / P2		Reporting Month: Dec 2012					
Code	Problems v Time to	Dec 2012	Nov 2012	Oct 2012	Sep 2012			
Code	resolve	01/12 – 31/12	01/11 – 30/11	01/10 – 31/10	01/09 - 30/09			
	<1hr	1	0	1	0			
	1-2 hr	0	0	0	0			
P2	2-3 hr 0		1	0	0			
ΓZ	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	1			
P1	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**" **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 "**December**" **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 "**December**" **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 "December" 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
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		Outage Duration				Brief	Committee
No.	Impacted System	Start Date	Start Time	End Date	End Time	Description	Notified Date
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