

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 10th March 2016
Reporting Month: February 2016

Authors (for this version):	Amjad Hussain
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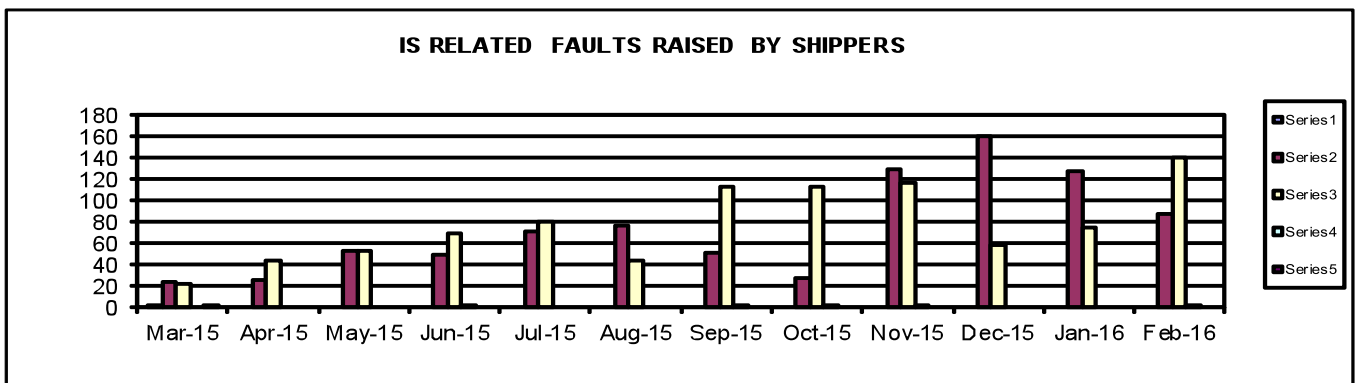
Contents

- 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**

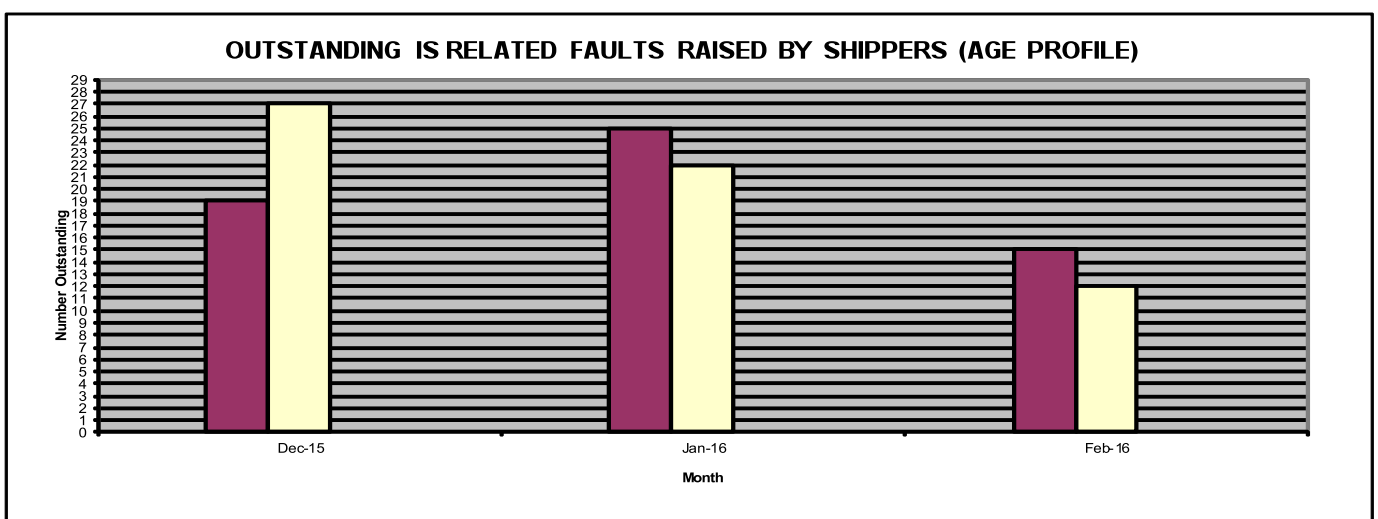
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
Mar-15	0	23	22	0	0	45
Apr-15	0	25	43	0	0	68
May-15	0	52	52	0	0	104
Jun-15	0	50	70	1	0	121
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
Total	0	880	924	7	0	1811

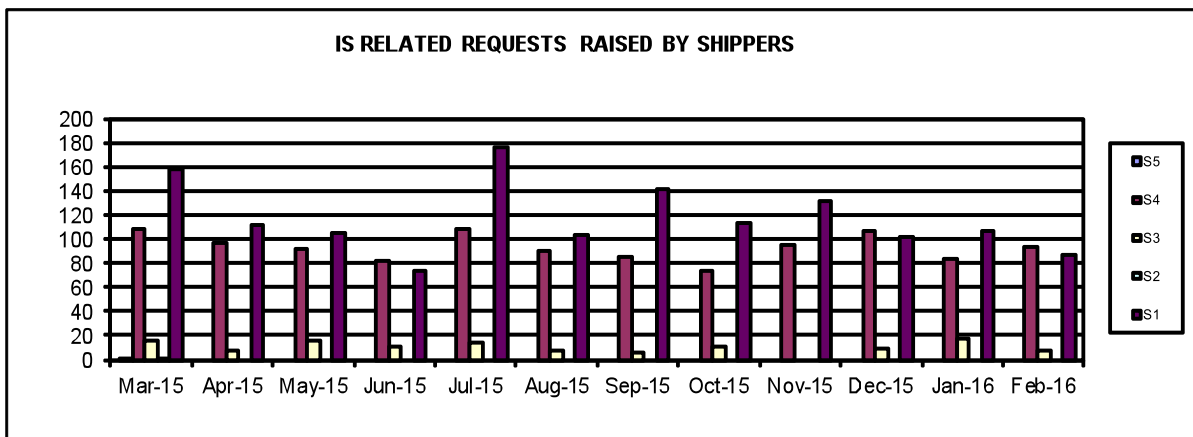


Outstanding Calls	P5	P4	P3	P2	P1	Total
Dec-15	0	19	27	0	0	46
Jan-16	0	25	22	0	0	47
Feb-16	0	15	12	0	0	27
Total (Per P Level)	0	59	61	0	0	120

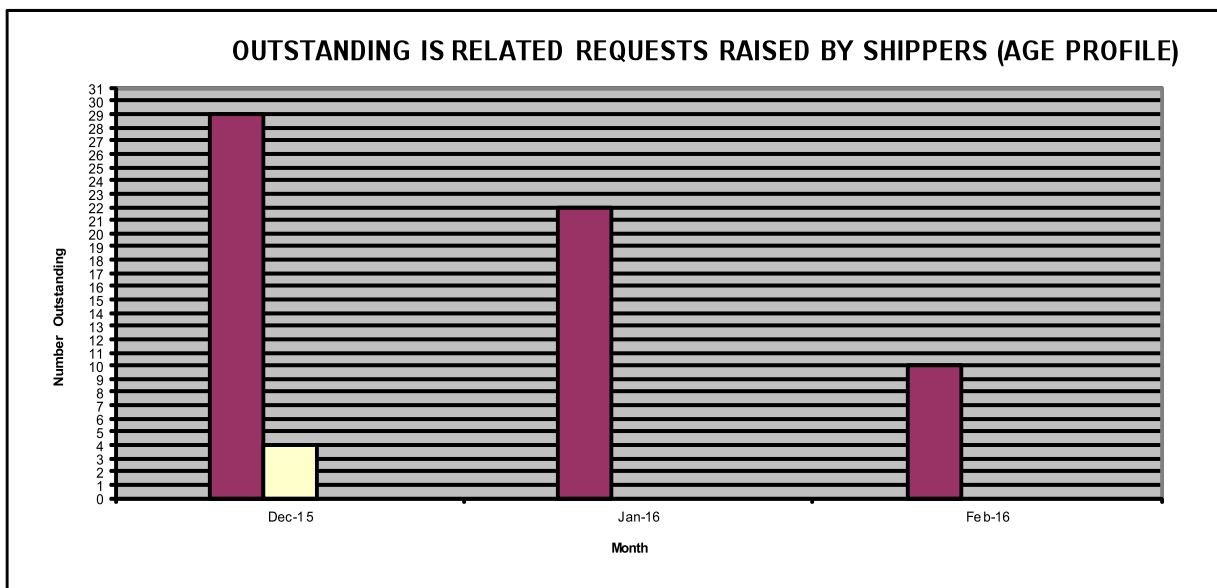


IS Requests Logged by Shippers

Requests Raised	S5	S4	S3	S2	S1	Total
Mar-15	0	108	15	0	158	281
Apr-15	0	96	7	0	112	215
May-15	0	92	15	0	105	212
Jun-15	0	81	10	0	73	164
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
Total	0	1111	118	0	1409	2638



Outstanding Calls	S5	S4	S3	S2	S1	Total
Dec-15	0	29	4	0	0	33
Jan-16	0	22	0	0	0	22
Feb-16	0	10	0	0	0	10
Total (Per P Level)	0	61	4	0	0	65



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: Feb 2016			
		Feb 2016	Jan 2016	Dec 2015	Nov 2015
		01/02 – 29/02	01/01 – 31/01	01/12 – 31/12	01/11 – 30/11
Gemini Service	99%	100%	100%	100%	99.93%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	4,809	4,809	4,951	4,867
Re-nominations per day	4,200	22,895	23,140	22,805	22,423
% of transactions < 4 sec's	95%	100%	100%	100%	100%
Transaction response time (in minutes)	n/a	0.26	0.27	0.28	0.28
Transactions per day	n/a	1057496	1068951	1056579	1113682
% Transaction change	n/a	-1.07	1.17%	-5.12%	3.32%

UK Link (Non-Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Feb 2016			
		Feb 2016	Jan 2016	Dec 2015	Nov 2015
		01/02 – 29/02	01/01 – 31/01	01/12 – 31/12	01/11 – 30/11
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: Feb 2016			
Code	Problems v Time to resolve	Feb 2016	Jan 2016	Dec 2015	Nov 2015
		01/02 – 29/02	01/01 – 31/01	01/12 – 31/12	01/11 – 30/11
P2	<1hr	0	0	1	3
	1-2 hr	1	1	1	3
	2-3 hr	1	0	2	2
	3-4 hr	0	0	0	0
	4-5 hr	0	1	0	0
	>5 hr	0	0	0	1
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 “**February**” **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 “**February**” **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 “**February**” **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. **Eg: £50, £100, £200, £400, £800**

Throughout the period of “**February**” **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
1511 - LH - SN	EU Phase 3 User Trials - New email address provided	01/02/2016
1512 - ML - SN	Invitation to Large File Transportation meeting - 9 th February 2016	03/02/2016
1513 - ML - DA	Introduction of an Advanced Meter Reader (AMR) Service Provider (ASP) Identifier (ASP ID) and Advanced Meter Indicator (UNC Modification 487S) – Transition Arrangements – Additional information and Representations	04/02/2016
1514 - ML - DA	Treatment of Integers in Decimal Places	04/02/2016
1515 - ML - SN	Representation Matrices for January 2016 Change Pack Part 1 of 2	05/02/2016
1516 - ML - SN	EU Phase 3 User Trials - Reminder	08/02/2016
1517 - ML - SN	Representation Matrices for January 2016 Change Pack Part 2 of 2	11/02/2016
1518 - LH - SN	Solution Development Group Terms of Reference	11/02/2016
1519/A - ML - SN	UK Link Change Pack February 2016	12/02/2016
1519.1 - ML - SN	COR1153 GCC External Screen Pack to be issued to UK Link	12/02/2016
1519.2 - ML - SN	UK-Link Programme Identity and Access Management	12/02/2016
1519.3 - ML - SN	EU Code Change Phase 3 Delivery - Notice of planned outages for the Gemini systems	12/02/2016
1519.4 - ML - SN	COR:3782 – Address validation & data cleansing	12/02/2016
1519.5 - ML - DA	Application of Software Compression to Supporting Information Files and Withdrawal of Token File	12/02/2016
1519.6 - ML - SN	COR1154.15 UKLP Including Nexus Requirements – Shipper Rejection Codes V2.5 For Approval	12/02/2016
1519.7 - ML - SN	UK Link Standards Guide Amendment to deal with integers in decimal fields and the treatment of decimal values	12/02/2016
1519.8 - ML - SN	Daily Meter Reading Simplification (with improved within day data provision) - File	12/02/2016
1519.9 - ML - SN	RTO Representations Meeting Invite	12/02/2016
1519.10 - ML - SN	EU Code Change Phase 3 Delivery External Screen Changes – Updated Version	12/02/2016
1520 - LH - SN	UK Link Change Pack February 2016, Published on Xserve.com following undeliverable	15/02/2016
1521 - LH - DA	Change Removal of 'Automatic' Creation of Meter Models on Receipt of RGMA Transaction – Revised Implementation Date	15/02/2016
1522 - ML - DA	Minutes of Large File Meeting convened 09/02/2016	16/02/2016
1523 - ML - SN	UK Link File Format – Master control sheet V20	17/02/2016
1524 - ML - SN	COR3782 – Address validation and data cleansing, T08 Treatment	17/02/2016
1525 - LH - SN	UK Link Change Pack February 2016 Part 2	19/02/2016
1525.1 - LH - SN	UKLP Enduring Transformation Rules update	19/02/2016
1526 - ML - SN	Schedule for UKLC twice a month and the SDG Meeting 2016	24/02/2016
1527 - ML - SN	SharePoint Implementation	25/02/2016
1528 - ML - SN	SDG Cancellation	01/03/2016
1529 - LH - SN	RTO representation meeting 17/02/2016	03/03/2016

**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	12/01/15
3572	Gemini and Gemini Exit systems	10/04/2016	3am	10/04/2016	8am (Contingency 10am)	Third Implementation To comply with the new European Network Codes in May 2016	08/10/2015
3572	Gemini and Gemini Exit systems	24/04/2016	3am	24/04/2016	8am (Contingency 10am)	Contingency for Third Implementation To comply with the new European Network Codes in May 2016	08/10/2015
	<i>Gemini and Gemini Exit Disaster Recovery Test</i>	<i>14/05/2016</i>	<i>03:15</i>	<i>14/05/2016</i>	<i>07:30 (12:30)</i>	<i>Annual test to prove disaster recovery capabilities and procedure for Gemini and Gemini Exit. (Should it be necessary to fail back to the primary site, the outage window will be extended to 12:30 UK GMT).</i>	<i>10/03/2016</i>
	<i>Gemini and Gemini Exit Disaster Recovery Test</i>	<i>15/05/2016</i>	<i>03:00</i>	<i>15/05/2016</i>	<i>07:30 (12:30)</i>	<i>Annual test to prove disaster recovery capabilities and procedure for Gemini and Gemini Exit (Should it be necessary to fail back to the primary site, the outage window will be extended to 12:30 UK GMT).</i>	<i>10/03/2016</i>
-	Gemini and Gemini Exit systems	04/09/2016	3am	04/09/2016	8am (Contingency 10am)	<u>Proposed</u> Gemini September 2016 release	11/02/2015
-	Gemini and Gemini Exit systems	18/09/2016	3am	18/09/2016	8am (Contingency 10am)	<u>Proposed</u> Contingency - Gemini September 2016 release	11/02/2015

Key:

Italic – New outage notification

Underlined – Outage notification information amended

* Exact timings to be defined