Report B – UK-LINK Business Support Agreement Report Summary –???? 05

GEMINI Availability (excluding scheduled outages)
GEMINI Service Availability is a measure of the overall availability of the Gemini System to Shippers (excluding IX).
GEMINI Access (IX), 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 availability of the GEMINI service was ????and the GEMINI access was 100%.

GEMINI Availability & Industry Averages					
Performance measures	Target/max	Reporting Month: October 2005			
		October 2005	Sept 2005	August 2005	July 2005
		01/10 - 31/10	01/09 - 30/09	01/08 - 31/08	01/07 - 31/07
GEMINI Service availability	99%	98.76	100	100	100
GEMINI Access (IX)	99%	100	100	100	100
Shipper Information Service	99%	100	100	100	100
Batch Transfer	99%	100	100	96	100
Routers	99%	100	100	100	100
Nominations per day	8,300	3,698	3,401	3,445	3,313
Renominations per day	4,200	10,393	9,032	8,940	9,489
% of transactions < 4 sec's	95%	98.78	98.86	98.86	98.7
Transaction response time	n/a	0.33	0.33	0.34	0.35
Transactions per day	n/a	564,304	564,082	583,798	559,996
% Transaction change	n/a	0	3.38	-4.25	3.47
Bulk Uploads per day	**n/a**				
Bulk Downloads per day	**n/a**				
Average Shipper MPLS usage	**n/a**				
Average National Grid MPLS Usage	**n/a**				

Note

Following the implementation of Gemini it was agreed that the items highlighted in red above were no longer appropriate due to the change in infrastructure design. To replace these measures it is proposed that the additional rows highlighted in blue are reported upon in the December UKLINK report:-
Bulk uploads per day : The average number of bulk upload files processed per day during a reported month
Bulk Downloads per day : The average number of bulk download files processed per day during a reported month
Average Shipper MPLS usage: The average % bandwidth of the available MPLS used for all shippers
Average National Grid MPLS usage : The average % bandwidth of the National Grid MPLS connection used.

P1 / P2 Resolution Time Analysis

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: October 2005			
Code	Problems v Time to resolve	October 2005	September 2005	August 2005	July 2005
		01/10 - 31/10	01/09 - 30/09	01/08 - 31/08	01/07 - 31/07
P2	<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
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

xoserve