

# **UK Link Committee Meeting**

## **xoserve Report Pack**

### **September 2005 v1**

#### **Contents**

**Page 2 – Report A – IS Faults logged by Shippers**

**Page 3 – Report B – UK-LINK Business Support Agreement Report Summary**

**Page 4 – Report C – Mod 565 Monthly Liabilities Report**

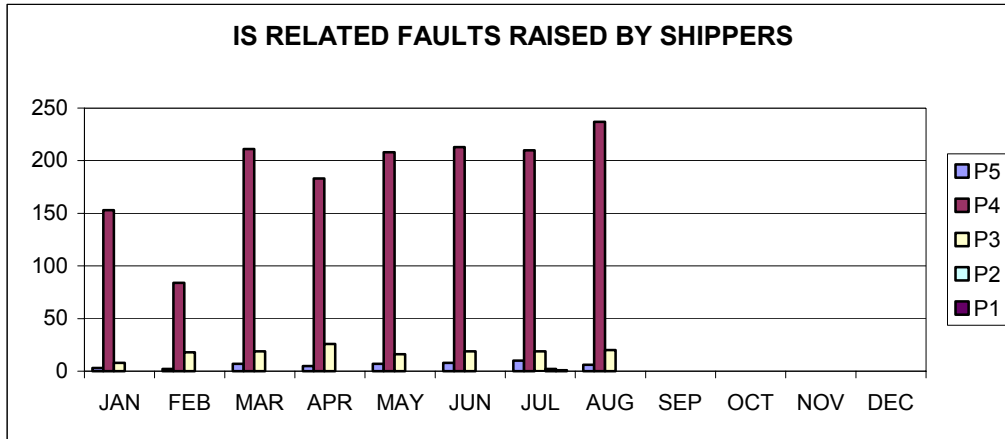
**Page 5 – Report D – List of File Format and Urgent Communications Issued**

**Page 6 – Report E – Forthcoming Outage Notifications**

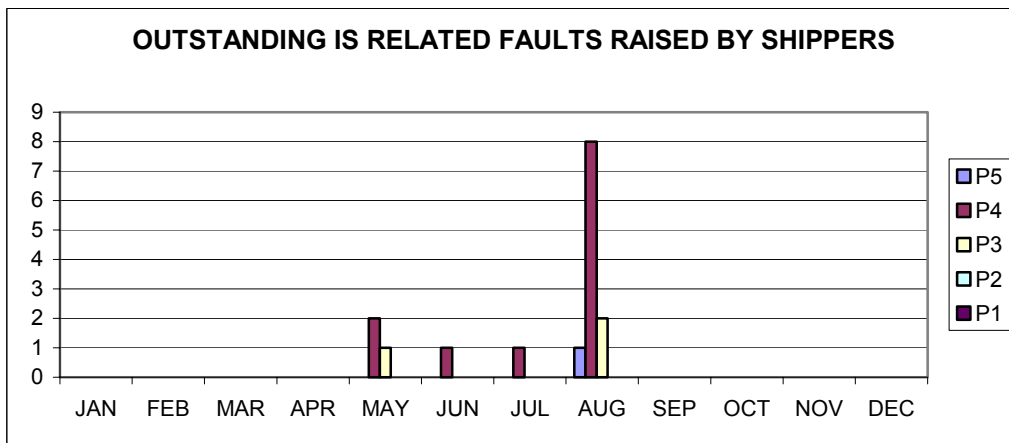
**Please note that the latest version of the UKLink Implementation Plan (September 2005 v2) is sent with this report but as a separate document.**

**Report A – IS Faults logged by Shippers – August 05**

Faults Raised	P5	P4	P3	P2	P1	Total
JAN	3	153	8	0	0	164
FEB	2	84	18	0	0	104
MAR	7	211	19	0	0	237
APR	5	183	26	0	0	214
MAY	7	208	16	0	0	231
JUN	8	213	19	0	0	240
JUL	10	210	19	2	1	242
AUG	6	237	20	0	0	263
SEP						0
OCT						0
NOV						0
DEC						0
<b>Total</b>	<b>48</b>	<b>1,499</b>	<b>145</b>	<b>2</b>	<b>1</b>	<b>1,695</b>



Faults Outstanding	P5	P4	P3	P2	P1	Total
JAN	0	0	0	0	0	0
FEB	0	0	0	0	0	0
MAR	0	0	0	0	0	0
APR	0	0	0	0	0	0
MAY	0	2	1	0	0	3
JUN	0	1	0	0	0	1
JUL	0	1	0	0	0	1
AUG	1	8	2	0	0	11
SEP						0
OCT						0
NOV						0
DEC						0
<b>Total</b>	<b>1</b>	<b>12</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>16</b>



**Report B – UK-LINK Business Support Agreement Report Summary –August 05**

**AT-LINK Availability (excluding scheduled outages)**

AT-LINK availability is a measure of central site availability and does not show where a service is unavailable to a shipper due to communication or other problems.

AT-LINK access, 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 central site availability of the AT-LINK service was 100% and the central site availability of AT-LINK access was 100%.

**Average AT-LINK Transaction Response Times and Transaction Volumes**

The percentage of transactions with a response time of less than 4 seconds for the current month is 98.86% the target is 95% under 4 seconds.

The transaction volume figures, representing the average number of transactions per day for this month is 583,798. This month sees a 4.25% decrease in transactions.

<b>AT-LINK Availability &amp; Industry Averages</b>					
Performance measures	Target/max	Reporting Month: August 2005			
		August 2005	July 2005	June 2005	May 2005
		01/08 - 31/08	01/07 - 31/07	01/06 - 30/06	01/05 - 31/05
AT-LINK Service	99%	100	100	100	100
AT-LINK Access	99%	100	100	100	100
Shipper Information Service	99%	100	100	100	100
Batch Transfer	99%	96	100	100	100
Routers	99%	100	100	100	100
Nominations per day	8,300	3,445	3,313	3,191	3,101
Renominations per day	4,200	8,940	9,489	9,729	9,940
% of transactions < 4 sec's	95%	98.86	98.7	98.72	98.72
Transaction response time	n/a	0.34	0.35	0.34	0.38
Transactions per day	n/a	583,798	559,996	580,137	554,653
% Transaction change	n/a	-4.25	3.47	-4.59	4.59

**P1 / P2 Resolution Time Analysis**

During this month 1 problem was raised with an impact of P2 and no problems were raised with an impact of P1 that impacted three or more Shippers.

<b>Problem Management - BSA Target: Resolved within 5 hours</b>					
Impact Codes P1 / P2		Reporting Month: August 2005			
Code	Problems v Time to resolve	August 2005	July 2005	June 2005	May 2005
		01/08 - 31/08	01/07 - 31/07	01/06 - 30/06	01/05 - 31/05
P2	<1hr	1	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

## Report C – Mod 565 Monthly Liabilities Report – July 05 - (August 05 Report Not Yet Available)

### TSL10a - File format / UKLink (Consultation period)

If Transco makes a UK Link system change that impacts directly upon Shippers' systems, without formally allowing them 15 working days to make representations, we will be liable to pay each Shipper £500. Transco 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 implementation of the system changes is directly related to a Network Code modification.

Throughout the period of July 2005 there are no concurrencies under this category.  
The relevant liability is: 0 occurrences x £500 = £0 per Shipper

### TSL10b - Notice of changes

If Transco makes a UK Link system change that impacts directly upon Shippers' systems, without formally allowing them 3 months notice of the implementation of the change, we will be liable to pay each Shipper £500. Transco 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 implementation of the system changes is directly related to a Network Code modification.

Throughout the period of July 2005 there are no occurrences under this category.  
The relevant liability is: 0 occurrences x £500 = £0 per Shipper

### TS10c - Failure to implement changes

If Transco gives Shippers notice that a system change that impacts directly upon Shippers' systems is due to be implemented on a certain date and the system change is not implemented as planned, Transco must inform Shippers of this failure to implement, by the next Business day. If Transco fails to meet this requirement, we will be liable to pay each Shipper £1000.

Throughout the period of July 2005 there are no occurrences under this category.  
The relevant liability is: 0 occurrences x £1000 = £0 per Shipper

### TSL12a - System Failure 24 Hours +

Should UKLink be unavailable to users for a period of not less than 24 hours then a further one-off payment will be made to each registered user. If system is down for not less than 24 Hrs then Transco will pay £1000 per user affected.

Throughout the period of July 2005 there are no occurrences under this category.  
The relevant liability is: 0 occurrences x £1000 = £0 per Shipper

### TSL12b – System Recovery

Repeated UKLink system failure within the business day, Transco will endeavour to recover within 5hrs from commencement of the recovery period. If 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 July 2005 there are no occurrences under this category.  
The relevant liability is: 0 occurrences x £50 = £0 per Shipper

## **Report D – List of File Format and Urgent Communications Issued Within August 05**

### File Formats

NR/497/NR - Shipper comments for CR13629 Datalogger Supporting Invoice Data File

NR/498/DA - Reject Codes associated with UKL13618 - Meter Reading Mods and Customer Transfer Programme

### Urgent Shipper Communications

NR/150/ZK - Planned Gemini Entry Capacity System outage contingency - 18th and 19th August

NR/151/ZK - Final Reminder - Planned Gemini Entry Capacity System outage contingency - 18th and 19th August

NR/152/MN - POSTPONED - Planned Gemini Entry Capacity System outage contingency - 18th and 19th August

NR/153/MN - Gemini Disaster Recovery outage request.

NR/1458/CP - ODS outage Communication to file

NR/1459/DK - IAD outage 4th September 2005

NR/1460/MN - HEMP outage effect on Gemini Entry Capacity production system

## Report E – Forthcoming Outage Notifications

UKL CR No.	Impacted System	Outage Duration				Brief Description	Committee approved date
		Start Time	Start Date	End Time	End date		
	Gemini Entry Capacity	02:30	13/09	08:30	13/09	Gemini Entry Capacity - System Disaster Recovery - Test 6	
		02:30	14/09	08:30	14/09		
11681	AT-Link and Gemini Ph 2	23:00	17/10	13:00	18/10	Implementation of Gemini Phase 2	14/07/05