

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 12th February 2015 Reporting Month: January 2015

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Contents

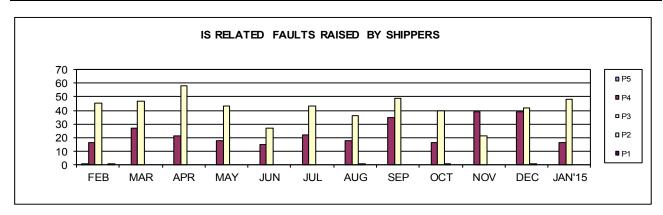
- Page 3 Report A IS Faults and Requests Logged by Shippers
- Page 5 Report B UK-LINK Business Support Agreement Report Summary
- Page 6 Report C Mod 565 Monthly Liabilities Report
- Page 7 Report D List of File Format and Urgent Communications Issued Since Last UK Link Committee Meeting
- Page 9 Report E Forthcoming Outage Notifications



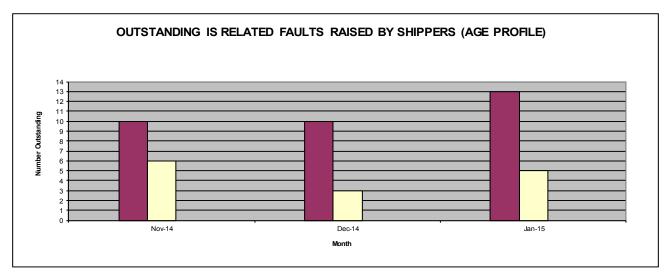
Report A

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
ОСТ	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



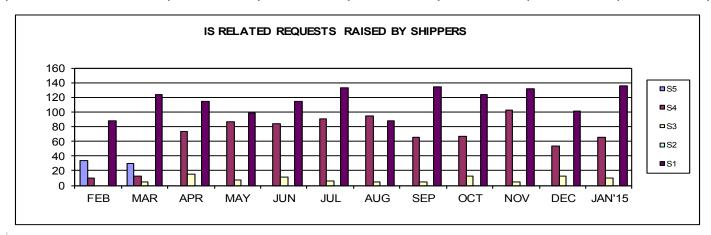
Outstanding Calls	P5	P4	P3	P2	P1	Total
Nov-14	0	10	6	0	0	16
Dec-14	0	10	3	0	0	13
Jan-15	0	13	5	0	0	18
Total (Per P Level)	0	33	14	0	0	47



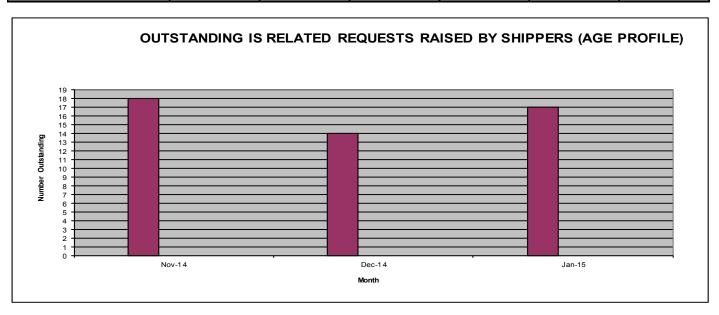


IS Requests Logged by Shippers

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
ОСТ	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								
		Reporting Month: Jan 2015						
Performance measures	Target/max	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								
		Reporting Month: Jan 2015						
Performance measures	Target/max	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								
Ir	npact Codes P1 / P2	Reporting Month: Jan 2015							
Code	Problems v Time to	Jan 2015	Dec 2014	Nov 2014	Oct 2014				
Code	resolve	01/01 - 31/01	01/12 - 31/12	01/11 - 30/11	01/10 - 31/10				
	<1hr	2	0	0	2				
	1-2 hr	1	1	1	0				
P2	2-3 hr	0	2	0	0				
F2	3-4 hr	0	1	0	0				
	4-5 hr	0	4	0	0				
	>5 hr	1	1	0	0				
	<1hr	0	0	0	0				
	1-2 hr	0	0	0	0				
P1	2-3 hr	0	0	0	0				
FI	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 "January" 2015 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 "January" 2015 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 "January" 2015 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 "January" 2015 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.

Comm. Reference	and orgent communications issued since last on Link committee weet	
(Number/Sender/	Subject	Date of Issue
Signatory)		
1367 - LH - DA	COR1154 - UK Link Programme including Nexus Requirements -	07/01/2015
	Clarifications requested from 23rd December UK Link Committee	
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			Outage	Duration		Committee	
Request Number	Impacted System	Start Date	Start Time	End Date	End Time	Brief Description	Notified Date
1	Gemini and Gemini Exit systems	21/03/2015	04:15	21/03/2015	08:30	Annual Disaster Recovery Test (Normal Saturday maintenance window is 04:15 > 05:15, required outage of an additional 3 hours and 15 minutes)	12/02/15
-	Gemini and Gemini Exit systems	22/03/2015	04:00	22/03/2015	08:30	Annual Disaster Recovery Test (Sunday maintenance window is 04:00 > 06:00, we require an outage of an additional 2 and a half hours)	12/02/15
-	IX Downtime	TBC*	TBC*	TBC*	твс*	As part of planned improvement activities, Xoserve will be conducting remote, minor maintenance on all IX servers	16/01/15
3187	Gemini and Gemini Exit systems	06/09/2015	04:00	06/09/2015	<u>09:00</u> (11:00)	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	04:00	13/09/2015	09:00 (11:00)	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	04:00	20/09/2015	09:00 (11:00)	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