

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 12th February 2015

Reporting Month: January 2015

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Version:	V1.0
Date:	9th February 2015

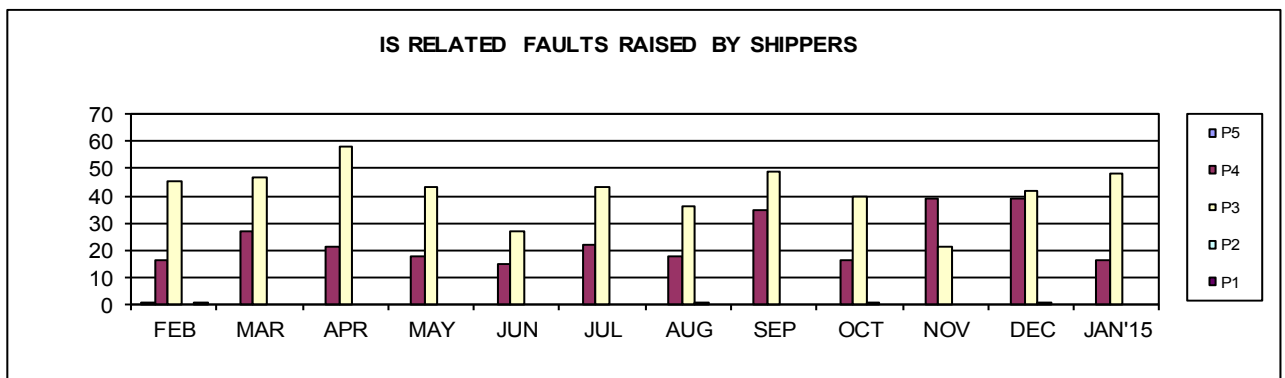
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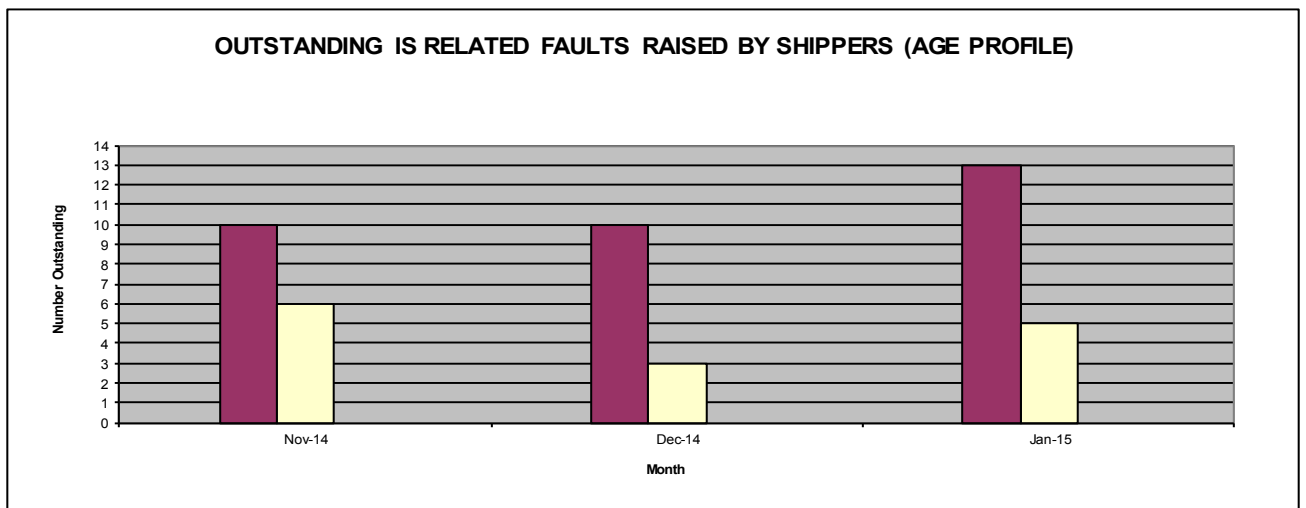
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
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
JAN'15	0	16	48	0	0	64
Total	0	282	499	3	0	784

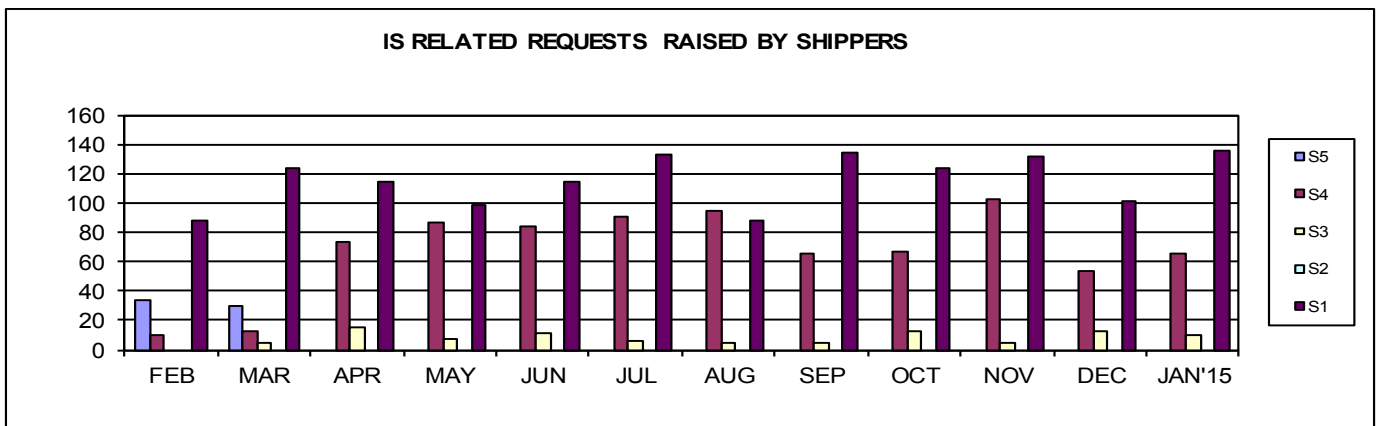


Outstanding Calls	P5	P4	P3	P2	P1	Total
Nov-14	0	10	6	0	0	16
Dec-14	0	10	3	0	0	13
Jan-15	0	13	5	0	0	18
Total (Per P Level)	0	33	14	0	0	47

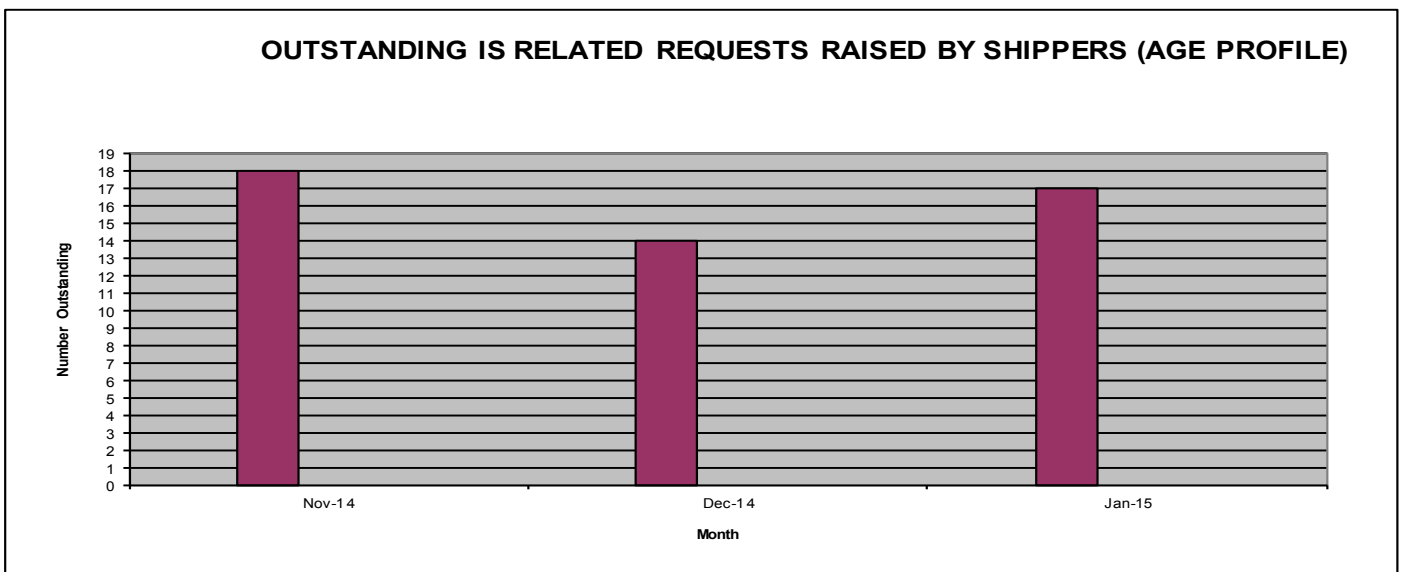


IS Requests Logged by Shippers

Requests Raised	S5	S4	S3	S2	S1	Total
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
JAN'15	0	65	10	0	135	210
Total	64	805	91	0	1388	2348



Outstanding Calls	S5	S4	S3	S2	S1	Total
Nov-14	0	18	0	0	0	18
Dec-14	0	14	0	0	0	14
Jan-15	0	17	0	0	0	17
Total (Per P Level)	0	49	0	0	0	49



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 100%

Average UK Link Transaction Response Times and Transaction Volumes

UK Link (Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Jan 2015			
		Jan 2015	Dec 2014	Nov 2014	Oct 2014
		01/01 – 31/01	01/12 – 31/12	01/11 - 30/11	01/10 – 31/10
Gemini Service	99%	100%	99.12%	100%	100%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	4956	5,066	4,953	4,875
Re-nominations per day	4,200	21813	21,688	21,554	21,838
% of transactions < 4 sec's	95%	100%	100%	100%	100%
Transaction response time (in minutes)	n/a	0.25	0.28	0.23	0.23
Transactions per day	n/a	995718	948184	1366907	1397334
% Transaction change	n/a		-30.0%	-2.2%	*Unavailable

UK Link (Non-Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Jan 2015			
		Jan 2015	Dec 2014	Nov 2014	Oct 2014
		01/01 – 31/01	01/12 – 31/12	01/11 – 30/11	01/10 – 31/10
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: Jan 2015			
Code	Problems v Time to resolve	Jan 2015	Dec 2014	Nov 2014	Oct 2014
		01/01 – 31/01	01/12 – 31/12	01/11 - 30/11	01/10 – 31/10
P2	<1hr	2	0	0	2
	1-2 hr	1	1	1	0
	2-3 hr	0	2	0	0
	3-4 hr	0	1	0	0
	4-5 hr	0	4	0	0
	>5 hr	1	1	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 D

List of File Format and Urgent Communications Issued since last UK Link Committee Meeting.

Comm. Reference (Number/Sender/ Signatory)	Subject	Date of Issue
1367 - LH - DA	COR1154 - UK Link Programme including Nexus Requirements - Clarifications requested from 23rd December UK Link Committee	07/01/2015
1368 - LH - DA	Representation Matrices for the December 2014 Change Pack Part 1 & 2	07/01/2015
1369 - LH - DA	EFT Storage Migration - Outage 18 January 2015	08/01/2015
1370 - LH - DA	UK Link Change Pack January 2015 - Part 1 of 2	09/01/2015
1370.1 - LH - DA	COR1154.15 - UKLP Including Nexus Requirements - Additional Approved Formats	09/01/2015
1370.2 - LH - DA	COR1154.15 - UKLP Including Nexus Requirements - For Approval Additional File Format	09/01/2015
1370.3 - LH - DA	Approved Appendix to the UK Link Standards Guide detailing Treatment of 'Special Characters'	09/01/2015
1371 - LH - DA	UK Link Change Pack January 2014 - Part 2 of 2	16/01/2015
1371.1 - LH - RH	IX Downtime Notification	16/01/2015
1371.2 - LH - DA	COR3457 - Solution To Meet The Obligations Of MOD 425 & 455	16/01/2015
1371.3 - LH - DA	COR1154.15 - UKLP Including Nexus Requirements - Decommissioned files v1.1FA	16/01/2015
1371.4 - LH - DA	UNC Modification 0458 'Seasonal LDZ System Capacity Rights' Interim Pre UK Link Replacement Solution and Charge Types	16/01/2015
1372 - LH - DA	Representation Matrices for January 2015 Change Pack - part 1 of 2	27/01/2015
1373 - HC - DA	COR1154.15 - UKLP Including Nexus Requirements – Documentation to Support Users	30/01/2015

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		
-	<i>Gemini and Gemini Exit systems</i>	<i>21/03/2015</i>	<i>04:15</i>	<i>21/03/2015</i>	<i>08:30</i>	<i>Annual Disaster Recovery Test (Normal Saturday maintenance window is 04:15 > 05:15, required outage of an additional 3 hours and 15 minutes)</i>	<i>12/02/15</i>
-	<i>Gemini and Gemini Exit systems</i>	<i>22/03/2015</i>	<i>04:00</i>	<i>22/03/2015</i>	<i>08:30</i>	<i>Annual Disaster Recovery Test (Sunday maintenance window is 04:00 > 06:00, we require an outage of an additional 2 and a half hours)</i>	<i>12/02/15</i>
-	<i>IX Downtime</i>	<i>TBC*</i>	<i>TBC*</i>	<i>TBC*</i>	<i>TBC*</i>	<i>As part of planned improvement activities, Xoserve will be conducting remote, minor maintenance on all IX servers</i>	<i>16/01/15</i>
3187	Gemini and Gemini Exit systems	06/09/2015	<u>04:00</u>	06/09/2015	<u>09:00</u> <u>(11:00)</u>	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	<u>04:00</u>	13/09/2015	<u>09:00</u> <u>(11:00)</u>	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	<u>04:00</u>	20/09/2015	<u>09:00</u> <u>(11:00)</u>	Second contingency To comply with the new European Network Codes in October 2015	03/09/14

Key:

Italic – New outage notification

Underlined – Outage notification information amended

* Exact timings to be defined