

# **UK Link Committee Meeting**

## **Xoserve Report Pack**

**Meeting Date: 12th July 2012**

**Reporting Month: June 2012**

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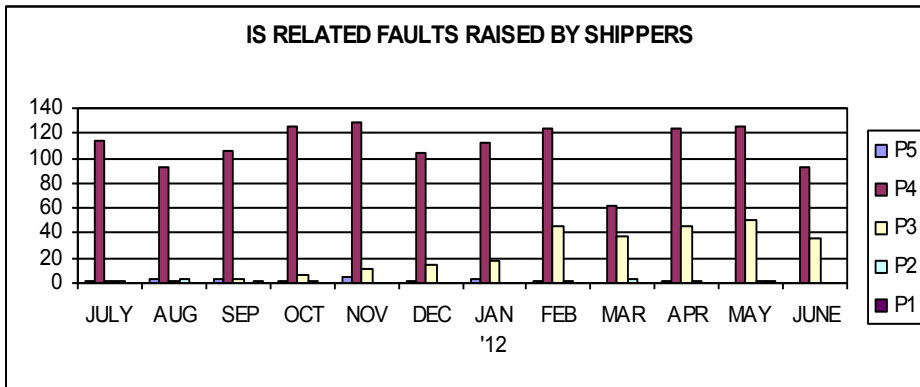
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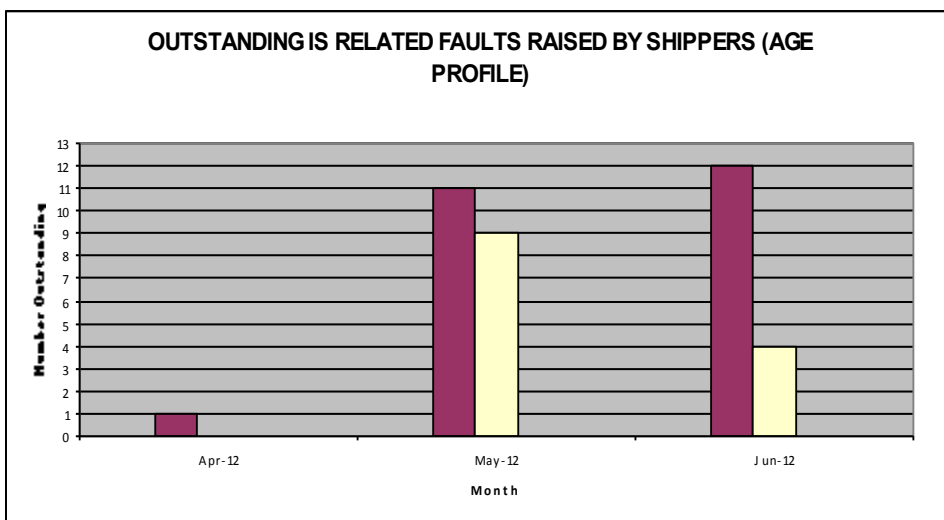
**Report A**

**IS Faults Logged by Shippers**

Faults Raised	P5	P4	P3	P2	P1	Total
<b>JULY</b>	1	114	2	2	0	<b>119</b>
<b>AUG</b>	3	92	1	3	0	<b>99</b>
<b>SEP</b>	3	106	3	0	1	<b>113</b>
<b>OCT</b>	2	125	7	1	0	<b>135</b>
<b>NOV</b>	5	129	12	0	0	<b>146</b>
<b>DEC</b>	1	105	15	0	0	<b>121</b>
<b>JAN '12</b>	3	113	18	0	0	<b>134</b>
<b>FEB</b>	2	123	46	1	0	<b>172</b>
<b>MAR</b>	0	62	37	3	0	<b>102</b>
<b>APR</b>	2	123	46	1	0	<b>172</b>
<b>MAY</b>	0	126	51	1	1	<b>179</b>
<b>JUNE</b>	0	92	36	0	0	<b>128</b>
<b>Total</b>	<b>22</b>	<b>1218</b>	<b>238</b>	<b>12</b>	<b>2</b>	<b>1620</b>



Outstanding Calls	P5	P4	P3	P2	P1	Total
<b>Apr-12</b>	0	1	0	0	0	<b>1</b>
<b>May-12</b>	0	11	9	0	0	<b>20</b>
<b>Jun-12</b>	0	12	4	0	0	<b>16</b>
<b>Total (Per P Level)</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>37</b>



**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**

<b>GEMINI Availability &amp; Industry Averages</b>					
Performance measures	Target/max	Reporting Month: June 2012			
		Jun 2012	May 2012	Apr 2012	Mar 2012
		01/06 – 30/06	01/05 – 31/05	01/04 – 30/04	01/03 – 31/03
Gemini Service	99%	100%	100%	99.7%	99.7%
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	5,196	5,188	5,294	5,426
Re-nominations per day	4,200	18,582	18,704	18,501	18,491
% of transactions < 4 sec's	95%	98.02%	98.06%	99.36%	99.4%
Transaction response time (in minutes)	n/a	0.37	0.37	0.28	0.31
Transactions per day	n/a	859,622	723,286	858,550	837,042
% Transaction change	n/a	18.8%	1.2%	2.6%	-3.1%

**P1 / P2 Resolution Time Analysis**

<b>Problem Management - BSA Target: Resolved within 5 hours</b>					
Impact Codes P1 / P2		Reporting Month: June 2012			
Code	Problems v Time to resolve	Jun 2012	May 2012	Apr 2012	Mar 2012
		01/06 – 30/06	01/05 – 31/05	01/04 – 30/04	01/03 – 31/03
<b>P2</b>	<1hr	0	0	0	0
	1-2 hr	0	1	0	0
	2-3 hr	0	0	**2	0
	3-4 hr	0	0	0	**1
	4-5 hr	0	0	0	0
	>5 hr	0	0	0	0
<b>P1</b>	<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

\*\* = Mar 2012 & Apr 2012 – P2 related to the Gemini application only

## 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 “**June**” **2012** 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 “**June**” **2012** 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 “**June**” **2012** 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 “**June**” **2012** 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,**

<b>Reference (Sent By / Ref No. / Requestor)</b>	<b>Title</b>	<b>Date of Issue</b>
LJ/1135/DA	Information relating to UKLC 14/06/12	15/06/2012
LJ/1135.1/DA	Class 1 Changes to the UK Link Manual	15/06/2012
LJ/1135.2/DJ	COR0962. - Q Project Phase 2 File Format	15/06/2012
LJ/1135.3/AE	Gemini Re-platforming User Readiness Testing	15/06/2012

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		
2005	Gemini & Gemini Exit – change request No. 2005	29/7/2012	04:00	29/7/2012	09:00 (11:00 for contingency)	Application implementation	09/09/2011
<i>0984</i>	<i>Gemini Re-Platforming</i>	<u><i>09/06/13</i></u> <i>(Indicative)</i>	<i>2am</i>	09/06/13 (Indicative)	<i>2pm</i>	<i>Infrastructure Implementation</i>	<i>To be discussed at 12/07/12 UKLC</i>

**Key:**

*Italic – New outage notification*

Underlined – Outage notification information amended

\* Exact timings to be defined