UKLINK MANUAL

IS SERVICE DEFINITION

July 2017
Version 11.1 For Approval

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Review History

Version	COR	Date of change	Impl^n Date	Changes	Author
11 For Approval	1154	May 2017	31st July 2017	Amendments to: • General review in line with revised governance (UNC Modification 0565 refers). • CDSP referenced. • Changes to reflect revised service levels introduced at Project Nexus Implementation Date. • Implementation of UNC Modification 0613.	David Addison
11.1 For Approval	1154	July 2017	13th October 2017	Amendments following 0613S Representation cycle. Clarify Enquiry and Meter Point Creation volumes.	David Addison

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1. Introduction

1.1 Purpose of the Document

This document defines the standards of service thereby allowing **UK Link Users** and **External UK Link Users (Users)** to measure the quality of the service provided by the **Central Data Service Provider (CDSP)**. External UK Link Users are parties using UK Link services in accordance with an additional third party services contract entered into with the CDSP.

The document sets out the service standard against which the UK Link System should be assessed to which Users should adhere to.

The Data Services Contract requires UK Link Users, including the CDSP, to comply with any provision of this manual. External UK Link Users must adhere to this manual as specified in the additional services contract.

1.2 Structure of Document

The UK Link Overview Manual defines the systems that comprise the UK Link System. For the systems included, and any interfaces with Users, this document defines the following:

- Service Request and Incident Management Processes
- Change and Release Management, including Maintenance
- System Recovery
- Service Review and Reporting
- Design Volumes
- Expected Performance Levels

The above elements apply for External UK Link Users unless explicitly excluded within this document. Any exclusion will be specified in the relevant additional services contract.

1.2.1 Online Communications

The UK Link Portal (which forms part of the UK Link System) provides a single common gateway for Users to access certain UK Link System applications. Applications accessible via the single-sign on capability provided by the UK Link Portal are:

- Data Enquiry Service
- UK Link On Line Service

CMS and UK Link Gemini have alternative gateway access for Users to access the business functionality supported by these services.

Where reported, response times for completed transactions will be monitored within the CDSP estate (i.e. between CDSP router and the application).

UK Link Systems are built to enable Users to access the service using a variety of browser products. The CDSP will maintain a list of supported browsers. This list is provided by UK Link System in Appendix D.

1.2.2 Batch Transfer Communications

The UK Link Network exists to enable the sending and receiving of batch files between Users – including the CDSP. This service is defined in the UK Link File Transfer Guide which forms part of the UK Link Manual. The systems that use Batch Transfer Communication interfaces are:

- UK Link System applications – e.g. Supply Point Administration
- UK Link Gemini
- Contact Management Service

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E mail communications are excluded from this Service Definition

2. Description of Services

2.1 Service Requests and Incident Management Process

Users are supported by the CDSP Service Desk which is described in section 1 of the UK Link Overview Manual. The CDSP have an auditable mechanism for receiving, escalating and resolving incident reports and Service Requests.

Incident Management processes are responsible for the co-ordination and management of reported incidents, prioritisation and escalation procedures and the provision of analysis information.

Users must provide the CDSP Service Desk with the following information when registering a Service Request or Incident:

- Full Name;
- User identity;
- Location;
- Telephone Number;
- Email address
- Service Request / Incident description
- System, Application or Interface identification;
- Further information as requested by the CDSP Service Desk to assist in investigation and resolution of the Service Request / Incident.

Calls will be assigned a priority in line with the Incident Priority Definition. On recording the Service Request or Incident, a reference number will be allocated and given to the relevant **Authorised Representative**. Thereafter the Service Request or Incident will be identified by this reference number.

Individual calls will be assessed on the basis of receipt time across all Users within a given priority level. Users will be kept informed of progress on the Incident on a regular basis.

Incidents will be prioritised as follows in respect of an individual User:

Category	Time to Fix	Description	Example Usage

Category	Time to Fix	Description	Example Usage
P1	<4 hours	Critical Incident	• Complete loss of more than one critical service • IT incident leading to high risk of serious Health & Safety incident • Confirmed uncontrolled security incident
P2	<8 hours	Major Incident	• Complete loss of any service (critical or non critical) • Partial loss of critical business service causing significant operational issues (caveat assess at time) • Multiple Organisations[1] (3 or more) are affected • Critical users are unable to undertake their activities • Subject to CDSP triage, an incident escalated to this level by the Customer
P3	<12 hours	Significant Incident	• Several users of a System or Service are impacted • Subject to CDSP triage, an incident escalated to this level by the Customer • Minor loss of infrastructure that does not affect service availability (e.g. loss of resilience)
P4	<24 hours	Minor Incident	• Loss of resilience on IX – no loss of service - primary or secondary circuit is down for a single site/shipper • A non critical file has not been received by a User • A non critical file has been rejected to the User. User has queried rejection. • Automated alert for overrunning or not started on time batch process
P5	<5 days	Request	• Non-critical incidents

Fig 1(a): Incident Priority Level Definitions

Category	Resolution Time	Description	Example Usage

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[1] This test is intended to assess that incident is not limited to a specific User / Organisation / Location.

S1	<1-hour (RT)	Business Critical	• To assist in resolution of a high-priority Incident where damage to business reputation is likely to be significant • To assist in resolving a confirmed, uncontrolled security incident • A password reset for Gemini or IAP
S2	<8-hours (RT)	Urgent	• Password resets for Application and Infrastructure support technicians • To assist in a P2 incident resolution • Proactively raised to prevent a service incident (e.g. job sequence change, storage allocations) • One or more Critical users is not able to undertake a business critical activity unrelated to an Incident • Subject to CDSP triage, a Service Request escalated to this level by the Customer
S3	<24 Business hours	Significant	• Password resets for a business critical system (e.g. SAP BW/DE) or where a User representative is unable to self-serve. • To assist in P3 and P4 incident resolution • Non urgent requests raised by the Actionable Command Centre to be resolved by another resolver group
S4	Up to 5 Business Days	Standard	• Non-critical requests - usually requests for information where the information is known • Requests for access etc. as part of planned system/service activity • Non-critical requests (e.g. chase call, cancel call, blank call, wrong call, BA code creation, CSEPs / Gemini creations / modifications/ deletion, missed call, audit report request, configuring new shipper in EFT) • Any non P1/P2 incident resolution requests to be fulfilled (e.g. - Prodcom access etc.)
S5	90 Days (Business)	Non-Standard	• Any request which requires investigation to determine if it can be fulfilled • Adhoc request not categorised above

Fig 1(b): Service Request Priority Level Definitions

The following services are defined as critical / non critical for the purposes of Priority Definition.

Critical Business Service	Non Critical Business Service
UK Link Gemini	Information Provisioning[2]

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[2] Information Provisioning (IP) is not a UK Link System, but the Data Enquiry Service utilises data from this platform.

UK Link Application	Data Enquiry Service
UK Link Network	Contact Management Service
UK Link Portal	Offline Systems
UK Link Online Service	

Fig 2: Priority Service Definition

Failure to meet the target resolution time for P2 priority calls (which are set out in Appendix B) will result in the Incident being escalated to a Duty Manager.

If a User wishes to increase the prioritisation of the Incident they must provide justification for any escalation to the Service Desk. This will be triaged by the CDSP who will escalate the call if this request is upheld.

2.2 Disaster Recovery

The CDSP has disaster recovery arrangements in place which are designed to restore the constituent elements that comprise the UK Link System. The following table indicates the Return To Operation (RTO) Objective for each UK Link System.

The Recovery Point Objective (RPO) indicates the maximum point at which data on the system may not be recovered beyond in relation to the loss of service. Data will be restored to the point at which the last backup was taken.

The UK Link System has been designed to provide additional levels of resilience (high availability) for each system component in the Primary Data Centre in which the system is hosted.

In the event that both the Primary and its high availability component should fail, then we have a Disaster Recovery capability at the secondary Data Centre.

System	Return To Operation Objective	Recovery Point Objective	Comments
Contact Management System (CMS)	24 hours	24 hours	
Data Enquiry Service (DES)	Not defined	Not applicable – DES provides a deferred view of data within the UK Link Application.	
UK Link Gemini	4 hours	Synchronised resilience – last accepted transaction.	
UK Link Portal	24 hours	24 hours	
UK Link On-Line Service	24 hours	Not applicable	
UK Link System Application	24 hours	24 hours	
UK Link Network	48 hours	Not applicable	CDSP Gateway Failure and UK Link Network
	Not defined	Not applicable	UK Link User Failure*

Fig 3 – Disaster Recovery Objectives

*Disaster Recovery arrangements for failure of a User Gateway are defined in the UK Link Manual Supplementary Document - UK Link File Transfer Definition.

2.3 Change Management

The CDSP will analyse relevant information and co-ordinate changes to UK Link Systems to ensure no unplanned or untested change takes place. All system changes to the UK Link Systems will be approved via the internal CDSP Change Authority Board. This is intended to reduce the potential of any adverse impact on service levels by changes to UK Link Systems.

Where changes to UK Link System will impact UK Link Users, such UK Link Users will be provided with a description of the change as part of the Change Management Procedures.

External UK Link Users will be informed of any changes proposed that are deemed to impact the service that they will receive.

CDSP reserve the right to implement Software / Hardware patches without approval as part of routine maintenance.

Outages as a result of implementations will be notified to Users in accordance with the Change Management Procedures.

2.3.1 Release Management

Release management will be notified to UK Link Users in accordance with the Change Management Procedures.

2.4 Planned Outages

The CDSP will provide notice to UK Link Users of the unavailability of elements of the UK Link System. UK Link Users shall be notified of this via the monthly reporting to the Change Management Committee. This may be for a number of reasons, for example scheduled maintenance, infrastructure testing (e.g. failover) and as a result of a release.

The report should provide the consequences of this outage to Users – e.g. files being held prior to processing by an application, lack of user access to On Line Services.

The CDSP should endeavour to provide information related to any outage in the relevant report to the Change Management Committee prior to the outage.

The CDSP shall notify External UK Link Users in line with additional services contracts of any planned outage.

2.5 Unplanned Outages

Where unplanned outages are necessary, the CDSP will provide information to Users once any impact has been identified to Users. This information may not be provided with sufficient notice to satisfy Change Management Procedures.

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3. Service Review and Reporting

3.1 Service Reviews

The CDSP's achievement of IS Performance Levels will be reviewed by the Change Management Committee, or it's appointed sub Committee. Any references to the Change Management Committee include any appointed sub Committee.

The Committee will be responsible for assessing the performance of the UK Link Systems.

3.2 Service Reporting

Reports will be provided to the Change Management Committee for the reporting periods which are specified in Appendix B. Each report will be made available to the relevant Committee meeting following the end of the subsequent reporting period. The report will cover the service received by the industry as a whole.

The reports will include:

· graphical report of response times for UK Link Gemini On-Line Communications;
· graphical report of key transactions processed day on day for the reporting period across the industry;
· tabular report showing individual outages for the system components and services specified in Appendix C;
· tabular report showing resolution times for P2 and P1 priority calls to the Service Desk.

3.3 Maintenance of a Capacity Plan

· In order to ensure that sufficient resources are in place to service Users' requirements the CDSP will monitor utilisation of existing capacity. As input to this process UK Link Users will be required to forecast their usage of UK Link by key transactions, identified below, providing average and peak day, as defined by the individual UK Link User.

Each individual User must provide expected numbers of Authorised Representatives expected to access each UK Link System capable of supporting On-line Communications.

Rolling 12 monthly forecasts will be required at six monthly intervals to the CDSP.

The key transactions are:

· Gas Flow Day Nominations and Renominations;
· Supply Point Enquiries;
· Supply Point Nominations;
· Confirmations only for a Supply Point less than 73,200kWh;
· Confirmations for a Supply Point greater than 73,200kWh;
· Supply Point Amendments (as specified in UNC TPD G Annex G-1) – including Class Amendment and Organisation Entity changes (e.g. MAM Id Update);
· Meter Reading submissions by Supply Point Classes 2, 3 and 4;
· Meter Information Notifications;
· Meter Information Update Notifications.

Where UK Link Users wish to submit short term extraordinary UK Link Communication volumes they must raise a Service Request with the CDSP Service Desk. The CDSP will assess available capacity and prescribe a submission profile.

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Appendix A Treatment specific to UK Link User Organisation Type

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Appendix B Design Maximum Volumes

The following table sets out the business volumes which the UK Link System has been developed to support.

Users are required to contribute to assessment of system capacity as described in Section 3.3 Maintenance of a Capacity Plan above.

Value	2017-2018 incl.	2019-2020	Comments
Total Supply Meter Points, or which:	24,000,000	25,000,000	
Large Supply Points (>=73,200 kWh)	300,000	300,000	
Small Supply Points (< 73,200 kWh)	23,700,000	24,700,000	
Twin-stream Meter Points	100	100	
Meter Reading Product Classes			
Class 1	1,000	1,000	Volume following UNC Mod 0441 implementation (PNID+6M)
Class 2	35,000	50,000	2017/18 - Assumes max 70% of meter points within AQ > 732,000 & < 58,600,000 kWh will be Class 2. 2019/20- Assumes max 100% of meter points within AQ > 732,000 & < 58,600,000 kWh Class 2.
Class 3	2,400,000	12,000,000	2017/18 – Assumes 2.4M meter points (based on 5% LSP's, and 40% of SSPs with Smart Metering capability utilising this Class. 2019/20 – Assumes 50% of SSPs with Smart Metering capability utilising this Class.
Class 4 – Monthly / Annual	All Supply Meter Points not in Class 1-3, will be within this category.		
NTS Entry Points	25	25	
NTS Exit Points	40	40	
Embedded LDZ Entry Points	100	100	Minimum gas specification criteria necessary.

Fig 4 – Design Maximum Volumes

The following table sets out the transactional volumes, in terms of peak daily transaction rates, which the UK Link System has been developed to support. The sizing has been based upon those transactions which are significant in peak daily volumes.

Value	2017-2018 incl.		2019-2020		Comments
	Average	Peak	Average	Peak	
Supply Point Administration					
Enquiries		40,000		40,000	
Nominations (LSP (>=73,200 kWh))		6,000		6,000	

Confirmations (LSP (>=73,200 kWh))		4,800		4,800	
Confirmation only (SSP (<73,200 kWh)		42,200		42,200	
Supply Point Objection from Proposing User		47,000		47,000	DS-CS SA1-14 refers
Transfer of Ownership	26,000	52,000	26,000	52,000	
SPA Amendments (UNC TPD G Annex G-1)	2,000	26,000	2,500	26,000	
Change in Supply Point Capacity		10,000		10,000	DS-CS SA6-11 refers[3]
Assets					
Meter Information Notifications (JOB) / Meter Information Update Notifications (UPD)	23,000	68,000	20,000	55,000	Values benchmarked against DECC roll out volumes. Processes described in this document will enable future assessment.
Meter Reading					
	4,000,000	32,000,000			Day 1 figures agreed. Processes described in this document will enable future assessment.
Meter Point Creation		~~645~~ 5000		~~645~~ 5000	DS-CS SA1-01 /DS-CS SA12-01
Organisation Update (GEA)		100,000		100,000	
MAM Update		100,000		100,000	

Fig 5 – Specified Peak Daily Transactions

Value	2017-2018 incl.		2019-2020		Comments
	Average	Peak	Average	Peak	
AQ Calculations (Monthly)		8,500,000		14,000,000	
Reconciliations (Monthly)		25,000,000		100,000,000	

Fig 6 – Other Specified Transactions

UK Link Gemini has been designed to process an average of approximately 8,300 nominations per day plus a further 4,200 renominations, a total of 12,500 per day.

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[3] Supply Point Capacity Amendments may result in Referral to Network for assessment. Capacity for referral assessment will be materially lower than this volume.

System	Maximum Concurrent Users	Comments
Contact Management System (CMS)	160	
UK Link Gemini Online	340 Shipper / DNO / NTS Users	200 Users via Online / API UK Link Network connection.
Data Enquiry Service (DES)		
UK Link Portal	450	
UK Link On-Line Service		

Fig 7 – On-Line Service Definition

Appendix C Performance Levels

The following table sets out the Performance Levels.

Performance Parameter	Performance Period / Performance Levels	Notes
On-Line Communications:		
UK Link Gemini**	4 seconds for 95% of all transactions	Measured by volume internally to and from the UK Link User router.
UK Link Portal	up to 10 seconds for complex transactions	Not reported.
UK Link Online Services	up to 10 seconds for complex transactions	Not reported.
DES	up to 10 seconds for complex transactions	Not reported.
CMS	Up to 20 seconds for complex transactions	Not reported.
Service Availability:		
UK Link Gemini**	99% Availability within Scheduled Hours. Scheduled hours: 23 hours per day Monday - Saturday 22 hours Sunday	Unavailability Monday - Saturday 1 hour between 0315 - 0415. Unavailability Sunday 0300 - 0500. Figures are exclusive of planned maintenance.
UK Link Portal	97% Availability within Scheduled Hours. Scheduled hours: 22 hours per day.	Unavailable 0500-0700 7 days
UK Link Online Services	97% Availability within Scheduled Hours. Scheduled hours: 22 hours per day.	Unavailable 0500-0700 7 days
UK Link Network	99% Availability.	Users may enhance individual User availability by increasing resilience / redundancy of equipment (subject to charge).
DES	97% Availability within Supported Hours.	Supported hours 0800 – 1800 Monday to Friday; 0800 – 1200 Saturday(excl. defined Non Supply Point System Business Days) The service may be available outside of the stated times but this is outside of defined availability.
CMS	97% Availability within Supported Hours.	Supported hours 0800 – 1800 Monday to Friday; 0800 – 1200 Saturday(excl. defined Non Supply Point System Business Days) The service may be available outside of the stated times but this is outside of defined availability.
Miscellaneous:		
Service Desk**	24 hours each day	
Authorised Representative Addition/ Removal**	Within 5 business days	Excludes self service capability. UK Link User LSOs can add / remove Authorised Representatives for UK Link Online Service.
	Within 10 business days	Where DES / CMS accounts not serviced through self service capability.

Incident Resolution**	P2: 8 hours	Excludes incidents related to Transporter Provided Equipment as part of the UK Link Network to Users.
Reporting Period	Monthly	Monthly reports will be issued on the basis of calendar months.

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Deleted: <#>Note: the Shipper Information Service shares the same IXN circuit as Gemini Subject to IX remaining the prime telecommunication system. Therefore UK Link Users should ensure that their use of the SIS does not impact their use of GEMINI.

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Appendix D - Glossary

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Where a reference is stated this document shall have the same meaning as the source reference. In such circumstances this is reproduced to assist the reader, but readers must not rely upon the definition stated.

Term	Synonyms	Reference	Definition / Expansion	Comments
Authorised Representative		Annex 4.7.2	A representative of the UK Link User who has been designated as such by that UK Link User as defined in Annex 4.7.2. See UK Link Manual Supplementary Document - Security Framework.	
CDSP		GTD 1.2.1a	Central Data Services Provider	
CDSP Service Desk	Service Desk	UK Link Manual Terms and Conditions 10	Provision by the CDSP of a Service Desk function as defined in the UK Link Overview Manual	
CDSP Duty Manager	CDSP DM		A representative of the CDSP that will engage with a User in the event of a DR Arrangement	
Code Communication		GTD 5.1e	A communication required in the UNC, IGT UNC or the IGTAD	
Communication			A generic term used within this document to signify a Code Communication, a UK Link Communication or a message conveyed by the UK Link Network	
Critical user			Gas National Control Centre users.	
DSC		GTD 1.2.1c	Data Services Contract	
DR Arrangements			Disaster Recovery Arrangements	
External UK Link User			An Organisation (other than UNC parties) who is entitled to use UK Link Systems consistent with the UK Link Terms and Conditions 2.2, including as a result of entering into an additional services contract with the CDSP.	
File Transfer server			CDSP provided server on User premises used to send & receive files	
GTD			General Terms Section D of Uniform Network Code	
Non Supply Point System Business Days		UNC G and M 1.10	Non Supply Point System Business Days consistent with the UNC definition, and defined annually in accordance with Change Management procedures.	
UK Link Communication	message	GTD 5.1d	A communication transmitted by a User, in this document, exclusively by file sent via the UK Link Network.	
UK Link Network	IXN / I'X		An information exchange system, allowing the electronic transfer of information between the CDSP and Users and certain access (as described in the UK Link Manual) by Users to the UK Link System.	
UK Link User			Persons acting as an Organisation authorised to have access to and use of UK Link System, including the UK Link Network. **This definition excludes External UK Link Users unless specified to the contrary.**	
UK Link User Agreement		GTD 5.1.2 f	A third part agreement allowing access to relevant elements of the UK Link System.	
Users			Term to refer to both UK Link Users and External	

			UK Link Users.	
User Gateway			A "**Gateway**" is a computer server forming part of the UK Link Network, installed at premises designated by the CDSP and of each User (and in the case of a User forming part of the User Equipment and including Licensed Software).	
User Short Code			A three character code assigned to each User. These are maintained by the CDSP and published within the UK Link Manual.	

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Appendix E Supported Browsers by UK Link System

The following browser versions may be used to access Online services listed.

Cookies should be enabled.

UK Link System	Browser	Supported Versions	Version End Date	Comments
UK Link Gemini	Firefox			Use of Citrix product manages user interface with UK Link Gemini.
	Chrome			
	Internet Explorer			
	Safari			
UK Link Portal; UK Link Online Services; CMS; DES UK Link Online Services CMS DES	Microsoft Internet Explorer	IE11		
		IE10		
		IE9		
		IE8		MS has withdrawn support for this product. Limited CDSP Service Desk support available.
	Google Chrome	39+		
	Apple Safari	7, 8, 9+		
	Mozilla Firefox	31+		

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2. DATA QUALITY

2.1 Data Validation

the system is designed to validate information input by Authorised Representatives in certain critical areas, such as gas nominations, storage nominations, and flexibility bidding. For example when an input or output nomination is made, the system will validate the data entered by an Authorised Representative to ensure that:

the input/output point is valid for the UK Link User;
the service is valid for the UK Link User;
the date of nomination is a valid date;
the energy nominated is greater than or equal to zero.

2.2 Error Correction

Error correction to any data held on UK Link systems will be controlled by an internal change management process. This process ensures that an audit trail exists to trace any effected changes. the affected party or parties will be notified of any such changes and the relevant audit trails will be made available, if requested.

2.3 Data Integrity

Tthe integrity of the data within the database is controlled via application coding checks, and the referential integrity functions inherent within the database and applications system.

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UK Link

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UK Link

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problem incident

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problem incident

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jointly agreed

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UK Link

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UK Link

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UK Link

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UK Link

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Problems

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Problems

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Priority Level	Description
P1	Loss of Service that affects more than one UK Link User.
P2	Loss of service to an individual UK Link User that affects all authorised Representatives.
P3	Loss of service to an individual UK Link User that affects more than one but not all Authorised Representatives.
P4	Loss of service but restricted to an individual UK Link User. There is a problem but does not affect the functionality of the service.
P5	theThe call has no impact on service.

Definitions of these priority levels are as follows:

P5   the call has no impact upon use of the service, such as general enquiries or queries. Example: An Authorised Representative requests information on how to use an Gemini screen;

P4   There is a problem or a loss of service, but it does not affect the functionality of the service, or a Loss of service but restricted to an individual UK Link User. Example: an Authorised Representative is receiving poor response times or An Authorised Representative is having problems accessing GEMINI. A check will be made to see if other ARs in the same location are having similar problems;

P3   Loss of service to an individual UK Link User which affects more than one but not all ARs. Example: Several ARs have problems accessing GEMINI;

P2   Loss of service to an individual UK Link User which affects all ARs. Example: A UK Link User's Gateway is non-operational;

P1   Loss of service which affects more than one UK Link User. Example: Loss of the GEMINI IBM mainframe.

3.4   Help Facilities

UK Link Users are supported by the Transporters Help Desk which is described in section 1.3.3 of the UK Link Overview Manual.

3.6

3.8   Scheduled Maintenance

Planned infrastructure maintenance will be forecast three months in advance. Details will be communicated via the Shipper Information Service.

the management of the independent audit as set out in paragraph U7.5 of the Network Code. The purpose of the independent audit is to ensure the validity of the reports of performance and the effectiveness of the monitoring and reporting procedures.

Ofgem will receive copies of all reports relating to all UK Link Users and to the industry as a whole.

compared to the service targets by UK Link User and across the

industry

:

requests for information which relates to a Supply Point

.

requests for reconnection of a meter point;
transfers of meter point ownership

.

This table is legally binding.

Indicator	Mar 1996	Mar 1997	1998
Total Supply Points	875,000	3,875,000	18,875,000
Supply Points >73 ,200Kwh	342,000	342,000	342,000
Supply Points <73 ,200Kwh	533,000	3,533,000	18,533,000
Supply Point Groups (SPGs) <73Kwh/Shipper	13	13	13
Total Meters	973,000	2,473,000	19,000,000
of which: Monthly read	123,000	123,000	123,000
6-Monthly read	815,000	2,315,000	18,842,000
No of storage sites	11	11	11
No of dataloggers	25,000	25,000	25,000
No of daily meters	35,000	35,000	35,000
NTS Entry Points (max.)	25	25	25
NTS Exit Points (max.)	40	40	40

(Dataloggers: 1 to 5 max. Daily Meters per datalogger, 1.4 average)
(Addresses: approx. 1.1 to every Supply Point)
NTS Entry Points = 15 sub-terminals + 3 on-shore fields + 8 storage physical injection points
Storage Sites = 9 Facility/Service Type combinations + 2 Summer Deals = 11

the following table is legally binding

Process	March 1996
Requests for information which relates to a Supply Point	1,500
Nominations for a Supply Point over 73,200 kWh	6,000
Confirmations only for a Supply Point less than 73,200 kWh	42,200*
Confirmations for a Supply Point greater than 73,200kWh	4,800
Requests for Reconnection of a Meter Point	2,500
Transfers of Meter Point Ownership	50,000*†#
UK-Link peak meter reads capability (daily basis)	400,000

* It is assumed that these peaks will not co-exist.
† Files for transfer to a User will be processed within the 5 Day window D-7 to D-2.
# `per Sites and Meters database partition`

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UK-Link is capable of receiving on a peak daily basis 400,000 meter reads
It is assumed that the take on peaks for Domestic Competition will not coincide with peaks in the Industrial & Commercial (I&C) market. Therefore at the take on peak for Domestic Competition the system will be able to process 50,000 Domestic Transfers because the normal daily I&C Transfers are sufficiently low as to not materially affect the processing of 50,000 Domestic Transfers.

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99% of remaining time

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APPENDIX 3   **FUTURE SERVICE OBJECTIVES**

In order to further demonstrate the level of IS support to UK Link, the Transporters intends to move towards an enhanced reporting capability. the following reports will be provided once measures are adopted and data collected. Enhancements to the reporting mechanism will be announced through the UK Link User Group.

Reports are intended to be by:
    industry;
    UK Link User;
    core/non-core time (core time being planned for 09:00 – 17:00, daily)

Help Desk
    Help Desk availability;
    number of calls total and by staff;
    number of calls by UK Link User;
    time to respond to initial enquiry and commence action;
    analysis of call type;
    call type trends over time;
    reduction in recurring problems;
    identification training needs;
    average time spent on calls by the help line;
    time to answer calls (provisional target - 30 seconds).

Problem Resolution
    number of reported problems since the last review;
    current status and priority of outstanding problems;
    elapsed time taken to resolve those which have been completed;
    total number of problems opened and closed;

    revised problem priorities:
        loss of service - provisional target 60% < 2.5 hours, 98% <4 hours
        degradation of service - provisional target < 5 hours
        no impact - provisional target < 24 hours.

File Transfer
    number of failed transmissions.

Controls
    number of security violations;
    timeliness of access to audit trails.

Service
    meeting of batch schedule timings;
    number of system/network transactions processed;
    service availability by component;
    interactive TP response times - provisional target 80% < 2 seconds, 98% < 20 seconds.