

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 12th December 2013
Reporting Month: November 2013

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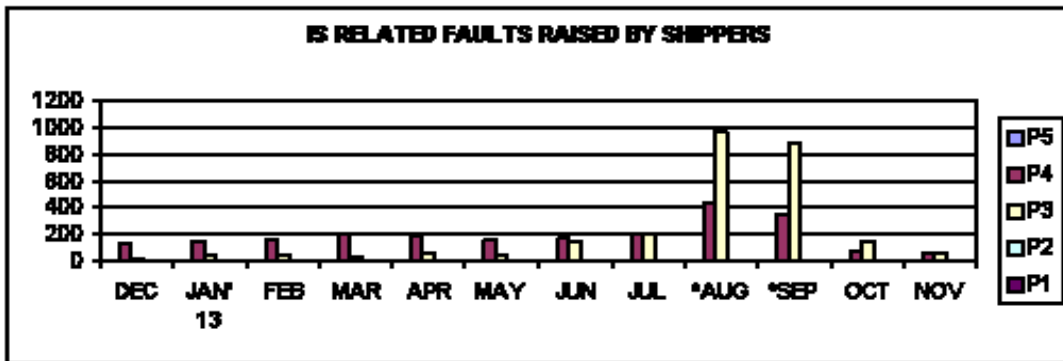
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Report A

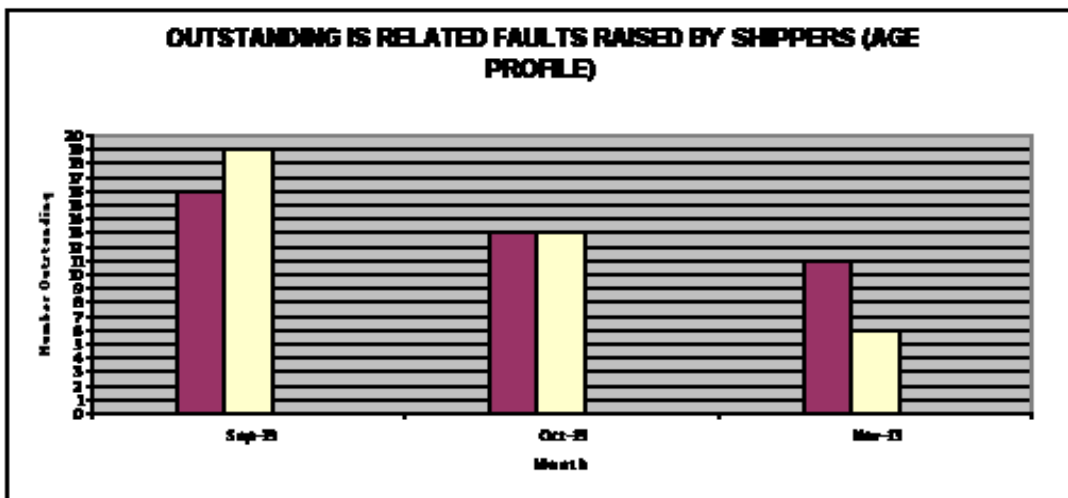
IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
DEC	0	124	17	1	0	142
JAN' 13	0	151	46	2	0	199
FEB	0	165	49	4	0	212
MAR	0	207	35	3	0	245
APR	0	167	54	1	0	242
MAY	3	157	50	1	0	211
JUN	0	172	139	0	0	311
JUL	0	206	204	0	0	410
*AUG	0	440	969	0	0	1409
*SEP	0	343	876	0	0	1219
OCT	0	74	141	4	0	219
NOV	0	59	57	2	0	118
Total	3	2285	2631	18	0	4937

*The figures for Aug'13 and Sep'13 contain ALL IS Faults logged including by Shippers.



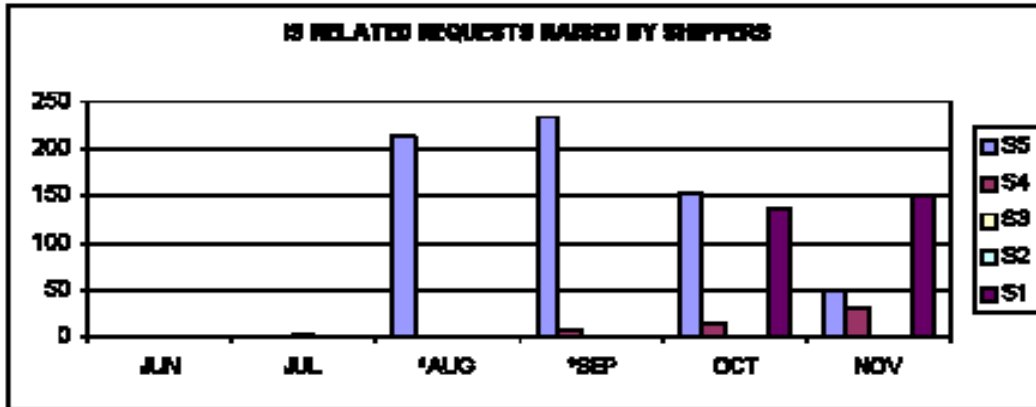
Outstanding Calls	P5	P4	P3	P2	P1	Total
Sep-13	0	16	19	0	0	35
Oct-13	0	13	13	0	0	26
Nov-13	0	11	6	0	0	17
Total (Per P Level)	0	40	38	0	0	78



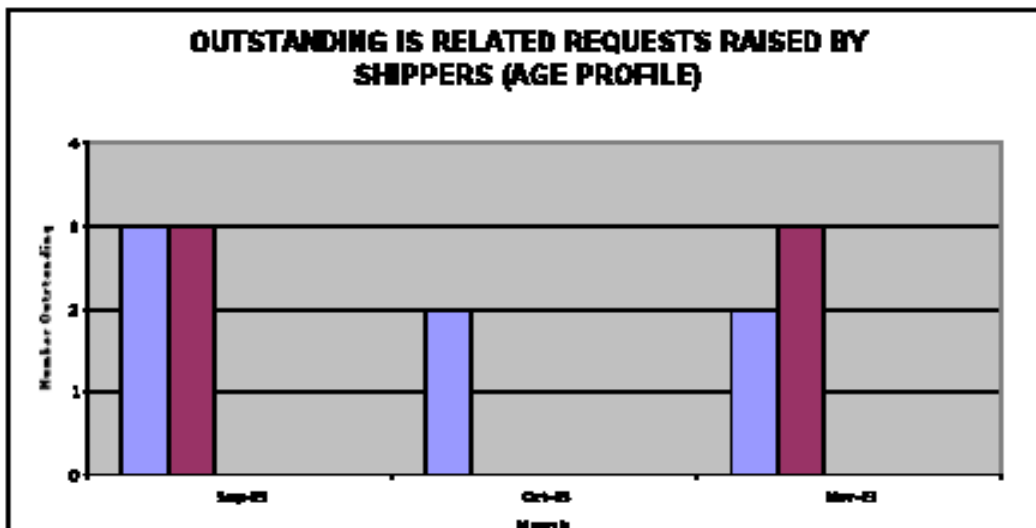
IS Requests Logged by Shippers

Requests Raised	S5	S4	S3	S2	S1	Total
JUN	0	1	0	0	0	1
JUL	0	0	2	0	0	2
*AUG	213	0	0	0	0	213
*SEP	234	7	0	0	0	241
OCT	152	15	0	0	136	303
NOV	50	31	0	0	148	229
Total	599	23	2	0	136	760

**The figures for Aug'13 and Sep'13 contain ALL IS Requests logged including by Shippers.*



Outstanding Calls	S5	S4	S3	S2	S1	Total
Sep-13	3	3	0	0	0	6
Oct-13	2	0	0	0	0	2
Nov-13	2	3	0	0	0	5
Total (Per P Level)	7	6	0	0	0	13



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 99.61%

Average UK Link Transaction Response Times and Transaction Volumes

UK Link (Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Nov 2013			
		Nov 2013	Oct 2013	Sep 2013	Aug 2013
		01/11 – 30/11	01/10 – 31/10	01/09 – 30/09	01/08 – 31/08
Gemini Service	99%	99.61%	100%	100%	99.87%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	4,821	4,832	5,101	5,056
Re-nominations per day	4,200	20,970	20,448	20,422	20,121
% of transactions < 4 sec's	95%	100%	99.9%	99.9%	99.90%
Transaction response time (in minutes)	n/a	0.31	0.36	0.36	0.36
Transactions per day	n/a	830249	837193	826067	897774
% Transaction change	n/a	-0.82%	1.34%	-7.9%	-10.7%

UK Link (Non-Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Nov 2013			
		Nov 2013	Oct 2013	Sep 2013	Aug 2013
		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 2013			
Code	Problems v Time to resolve	Nov 2013	Oct 2013	Sep 2013	Aug 2013
		01/11 – 30/11	01/10 – 31/10	01/09 – 30/09	01/08 – 31/08
P2	<1hr	2	2	0	0
	1-2 hr	0	0	0	4
	2-3 hr	1	0	3	0
	3-4 hr	0	0	2	0
	4-5 hr	0	0	0	1
	>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**” **2013** 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**” **2013** 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**” **2013** 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**” **2013** 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	Subject	Date of Issue
1560 - JH- DA	Representation Matrices' for October's Change Pack	01/11/2013
1261 - AT- DA	Successful Implementation - 'COR2446-Generic & Enduring Functionality to Allow Xoserve to Confirm a Supply Point into a Shippers Portfolio' and 'COR2479-EU21 Day Switching (UNC Proposal 0403)'	05/11/2013
1262 - JH - DA	Novembers Change Pack	15/11/2013
1262.1 - JH - DA	Class 1 Modification - COR1000.11 – Delivery of XP1 Replacement - For Representation	15/11/2013
1263 - JH - DA	Representation Matrices' for the November Change Pack	04/12/2013

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		
2650.1	UKLink/ DNLink	07/12/13	09:00	07/12/13	23:00	UKLINK Table Partitioning, Table Drop, Tuning & Batch Job Reschedule	12/09/13
2650.1	UKLink/ DNLink	14/12/13	09:00	14/12/13	23:00	UKLINK Table Partitioning, Table Drop, Tuning & Batch Job Reschedule	12/09/13

Key:

Italic – New outage notification

Underlined – Outage notification information amended

* Exact timings to be defined