

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 9th April 2015
Reporting Month: March 2015

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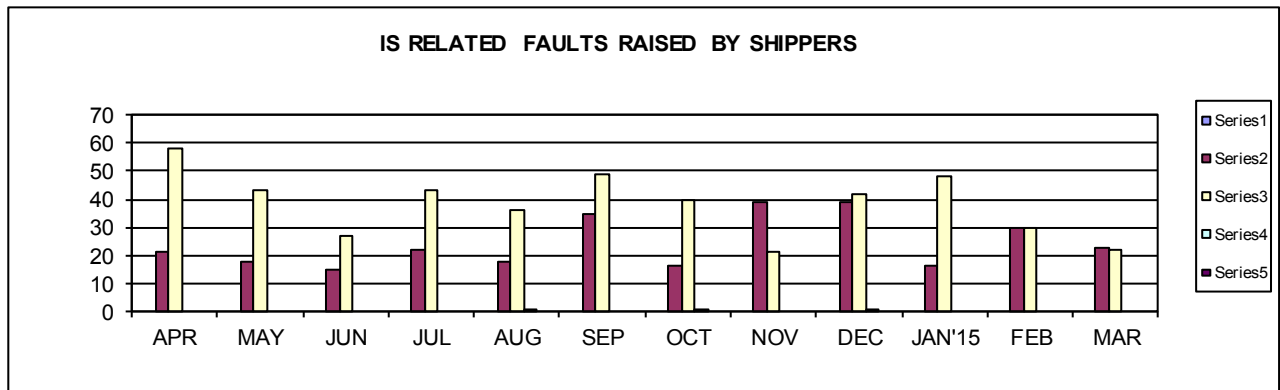
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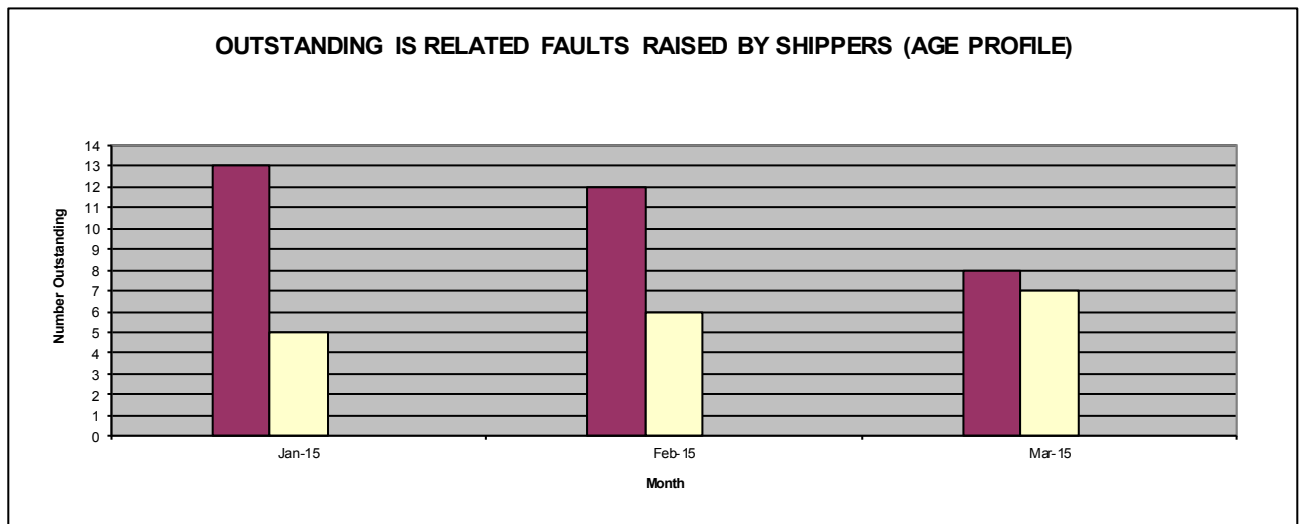
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
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
OCT	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
FEB	0	30	30	0	0	60
MAR	0	23	22	0	0	45
Total	0	292	459	3	0	754

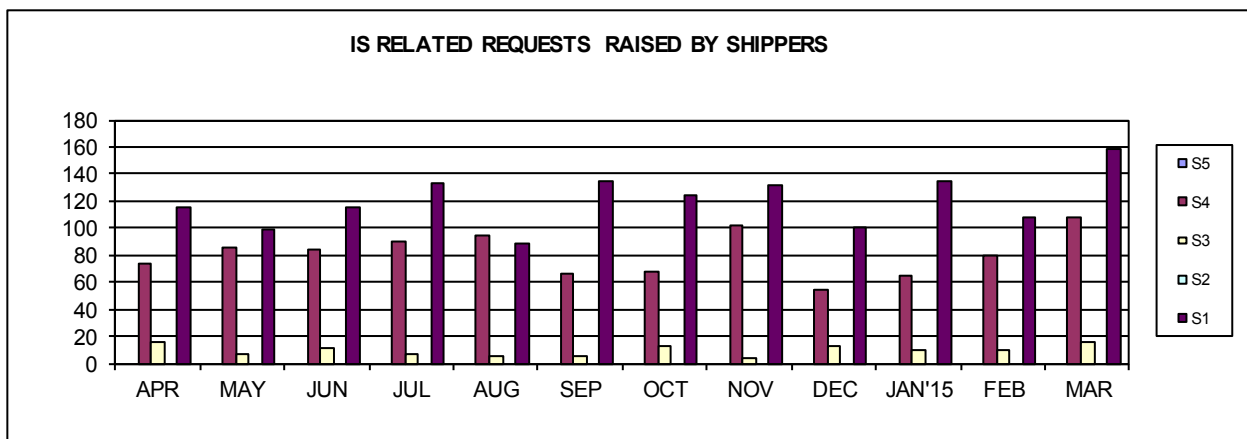


Outstanding Calls	P5	P4	P3	P2	P1	Total
Jan-15	0	13	5	0	0	18
Feb-15	0	12	6	0	0	18
Mar-15	0	8	7	0	0	15
Total (Per P Level)	0	33	18	0	0	51

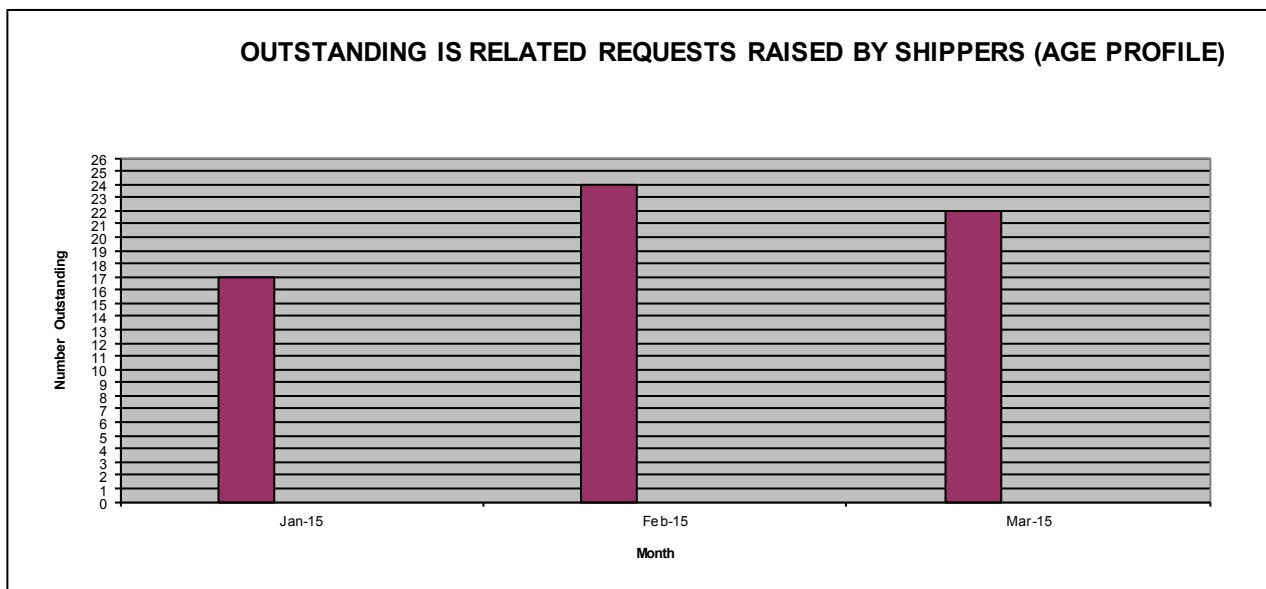


IS Requests Logged by Shippers

Requests Raised	S5	S4	S3	S2	S1	Total
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
OCT	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
FEB	0	80	10	0	108	198
MAR	0	108	15	0	158	281
Total	0	970	112	0	1442	2524



Outstanding Calls	S5	S4	S3	S2	S1	Total
Jan-15	0	17	0	0	0	17
Feb-15	0	24	0	0	0	24
Mar-15	0	22	0	0	0	22
Total (Per P Level)	0	63	0	0	0	63



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					
Performance measures	Target/max	Reporting Month: Mar 2015			
		Mar 2015	Feb 2015	Jan 2015	Dec 2014
		01/03 – 31/03	01/02 – 28/02	01/01 – 31/01	01/12 – 31/12
Gemini Service	99%	100%	100%	100%	99.12%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	5,135	5,048	4956	5,066
Re-nominations per day	4,200	21,614	22,042	21813	21,688
% of transactions < 4 sec's	95%	100%	100%	100%	100%
Transaction response time (in minutes)	n/a	0.26	0.25	0.25	0.28
Transactions per day	n/a	987224	1005922	995718	948184
% Transaction change	n/a	- 1.8%	1.0%	5.0%	-30.0%

UK Link (Non-Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Mar 2015			
		Mar 2015	Feb 2015	Jan 2015	Dec 2014
		01/03 – 31/03	01/02 – 28/02	01/01 – 31/01	01/12 – 31/12
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: Mar 2015			
Code	Problems v Time to resolve	Mar 2015	Feb 2015	Jan 2015	Dec 2014
		01/03 – 31/03	01/02 – 28/02	01/01 – 31/01	01/12 – 31/12
P2	<1hr	1	0	2	0
	1-2 hr	1	0	1	1
	2-3 hr	0	2	0	2
	3-4 hr	0	0	0	1
	4-5 hr	0	0	0	4
	>5 hr	0	0	1	1
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 (Number/Sender/ Signatory)	Subject	Date of Issue
1380 - LH - SN	UNC Modification 0458 'Seasonal LDZ System Capacity Rights' Implementation	03/03/2015
1381 - LH - SN	UK Link Documentation Network Companies and Gemini E-training extranets to a new SharePoint Online platform	03/03/2015
1382 - LH - SN	Representation Matrices for February 2015 Change Pack Part 1 & 2	04/03/2015
1383 - LH - SN	Revised UK Link Documentation Network Companies and Gemini E-training extranets to a new SharePoint Online platform	06/03/2015
1384 - LH - SN	UK Link Documentation Extranet moving to Xoserve.com	11/03/2015
1385 - LH - SN	UK Link Change Pack March 2015 Part 1 of 2	16/03/2015
1385.1 - LH - SN	COR3312 Security of Supply SCR - GDE Cashout and Compensation Arrangements	16/03/2015
1385.2 - LH - SN	COR1154.16.2 UKLP Gemini Consequential Change - External Screen Pack	16/03/2015
1386 - LH - SN	UK Link Change Pack March 2015 Part 2 of 2	20/03/2015
1386.1 - LH - DA	COR1154.15 UKLP Including Nexus Requirements – Glossary Document	20/03/2015
1386.2 - LH - DA	COR1154.15 UKLP Including Nexus requirement – The Treatment of Correction Factors – Post Project Implementation Date Document	20/03/2015
1386.3 - LH - DA	COR1154.15 UKLP Including Nexus Requirements - Shared Supply Meter Points Templates	20/03/2015
1386.4 - LH - DA	SPA Consolidated Rejection Code V24 Live	20/03/2015
1386.5 - LH - SN	COR1154.15 UKLP Including Nexus Requirements - Rejection codes	20/03/2015
1386.6 - LH - SN	COR2789 - Measures to Address Unregistered & Shipperless Sites – BAB File Format	20/03/2015
1387 - LH - SN	Gemini & Gemini Exit Annual Disaster Recovery Test	20/03/2015
1388 - LH - SN	COR1154.15 UKLP Including Nexus Requirements – RGMA Rejection codes	23/03/2015

Report E
Forthcoming Outage Notifications

Change Request Number	Impacted System	Outage Duration				Brief Description	Committee Notified Date
		Start Date	Start Time	End Date	End Time		
-	IX Improvement Activities required	18/02/2015	Organisation to be notified	TBC*	TBC*	As part of planned improvement activities, Xoserve will be conducting remote, minor maintenance on all IX servers	16/01/15
1154.15	UKLP Including Nexus Requirement - Outage	TBC*	TBC*	TBC*	TBC*	Outages required for UK Link Programme	12/01/15
<i>TBC</i>	<i>UK Link & DN Link</i>	<i>16/05/2015</i>	<i>05:15 UK BST</i>	<i>16/05/2015</i>	<i>05:50 UK BST</i>	<i>Annual disaster recovery test for UK Link & DN Link; Peterborough power outage</i>	<i>09/04/15</i>
<i>TBC</i>	<i>UK Link & DN Link</i>	<i>17/05/2015</i>	<i>15:20 UK BST</i>	<i>17/05/2015</i>	<i>17:30 UK BST</i>	<i>Annual disaster recovery test for UK Link & DN Link; Peterborough power outage</i>	<i>09/04/15</i>
<i>TBC</i>	<i>Data Enquiry</i>	<i>16/05/2015</i>	<i>00:00 UK BST</i>	<i>16/05/2015</i>	<i>02:30 UK BST</i>	<i>Annual disaster recovery test for Data Enquiry; Peterborough power outage</i>	<i>09/04/15</i>
<i>TBC</i>	<i>Data Enquiry</i>	<i>17/05/2015</i>	<i>17:55 UK BST</i>	<i>17/05/2015</i>	<i>20:10 UK BST</i>	<i>Annual disaster recovery test for Data Enquiry; Peterborough power outage</i>	<i>09/04/15</i>
3187	Gemini and Gemini Exit systems	06/09/2015	<i>4am</i>	06/09/2015	<i>9am (11am contingency)</i>	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	<i>4am</i>	13/09/2015	<i>9am (11am contingency)</i>	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	<i>4am</i>	20/09/2015	<i>9am (11am contingency)</i>	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**