

# **UK Link Committee Meeting**

## **Xoserve Report Pack**

**Meeting Date: 10<sup>th</sup> December 2015**  
**Reporting Month: November 2015**

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<b>Version:</b>	<b>V1.0</b>
<b>Date:</b>	<b>7<sup>th</sup> December 2015</b>

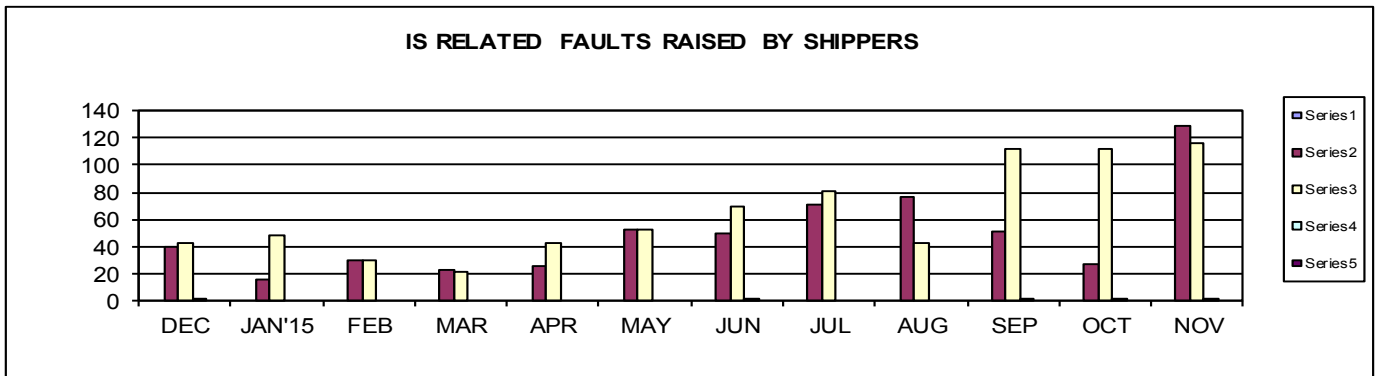
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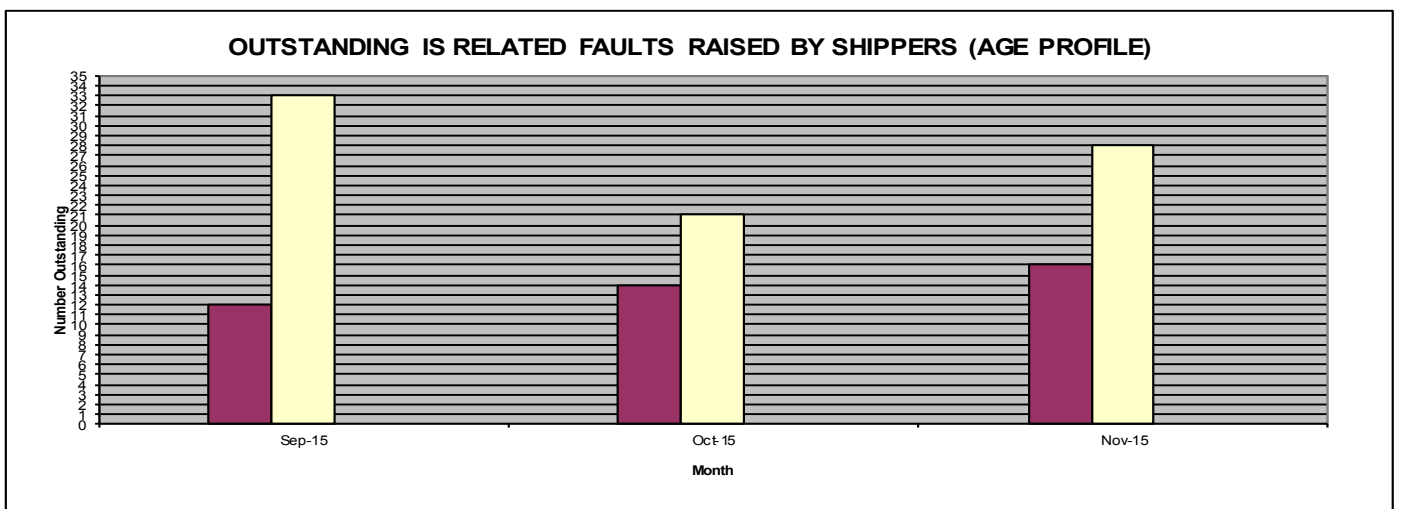
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
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
APR	0	25	43	0	0	68
MAY	0	52	52	0	0	104
JUN	0	50	70	1	0	121
JUL	0	71	81	0	0	152
AUG	0	77	43	0	0	120
SEP	0	51	112	1	0	164
OCT	0	27	112	2	0	141
NOV	0	129	116	2	0	247
<b>Total</b>	<b>0</b>	<b>590</b>	<b>771</b>	<b>7</b>	<b>0</b>	<b>1368</b>

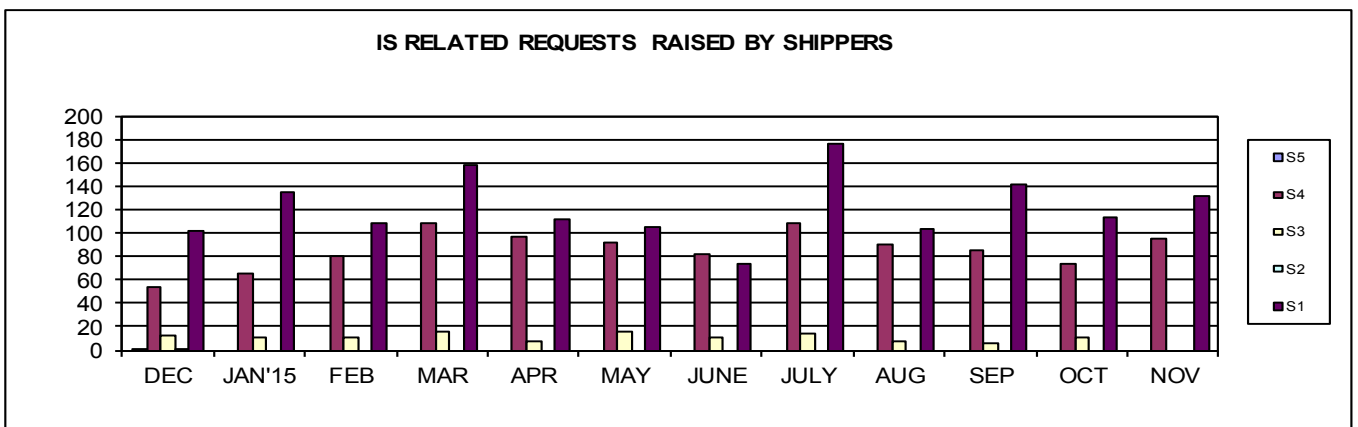


Outstanding Calls	P5	P4	P3	P2	P1	Total
Sep-15	0	12	33	0	0	45
Oct-15	0	14	21	0	0	35
Nov-15	0	16	28	0	0	44
<b>Total (Per P Level)</b>	<b>0</b>	<b>42</b>	<b>82</b>	<b>0</b>	<b>0</b>	<b>124</b>

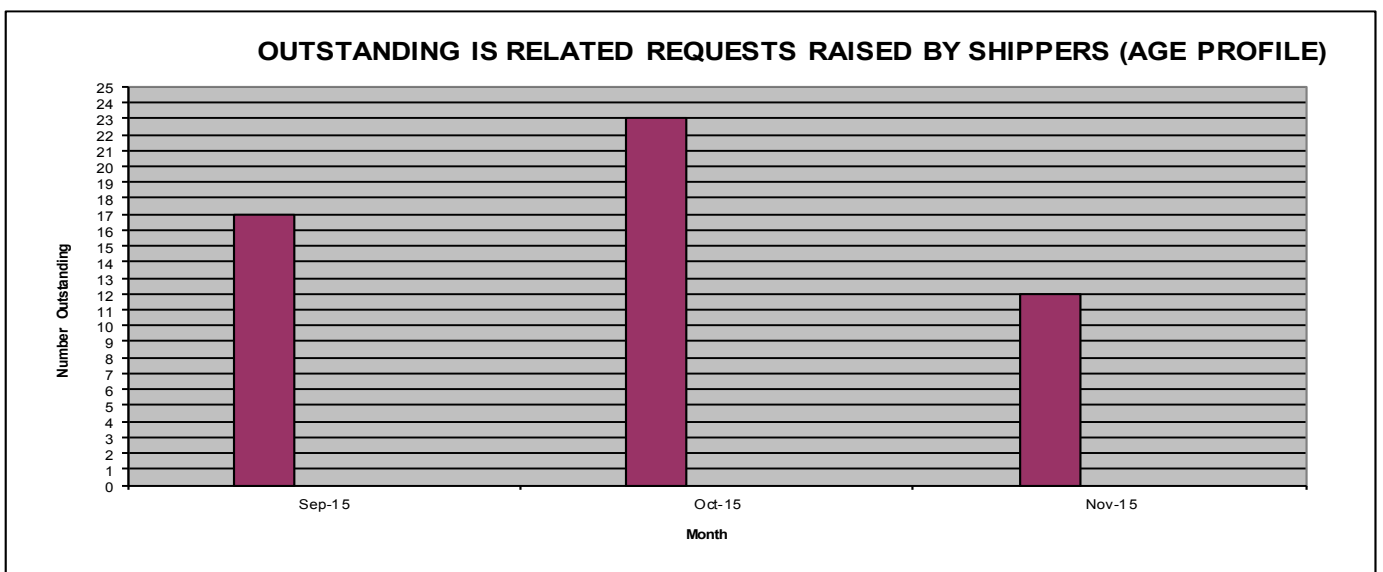


### IS Requests Logged by Shippers

Requests Raised	S5	S4	S3	S2	S1	Total
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
APR	0	96	7	0	112	215
MAY	0	92	15	0	105	212
JUNE	0	81	10	0	73	164
JULY	0	108	14	0	176	298
AUG	0	90	8	0	103	201
SEP	0	85	6	0	141	232
OCT	0	73	10	0	114	197
NOV	0	95	0	0	132	227
<b>Total</b>	<b>0</b>	<b>1027</b>	<b>117</b>	<b>0</b>	<b>1458</b>	<b>2602</b>



Outstanding Calls	S5	S4	S3	S2	S1	Total
Sep-15	0	17	0	0	0	17
Oct-15	0	23	0	0	0	23
Nov-15	0	12	0	0	0	12
<b>Total (Per P Level)</b>	<b>0</b>	<b>52</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>52</b>



## 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 99.93%

#### Average UK Link Transaction Response Times and Transaction Volumes

UK Link (Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Nov 2015			
		Nov 2015	Oct 2015	Sep 2015	Aug 2015
		01/11 – 30/11	01/10 – 31/10	01/09 – 30/09	01/08 – 31/08
Gemini Service	99%	99.93%	99.96%	99.91%	100%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	4,867	4,764	4,920	4,920
Re-nominations per day	4,200	22,423	22,565	21,782	21,853
% of transactions < 4 sec's	95%	100%	100%	100%	100%
Transaction response time (in minutes)	n/a	0.28	0.27	0.30	0.26
Transactions per day	n/a	1113682	1077874	1149782	930313
% Transaction change	n/a	3.32%	-6.25%	23.6%	6.4%

UK Link (Non-Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Nov 2015			
		Nov 2015	Oct 2015	Sep 2015	Aug 2015
		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 2015			
Code	Problems v Time to resolve	Nov 2015	Oct 2015	Sep 2015	Aug 2015
		01/11 – 30/11	01/10 – 31/10	01/09 – 30/09	01/08 – 31/08
P2	<1hr	3	4	1	1
	1-2 hr	3	4	3	0
	2-3 hr	2	1	0	0
	3-4 hr	0	2	1	0
	4-5 hr	0	0	0	0
	>5 hr	1	0	1	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**” **2015** 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**” **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 “**November**” **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 “**November**” **2015** there was **no** occurrence 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
1472 - LH - SN	Amendments to the Master Control	03/11/2015
1473 - LH - DA	NOT USED	
1474 - LH - DA	Accelerated File Format Approvals Process Change Pack one	11/11/2015
1475 - LH - DA	Representation Matrices for October 2015 Change Pack 2 of 2	12/11/2015
1476 - LH - DA	Accelerated File Format Approvals - Scheduled Meeting 16th November 2015 - Cancelled	12/11/2015
1477 - LH - DA	UK Link Change Pack November 2015 part 1 of 2	13/11/2015
1477.1 - LH - DA	COR1154.15 UKLP Including Nexus Requirements – Winter Consumption Failure Reason Messages	13/11/2015
1477.2 - LH - DA	Update to the File Transfer Guide detailing the XN Prefix	13/11/2015
1477.3 - LH - DA	ECO file and Hierarchy	13/11/2015
1477.4 - LH - DA	Administration Updates to the Legacy DPS Hierarchy	13/11/2015
1478 - LH - SN	UK Link Change Pack November 2015 part 2 of 2	20/11/2015
1478.1 - LH - SN	COR 1154 Further additional records included within the Master Control Sheet V17	20/11/2015
1478.2 - LH - SN	COR 3841 - Shipper Verification of Meter and Address details following System Meter Removals (UNC Modification 0518)	20/11/2015
1478.3 - LH - SN	COR 1154 - Treatment of Token File	20/11/2015
1478.4 - LH - SN	Proposed Data Fix for Meter Link Code	20/11/2015
1478.5 - LH - SN	Migrating to SharePoint from Xserve.com	20/11/2015
1478.6 - LH - SN	Decommissioned DPP Hierarchy	20/11/2015
1478.7 - LH - SN	Modification 466AV - Daily Meter Reading Simplification (with improved within day data provision)	20/11/2015
1478.8 - LH - SN	UKLR Enduring Transformation Rules	20/11/2015
1478.9 - LH - SN	COR3575: Amendments to the current 'MNC' creation process	20/11/2015
1479 - LH - SN	Implementation for the introduction of .DEL EFT files	26/11/2015
1480 - LH - SN	Reps matrix November Part 1 or 2	02/12/2015
1481 - LH - SN	COR3841 – Shipper Verification of Meter and Address details following System Meter Removals (UNC Modification 0518)	03/12/2015
1482 - LH - SN	Pipeline of Change - CNF Hierarchy amendment	04/12/2015

**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		
1154.15	UKLP Including Nexus Requirement - Outage	TBC*	TBC*	TBC*	TBC*	Outages required for UK Link Programme	12/01/2015
3572	Gemini and Gemini Exit systems	10/04/2016	3am	10/04/2016	8am	Third Implementation To comply with the new European Network Codes in May 2016	08/10/2015
3572	Gemini and Gemini Exit systems	24/04/2016	3am	24/04/2016	8am	Contingency for Third Implementation To comply with the new European Network Codes in May 2016	08/10/2015

**Key:**

*Italic – New outage notification*

Underlined – Outage notification information amended

\* Exact timings to be defined