

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 14th June 2012 Reporting Month: May 2012

Authors (for this version):	Amjad Hussain
Version:	V1
Date:	14 th June 2012



Contents

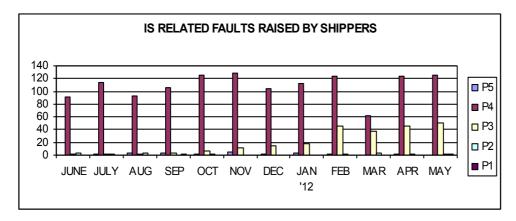
- Page 3 Report A IS Faults Logged by Shippers
- Page 4 Report B UK-LINK Business Support Agreement Report Summary
- Page 5 Report C Mod 565 Monthly Liabilities Report
- Page 6 Report D List of File Format and Urgent Communications Issued Since Last UK Link Committee Meeting
- Page 7 Report E Forthcoming Outage Notifications



Report A

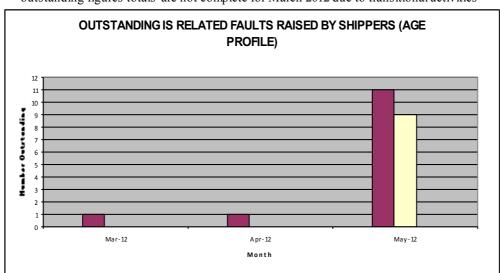
IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
JUNE	0	91	2	3	0	96
JULY	1	114	2	2	0	119
AUG	3	92	1	3	0	99
SEP	3	106	3	0	1	113
OCT	2	125	7	1	0	135
NOV	5	129	12	0	0	146
DEC	1	105	15	0	0	121
JAN '12	3	113	18	0	0	134
FEB	2	123	46	1	0	172
MAR	0	62	37	3	0	102
APR	2	123	46	1	0	172
MAY	0	126	51	1	1	179
Total	22	1309	240	15	2	1588



Outstanding Calls	P5	P4	Р3	P2	P1	Total
Mar-12	0	1	0	0	0	1
Apr-12	0	1	0	0	0	1
May-12	0	11	9	0	0	20
Total (Per P Level)	0	3	0	0	0	22

^{* = &#}x27;outstanding figures totals' are not complete for March 2012 due to transitional activities





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

GEMINI Availability & Industry Averages							
		Reporting Month: May 2012					
Performance measures	Target/max	May 2012	Apr 2012	Mar 2012	Feb 2012		
		01/05 – 31/05	01/04 – 30/04	01/03 – 31/03	01/02 - 29/02		
Gemini Service	99%	100%	99.7%	99.7%	100%		
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	5,188	5,294	5,426	5,312		
Re-nominations per day	4,200	18,704	18,501	18,491	18,285		
% of transactions < 4 sec's	95%	98.06%	99.36%	99.4%	99.4%		
Transaction response time (in minutes)	n/a	0.37	0.28	0.31	0.30		
Transactions per day	n/a	723,286	858,550	837,042	863,394		
% Transaction change	n/a	1.2%	2.6%	-3.1%	8.4%		

P1 / P2 Resolution Time Analysis

	Problem Management - BSA Target: Resolved within 5 hours							
Ir	npact Codes P1 / P2	Reporting Month: May 2012						
Code	Problems v Time to	May 2012	Apr 2012	Mar 2012	Feb 2012			
Code	resolve	01/05 - 31/05	01/04 - 30/04	01/03 - 31/03	01/02 - 29/02			
	<1hr	0	0	0	0			
	1-2 hr	1	0	0	1			
P2	2-3 hr	0	**2	0	2			
F2	3-4 hr	0	0	**1	0			
	4-5 hr	0	0	0	0			
	>5 hr	0	0	0	0			
	<1hr	0	0	0	0			
	1-2 hr	0	0	0	0			
D4	2-3 hr	0	0	0	0			
P1	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 "May" 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 "May" 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 "May" 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 "May" 2012 there were no occurrences under this category.

The relevant liability is: 0 occurrences $\times £50 = £0$ 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,

Reference (Sent By / Ref No. / Requestor)	Title		
TB/1126/DA	May 2012 Change Pack	11/05/2012	
TB/1126.1/D A	Discontinuation of ANS usage for Interruption Communications by Transporters	11/05/2012	
TB/1126.2/M P	Generic Test .EUC files ref: cor1721 – Extension to EUC Numeric Code	11/05/2012	
TB/1126.3/C F	UK Link Action – Request for Information regarding IX Log File Usage	11/05/2012	
TB/1126.4/A B	Gemini Re-Platforming May 2012 Update	11/05/2012	
TB/1127/RC	Data Enquiry - Service Outages 18th, 19th and 20th May	11/05/2012	
LJ/1128/DA	Service Desk Communication	14/05/2012	
TB/1129/DR	Outage at Peterborough Data Centre	16/05/2012	
LJ/1130/MF	RE:COR1377.2 - Provision of Invoicing and supporting documentation files for DN Recovery of NTS Exit Zone Capacity Charges	17/05/2012	
LJ/1131/MR	NTS Exit Reform Phase 3 (Mod 0195AV) - NTS Exit Capacity Invoice File Format V2 Approved.	18/05/2012	
LJ/1132/DB	Annual Interruption Invitation	30/05/2012	
LJ/1133/DA	Representations Matrices' for May 2012 Change Pack	01/06/2012	
LJ/1133.1/D A	Re: TB/1126.1/DA - Discontinuation of ANS usage for interruption Communications by Transporters - Nil Response	01/06/2012	
LJ/1133.2/CF	Re: TB/1126.3/CF - UK Link Action – Request for Information regarding IX Log File Usage	01/06/2012	
LJ/1134/DJ	Q Project Pack for UK Link on the 14th June 2012	01/06/2012	



Report E **Forthcoming Outage Notifications**

UKL CR No.	Impacted		Outage	Duration		Brief	Committee	
	System	Start Date	Start Time	End Date	End Time	Description	notified date	
	Gemini & Gemini Exit	30/06/2012	04:15	30/06/2012	12:15	Gemini & Gemini Exit Annual Disaster Recovery Test	10/05/12	
	Gemini & Gemini Exit	01/07/2012	04:00	01/07/2012	12:00	Gemini & Gemini Exit Annual Disaster Recovery Test	10/05/12	
2005	Gemini & Gemini Exit – change request No. 2005	29/7/2012	04:00	29/7/2012	09:00 (11:00 for contin gency)	Application implementation	09/09/2011	

Key:

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