

# **UK Link Committee Meeting**

## **Xoserve Report Pack**

**Meeting Date: 8<sup>th</sup> August 2013**

**Reporting Month: July 2013**

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<b>Version:</b>	<b>V1</b>
<b>Date:</b>	<b>6<sup>th</sup> August 2013</b>

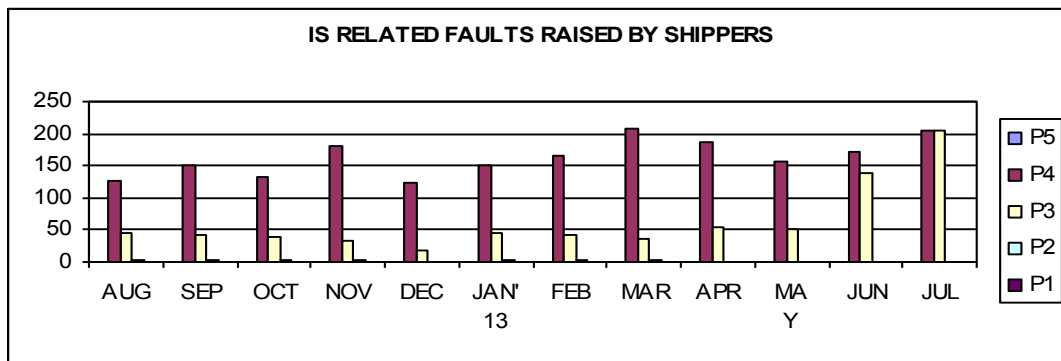
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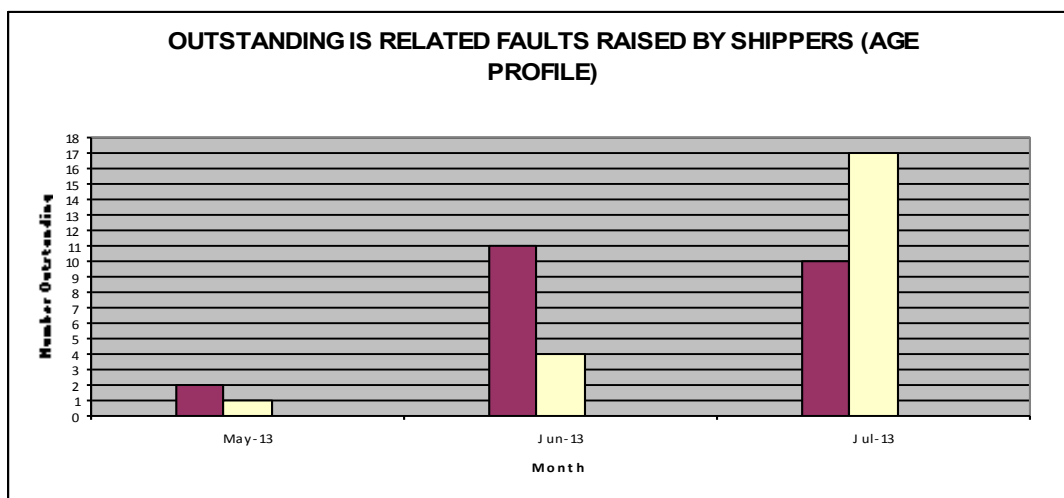
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
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
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
<b>Total</b>	<b>3</b>	<b>1757</b>	<b>542</b>	<b>21</b>	<b>0</b>	<b>2323</b>

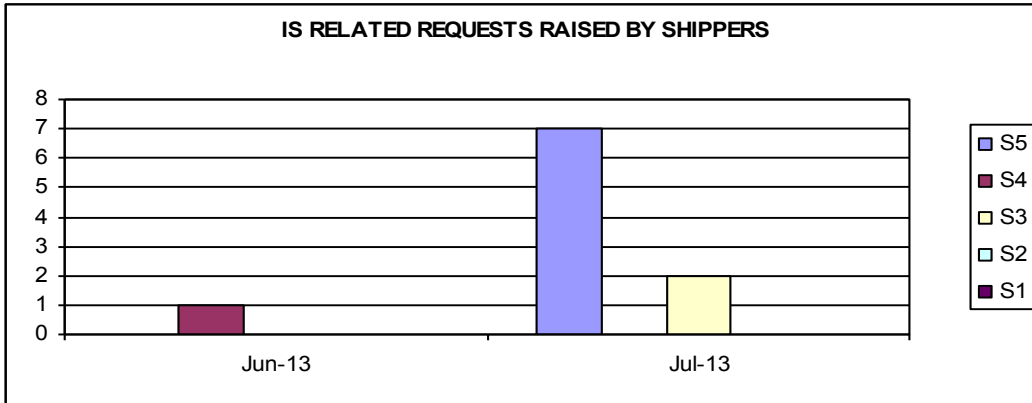


Outstanding Calls	P5	P4	P3	P2	P1	Total
May-13	0	2	1	0	0	3
Jun-13	0	11	4	0	0	15
Jul-13	0	10	17	0	0	27
<b>Total (Per P Level)</b>	<b>0</b>	<b>23</b>	<b>22</b>	<b>0</b>	<b>0</b>	<b>45</b>

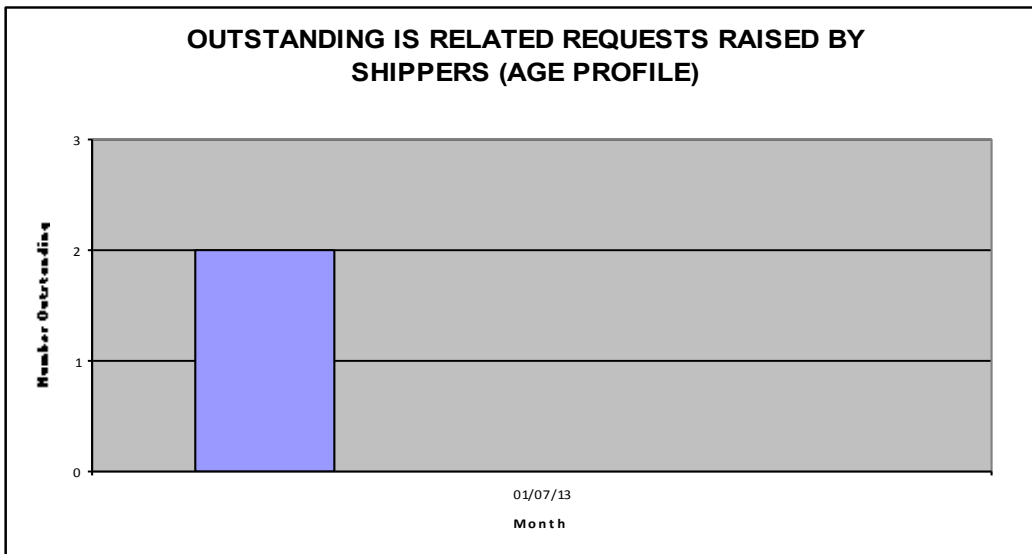


### IS Requests Logged by Shippers

Requests Raised	S5	S4	S3	S2	S1	Total
Jun-13	0	1	0	0	0	1
Jul-13	7	0	2	0	0	9
<b>Total</b>	<b>7</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>9</b>



Outstanding Calls	S5	S4	S3	S2	S1	Total
Jun-13	0	0	0	0	0	0
Jul-13	2	0	0	0	0	2
<b>Total (Per P Level)</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>



## 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 99.58%

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

UK Link (Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Jul 2013			
		Jul 2013	Jun 2013	May 2013	Apr 2013
		01/07 – 31/07	01/06 – 30/06	01/05 – 31/05	01/04 – 30/04
Gemini Service	99%	99.58%	100%	100%	100%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	5,034	4,848	4,918	4,869
Re-nominations per day	4,200	20,157	19,986	20,048	19,996
% of transactions < 4 sec's	95%	99.90%	* 99.90%	99.05%	98.63%
Transaction response time (in minutes)	n/a	0.70	* 0.92	0.38	0.48
Transactions per day	n/a	1005381	* 388683	742039	765155
% Transaction change	n/a	5.0%	* 5.0%	-3.0%	5.7%

\* Note: Due to Precise agent data collection problem Jun'13 statistics was partial

UK Link (Non-Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Jul 2013			
		Jul 2013	Jun 2013	May 2013	Apr 2013
		01/07 – 31/07	01/06 – 30/06	01/05 – 31/05	01/04 – 30/04
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: Jun 2013			
Code	Problems v Time to resolve	Jul 2013	Jun 2013	May 2013	Apr 2013
		01/07 – 31/07	01/06 – 30/06	01/05 – 31/05	01/04 – 30/04
P2	<1hr	0	0	0	0
	1-2 hr	8	0	0	0
	2-3 hr	0	2	0	0
	3-4 hr	1	1	0	0
	4-5 hr	2	2	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 D

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

Comm. Reference	Subject	Date of Issue
1228 - JH - AB	Gemini Re-platforming - Update since cut over - For Information	04/07/2013
1229 - JH - DA	Smart Metering DCC Day 1 Implementation - For attention	05/07/2013
1230 - JH - DA	Representation Matrices' for June's Change Pack	05/07/2013
1231 - JH - TL	COR 2650.1 – UK Link Outages in August – Revised Impacts	05/07/2013
1227.1 - JH - LC	AQ Review 2013 System Restriction & File delays - For Information	05/07/2013
1232 - JH - LC	AQ Review 2013 DE Impacts - For Information	09/07/2013
1233 - JH - LC	MOD081 & MOD378 Change of Publication Approach	09/07/2013
1234 - JH - DA	July Change Pack	12/07/2013
1234.1 - JH - DA	UKLink Committee Important Dates for 2014 Calendar	12/07/2013
1235 - JH - Lca	MOD081 & MOD378 Publication Approach Update	19/07/2013
1236 - AT - DD	Notification of Gemini Code Contingency Test 'Exercise Nebula' - Communication 1	23/07/2013
1237 - AT - JF	Smart Metering Smart Switching File Formats for Information	25/07/2013
1238 - AT - JF	Successful Implementation – COR 2449 - Retention of MAM ID in Transporter Systems at change of Shipper (MOD 437)	25/07/2013
1239 - AT - LC	Impact on Contact Management Service Update Notification - For Information	26/07/2013
1240 - AT - JH	DN Interruption Summary Files - For Information	26/07/2013

## 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		
26501.	CMS	10/08/13	09:00	10/08/13	23:00	UKLink Performance Improvements	14/06/13
26501.	CMS	17/08/13	09:00	17/08/13	23:00	UKLink Performance Improvements	14/06/13
2874	UKLink/DNL ink	20/09/13	07:00	22/09/13	07:00	Phase 3: AQ Review 2013 activities The M-Number Creation, Meter Point Status amendments, Meter Status amendments and Online Isolations and Reconnection Process	05/07/13
2874	UKLink	20/09/13	07:00	22/09/13	07:00	Phase 3: AQ Review 2013 activities RGMA file (JOB/UPD)	05/07/13
2874	UKLink	20/09/13	07:00	22/09/13	07:00	Phase 3: AQ Review 2013 activities RGMA file (MAM)	05/07/13
2874	UKLink	21/09/13	00:00	22/09/13	07:00	Phase 3: AQ Review 2013 activities Transfer of ownership (early morning SPA suite and TRF files)	05/07/13
2874	UKLink	21/09/13	00:00	22/09/13	07:00	Phase 3: AQ Review 2013 activities NDM AQ/SOQ data to Gemini (AAQ/MDS)	05/07/13
2874	UKLink	21/09/13	07:00	22/09/13	07:00	Phase 3: AQ Review 2013 activities UMR file	05/07/13
2874	UKLink/DNL ink	30/09/13	07:00	02/10/13	14:00	Phase 4: AQ Review 2013 activities The M-Number Creation, Meter Point Status amendments, Meter Status amendments and Online Isolations and Reconnection Process	05/07/13
2874	UKLink	30/09/13	07:00	02/10/13	14:00	Phase 4: AQ Review 2013 activities UMR file	05/07/13
2874	UKLink	30/09/13	07:00	02/10/13	14:00	Phase 4: AQ Review 2013 activities RGMA file (JOB/UPD)	05/07/13
2874	UKLink	30/09/13	07:00	02/10/13	14:00	Phase 4: AQ Review 2013 activities RGMA file (MAM)	05/07/13
2874	UKLink	02/10/13	00:00	02/10/13	14:00	Phase 4: AQ Review 2013 activities Transfer of ownership (early morning SPA suite and TRF files)	05/07/13
2874	Data Enquiry	04/10/13	00:00	04/10/13	12:00	Phase 4: AQ Review 2013	05/07/13



**Key:**

*Italic – New outage notification*

Underlined – Outage notification information amended

\* Exact timings to be defined