

UK Link Committee Meeting

Xoserve Report Pack

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

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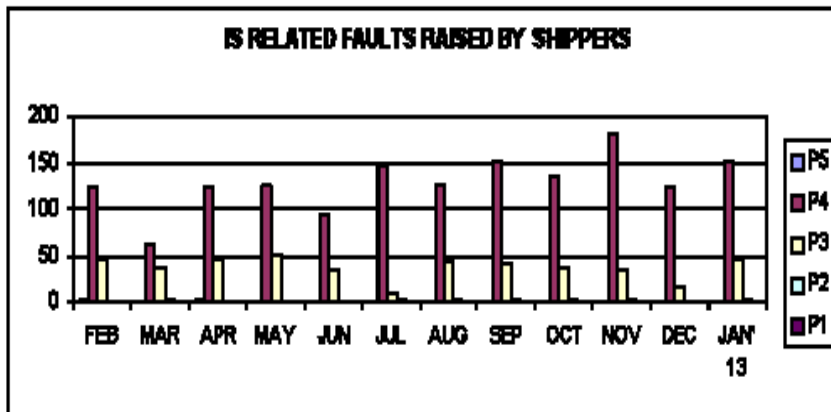
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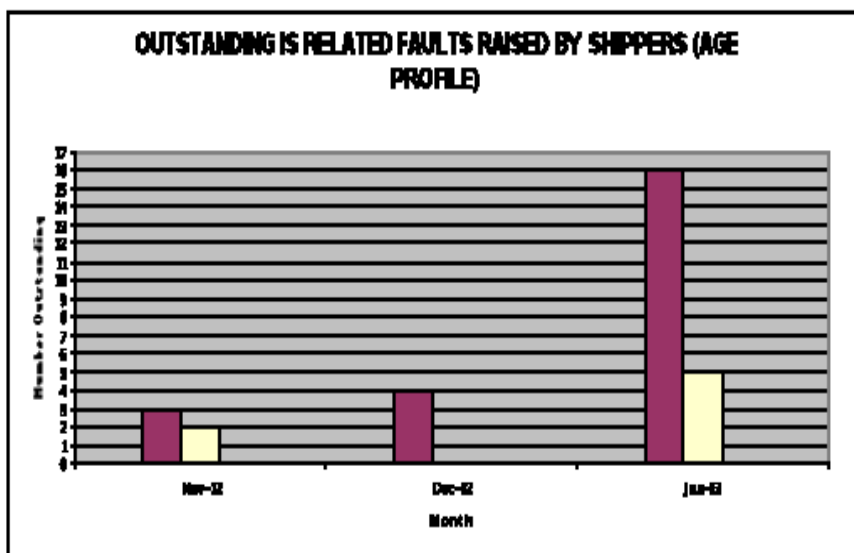
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
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
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
Total	4	1541	446	20	1	2012



Outstanding Calls	P5	P4	P3	P2	P1	Total
Nov-12	0	3	2	0	0	5
Dec-12	0	4	0	0	0	4
Jan-13	0	16	5	0	0	21
Total (Per P Level)	0	23	7	0	0	30



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: Jan 2013			
		Jan 2013	Dec 2012	Nov 2012	Oct 2012
		01/01 – 31/01	01/12 – 31/12	01/11 – 30/11	01/10 – 31/10
Gemini Service	99%	100%	99.91%	99.68%	99.88%
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	5,026	5,048	4,839	4,821
Re-nominations per day	4,200	19,567	19,651	19,686	19,631
% of transactions < 4 sec's	95%	97.8%	97.8%	97.48%	97.8%
Transaction response time (in minutes)	n/a	0.47	0.47	0.49	0.45
Transactions per day	n/a	813641	813641	788255	870916
% Transaction change	n/a	3.2%	3.2%	-9.5%	126%

P1 / P2 Resolution Time Analysis

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: Jan 2013			
Code	Problems v Time to resolve	Jan 2013	Dec 2012	Nov 2012	Oct 2012
		01/01 – 31/01	01/12 – 31/12	01/11 – 30/11	01/10 – 31/10
P2	<1hr	0	1	0	1
	1-2 hr	0	0	0	0
	2-3 hr	0	0	1	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	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 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**” **2013** 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**” **2013** 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**” **2013** 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**” **2013** 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
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
JH/1179/DA	UK Link Change Pack January 2013	11/01/2013
JH/1179.1/DA	COR2807 - Amendment to Data Enquiry Structure - For Information	11/01/2013
JH/1179.2/DA	Clarification of the ECO Process and relationship to UNC Modification 424 – For Information	11/01/2013
JH/1179.3/DA	EFT Implementation Timeline – For Information	11/01/2013
JH/1180/SS	XCE664: CMS Phase 2 Implementation Revised Implementation Date	06/02/2013
JH/1181/DA	Notice of Planned Implementation of Minor Amendment to NTS Exit Flat Capacity Invoice File to include End of Line	06/02/2013

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 14/02/13</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 14/02/13</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 14/02/13</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 14/02/13</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 14/02/13</u>

Key:

Italic – New outage notification

Underlined – Outage notification information amended

* Exact timings to be defined