

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 14th March 2013
Reporting Month: February 2013

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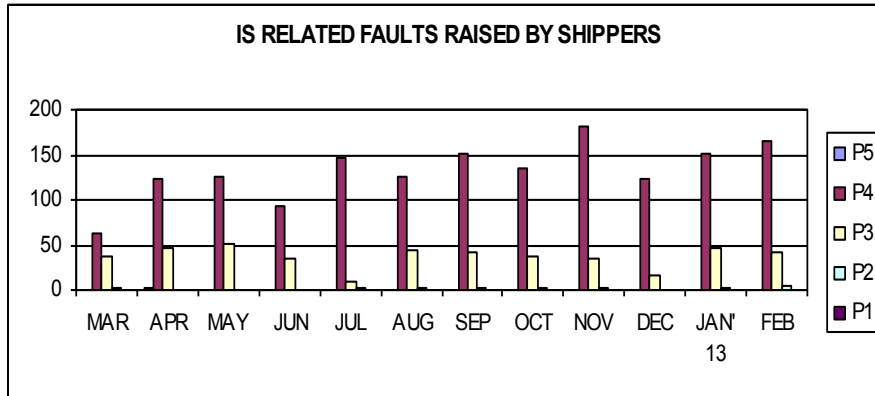
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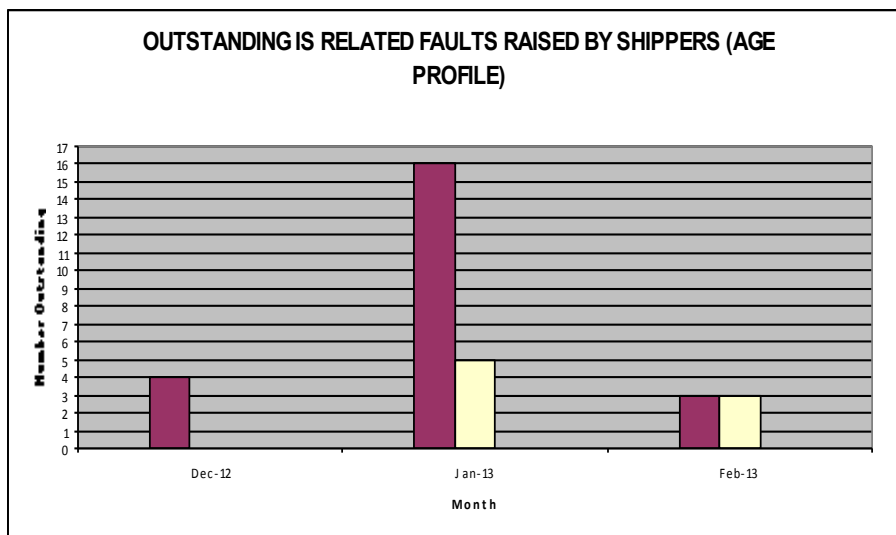
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
MAR	0	62	37	3	0	102
APR	2	123	46	1	0	172
MAY	0	126	51	1	1	179
JUN	0	92	36	0	0	128
JUL	0	146	9	2	0	157
AUG	0	126	45	2	0	173
SEP	0	152	41	2	0	195
OCT	0	134	38	3	0	175
NOV	0	182	34	2	0	218
DEC	0	124	17	1	0	142
JAN' 13	0	151	46	2	0	199
FEB	0	165	43	4	0	212
Total	2	1583	443	23	1	2052



Outstanding Calls	P5	P4	P3	P2	P1	Total
Dec-12	0	4	0	0	0	4
Jan-13	0	16	5	0	0	21
Feb-13	0	3	3	0	0	6
Total (Per P Level)	0	23	8	0	0	31



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: Feb 2013			
		Feb 2013	Jan 2013	Dec 2012	Nov 2012
		01/02 – 28/02	01/01 – 31/01	01/12 – 31/12	01/11 – 30/11
Gemini Service	99%	100%	100%	99.91%	99.68%
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	5,023	5,026	5,048	4,839
Re-nominations per day	4,200	19,928	19,567	19,651	19,686
% of transactions < 4 sec's	95%	98.75%	97.8%	97.8%	97.48%
Transaction response time (in minutes)	n/a	0.42	0.47	0.47	0.49
Transactions per day	n/a	761302	813641	813641	788255
% Transaction change	n/a	-6.4%	3.2%	3.2%	-9.5%

P1 / P2 Resolution Time Analysis

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: Feb 2013			
Code	Problems v Time to resolve	Feb 2013	Jan 2013	Dec 2012	Nov 2012
		01/02 – 28/02	01/01 – 31/01	01/12 – 31/12	01/11 – 30/11
P2	<1hr	0	0	1	0
	1-2 hr	0	0	0	0
	2-3 hr	0	0	0	1
	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

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/1183/DA	UK Link Change Pack February 2013	15/02/2013
AT/1183.1/NK	Notification of File Types for COR2717.1, and Proposed Implementation Date for COR2717.2 – For Representation.	15/02/2013
AT/1183.2/JF	Smart Metering – Effective Switching File Formats	15/02/2013
AT/1183.3/AS	CMS Phase Training	15/02/2013
AT/1183.4/MF	EFT Implementation – Phase 2a (Outbound IX File Transfers) – Volunteer Users Requested	19/02/2013
AT/1183.5/JF	New File Formats for the Smart Switching Phase of the Foundation Stage of SMIP.	19/02/2013
JH/1184/DA	Provision of Summary Document to UK Link Distribution Lists – Potential Change to Business Rule for EU 3 Week Switching (UNC Modification 403) – For Information.	26/02/2013
JH/1186/DA	Minor Amendment to NTS Exit Flat Capacity Invoice File to include End of Line	26/02/2013
JH/1187/DA	WITHDRAWAL OF REVISED SOLUTION / MODIFICATION - Potential Change to Business Rule for EU 3 Week Switching (UNC Modification 403)	01/03/2013
AT/1188/JF	Nil Response to AT/1183.5/JF - New File Formats for the Smart Switching Phase of the Foundation Stage of SMIP	04/03/2013
AT/1189/DA	CMS Phase 2 Communications – For Information.	06/03/2013
AT/1189.1/DAk	Q Project Communication - Phase II Training	06/03/2013
AT/1189.2/DAk	Q Project Communication - Phase II Training Schedule	06/03/2013
AT/1189.3/DAk	Q Project Communication - ECO Warranty Letter and Statement.	06/03/2013
AT/1189.4/SS	CMS Phase 2 - System Outage Information 4th to 8th April 2013	06/03/2013
AT/1189.5/DAk	Q Project Communication - Phase II TOG Training	06/03/2013
JH/1190/AS	Contact Management System – Phase 2 - Notification of Amendment to the .USP File Format for Must Reads & MOD192 Filter Failures (USRV)	07/03/2013
JH/1191/DA	Representation Responses from AT/1183/DA - UK Link Change Pack February 2013	07/03/2013

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
<u>962.13</u>	<u>CMS</u>	<u>06/04/2013</u>	<u>1.00am</u>	<u>06/04/2013</u>	<u>7.00am</u>	<u>Implementation of Phase 2 System Changes</u>	<u>TBC at UKLC on 14/03/13</u>
<u>962.16</u>	<u>CMS</u>	<u>06/04/2013</u>	<u>1.00am</u>	<u>06/04/2013</u>	<u>7.00am</u>	<u>Implementation of Phase 2 System Changes</u>	<u>TBC at UKLC on 14/03/13</u>
<u>962.9</u>	<u>CMS</u>	<u>06/04/2013</u>	<u>1.00am</u>	<u>06/04/2013</u>	<u>7.00am</u>	<u>Implementation of Phase 2 System Changes</u>	<u>TBC at UKLC on 14/03/13</u>
<u>962.10</u>	<u>CMS</u>	<u>06/04/2013</u>	<u>1.00am</u>	<u>06/04/2013</u>	<u>7.00am</u>	<u>Implementation of Phase 2 System Changes</u>	<u>TBC at UKLC on 14/03/13</u>
<u>962.20</u>	<u>CMS</u>	<u>06/04/2013</u>	<u>1.00am</u>	<u>06/04/2013</u>	<u>7.00am</u>	<u>Implementation of Phase 2 System Changes</u>	<u>TBC at UKLC on 14/03/13</u>

Key:

Italic – New outage notification

Underlined – Outage notification information amended

*** Exact timings to be defined**