UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 9th June 2016
Reporting Month: May 2016

Authors (for this version):	Amjad Hussain
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Contents

Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
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**
Mar-16	0	129	74	0	0	**203**
Apr-16	0	138	76	0	0	**214**
May-16	0	51	341	1	0	**393**
Total	**0**	**1047**	**957**	**7**	**0**	**2011**

IS RELATED FAULTS RAISED BY SHIPPERS
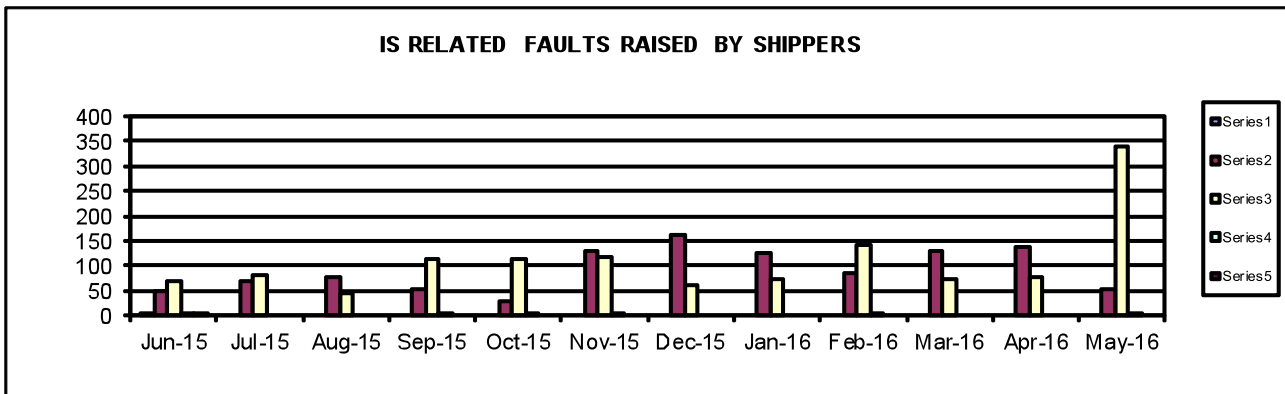
Outstanding Calls	P5	P4	P3	P2	P1	Total
Mar-16	0	18	21	0	0	**39**
Apr-16	0	8	14	0	0	**22**
May-16	0	19	155	0	0	**174**
Total (Per P Level)	**0**	**45**	**190**	**0**	**0**	**235**

OUTSTANDING IS RELATED FAULTS RAISED BY SHIPPERS (AGE PROFILE)
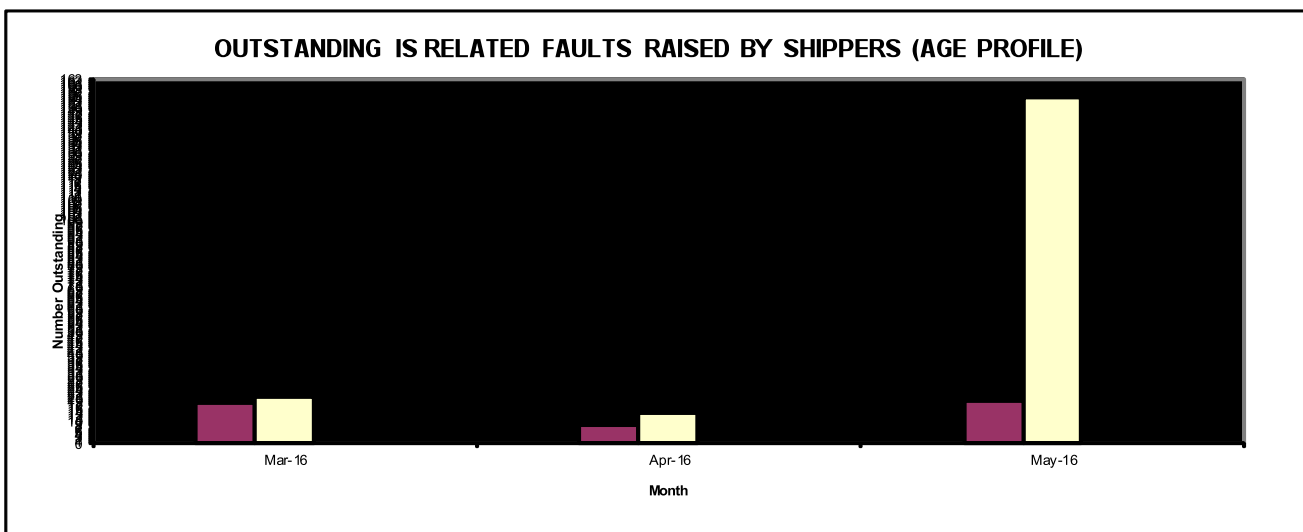
IS Requests Logged by Shippers

Requests Raised	S5	S4	S3	S2	S1	Total
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
Mar-16	0	67	7	0	83	157
Apr-16	0	57	0	0	108	165
May-16	0	48	8	0	134	190
Total	0	987	96	0	1359	2442

IS RELATED REQUESTS RAISED BY SHIPPERS
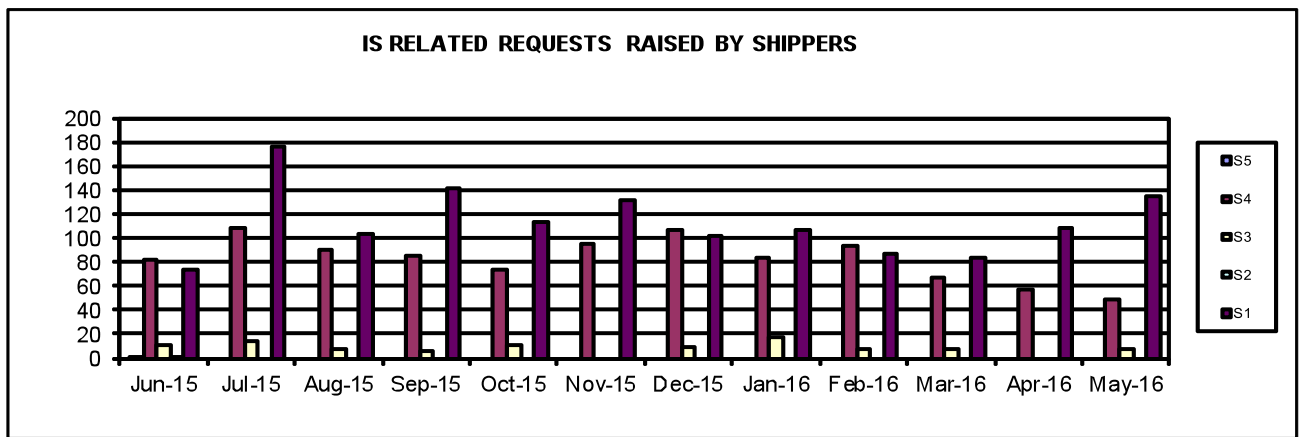
Outstanding Calls	S5	S4	S3	S2	S1	Total
Mar-16	0	11	0	0	0	11
Apr-16	0	7	0	0	1	8
May-16	0	12	0	0	0	12
Total (Per P Level)	0	30	0	0	1	31

OUTSTANDING IS RELATED REQUESTS RAISED BY SHIPPERS (AGE PROFILE)
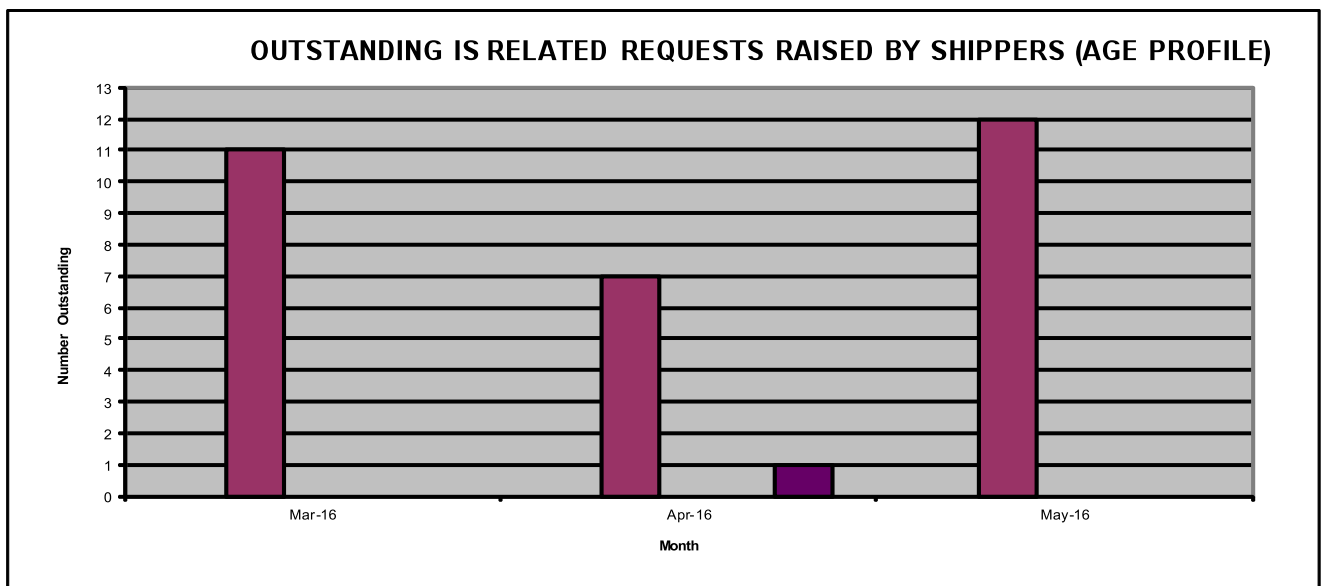
Report B

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: May 2016			
		May 2016	Apr 2016	Mar 2016	Feb 2016
		01/05 – 31/05	01/04 – 30/04	01/03 – 31/03	01/02 – 29/02
Gemini Service	99%	100%	100%	100%	100%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	4,690	4,593	4,935	4,896
Re-nominations per day	4,200	23,123	23,309	22,901	22,895
% of transactions < 4 sec's	95%	100%	100%	100%	100%
Transaction response time (in minutes)	n/a	0.32	0.28	0.25	0.26
Transactions per day	n/a	1046216	1098825	1051097	1057496
% Transaction change	n/a	-4.8%	4.5%	-0.60%	-1.07

UK Link (Non-Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: May 2016			
		May 2016	Apr 2016	Mar 2016	Feb 2016
		01/05 – 31/05	01/04 – 30/04	01/03 – 31/03	01/02 – 29/02
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 2016			
Code	Problems v Time to resolve	May 2016	Apr 2016	Mar 2016	Feb 2016
		01/05 – 31/05	01/04 – 30/04	01/03 - 31/03	01/02 - 29/02
P2	<1hr	4	0	1	0
	1-2 hr	2	1	1	1
	2-3 hr	1	0	0	1
	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" 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 **"May" 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 **"May" 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 **"May" 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
1567 - LH - SN	UK Link Change Pack 4th May 2016	04/05/2016
1567.1 - LH - SN	iGT Enduring Transformation Rules (change pack 4)	04/05/2016
1567.2 - LH - SN	Gemini API SSL Upgrade	04/05/2016
1567.3 - LH - DA	UKLP including Nexus requirements: Q28 clarification	04/05/2016
1567.4 - LH - DA	UK Link Standards Guide Amendment to deal with File Numbering after rejection and ERR and FRJ file formats	04/05/2016
1567.5 - LH - DA	Supporting Invoicing Information Files –Final position	04/05/2016
1568 - LH - DA	COR3782 - Address validation & data cleansing - Update	09/05/2016
1569 - LH - SN	SDG Meeting 16th May	10/05/2016
1570 - LH - SN	COR1154.15 UKLP Including Nexus requirement - Master Control Sheet V22	11/05/2016
1571 - LH - SN	Minutes for the SDG meeting held on the 03/05/2016	11/05/2016
1572 - LH - SN	Representation Matrices for UK Link Change Pack dated 20/04/2016	11/05/2016
1573 - LH - SN	Contact Titles Allowable Values List	12/05/2016
1574 - LH - SN	Treatment of the N95 Record	12/05/2016
1575 - LH - SN	UK Link Change Pack 13th May 2016	12/05/2016
1575.1 - LH - SN	Clarification on the treatment of RECONCILIATION INVOICE CHARGE within the ASP File Format	13/05/2016
1576 - RH - DA	Leading zero's	16/05/2016
1577 - LH - DA	Leading Zero's accelerated change pack	17/05/2016
1578 - LH - SN	UK Link Change Pack 18th May 2016	18/05/2016
1578.1 - LH -DA	N95 Treatment	18/05/2016
1578.2 - LH - SN	COR3997: Security requirement and invoice payment cycle for the Trading System Clearer - (UNC Modification 0568)	18/05/2016
1578.3 - LH -DA	Withdrawal of Change Summary 1466.4 - U01 / U12 / U14 Changes	18/05/2016
1578.4 - LH - SN	COR1154.15 – UKLP including Nexus requirements: File Format Amendments May	18/05/2016
1578.5 - LH - SN	COR1154.15 – UKLP including Nexus requirements: Shipper Rejection Codes V2.7	18/05/2016
1578.6 - LH - DA	Temporary Rejection Code for use with RGMA in Market Trials	18/05/2016
1579 - LH - SN	Annual CMS Application Disaster Recovery Outage	18/05/2016
1580 - LH - SN	Minutes for the SDG meeting held on the 16/05/2016	20/05/2016
1581 - LH - DA	UK Link Revised Change Summary Pack for Clarification on the treatment of RECONCILIATION INVOICE CHARGE within the ASP File Format	23/05/2016
1582 - LH - SN	Representation Matrices for UK Link Change Pack dated 04/05/2016 including UK Link Revised Change Summary Pack for ERR/FRJ File Formats and Hierarchies	24/05/2016
1583 - LH -SN	REMIT Reporting - Gemini system (including Gemini Exit) Outage	27/05/2016
1584 - LH - DA	Update to 'Leading Zero's' Spreadsheet	27/05/2016
1585 - RH - SN	SDG Meeting 6th June	31/05/2016

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
	Annual CMS Application Disaster Recovery Outage	25/06/2016 (contingency 09/07/2016)	00:00	25/06/2016 (contingency 09/07/2016)	07:00	The Annual Disaster Recovery exercise for CMS Application which will be carried out during the CMS Maintenance window. (NB. Will not affect CMS Application service)	18/05/2016
	Annual CMS Application Disaster Recovery Outage	26/06/2016 (contingency 10/07/2016)	00:00	26/06/2016 (contingency 10/07/2016)	07:00	The Annual Disaster Recovery exercise for CMS Application which will be carried out during the CMS Maintenance window. (NB. Will not affect CMS Application service)	18/05/2016
-	*Gemini and Gemini Exit systems*	*04/09/2016*	*3am*	*04/09/2016*	*8am (Contingency 10am)*	*Proposed* *Gemini Summer 2016 release*	*11/02/2015*
-	*Gemini and Gemini Exit systems*	*18/09/2016*	*3am*	*18/09/2016*	*8am (Contingency 10am)*	*Proposed* *Contingency - Gemini Summer 2016 release*	*11/02/2015*

Key:

Italic – New outage notification

Underlined – Outage notification information amended

* Exact timings to be defined