

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 13th December 2012
Reporting Month: November 2012

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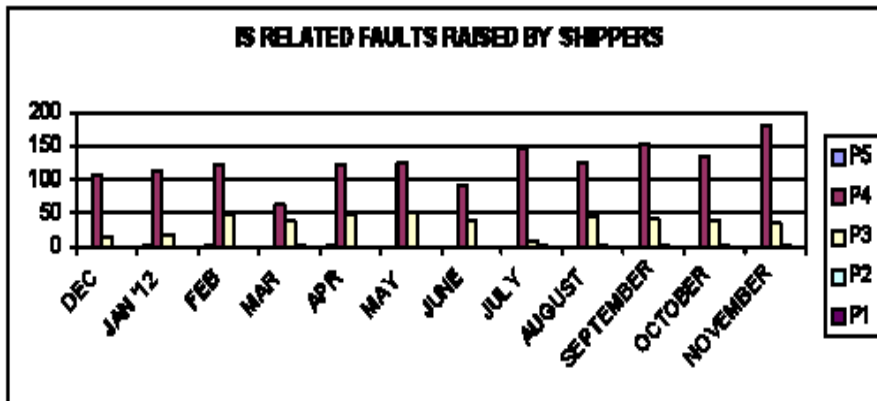
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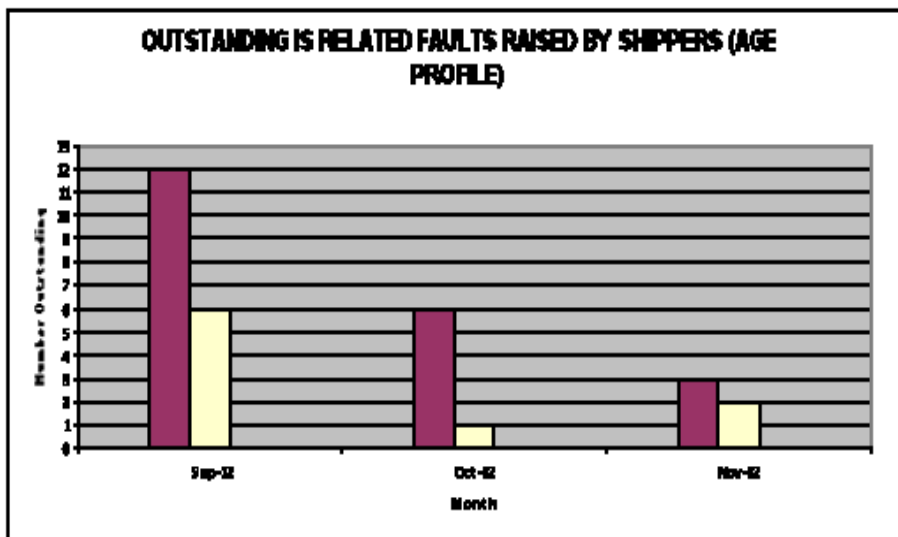
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
DEC	1	103	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
NOVEMBER	0	182	34	2	0	218
Total	8	1484	416	17	1	1926



Outstanding Calls	P5	P4	P3	P2	P1	Total
Sep-12	0	12	6	0	0	18
Oct-12	0	6	1	0	0	7
Nov-12	0	3	2	0	0	5
Total (Per P Level)	0	21	9	0	0	30



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 99.68%

Average GEMINI Transaction Response Times and Transaction Volumes

GEMINI Availability & Industry Averages					
Performance measures	Target/max	Reporting Month: Nov 2012			
		Nov 2012	Oct 2012	Sep 2012	Aug 2012
		01/11 – 30/11	01/10 – 31/10	01/09 – 30/09	01/08 – 31/08
Gemini Service	99%	99.68%	99.88%	99.82%	99.87%
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	4,839	4,821	5,264	5,159
Re-nominations per day	4,200	19,686	19,631	18,941	18,812
% of transactions < 4 sec's	95%	97.48%	97.8%	97.74%	97.69%
Transaction response time (in minutes)	n/a	0.49	0.45	0.44	0.46
Transactions per day	n/a	788255	870916	383776	872493
% Transaction change	n/a	-9.5%	126%	-56%	5.4%

P1 / P2 Resolution Time Analysis

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: Nov 2012			
Code	Problems v Time to resolve	Nov 2012	Oct 2012	Sep 2012	Aug 2012
		01/11 – 30/11	01/10 – 31/10	01/09 – 30/09	01/08 – 31/08
P2	<1hr	0	1	0	1
	1-2 hr	0	0	0	0
	2-3 hr	1	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	1	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 “**November**” **2012** 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 “**November**” **2012** 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 “**November**” **2012** 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 “**November**” **2012** 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,

Reference (Sent By / Ref No. / Requestor)	Title	Date of Issue
CM/1165/DA	Generic Invoicing Contacts – Revised Contact Code - Communication QP88	07/11/2012
CM/1166/DA	UK Link Change Pack- November 2012	09/11/2012
CM/1166.1/DA	Telecoms Communication Update – I’X Upgrade COR 1000.9 - For Information	09/11/2012
CM/1166.2/AS	Q Project Update Phase 1 - For Information	09/11/2012
JH/1166.3/AS	Q Project Update - For Information	19/11/2012
JH/1166.4/AS	Q Project Update Phase 1 - For Information	23/11/2012
JH/116.5/AS	Q Project Update Phase 1 - Successful Implementation	26/11/2012
AT/1167/DA	Successful Implementation for MSI update via RGMA flow	28/11/2012
AT/1168/SN	SMART Metering Implementation Programme for Representation	30/11/2012

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)	2pm	Infrastructure Implementation	12/07/12
962.13	CMS	23/02/2013	1.00am	23/02/2013	7.00am	Implementation of Phase 2 System Changes	08/11/12
962.16	CMS	23/02/2013	1.00am	23/02/2013	7.00am	Implementation of Phase 2 System Changes	08/11/12
962.9	CMS	23/02/2013	1.00am	23/02/2013	7.00am	Implementation of Phase 2 System Changes	08/11/12
962.10	CMS	23/02/2013	1.00am	23/02/2013	7.00am	Implementation of Phase 2 System Changes	08/11/12
962.20	CMS	23/02/2013	1.00am	23/02/2013	7.00am	Implementation of Phase 2 System Changes	08/11/12

Key:

Italic – New outage notification

Underlined – Outage notification information amended

* Exact timings to be defined