

# **UK Link Committee Meeting**

## **Xoserve Report Pack**

**Meeting Date: 9<sup>th</sup> March 2017**  
**Reporting Month: February 2017**

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<b>Version:</b>	<b>V1.0</b>
<b>Date:</b>	<b>6<sup>th</sup> March 2017</b>

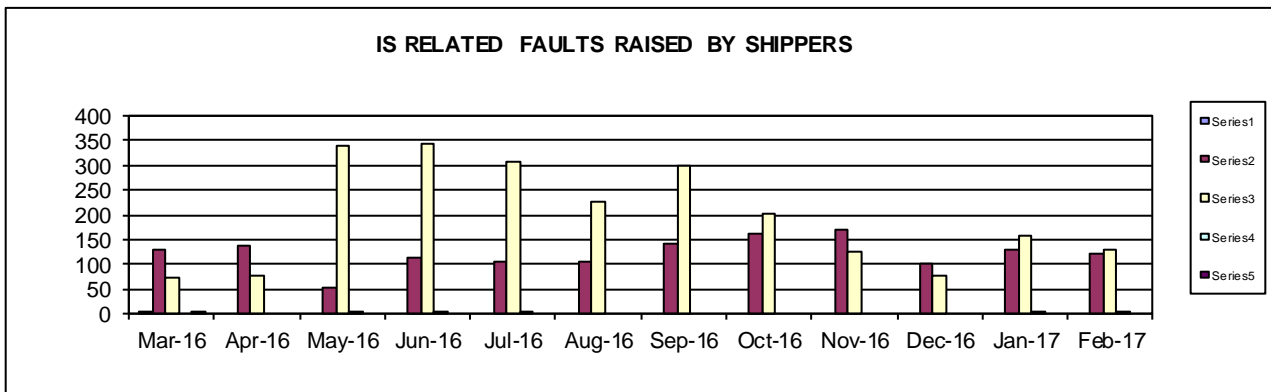
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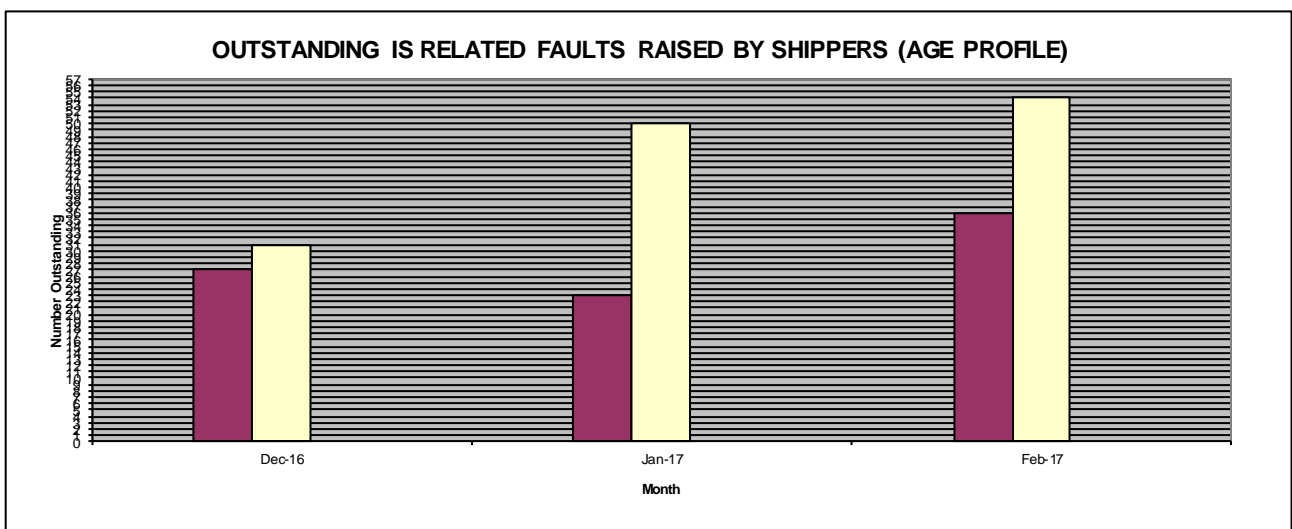
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
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
Jul-16	0	104	309	1	0	414
Aug-16	0	106	227	0	0	333
Sep-16	0	143	300	0	0	443
Oct-16	0	160	201	0	0	361
Nov-16	0	172	127	0	0	299
Dec-16	0	101	79	0	0	180
Jan-17	0	128	158	1	0	287
Feb-17	0	121	128	4	0	253
<b>Total</b>	<b>0</b>	<b>1466</b>	<b>2365</b>	<b>8</b>	<b>0</b>	<b>3839</b>

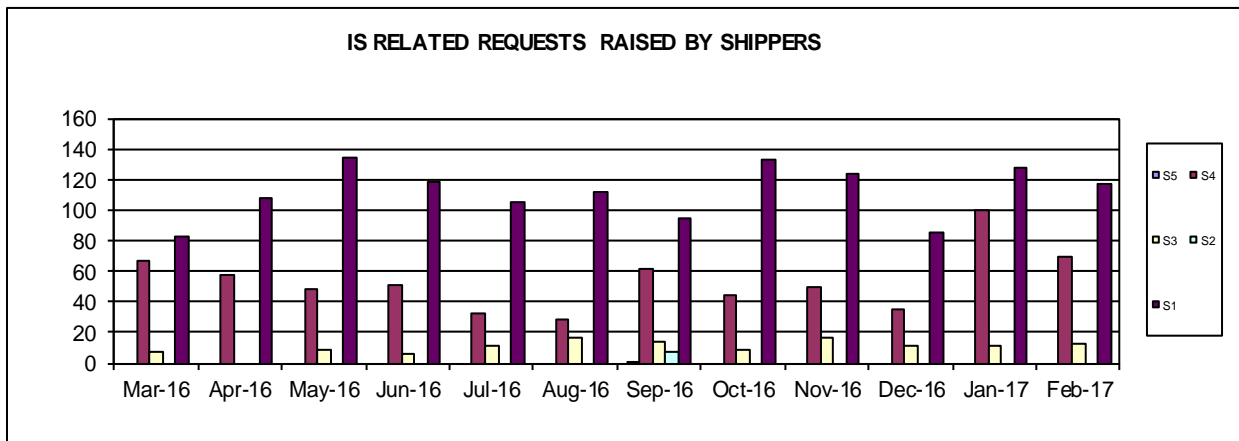


Outstanding Calls	P5	P4	P3	P2	P1	Total
Dec-16	0	27	31	0	0	58
Jan-17	0	23	50	0	0	73
Feb-17	0	36	54	0	0	90
<b>Total (Per P Level)</b>	<b>0</b>	<b>86</b>	<b>135</b>	<b>0</b>	<b>0</b>	<b>221</b>

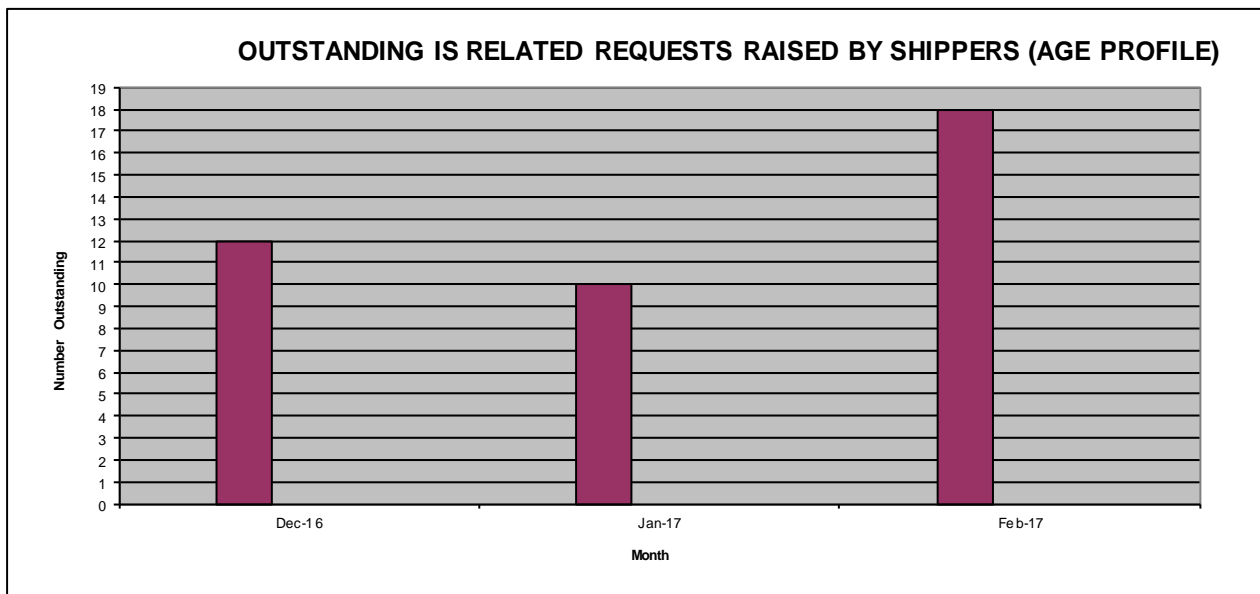


### IS Requests Logged by Shippers

May-16	0	48	8	0	134	<b>190</b>
Jun-16	0	51	6	0	119	<b>176</b>
Jul-16	0	33	11	0	105	<b>149</b>
Aug-16	0	29	17	0	112	<b>158</b>
Sep-16	1	62	14	7	95	<b>179</b>
Oct-16	0	44	8	0	133	<b>185</b>
Nov-16	0	50	16	0	123	<b>189</b>
Dec-16	0	35	11	0	85	<b>131</b>
Jan-17	0	100	11	0	128	<b>239</b>
Feb-17	0	69	12	0	117	<b>198</b>
<b>Total</b>	<b>1</b>	<b>645</b>	<b>121</b>	<b>7</b>	<b>1342</b>	<b>2116</b>



Outstanding Calls	S5	S4	S3	S2	S1	Total
Dec-16	0	12	0	0	0	12
Jan-17	0	10	0	0	0	10
Feb-17	0	18	0	0	0	18
<b>Total (Per P Level)</b>	<b>0</b>	<b>40</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>40</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 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 99.85%

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

UK Link (Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Feb 2017			
		Feb 2017	Jan 2017	Dec 2016	Nov 2016
		01/02 – 28/02	01/01 – 31/01	01/12 – 31/12	01/11 – 30/11
Gemini Service	99%	99.85%	100%	100%	99.96%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	4,816	4,854	4,853	4,696
Re-nominations per day	4,200	22,838	22,445	22,292	22,061
% of transactions < 4 sec's	95%	100%	100%	100%	100%
Transaction response time (in minutes)	n/a	0.47	0.42	0.41	0.39
Transactions per day	n/a	747095	738497	715784	737564
% Transaction change	n/a	1.1%	3.1%	-2.9%	-3.57%

UK Link (Non-Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Feb 2017			
		Feb 2017	Jan 2017	Dec 2016	Nov 2016
		01/02 – 28/02	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 2017			
Code	Problems v Time to resolve	Feb 2017	Jan 2017	Dec 2016	Nov 2016
		01/02 – 28/02	01/01 – 31/01	01/12 – 31/12	01/11 – 30/11
P2	<1hr	4	0	1	1
	1-2 hr	3	3	1	2
	2-3 hr	1	1	2	0
	3-4 hr	0	0	0	1
	4-5 hr	0	0	0	0
	>5 hr	1	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 D

### List of File Format and Urgent Communications Issued since last UK Link Committee Meeting.

Comm. Reference (Number/Sender/ Signatory)	Subject	Date of Issue
1695 - LH - SN	UK Link Change Pack 1st February	01/02/2017
1695.1 - LH - DA	Appendix 5B	01/02/2017
1696 - LH - SN	Consolidated Nexus Change Log V21	03/02/2017
1697 - LH - SN	Representation Matrices for 18th January 2016 Change Pack	07/02/2017
1698 - LH - SN	Consolidated Nexus Change Log	10/02/2017
1699 - LH - SN	SDG Meeting 20th February 2017	14/02/2017
1700 - LH - SN	UK Link Change Pack 15th February	15/02/2017
1700.1 - LH - SN	EU Phase 4a External Screen Pack	15/02/2017
1700.2 - LH - SN	Further Information for Outages to the IX Microsoft Hotfix and EFT Application Upgrade	15/02/2017
1700.3 - LH - DA	Version Control at PNID	15/02/2017
1700.4 - LH - DA	Asset Status Code / Asset Relationship	15/02/2017
1700.5 - LH - DA	Outage to EFT Application Upgrade	15/02/2017
1701 - LH - SN	Consolidated Nexus Change Log V22	17/02/2017
1702 - LH - SN	Consolidated Nexus Change Log	24/02/2017
1703 - LH - SN	SDG Meeting Cancellation	28/02/2017

**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
-	<b>Gemini, Gemini Exit &amp; Gemini EU</b>	<b>26/03/2017</b>	<b>3am BST (2am GMT)</b>	<b>26/03/2017</b>	<b>5am BST</b>	<b>British Summer Time - Clock Change Outage Gemini, Gemini Exit – system clocks remain on UK GMT until 02:00 GMT (03:00 BST) when they move forward one hour to BST. The normal Gemini maintenance window will start at 03:00 UK BST (02:00 GMT) and will end at 05:00 UK BST.</b>	<b>02/03/2017</b>
-	<b>EFT</b>	<b>12/03/2017 (contingency 19/03/2017)</b>	<b>03:00</b>	<b>12/03/2017 (contingency 19/03/2017)</b>	<b>07:00</b>	<b>EFT Application software upgrade</b>	<b>15/03/2017</b>
-	<b>Outage to the IX (Microsoft Hotfix)</b>	<b>13/03/2017</b>	-	<b>10/04/2017</b>	-	<b>3-5 minute outage at each server. Users to be notify of individual outage week commencing 06/03/2017</b>	<b>15/03/2017</b>
5107	Gemini and Gemini Exit Disaster Recovery Test	29/04/17	03:15 UK BST	29/04/17	07:30 UK BST	Annual test to prove disaster recovery capabilities and procedures 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 BST).	09/02/2017



5107	Gemini and Gemini Exit Disaster Recovery Test	30/04/17	03:00 UK BST	30/04/17	07:30 UK BST	Annual test to prove disaster recovery capabilities and procedures for Gemini and Gemini Exit (Should there be issues failing back to the primary site, the outage window will be extended to 12:30 UK BST).	09/02/2017
1154.16	<i>UKLP GCC – Outage to Gemini</i>	<i>07/05/2017</i>	<i>03:15</i>	<i>07/05/2017</i>	<i>05:15</i>	<i>GCC Code deployment will be deployed during the maintenance window. No extension is required, this is only for awareness.</i>	<i>12/01/2017</i>
1154.16	<i>UKLP GCC – Outage to Gemini</i>	<i>14/05/2017</i>	<i>03:15</i>	<i>14/05/2017</i>	<i>05:15</i>	<i>GCC contingency deployment – no extended outage is required the maintenance window will be utilised.</i>	<i>12/01/2017</i>
1154.16	<i>UKLP GCC – Outage to Gemini</i>	<i>31/05/2017</i>	<i>04:15</i>	<i>31/05/2017</i>	<i>06:15</i>	<i>Outage required to Gemini and Gemini Exit to deploy the siteminder configurations for UKLP GCC Go live. UKLP IDR2 will confirm if this 2 hour window need to be reduced. Updated expected in April</i>	<i>12/01/2017</i>

**Key:**

*Italic – New outage notification*

Underlined – Outage notification information amended

\* Exact timings to be defined