# UK Link Committee Meeting

# Xoserve Report Pack

# Meeting Date: 13<sup>th</sup> February 2014
# Reporting Month: January 2014

| Authors (for this version): | Amjad Hussain |
|---|---|
| Version: | V1 |
| Date: | 12<sup>th</sup> February 2014 |

# Contents

**Report A**

**IS Faults Logged by Shippers**

| Faults Raised | P5 | P4 | P3 | P2 | P1 | Total |
|---|---|---|---|---|---|---|
| FEB | 0 | 165 | 43 | 4 | 0 | 212 |
| MAR | 0 | 207 | 35 | 3 | 0 | 245 |
| APR | 0 | 187 | 54 | 1 | 0 | 242 |
| MAY | 3 | 157 | 50 | 1 | 0 | 211 |
| JUN | 0 | 172 | 139 | 0 | 0 | 311 |
| JUL | 0 | 206 | 204 | 0 | 0 | 410 |
| *AUG | 0 | 440 | 969 | 0 | 0 | 1409 |
| *SEP | 0 | 343 | 876 | 0 | 0 | 1219 |
| OCT | 0 | 74 | 141 | 4 | 0 | 219 |
| NOV | 0 | 59 | 57 | 2 | 0 | 118 |
| DEC | 0 | 65 | 72 | 7 | 0 | 144 |
| JAN ' 14 | 0 | 56 | 63 | 3 | 0 | 122 |
| Total | 3 | 2131 | 2703 | 25 | 0 | 4862 |

*The figures for Aug'13 and Sep'13 contain ALL IS Faults logged including by Shippers.*

**IS RELATED FAULTS RAISED BY SHIPPERS**
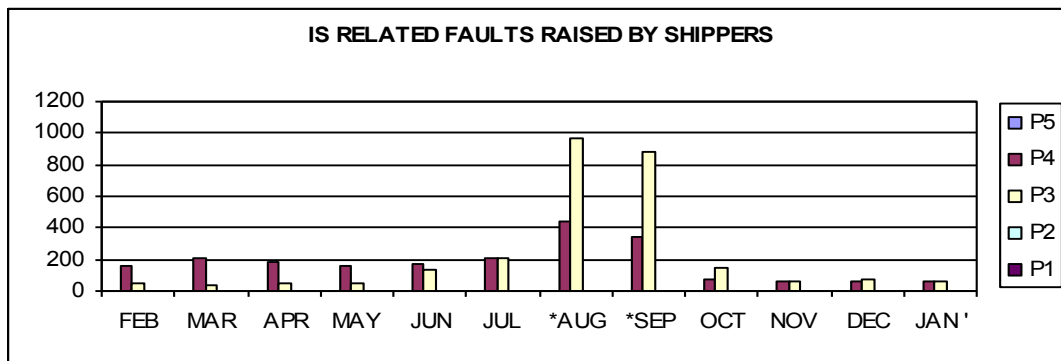


| Outstanding Calls | P5 | P4 | P3 | P2 | P1 | Total |
|---|---|---|---|---|---|---|
| Nov-13 | 0 | 11 | 6 | 0 | 0 | 17 |
| Dec-13 | 0 | 16 | 8 | 0 | 0 | 24 |
| Jan-14 | 0 | 18 | 20 | 0 | 0 | 38 |
| Total (Per P Level) | 0 | 45 | 34 | 0 | 0 | 79 |

**OUTSTANDING IS RELATED FAULTS RAISED BY SHIPPERS (AGE PROFILE)**
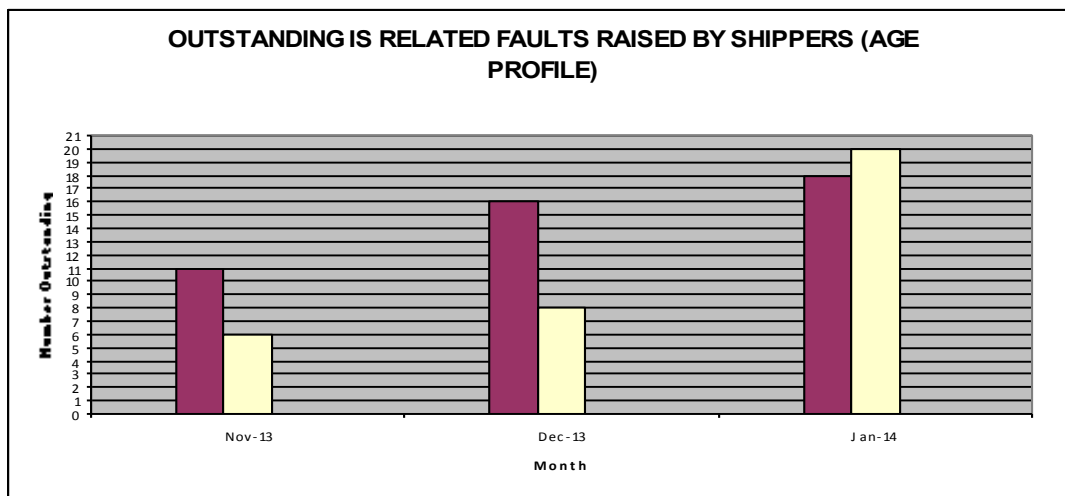
**IS Requests Logged by Shippers**

| Requests Raised | S5 | S4 | S3 | S2 | S1 | Total |
|---|---|---|---|---|---|---|
| JUL | 0 | 0 | 2 | 0 | 0 | **2** |
| *AUG | 213 | 0 | 0 | 0 | 0 | **213** |
| *SEP | 234 | 7 | 0 | 0 | 0 | **241** |
| OCT | 152 | 15 | 0 | 0 | 136 | **303** |
| NOV | 50 | 31 | 0 | 0 | 148 | **229** |
| DEC | 44 | 17 | 0 | 0 | 107 | **168** |
| 2014 JAN | 382 | 27 | 0 | 0 | 141 | **550** |
| Total | 1075 | 97 | 2 | 0 | 532 | 1706 |

*The figures for Aug'13 and Sep'13 contain ALL IS Requests logged including by Shippers.*



IS RELATED REQUESTS RAISED BY SHIPPERS
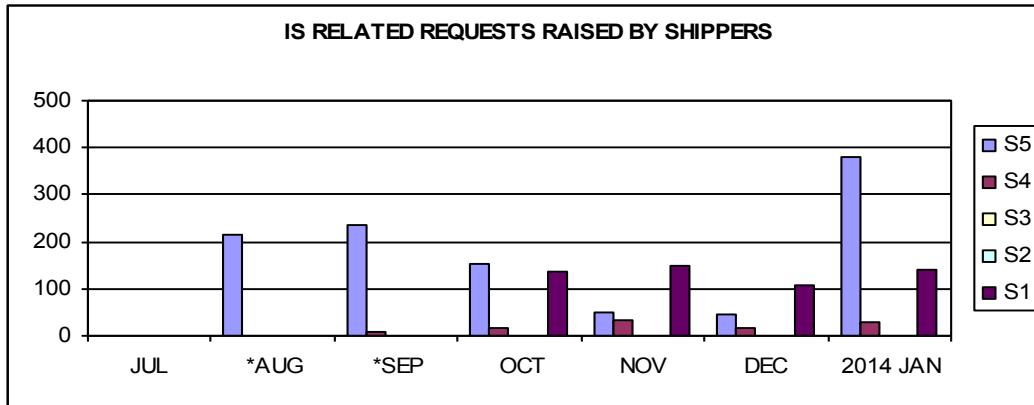
| Outstanding Calls | S5 | S4 | S3 | S2 | S1 | Total |
|---|---|---|---|---|---|---|
| Nov-13 | 2 | 3 | 0 | 0 | 0 | **5** |
| Dec-13 | 2 | 0 | 0 | 0 | 0 | **2** |
| Jan-14 | 16 | 0 | 0 | 0 | 0 | **16** |
| Total (Per P Level) | **20** | **3** | **0** | **0** | **0** | **23** |



OUTSTANDING IS RELATED REQUESTS RAISED BY SHIPPERS (AGE PROFILE)
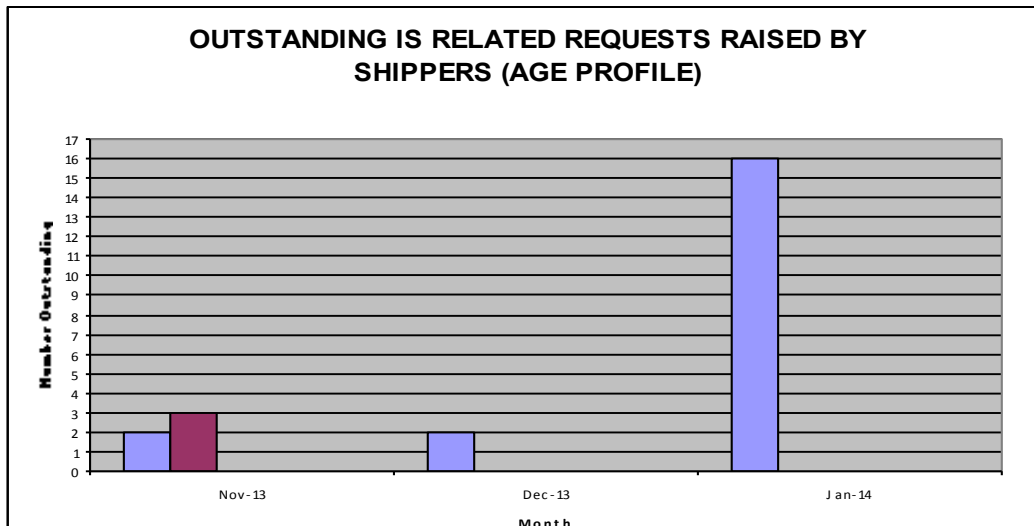
**Report B**

**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 99.84%

**Average UK Link Transaction Response Times and Transaction Volumes**

| UK Link (Gemini) Availability & Performance | | | | | |
|---|---|---|---|---|---|
| Performance measures | Target/max | Reporting Month: Jan 2014 | | | |
| | | Jan 2014 | Dec 2013 | Nov 2013 | Oct 2013 |
| | | 01/01 – 31/01 | 01/12 – 31/12 | 01/11 – 30/11 | 01/10 – 31/10 |
| Gemini Service | 99% | 99.84% | 100% | 99.61% | 100% |
| Gemini Access (IX) | 99% | 100% | 100% | 100% | 100% |
| Nominations per day | 8,300 | 5,019 | 5,066 | 4,821 | 4,832 |
| Re-nominations per day | 4,200 | 20,833 | 20,743 | 20,970 | 20,448 |
| % of transactions < 4 sec's | 95% | 100% | 100% | 100% | 99.9% |
| Transaction response time (in minutes) | n/a | 0.33 | 0.31 | 0.31 | 0.36 |
| Transactions per day | n/a | 795376 | 852234 | 830249 | 837193 |
| % Transaction change | n/a | -6.6% | 2.6% | -0.82% | 1.34% |

| UK Link (Non-Gemini) Availability & Performance | | | | | |
|---|---|---|---|---|---|
| Performance measures | Target/max | Reporting Month: Jan 2014 | | | |
| | | Jan 2014 | Dec 2013 | Nov 2013 | Oct 2013 |
| | | 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 2014 | | | |
| Code | Problems v Time to resolve | Jan 2014 | Dec 2013 | Nov 2013 | Oct 2013 |
| | | 01/01 – 31/01 | 01/12 – 31/12 | 01/11 – 30/11 | 01/10 – 31/10 |
| P2 | <1hr | 2 | 1 | 2 | 2 |
| | 1-2 hr | 1 | 0 | 0 | 0 |
| | 2-3 hr | 1 | 0 | 1 | 0 |
| | 3-4 hr | 0 | 0 | 0 | 0 |
| | 4-5 hr | 0 | 1 | 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" 2014** 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" 2014** 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" 2014** 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" 2014** 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 | Subject | Date of Issue |
|---|---|---|
| 1266 - JH - DA | December Change Pack Part 2 of 2 | 17/12/2013 |
| 1267 - AT- DA | Representation Matrices' for December's Change Pack and Amended Change Summary for COR 2791 - K08 Validation of the MAM ID | 07/01/2014 |
| 1267.1 - AT - DA | Class 1 Modification - K08 Validation of the MAM ID - Amended Change Summary | 07/01/2014 |
| 1268 - JH - DA | Successful Implementation of XP1 Replacement | 08/01/2014 |
| 1269 - JH - DA | January Change Pack | 10/01/2014 |
| 1270 - JH - DA | COR 2650.1 – UK Link Outage in February 2014 | 14/01/2014 |
| 1271 - JH - DA | Class 2 Modification - Supporting Information File Format - System Impact Only - For Representation | 29/01/2014 |

**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** | | |
| *2650.1* | *CMS* | *15/02/2014* | *9:00* | *15/02/2014* | *23:59* | *UKLINK Table Partitioning, Table Drop, Tuning & Batch Job Reschedule* | *14/01/2014* |
| *2650.1* | *Data Enquiry* | *15/02/2014* | *9:00* | *15/02/2014* | *23:59* | *UKLINK Table Partitioning, Table Drop, Tuning & Batch Job Reschedule* | *14/01/2014* |

*Key:*
*Italic – New outage notification*
**Underlined – Outage notification information amended**
**\* Exact timings to be defined**