

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 11th December 2014
Reporting Month: November 2014

Authors (for this version):	Amjad Hussain
Version:	V3.0
Date:	10th December 2014

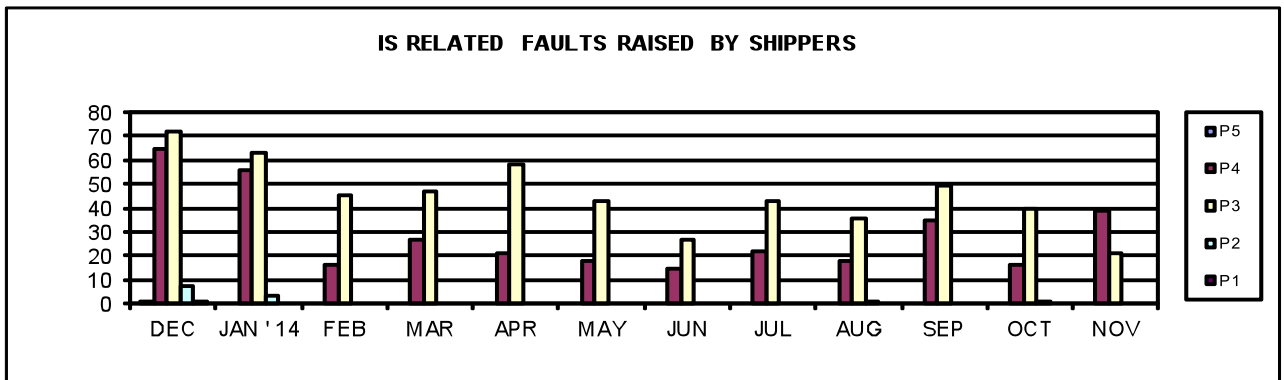
Contents

- Page 3 – Report A – IS Faults and Requests Logged by Shippers**
- Page 5 – Report B – UK-LINK Business Support Agreement Report Summary**
- Page 6 – Report C – Mod 565 Monthly Liabilities Report**
- Page 7 – Report D – List of File Format and Urgent Communications Issued
Since Last UK Link Committee Meeting**
- Page 9 – Report E – Forthcoming Outage Notifications**

Report A

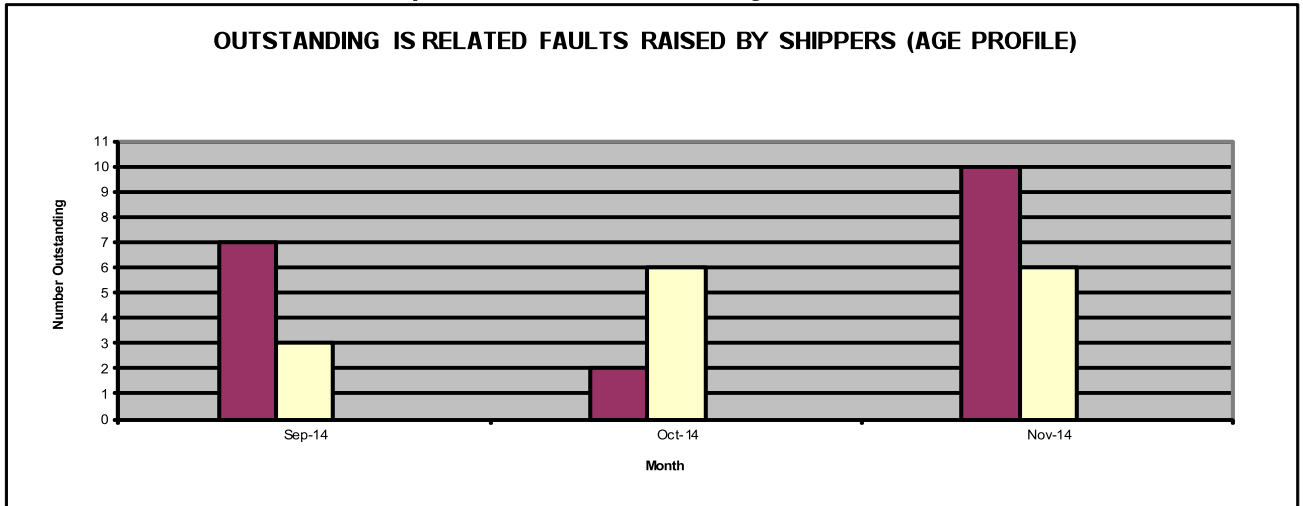
IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
DEC	0	65	72	7	0	144
JAN ' 14	0	56	63	3	0	122
FEB	0	16	45	0	0	61
MAR	0	27	47	0	0	74
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
Total	0	348	544	12	0	904



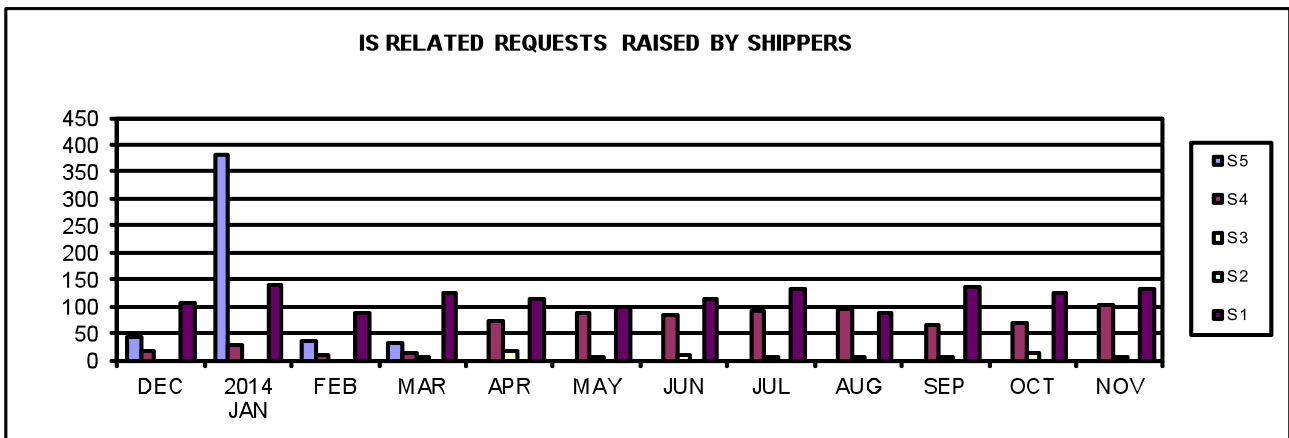
Sep-14	0	7	3	0	0	10
Oct-14	0	2	6	0	0	8
Nov-14	0	10	6	0	0	16
Total (Per P Level)	0	19	15	0	0	34

**Note: From AUG'14 this includes previous months Outstanding call*



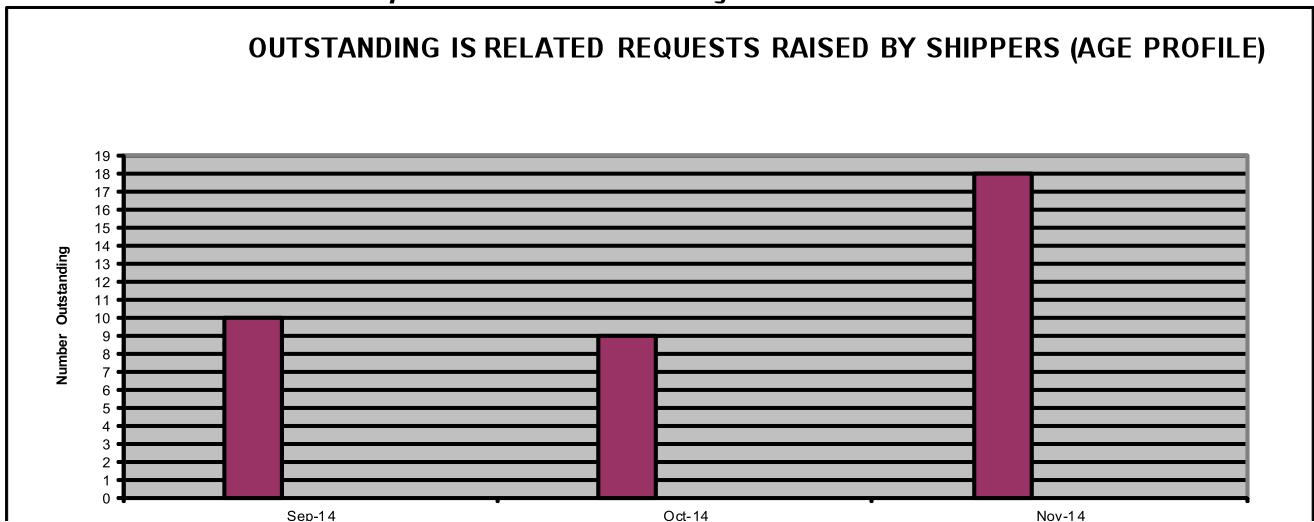
IS Requests Logged by Shippers

Requests Raised	S5	S4	S3	S2	S1	Total
DEC	44	17	0	0	107	168
2014 JAN	382	27	0	0	141	550
FEB	34	10	0	0	88	132
MAR	30	13	4	0	124	171
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
Total	490	730	69	0	1400	2689



Outstanding Calls	S5	S4	S3	S2	S1	Total
Sep-14	0	10	0	0	0	10
Oct-14	0	9	0	0	0	9
Nov-14	0	18	0	0	0	18
Total (Per P Level)	0	37	0	0	0	37

**Note: From AUG '14 this includes previous months Outstanding calls.*



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: Nov 2014			
		Nov 2014	Oct 2014	Sep 2014	Aug 2014
		01/11 - 30/11	01/10 - 31/10	01/09 - 30/09	01/08 - 31/08
Gemini Service	99%	100%	100%	100%	100%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	4,953	4,875	5,159	5,152
Re-nominations per day	4,200	21,554	21,838	21,775	21,193
% of transactions < 4 sec's	95%		100%	*Unavailable	100%
Transaction response time (in minutes)	n/a	0.23	0.23	*Unavailable	0.23
Transactions per day	n/a	1366907	1397334	*Unavailable	1154697
% Transaction change	n/a	-2.2%	*Unavailable	*Unavailable	-9.2%

**Precise Tool was unable to report data for September 2014 month.*

UK Link (Non-Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Nov 2014			
		Nov 2014	Oct 2014	Sep 2014	Aug 2014
		01/11 - 30/11	01/10 - 31/10	01/09 - 30/09	01/08 - 31/08
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: Nov 2014			
Code	Problems v Time to resolve	Nov 2014	Oct 2014	Sep 2014	Aug 2014
		01/11 - 30/11	01/10 - 31/10	01/09 - 30/09	01/08 - 31/08
P2	<1hr	0	2	1	6
	1-2 hr	1	0	2	2
	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
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 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 “**November**” **2014** 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 “**November**” **2014** 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 “**November**” **2014** 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 “**November**” **2014** 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.

Comm. Reference (Number/Sender/ Signatory)	Subject	Date of Issue
1341 - LH - DA	COR2789 – Measures to Address Unregistered and Shipperless Sites - Outage	10/11/2014
1342 LH - DA	COR3286 - Supply Point Registration - Facilitation of Faster Switching	10/11/2014
1343 - LH - DA	COR 1154.15.2 - UK Link Programme - Walkthrough Representation Matrix	12/11/2014
1344 - LH - DA	UK Link Change Pack November 2014 - Part 1 of 2	14/11/2014
1344.1 - LH - DA	COR 3187: Gemini and NTS Exit API Usage Guidelines	14/11/2014
1344.2 - LH - DA	COR 1154.16: Gemini Consequential Change APIs	14/11/2014
1345 - LH - DA	COR1154.15.3 - UK Link Programme - including Nexus Requirements - Phase Three File Format Representation Matrix	14/11/2014
1345.1 - LH - DA	Npower - COR1154.15.3 - UK Link Programme - including Nexus Requirements - Phase Three File Format Representation Matrix	14/11/2014
1345.2 - LH - DA	DONG - COR1154.15.3 - UK Link Programme - including Nexus Requirements - Phase Three File Format Representation Matrix	14/11/2014
1345.3 - LH - DA	EDF - COR1154.15.3 - UK Link Programme - including Nexus Requirements - Phase Three File Format Representation Matrix	18/11/2014
1346 - LH - DA	COR 1154.15.3 Pre UKLC Discussion on Phase 3 Products and Representations	18/11/2014
1347 - LH - DA	(NOT USE)	19/11/2014
1348 -LH - DA	UK Link Change Pack November 2014 - Part 2 of 2	21/11/2014
1348.1 - LH - DA	Proposed Appendix to the UK Link Standards Guide detailing Treatment of 'Special Characters'	21/11/2014
1348.2 - LH - DA	Revised UK Link Security Policy - For Representation.	21/11/2014
1349 -LH - DA	COR 1154.15.3 - UK Link Programme - Walkthrough Representation Matrix	21/11/2014
1350 - LH - DA	COR2789 – Measures to Address Unregistered and Shipperless Sites - Successful Implementation.	24/11/2014
1351 - LH - DA	(NOT USED)	24/11/2014
1352 - LH - DA	COR 1154.15.3 - UK Link Programme - Walkthrough Representation Matrix - Further Updates	26/11/2014
1353 - LH - DA	COR 1154.15.3 - Pre UKLC Discussion on Phase 3 Products and Representations further walkthrough	27/11/2014
1354 - LH - DA	COR 1154.15 UKLP Including Nexus Requirements - Treatment of Confirmation Reference Number	27/11/2014
1355 - LH - DA	COR1154 - UK Link Programme including Nexus Requirements - Invoice Mapping Document	01/12/2014

Report E
Forthcoming Outage Notifications

Change Request Number	Impacted System	Outage Duration				Brief Description	Committed Notified Date
		Start Date	Start Time	End Date	End Time		
-	EFT	18/01/2015	<u>00:10</u>	18/01/2015	<u>06:00</u>	Service Outage: Migrate the storage to utilise contemporary solutions. (Enterprise Storage) <u>NB. Files can continued be submitted during the outage window but will be held and not processed until the EFT system is operational again around 06:00</u>	10/12/14
3187	Gemini and Gemini Exit systems	06/09/2015	TBC*	06/09/2015	TBC*	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	TBC*	13/09/2015	TBC*	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	TBC*	20/09/2015	TBC*	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