

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 14th November 2013
Reporting Month: October 2013

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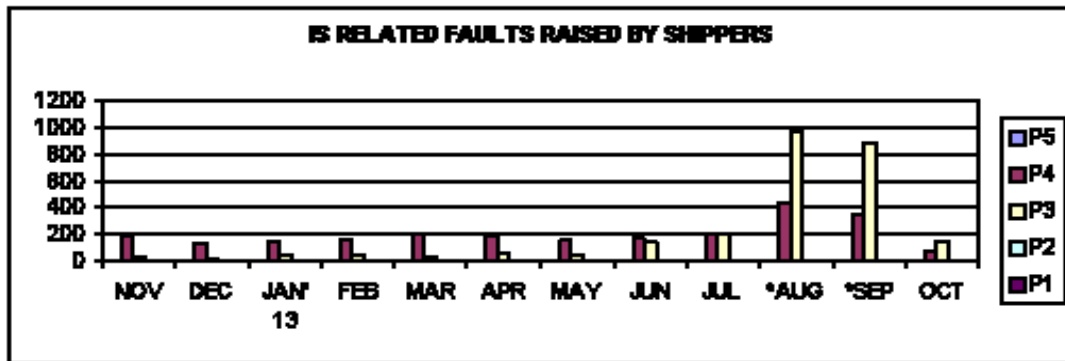
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Report A

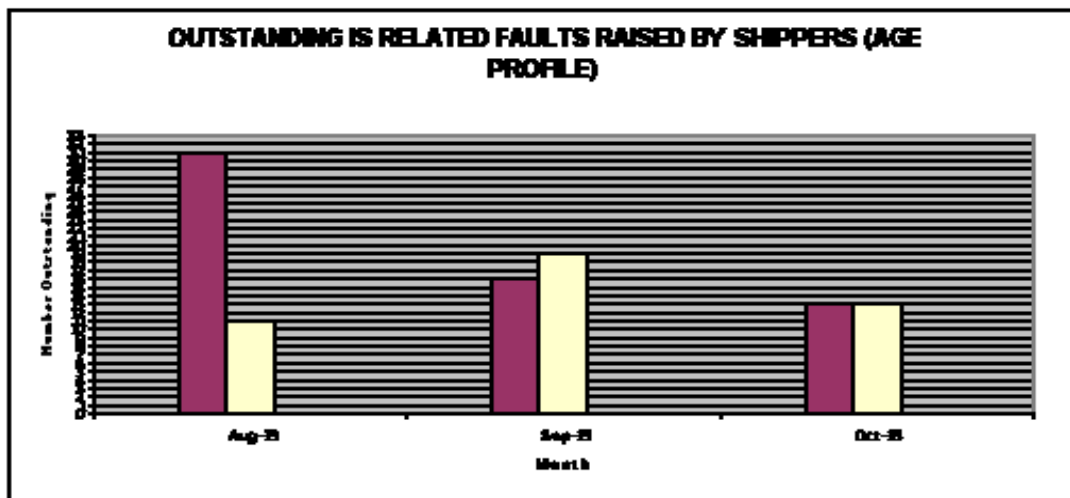
IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
NOV	0	162	34	2	0	218
DEC	0	124	17	1	0	142
JAN' 13	0	151	46	2	0	199
FEB	0	165	43	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	959	0	0	1409
*SEP	0	343	876	0	0	1219
OCT	0	74	141	4	0	219
Total	3	2408	2608	18	0	5037

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



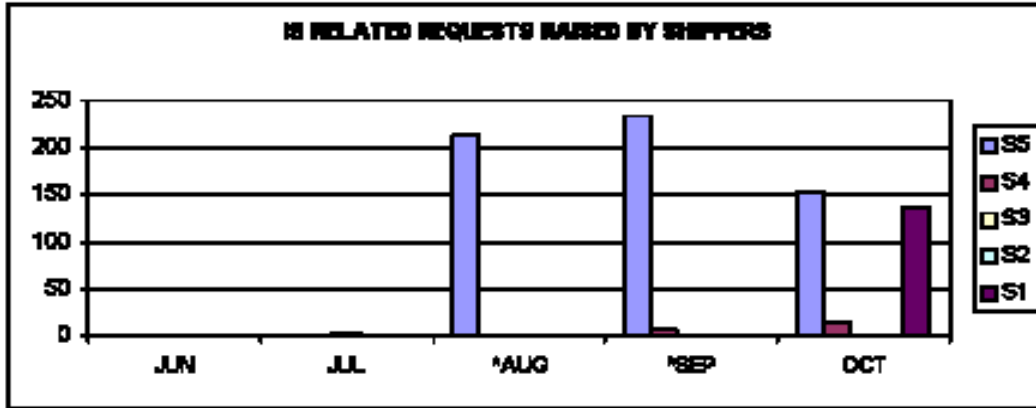
Outstanding Calls	P5	P4	P3	P2	P1	Total
Aug-13	0	31	11	0	0	42
Sep-13	0	16	19	0	0	35
Oct-13	0	13	13	0	0	26
Total (Per P Level)	0	60	43	0	0	103



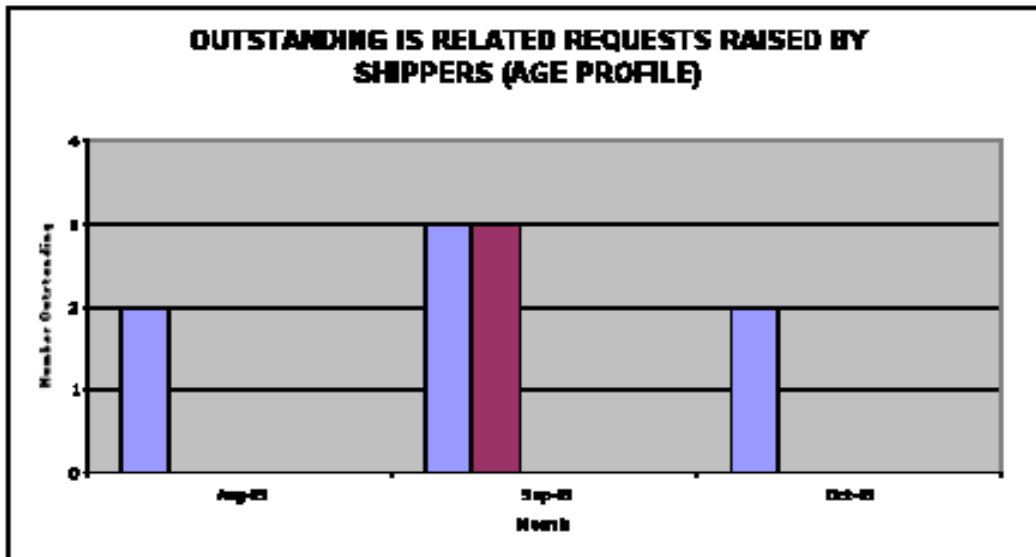
IS Requests Logged by Shippers

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
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
Aug-13	2	0	0	0	0	2
Sep-13	3	3	0	0	0	6
Oct-13	2	0	0	0	0	2
Total (Per P Level)	7	3	0	0	0	10



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: Oct 2013			
		Oct 2013	Sep 2013	Aug 2013	Jul 2013
		01/10 – 31/10	01/09 – 30/09	01/08 – 31/08	01/07 – 31/07
Gemini Service	99%	100%	100%	99.87%	99.58%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	4,832	5,101	5,056	5,034
Re-nominations per day	4,200	20,448	20,422	20,121	20,157
% of transactions < 4 sec's	95%	99.9%	99.9%	99.90%	99.90%
Transaction response time (in minutes)	n/a	0.36	0.36	0.36	0.70
Transactions per day	n/a	837193	826067	897774	1005381
% Transaction change	n/a	1.34%	-7.9%	-10.7%	5.0%

UK Link (Non-Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Oct 2013			
		Oct 2013	Sep 2013	Aug 2013	Jul 2013
		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 2013			
Code	Problems v Time to resolve	Oct 2013	Sep 2013	Aug 2013	Jul 2013
		01/10 – 31/10	01/09 – 30/09	01/08 – 31/08	01/07 – 31/07
P2	<1hr	2	0	0	0
	1-2 hr	0	0	4	8
	2-3 hr	0	3	0	0
	3-4 hr	0	2	0	1
	4-5 hr	0	0	1	2
	>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 D

List of File Format and Urgent Communications Issued since last UK Link Committee Meeting.

Comm. Reference	Subject	Date of Issue
1255-AT-DA	Representation Matrices' for September Change Pack	09/10/2013
1256-AT-DA	October Change Pack Information	11/10/2013
1256.1-AT-DA	Implementation of UNC Modification 431 - User Representations Invited	11/10/2013
1256.2-AT-DA	COR3186 – Billing for Site Visits for UNC Modifications 410a & 424.	11/10/2013
1257 - JH - DA	UKLink Committee 10th October 2013 – AQ Review 2013 (Completion Notice) - For Information	22/10/2013
1258 - JH - DA	Adhoc DN Interruption Auction	24/10/2013
1259 - AT - DA	2013 Ad Hoc Interruption Invitation	31/10/2013

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