

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 14th June 2012

Reporting Month: May 2012

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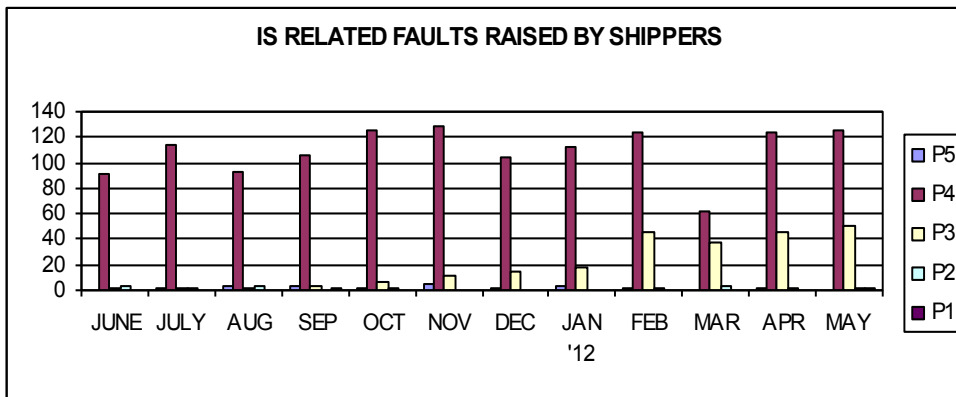
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Report A

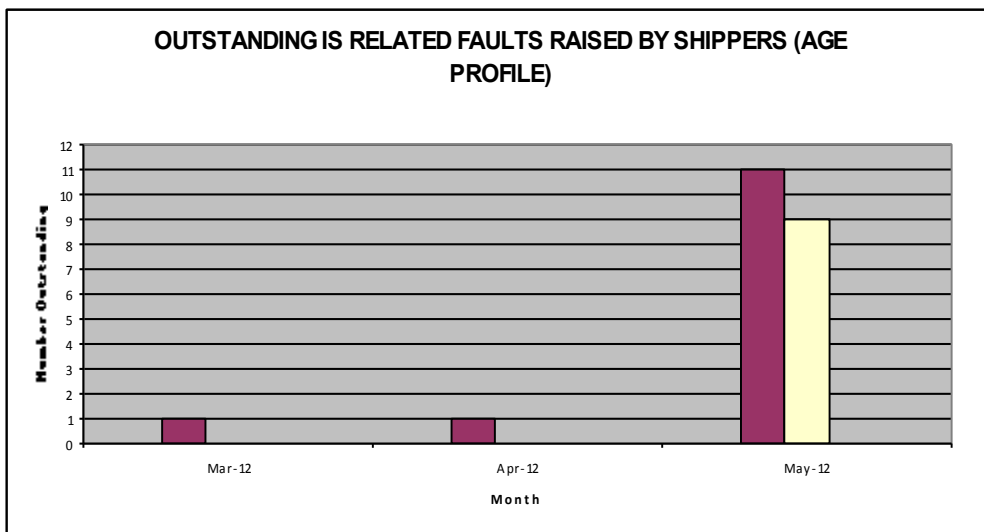
IS Faults Logged by Shippers

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	P3	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

* = '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					
Performance measures	Target/max	Reporting Month: May 2012			
		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					
Impact Codes P1 / P2		Reporting Month: May 2012			
Code	Problems v Time to resolve	May 2012	Apr 2012	Mar 2012	Feb 2012
		01/05 – 31/05	01/04 – 30/04	01/03 – 31/03	01/02 – 29/02
P2	<1hr	0	0	0	0
	1-2 hr	1	0	0	1
	2-3 hr	0	**2	0	2
	3-4 hr	0	0	**1	0
	4-5 hr	0	0	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	

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

Report D
List of File Format and Urgent Communications Issued since last UK Link Committee Meeting,

Reference (Sent By / Ref No. / Requestor)	Title	Date of Issue
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 System	Outage Duration				Brief Description	Committee notified date
		Start Date	Start Time	End Date	End Time		
	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 contingency)	Application implementation	09/09/2011

Key:

Italic – New outage notification

Underlined – Outage notification information amended

* Exact timings to be defined