

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 12th November 2015
Reporting Month: October 2015

Authors (for this version):	Amjad Hussain
Version:	V1.0
Date:	6th November 2015

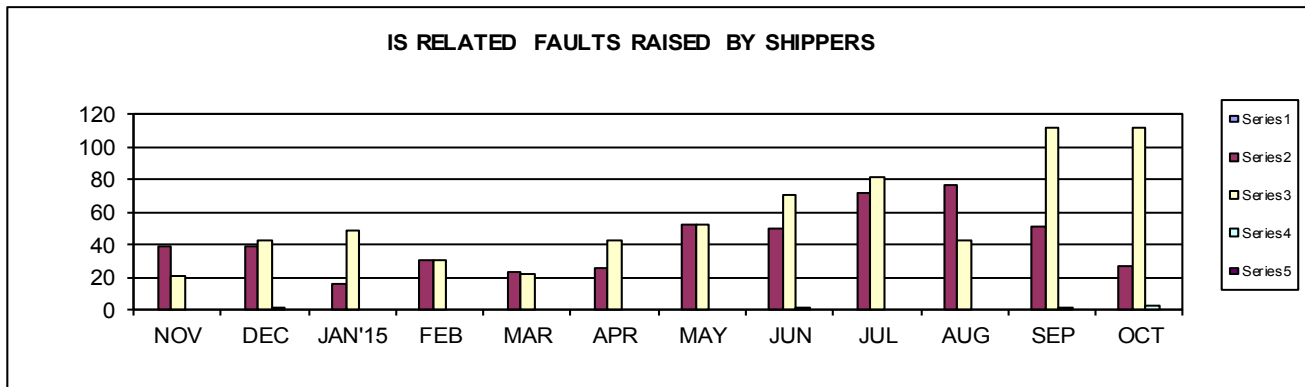
Contents

- 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 8 – Report E – Forthcoming Outage Notifications**

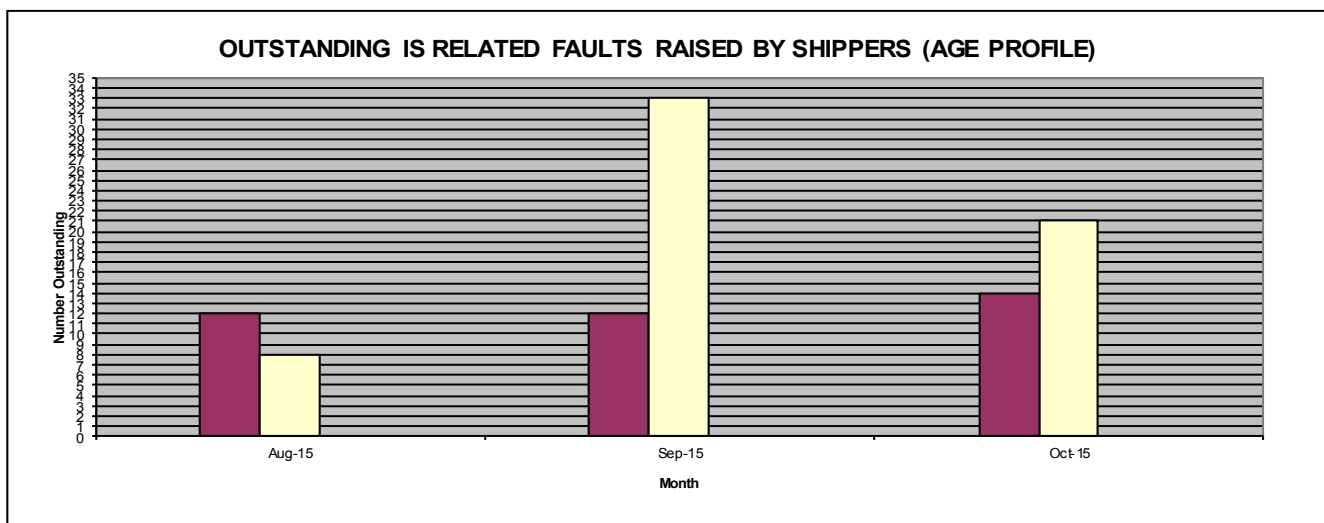
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
NOV	0	39	21	0	0	60
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
Total	0	500	676	5	0	1181

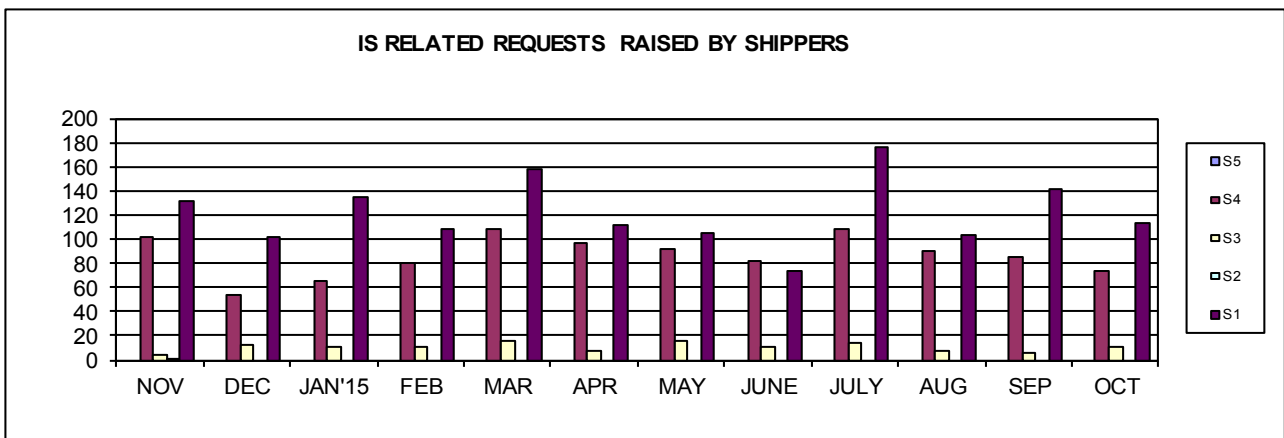


Outstanding Calls	P5	P4	P3	P2	P1	Total
Aug-15	0	12	8	0	0	20
Sep-15	0	12	33	0	0	45
Oct-15	0	14	21	0	0	35
Total (Per P Level)	0	38	62	0	0	100

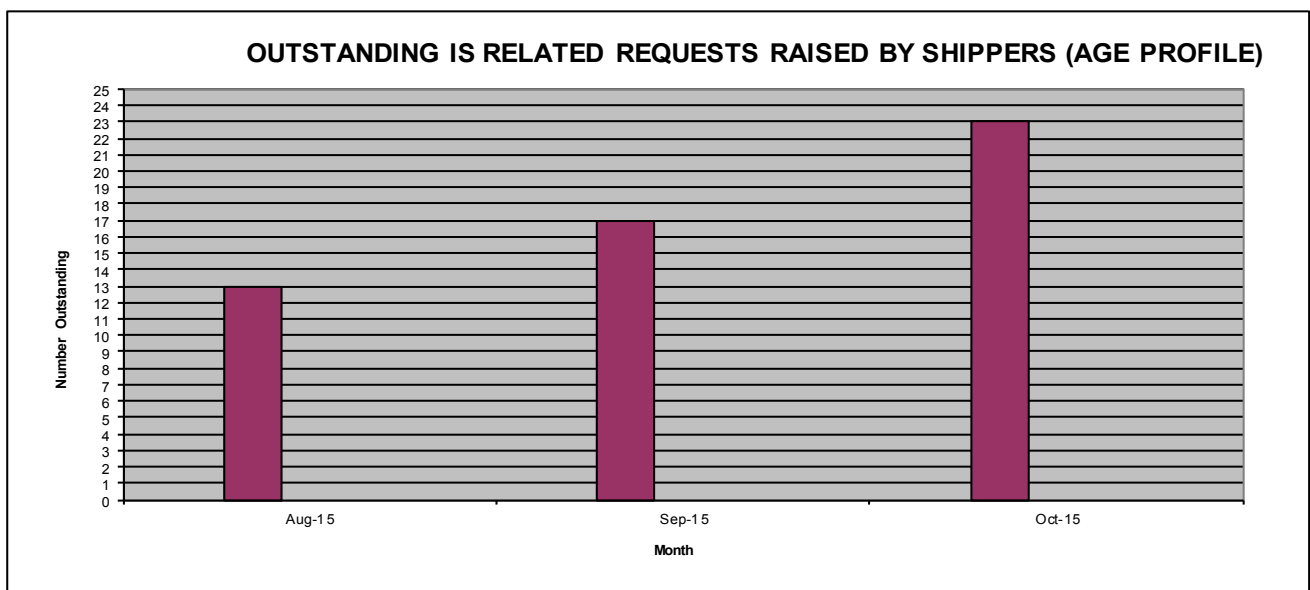


IS Requests Logged by Shippers

Requests Raised	S5	S4	S3	S2	S1	Total
NOV	0	102	4	0	132	238
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
Total	0	1034	121	0	1458	2613



Outstanding Calls	S5	S4	S3	S2	S1	Total
Aug-15	0	13	0	0	0	13
Sep-15	0	17	0	0	0	17
Oct-15	0	23	0	0	0	23
Total (Per P Level)	0	53	0	0	0	53



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 99.96%

Average UK Link Transaction Response Times and Transaction Volumes

UK Link (Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Oct 2015			
		Oct 2015	Sep 2015	Aug 2015	Jul 2015
		01/10 – 31/10	01/09 – 30/09	01/08 – 31/08	01/07 – 31/07
Gemini Service	99%	99.96%	99.91%	100%	100%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	4,764	4,920	4,920	5,120
Re-nominations per day	4,200	22,565	21,782	21,853	21,893
% of transactions < 4 sec's	95%	100%	100%	100%	100%
Transaction response time (in minutes)	n/a	0.27	0.30	0.26	0.26
Transactions per day	n/a	1077874	1149782	930313	873962
% Transaction change	n/a	-6.25%	23.6%	6.4%	4.5%

UK Link (Non-Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Oct 2015			
		Oct 2015	Sep 2015	Aug 2015	Jul 2015
		01/10 – 31/10	01/09 – 30/09	01/08 – 31/08	01/07 – 31/07
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: Oct 2015			
Code	Problems v Time to resolve	Oct 2015	Sep 2015	Aug 2015	Jul 2015
		01/10 – 31/10	01/09 – 30/09	01/08 – 31/08	01/07 – 31/07
P2	<1hr	4	1	1	4
	1-2 hr	4	3	0	0
	2-3 hr	1	0	0	1
	3-4 hr	2	1	0	1
	4-5 hr	0	0	0	0
	>5 hr	0	1	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 “**October**” **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 “**October**” **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 “**October**” **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 “**October**” **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
1461 - RH - SN	Successful implementation of COR3538 - Changes to EFT Audit File Frequency	02/10/2015
1462 - RH - SN	Successful Implementation –COR3312.1 Security of Supply SCR – GDE Cashout and Compensation Arrangements – Point 1	02/10/2015
1463 - RH - SN	Notification of New User Admissions under the Uniform Network Code	02/10/2015
1464 - RH - SN	COR1154.15 - UKLP Including Nexus requirement – Potential Changes to File Formats for October Change Pack	02/10/2015
1465 - LH _SN	Representation Matrices for September Change Pack Part 1 of 2 and Part 2 of 2	05/10/2015
1466 - LH - SN	UK Link Change Pack October 2015 - Part 1 of 2	09/10/2015
1466.1 - LH -SN	UKLP Contact Management Service (CMS) Consequential Change	09/10/2015
1466.2 – LH - SN	ECO file format and hierarchy	09/10/2015
1466.3 -LH - SN	Proposal to move UK Link documentation and UK Link Programme file formats onto a SharePoint Online platform	09/10/2015
1466.4 - LH - DA	COR1154.15 UKLP Including Nexus Requirements – Amended File Formats October	09/10/2015
1466.5 - LH - DA	COR1154.15 UKLP Including Nexus Requirements – October Uploads to Xoserve.com	09/10/2015
1447 – LH - SN	AQ review 2015 - Completion Notice	14/10/2015
1448 - LH - DA	Gemini Outage	15/10/2015
1467 – LH - SN	UK Link Change Pack October 2015 part 2 of 2	16/10/2015
1467.1 – LH - SN	COR1154.15 UKLP Including Nexus Requirements – Shipper Rejection Codes – V2.4	16/10/2015
1467.2 – LH - SN	COR1154.15 UKLP Including Nexus Requirements – ERR and FRJ Rejection codes	16/10/2015
1467.3 – LH - SN	EU Code Change Phase 3 Delivery - Summary of changes	16/10/2015
1467.4 – LH - SN	UK Link Manual V16FA	16/10/2015
1467.5 – LH - SN	Update to UK Link File Transfer User Guide	16/10/2015
1468 - LH - SN	Clock Change Outage	20/10/2015
1469 - LH - SN	Accelerated File Format Approvals Process (including calendar)	20/10/2015
1470 - LH - SN	Amendments to the Master Control	20/10/2015
1471 - LH - SN	Representation Matrices for October 2015 Change Pack	02/11/2015

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
TBC	Contact Management Service	07/11/2015	12am	07/11/2015	7am	Annual disaster recovery test for Contact Management Service Application	08/10/2015
TBC	Contact Management Service	08/11/2015	12am	08/11/2015	7am	Annual disaster recovery test for Contact Management Service Application	08/10/2015
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