

UK Link Committee Meeting

Xoserve Report Pack

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

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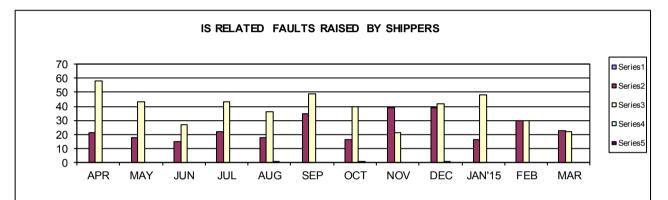
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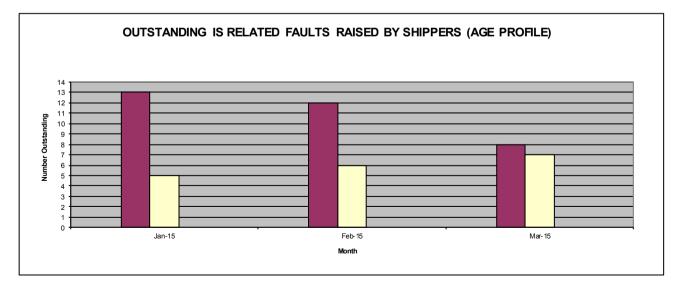
Report A

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
ОСТ	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



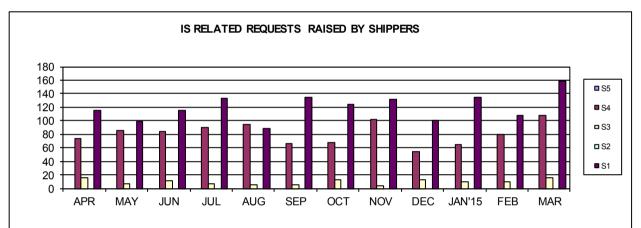
Outstanding Calls	P5	P4	P3	P2	P1	Total
Jan-15	0	13	5	0	0	18
Feb-15	0	12	6	0	0	18
Mar-15	0	8	7	0	0	15
Total (Per P Level)	0	33	18	0	0	51



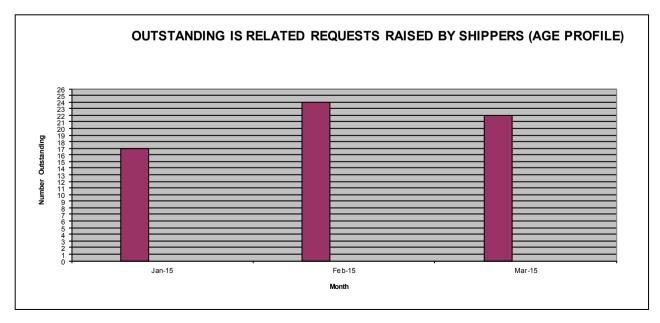
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IS Requests Logged by Shippers

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



Xoserve Reports for March 2015 UK Link Committee Meeting – 09/04/2015

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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								
			Reporting Month: Mar 2015					
Performance measures	Target/max	Mar 2015	Feb 2015	Jan 2015	Dec 2014			
	Ŭ	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							
			Reporting Month: Mar 2015				
Performance measures	Target/max	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								
lr	npact Codes P1 / P2		Reporting Month: Mar 2015						
Code	Problems v Time to	Mar 2015	Feb 2015	Jan 2015	Dec 2014				
Code	resolve	01/03 - 31/03	01/02 – 28/02	01/01 - 31/01	01/12 - 31/12				
	<1hr	1	0	2	0				
	1-2 hr	1	0	1	1				
P2	2-3 hr	0	2	0	2				
F2	3-4 hr	0	0	0	1				
	4-5 hr	0	0	0	4				
	>5 hr	0	0	1	1				
	<1hr	0	0	0	0				
	1-2 hr	0	0	0	0				
P1	2-3 hr	0	0	0	0				
FI	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 **"March" 2015** there were **no** occurrences under this category. The relevant liability is: **0** occurrences $x \pm 500 = \pm 0$ 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 **"March" 2015** 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 **"March" 2015** 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 "March" 2015 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.

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Report D

List of File Format and Urgent C	Communications Issued si	nce last UK Link Committee	Meetina.
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Comm. Reference	and Orgent Communications issued since last UK Link Committee Meeti	
(Number/Sender/	Subject	Date of Issue
Signatory)		
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

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Report E Forthcoming Outage Notifications

Change	Impacted		Outage	Duration		Duiof Description	Committee
Request Number	System	Start Date	Start Time	End Date	End Time	Brief Description	Notified Date
-	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	
1154.15	UKLP Including Nexus Requirement - Outage	TBC*	TBC*	TBC*	TBC*	Outages required for UK Link Programme	12/01/15
ТВС	UK Link & DN Link	16/05/2015	05:15 UK BST	16/05/2015	05:50 UK BST	Annual disaster recovery test for UK Link & DN Link; Peterborough power outage	09/04/15
ТВС	UK Link & DN Link	17/05/2015	15:20 UK BST	17/05/2015	17:30 UK BST	Annual disaster recovery test for UK Link & DN Link; Peterborough power outage	09/04/15
твс	Data Enquiry	16/05/2015	00:00 UK BST	16/05/2015	02:30 UK BST	Annual disaster recovery test for Data Enquiry; Peterborough power outage	09/04/15
ТВС	Data Enquiry	17/05/2015	17:55 UK BST	17/05/2015	20:10 UK BST	Annual disaster recovery test for Data Enquiry; Peterborough power outage	09/04/15
3187	Gemini and Gemini Exit systems	06/09/2015	4am	06/09/2015	9am (11am contingency)	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	4am	13/09/2015	9am (11am contingency)	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	4am	20/09/2015	9am (11am contingency)	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