

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 9th October 2014
Reporting Month: September 2014

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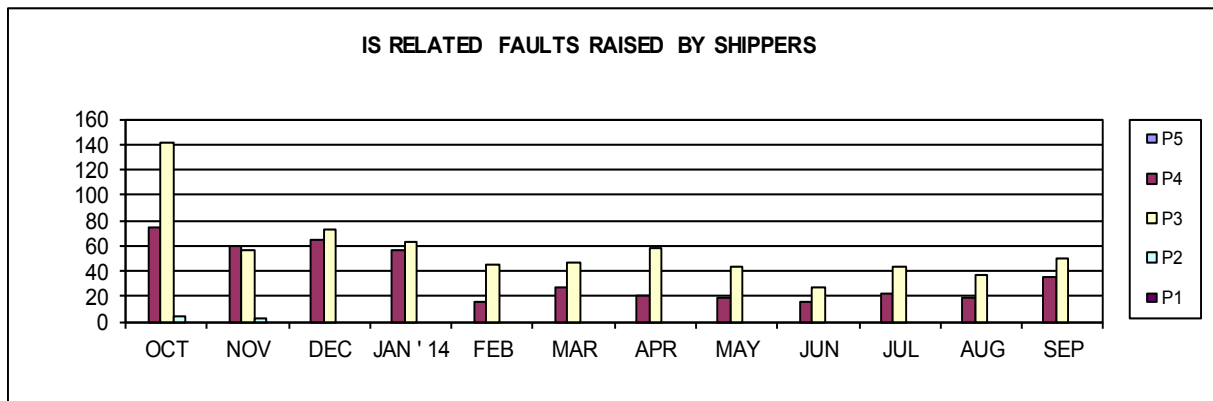
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Report A

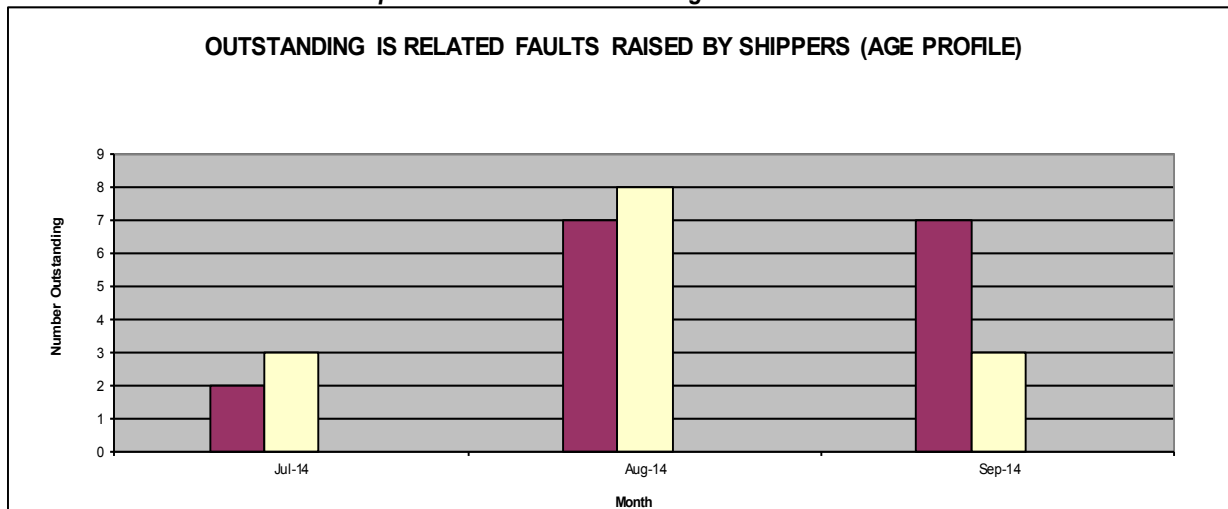
IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
OCT	0	74	141	4	0	219
NOV	0	59	57	2	0	118
DEC	0	65	72	7	0	144
JAN ' 14	0	56	63	3	0	122
FEB	0	16	45	0	0	61
MAR	0	27	47	0	0	74
APR	0	21	58	0	0	79
MAY	0	18	43	0	0	61
JUN	0	15	27	0	0	42
JUL	0	22	43	0	0	65
AUG	0	18	36	1	0	55
SEP	0	35	49	0	0	84
Total	0	426	681	17	0	1124



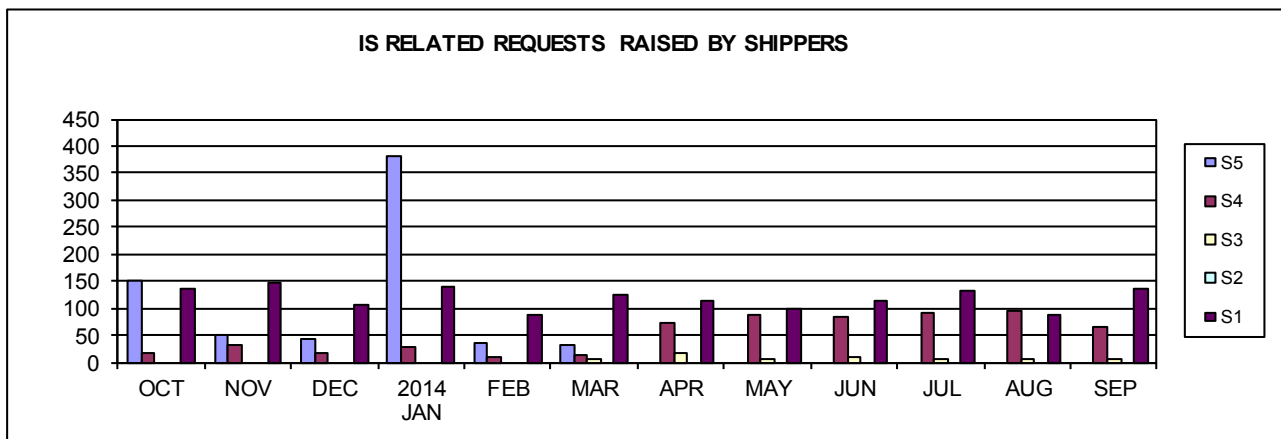
Outstanding Calls	P5	P4	P3	P2	P1	Total
Jul-14	0	2	3	0	0	5
Aug-14	0	7	8	0	0	15
Sep-14	0	7	3	0	0	10
Total (Per P Level)	0	16	14	0	0	30

*Note: From AUG'14 this includes previous months Outstanding calls.



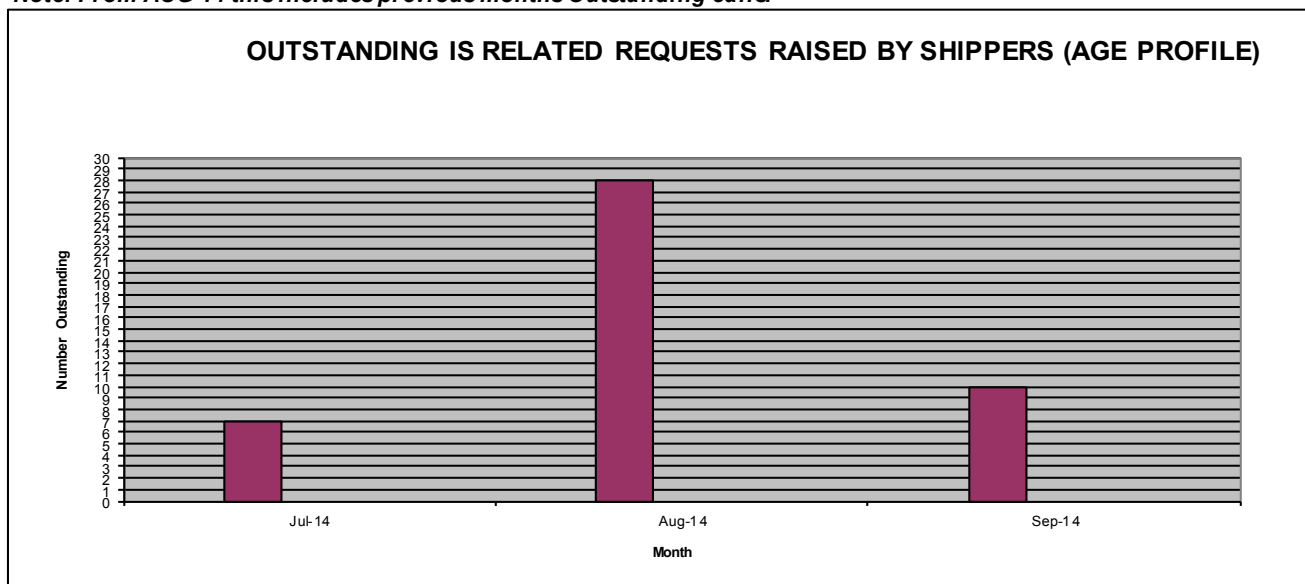
IS Requests Logged by Shippers

Requests Raised	S5	S4	S3	S2	S1	Total
OCT	152	15	0	0	136	303
NOV	50	31	0	0	148	229
DEC	44	17	0	0	107	168
2014 JAN	382	27	0	0	141	550
FEB	34	10	0	0	88	132
MAR	30	13	4	0	124	171
APR	0	74	15	0	115	204
MAY	0	86	7	0	99	192
JUN	0	84	11	0	115	210
JUL	0	90	6	0	133	229
AUG	0	94	5	0	88	187
SEP	0	66	5	0	134	205
Total	692	607	53	0	1428	2780



Outstanding Calls	S5	S4	S3	S2	S1	Total
Jul-14	0	7	0	0	0	7
Aug-14	0	28	0	0	0	28
Sep-14	0	10	0	0	0	10
Total (Per P Level)	0	45	0	0	0	45

**Note: From AUG'14 this includes previous months Outstanding calls.*



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: Sep 2014			
		Sep 2014	Aug 2014	Jul 2014	Jun 2014
		01/09 – 30/09	01/08 – 31/08	01/07 – 31/07	01/06 – 30/06
Gemini Service	99%	100%	100%	100%	99.93%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	5,159	5,152	4,967	5,029
Re-nominations per day	4,200	21,775	21,193	21,498	21,029
% of transactions < 4 sec's	95%	*Unavailable	100%	100%	100%
Transaction response time (in minutes)	n/a	*Unavailable	0.23	0.26	0.26
Transactions per day	n/a	*Unavailable	1154697	1272152	1228615
% Transaction change	n/a	*Unavailable	-9.2%	3.5%	13.9%

**Precise Tool was unable to report data for September month.*

UK Link (Non-Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Sep 2014			
		Sep 2014	Aug 2014	Jul 2014	Jun 2014
		01/09 – 30/09	01/08 – 31/08	01/07 – 31/07	01/06 – 30/06
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: Sep 2014			
Code	Problems v Time to resolve	Sep 2014	Aug 2014	Jul 2014	Jun 2014
		01/09 – 30/09	01/08 – 31/08	01/07 - 31/07	01/06 – 30/06
P2	<1hr	1	6	8	3
	1-2 hr	2	2	2	3
	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	0	0	0
	2-3 hr	0	0	0	0
	3-4 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 "**September**" 2014 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 "**September**" 2014 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 "**September**" 2014 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 "**September**" 2014 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
1318 - LH - DA	Successful Archival of Gemini User messages - 24th August 2014	04/09/2014
1319 - LH - DA	Sharing of File Formats for UK Link Programme	04/09/2014
1320 - LH - DA	UK Link File Formats Update	08/09/2014
1321 - LH - DA	Representation Matrices for the August 14 Change Pack Part 2 of 2	09/09/2014
1322 - LH - DA	September 2014 Change Pack - Part 1 of 2	12/09/2014
1322.1 - LH - DA	Notice of Caveated UK Link Committee Approval of Documentation associated with ANS Replacement and Comment Invited	12/09/2014
1322.2 - LH - DA	Notification of Revised Implementation Date for COR 2789.1 Measures to Address Unregistered and Shipperless Sites	12/09/2014
1322.3 - LH - DA	UK Link File Formats and API Specifications Update	12/09/2014
1323 - LH - DA	September 2014 Change Pack - Part 2 of 4	19/09/2014
1323.1 - LH - DA	SPA Consolidated Rejection Codes V23	19/09/2014
1323.2 - LH - DA	New SC9 File Shipper Request	19/09/2014
1323.3 - LH - DA	COR 3316.2 – Individual Settlements for Pre-Payment & Smart Meters – Reconciliation Invoicing	19/09/2014
1324 - LH - DA	COR1154 - UK Link Programme - including Nexus Requirements - Phase One File Format Release	30/09/2014
1325 - LH - DA	Representation Matrices for the September 14 Change Pack Part 1 of 4	03/10/2014

Report E
Forthcoming Outage Notifications

Change Request Number	Impacted System	Outage Duration				Brief Description	Committed Notified Date
		Start Date	Start Time	End Date	End Time		
-	Data Enquiry	<i>18/10/2014</i> <i>(25/10/2014)</i>	<i>10:00</i> <i>UK</i> <i>BST</i>	<i>18/10/2014</i> <i>(25/10/2014)</i>	<i>22:00</i> <i>UK</i> <i>BST</i>	Service Outage: Migrate the storage to utilise contemporary solutions. (Enterprise Storage)	14/08/14
-	EFT	TBC*	TBC*	TBC*	TBC*	Service Outage: Migrate the storage to utilise contemporary solutions. (Enterprise Storage)	14/08/14
-	Gemini	26/10/2014	04:00 UK BST (03:00 GMT)	26/10/2014	06:00 GMT	Clock Change from UK BST to UK GMT 2014 The Gemini system clock changes back to BST at the later time of 05:30 BST (04:30 GMT) to allow the previous days processing to complete The normal housekeeping window will therefore be extended by one hour (3 hour outage)	11/09/14
<i>1154.16</i>	<i>Gemini and Gemini Exit systems</i>	<i>06/09/2015</i>	<i>TBC*</i>	<i>06/09/2015</i>	<i>TBC*</i>	<i>Principal implementation</i> <i>To comply with the new European Network Codes in October 2015</i>	<i>03/09/14</i>
<i>1154.16</i>	<i>Gemini and Gemini Exit systems</i>	<i>13/09/2015</i>	<i>TBC*</i>	<i>13/09/2015</i>	<i>TBC*</i>	<i>First contingency</i> <i>To comply with the new European Network Codes in October 2015</i>	<i>03/09/14</i>
<i>1154.16</i>	<i>Gemini and Gemini Exit systems</i>	<i>20/09/2015</i>	<i>TBC*</i>	<i>20/09/2015</i>	<i>TBC*</i>	<i>Second contingency</i> <i>To comply with the new European Network Codes in October 2015</i>	<i>03/09/14</i>

Key:

Italic – New outage notification

Underlined – Outage notification information amended

* Exact timings to be defined