

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 14th July 2016

Reporting Month: June 2016

Authors (for this version):	Amjad Hussain
Version:	V1.0
Date:	13th July 2016

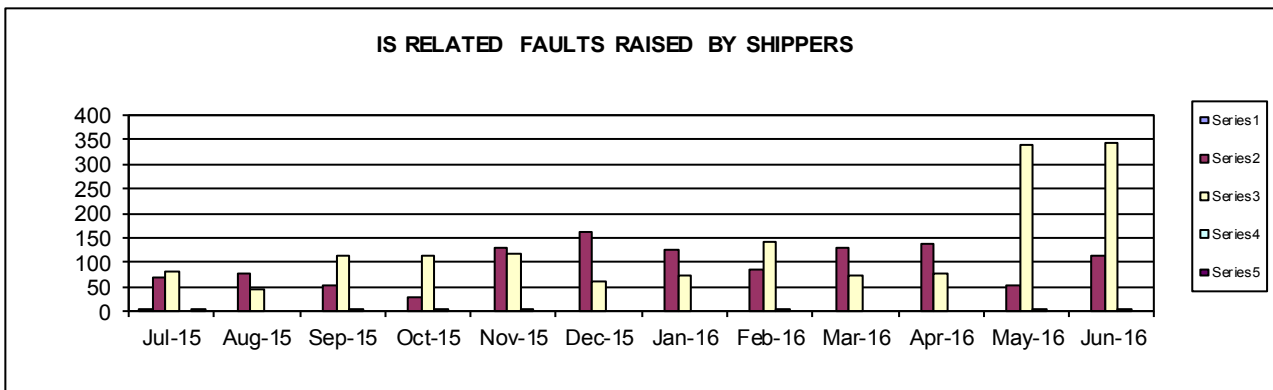
Contents

- 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**

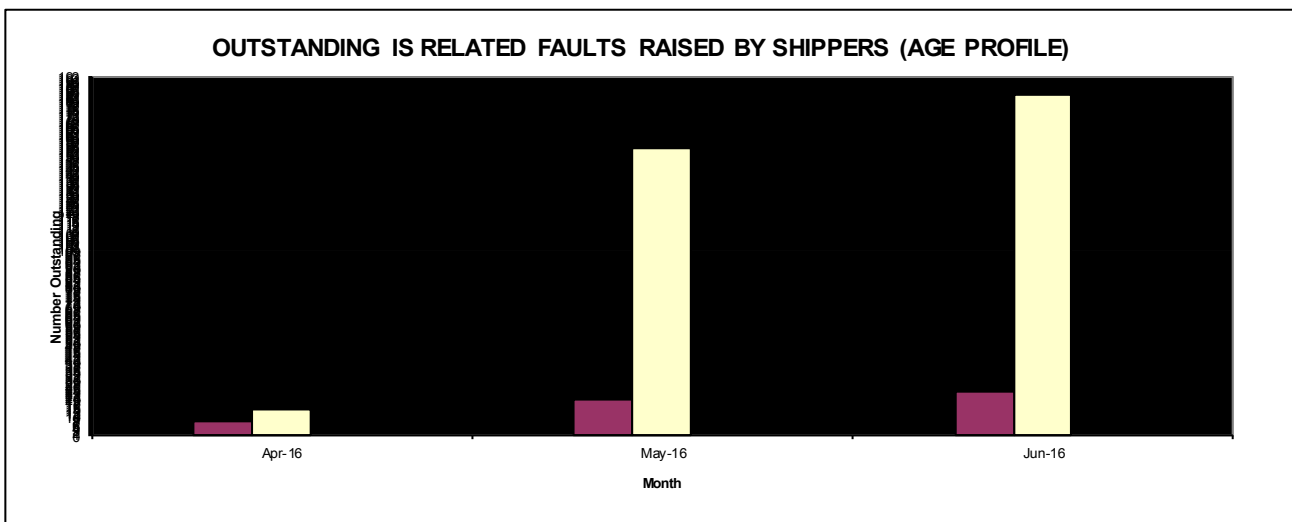
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
Jul-15	0	71	81	0	0	152
Aug-15	0	77	43	0	0	120
Sep-15	0	51	112	1	0	164
Oct-15	0	27	112	2	0	141
Nov-15	0	129	116	2	0	247
Dec-15	0	161	59	0	0	220
Jan-16	0	127	74	0	0	201
Feb-16	0	87	140	1	0	228
Mar-16	0	129	74	0	0	203
Apr-16	0	138	76	0	0	214
May-16	0	51	341	1	0	393
Jun-16	0	113	345	1	0	459
Total	0	1161	1573	8	0	2742

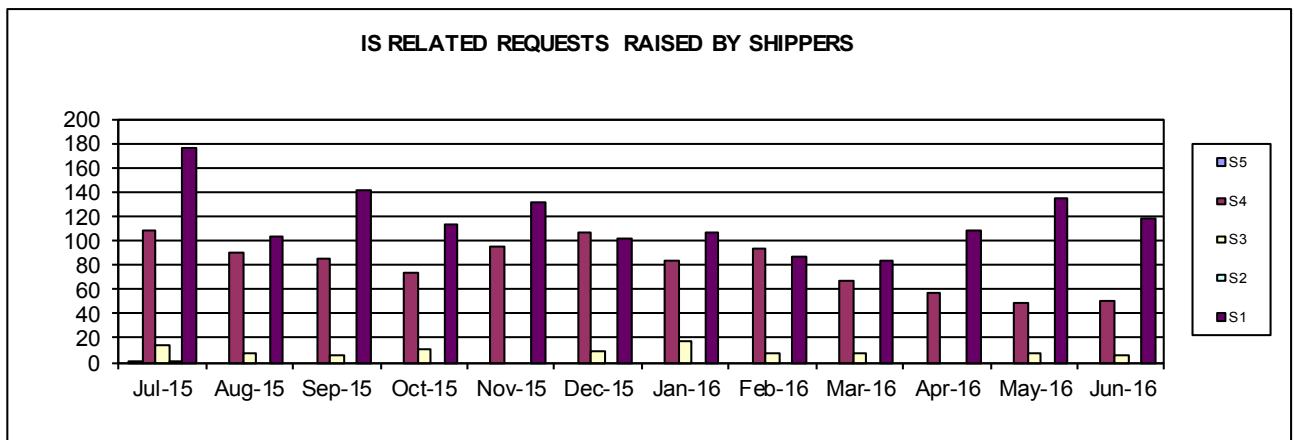


Outstanding Calls	P5	P4	P3	P2	P1	Total
Apr-16	0	8	14	0	0	22
May-16	0	19	155	0	0	174
Jun-16	0	24	183	0	0	207
Total (Per P Level)	0	51	352	0	0	403

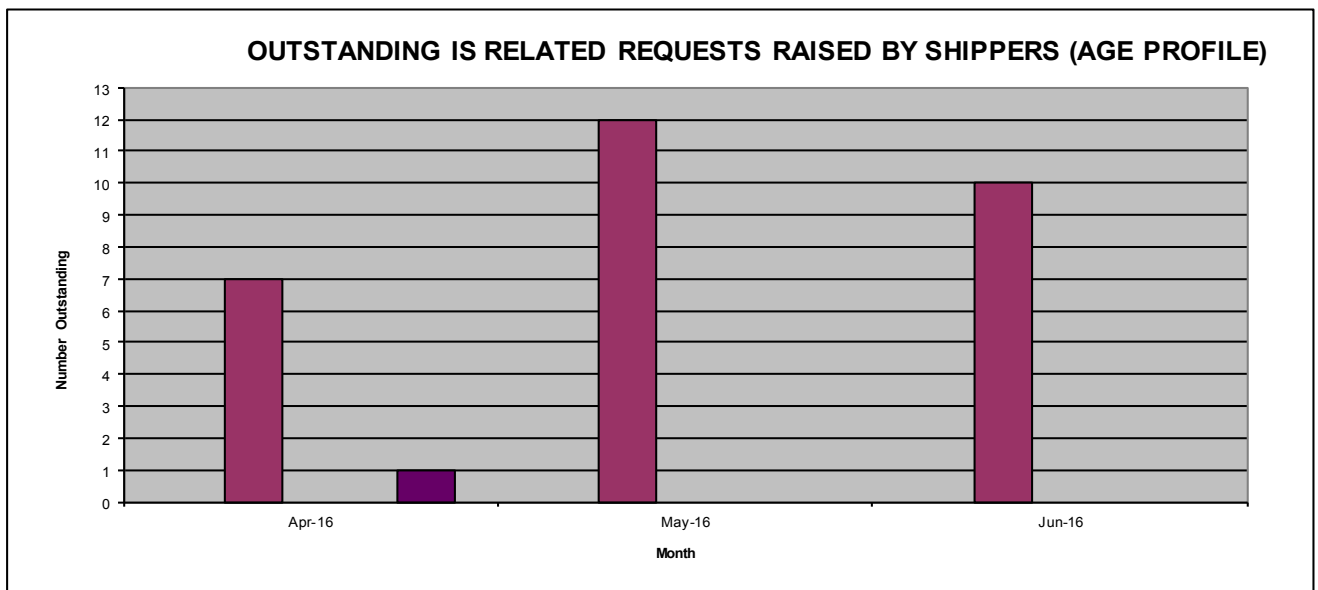


IS Requests Logged by Shippers

Requests Raised	S5	S4	S3	S2	S1	Total
Jul-15	0	108	14	0	176	298
Aug-15	0	90	8	0	103	201
Sep-15	0	85	6	0	141	232
Oct-15	0	73	10	0	114	197
Nov-15	0	95	0	0	132	227
Dec-15	0	106	9	0	102	217
Jan-16	0	83	17	0	106	206
Feb-16	0	94	7	0	87	188
Mar-16	0	67	7	0	83	157
Apr-16	0	57	0	0	108	165
May-16	0	48	8	0	134	190
Jun-16	0	51	6	0	119	176
Total	0	957	92	0	1405	2454



Outstanding Calls	S5	S4	S3	S2	S1	Total
Apr-16	0	7	0	0	1	8
May-16	0	12	0	0	0	12
Jun-16	0	10	0	0	0	10
Total (Per P Level)	0	29	0	0	1	30



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: Jun 2016			
		Jun 2016	May 2016	Apr 2016	Mar 2016
		01/06 – 30/06	01/05 – 31/05	01/04 – 30/04	01/03 – 31/03
Gemini Service	99%	100%	100%	100%	100%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	4,590	4,690	4,593	4,935
Re-nominations per day	4,200	23,312	23,123	23,309	22,901
% of transactions < 4 sec's	95%	100%	100%	100%	100%
Transaction response time (in minutes)	n/a	0.32	0.32	0.28	0.25
Transactions per day	n/a	968603	1046216	1098825	1051097
% Transaction change	n/a	-4.9%	-4.8%	4.5%	-0.60%

UK Link (Non-Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Jun 2016			
		Jun 2016	May 2016	Apr 2016	Mar 2016
		01/06 – 30/06	01/05 – 31/05	01/04 – 30/04	01/03 – 31/03
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: Jun 2016			
Code	Problems v Time to resolve	Jun 2016	May 2016	Apr 2016	Mar 2016
		01/06 – 30/06	01/05 – 31/05	01/04 – 30/04	01/03 – 31/03
P2	<1hr	0	4	0	1
	1-2 hr	1	2	1	1
	2-3 hr	1	1	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 “**June**” **2016** there were **no** occurrences under this category.
The relevant liability is: **0** occurrences x **£500** = **£0** per Shipper.

TSL10c - 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 “**June**” **2016** 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 “**June**” **2016** 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. **E.g. £50, £100, £200, £400, £800**

Throughout the period of “**June**” **2016** 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
1586 - RH - SN	Change Pack 1st June	01/06/2016
1586.1 - RH - DA	COR1154.15 – UKLP including Nexus requirements: Treatment of the K08 record	01/06/2016
1586.2 - RH - DA	COR1154.15 – UKLP including Nexus requirements: File Record amendment - M00 v6.3FA	01/06/2016
1586.3 - RH - SN	Enduring Transformation Rules	01/06/2016
1587 - RH - SN	Annual Quantity 2016 Progress Update – AQ Calculation Process Completion	01/06/2016
1588 - RH - SN	DATA ENQUIRY SERVICE – Planned system outage (Sunday 5th June 2016)	03/06/2016
1589 - LH - SN	Representation Matrices for UK Link Change Pack dated 18/05/2016	07/06/2016
1590 - LH - SN	Revised Change Summary from Change Pack dated 18/05/2016	07/06/2016
1590.1 - LH - SN	Revised Change Summary and Representation Responses: File Format Amendments May	07/06/2016
1590.2 - LH - SN	Revised Change Summary and Representation matrix: Shipper Rejection Codes v2.8FA	07/06/2016
1591 - SM - SN	SDG Meeting Cancellation	13/06/2016
1592 - LH - SN	Annual CMS Disaster Recover (DR) Activities 25th & 26th June 2016	15/06/2016
1593 - RH - SN	UK Link Change Pack 15 th June 2016	15/06/2016
1539.1 - RH - DA	UNC Modification 0576: Generation of an Estimated Meter Reading at the Code Cut-Off Date in the Absence of an Actual Read – Interim solution	15/06/2016
1539.2 - RH - DA	UNC Modification 0583: Requiring an Opening Meter Reading at same User Confirmation – Interim Solution	15/06/2016
1539.3 - RH - DA	UNC Modification 0583: Requiring an Opening Meter Reading at same User Confirmation – Enduring Solution	15/06/2016
1539.4 - RH - DA	UKLP Including Nexus requirement – RGMA Rejection codes v1.2 FA	15/06/2016
1539.5 - RH - DA	UKLP Including Nexus requirement – CSO Organisation Code	15/06/2016
1594 - LH - DA	COR1154.15 UKLP Including Nexus requirement - Master Control Sheet V23	17/09/2016
1595 - SM - SN	Representation Matrices for UK Link Change Pack dated 1st June 2016	24/06/2016
1596 - SM -SN	Gemini Summer Release	28/06/2016
1597 - SM - DA	SDG Meeting 4th July	29/06/2016
1598 - SM - DA	Removal of UK Link Documentation and Nexus File Formats held on Xoserve.com	29/06/2016

**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
-	<i>Gemini Summer Release</i>	<i>14/08/2016</i>	<i>3am</i>	<i>14/08/2016</i>	<i>5am (if extension required 6am)</i>	<i>Gemini Summer 2016 release (If an extended one hour outage is required, you will be notified via the ANS Handset)</i>	<i>14/07/2016</i>
-	<i>Gemini Summer Release</i>	<i>21/08/2016 (Contingency)</i>	<i>3am</i>	<i>21/08/2016 (Contingency)</i>	<i>5am (if extension required 6am)</i>	<i>Gemini Summer 2016 release (If an extended one hour outage is required, you will be notified via the ANS Handset)</i>	<i>14/07/2016</i>
-	Gemini and Gemini Exit systems	04/09/2016	3am	04/09/2016	8am (Contingency 10am)	<u>Proposed</u> Gemini Summer 2016 release	11/02/2016
-	Gemini and Gemini Exit systems	18/09/2016	3am	18/09/2016	8am (Contingency 10am)	<u>Proposed</u> Contingency - Gemini Summer 2016 release	11/02/2016

Key:

Italic – New outage notification

Underlined – Outage notification information amended

* Exact timings to be defined