

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 8th November 2012
Reporting Month: October 2012

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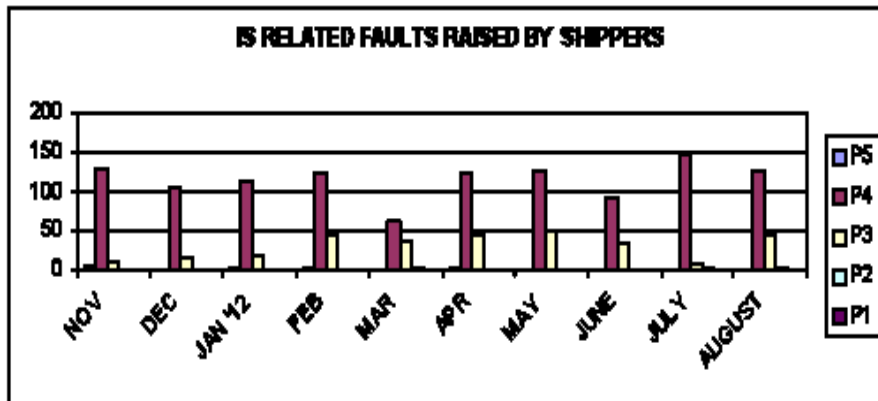
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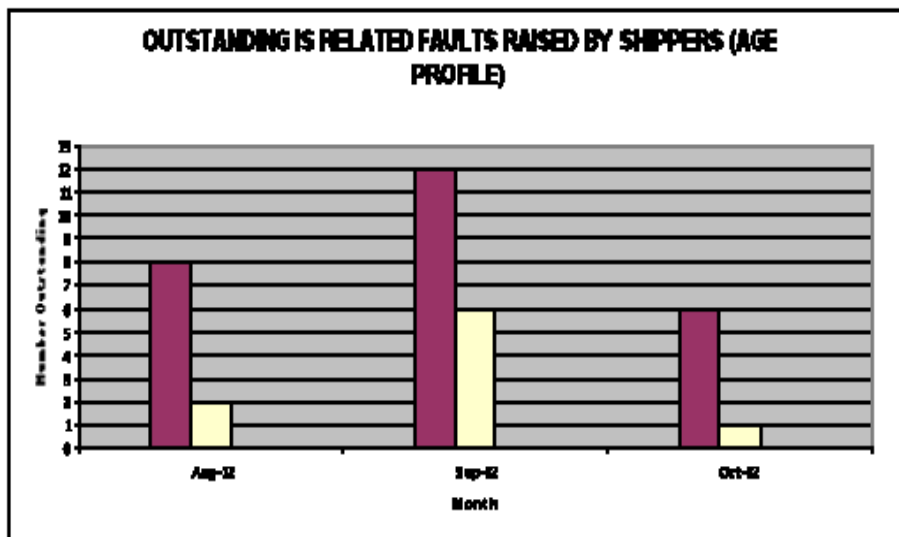
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
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
JUNE	0	92	36	0	0	128
JULY	0	146	9	2	0	157
AUGUST	0	126	45	2	0	173
SEPTEMBER	0	152	41	2	0	195
OCTOBER	0	134	38	3	0	175
Total	13	1431	394	15	1	1854



Outstanding Calls	P5	P4	P3	P2	P1	Total
Aug-12	0	8	2	0	0	10
Sep-12	0	12	6	0	0	18
Oct-12	0	6	1	0	0	7
Total (Per P Level)	0	26	9	0	0	35



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 99.88%

Average GEMINI Transaction Response Times and Transaction Volumes

GEMINI Availability & Industry Averages					
Performance measures	Target/max	Reporting Month: Oct 2012			
		Oct 2012	Sep 2012	Aug 2012	Jul 2012
		01/10 – 31/10	01/09 – 30/09	01/08 – 31/08	01/07 – 31/07
Gemini Service	99%	99.88%	99.82%	99.87%	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	4,821	5,264	5,159	5,135
Re-nominations per day	4,200	19,631	18,941	18,812	18,581
% of transactions < 4 sec's	95%	97.8%	97.74%	97.69%	97.86%
Transaction response time (in minutes)	n/a	0.45	0.44	0.46	0.48
Transactions per day	n/a	870916	383776	872493	827217
% Transaction change	n/a	126%	-56%	5.4%	-3.7%

P1 / P2 Resolution Time Analysis

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: Oct 2012			
Code	Problems v Time to resolve	Oct 2012	Sep 2012	Aug 2012	Jul 2012
		01/10 – 31/10	01/09 – 30/09	01/08 – 31/08	01/07 – 31/07
P2	<1hr	1	0	1	0
	1-2 hr	0	0	0	*1
	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	1	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

* = API fault. No impact to Gemini online access

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
CM/1158/AB	Minor Revisions to Gemini Re- platforming Programme Documentation	04/10/2012
CM/1159/EL	QP84 Q Project Communication- Phase 1 'Train the Trainer' Training	10/10/2012
TB/1160/DA	UK Link Change Pack - October 2012	12/10/2012
TB/1160.1/DA	Notification of New Charge Types - For Information	12/10/2012
TB/1160.2/DA	Telecoms UK Link Update Contacts Reminder - For Information	12/10/2012
TB/1160.3/MF	File Format Amendments for DN Recovery of NTS Exit Zone Capacity Charges – For Representation	12/10/2012
CM/1161/MF	File Format Amendments for DN Recovery of NTS Exit Zone Capacity Charges (CEP file) - Representation Response	23/10/2012
CM/1162/MF	Successful Implementation – LDZ Capacity CAZ and CZS files, Unique Sites, CSEPs, other ad hoc supporting files and the Offline/Ad Hoc Invoicing File	29/10/2012
CM/1163/DA	Proposed Class 1 Change – Ability to Update Market Sector Code via RGMA flows	31/10/2012
CM/1164/NK	COR2717 - Proposed new Supporting Information file format and two new Ad Hoc Charge Types	31/10/2012

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		
0984	Gemini Re-Platforming	09/06/13 (Indicative)	2am	09/06/13 (Indicative)	<i>14:00 (20:00 for Contingency)</i>	Infrastructure Implementation	12/07/12
<u>962.13</u>	<u>CMS</u>	<u>23/02/2013</u>	<u>1.00am</u>	<u>23/02/2013</u>	<u>7.00am</u>	<i>Implementation of Phase 2 System Changes</i>	<i>To be discussed at UKLC 08/11/12</i>
<u>962.16</u>	<u>CMS</u>	<u>23/02/2013</u>	<u>1.00am</u>	<u>23/02/2013</u>	<u>7.00am</u>	<i>Implementation of Phase 2 System Changes</i>	<i>To be discussed at UKLC 08/11/12</i>
<u>962.9</u>	<u>CMS</u>	<u>23/02/2013</u>	<u>1.00am</u>	<u>23/02/2013</u>	<u>7.00am</u>	<i>Implementation of Phase 2 System Changes</i>	<i>To be discussed at UKLC 08/11/12</i>
<u>962.10</u>	<u>CMS</u>	<u>23/02/2013</u>	<u>1.00am</u>	<u>23/02/2013</u>	<u>7.00am</u>	<i>Implementation of Phase 2 System Changes</i>	<i>To be discussed at UKLC 08/11/12</i>

Key:

Italic – New outage notification

Underlined – Outage notification information amended

* Exact timings to be defined