

# **UK Link Committee Meeting**

## **Xoserve Report Pack**

**Meeting Date: 13<sup>th</sup> June 2013**  
**Reporting Month: May 2013**

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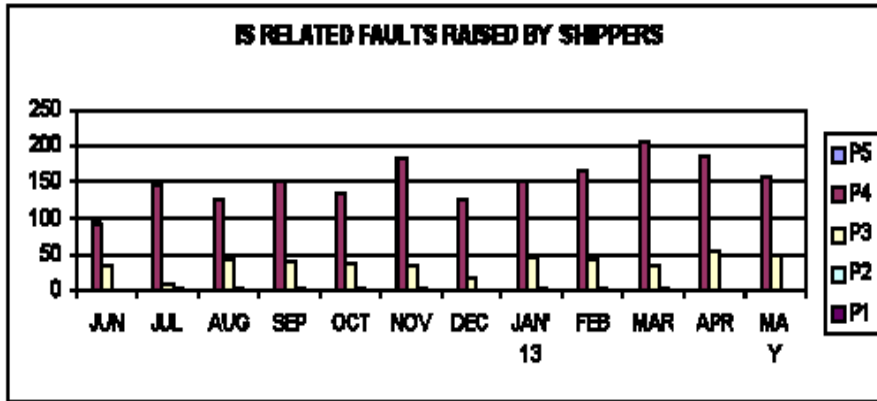
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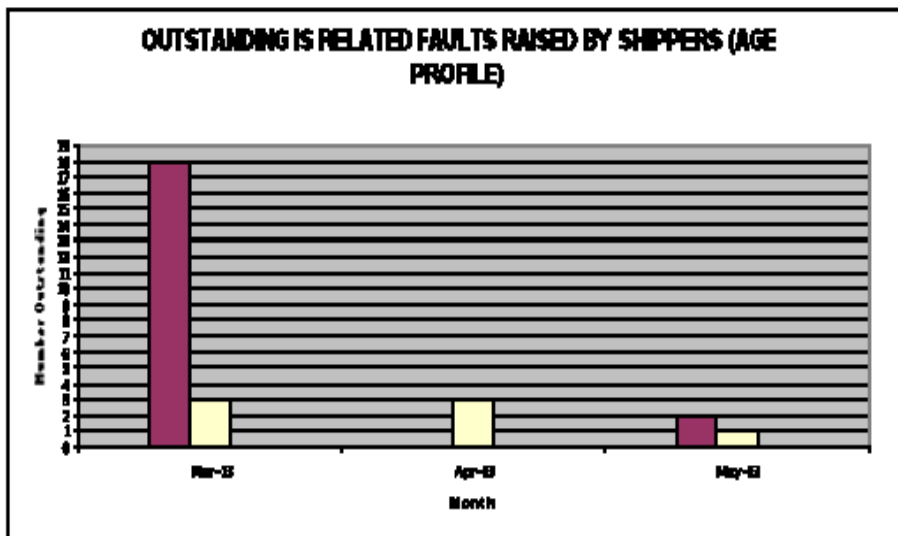
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
JUN	0	92	36	0	0	128
JUL	0	146	9	2	0	157
AUG	0	126	45	2	0	173
SEP	0	132	41	2	0	175
OCT	0	134	38	3	0	175
NOV	0	182	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	187	54	1	0	242
MAY	3	157	50	1	0	211
<b>Total</b>	<b>3</b>	<b>1623</b>	<b>448</b>	<b>23</b>	<b>0</b>	<b>2297</b>



Outstanding Calls	P5	P4	P3	P2	P1	Total
Mar-13	0	18	3	0	0	21
Apr-13	0	0	3	0	0	3
May-13	0	2	1	0	0	3
<b>Total (Per P Level)</b>	<b>0</b>	<b>20</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>27</b>



## 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, Shipper Information Service, and 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 Service was 100%

#### Average UK Link Transaction Response Times and Transaction Volumes

UK Link (Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: May 2013			
		May 2013	Apr 2013	Mar 2013	Feb 2013
		01/05 – 31/05	01/04 – 30/04	01/03 – 31/03	01/02 – 28/02
Gemini Service	99%	100%	100%	100%	100%
Gemini Access (IX)	99%	100%	100%	100%	100%
Shipper Information Service	99%	100%	100%	100%	100%
Routers	99%	100%	100%	100%	100%
Nominations per day	8,300	4,918	4,869	4,991	5,023
Re-nominations per day	4,200	20,048	19,996	20,045	19,928
% of transactions < 4 sec's	95%	99.05%	98.63%	98.76%	98.75%
Transaction response time (in minutes)	n/a	0.38	0.48	0.46	0.42
Transactions per day	n/a	742039	765155	723393	761302
% Transaction change	n/a	-3.0%	5.7%	-4.9%	-6.4%

UK Link (Non-Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: May 2013			
		May 2013	Apr 2013	Mar 2013	Feb 2013
		01/05 – 31/05	01/04 – 30/04	01/03 – 31/03	01/02 – 28/02
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: May 2013			
Code	Problems v Time to resolve	May 2013	Apr 2013	Mar 2013	Feb 2013
		01/05 – 31/05	01/04 – 30/04	01/03 – 31/03	01/02 – 28/02
P2	<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
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 “**May**” 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 “**May**” 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 “**May**” 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 “**May**” 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
1210 - JH - DA	Representation Matrices' for Aprils Change Pack	
1211 - JH - DA	May Change Pack Part 1 of 2	10/05/2013
1211.1 - JH - CF	XP1 Service – For Attention	10/05/2013
1211.2 - JH - LB	Class 2 Modification – Treat as Class 1 Capture Request for Exit Daily Auctions – For Representation	10/05/2013
1211.3 -JH-DA	Initial Consultation Responses Sought Regarding Organisation Notation	10/05/2013
1212 - JH - DA	May Change Pack Part 2 of 2	14/05/2013
1212.1 - JH - JF	Smart Metering Smart Switching File Format Validations for Comment	14/05/2013
1213 - JH- MR	Gemini Re-Platforming (GRP) project update - Final opportunity for User Readiness Testing (URT)	15/05/2013
1214.1 - DA - LC	MAM Scenarios	30/05/2013
1214.2 - DA - LC	Mod 378	30/05/2013
1214.3 - DA - DA	Smart Testing	30/05/2013
1215 - JH - AB	Gemini Re-platforming (GRP) – Go / No go decision	06/06/2013
1216 - JH - EB	COR2970 New Quantity Holders for RIIO for Representation	06/06/2013

**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		
0984	Gemini	09/06/2013	2.00am	09/06/2013	2.00pm <i>(Indicative)</i>	Infrastructure Implementation	12/07/2012
0984	Gemini Exit	08/06/2013	6.00pm	09/06/2013	2.00pm <i>(Indicative)</i>	Infrastructure Implementation	11/04/2013

**Key:**

*Italic – New outage notification*

Underlined – Outage notification information amended

\* Exact timings to be defined