

UK Link Committee Meeting

xoserve Report Pack

February 2006 v1

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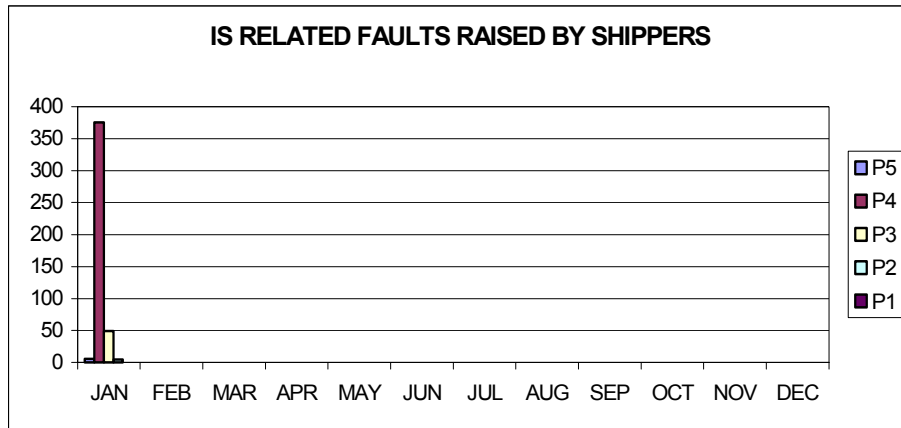
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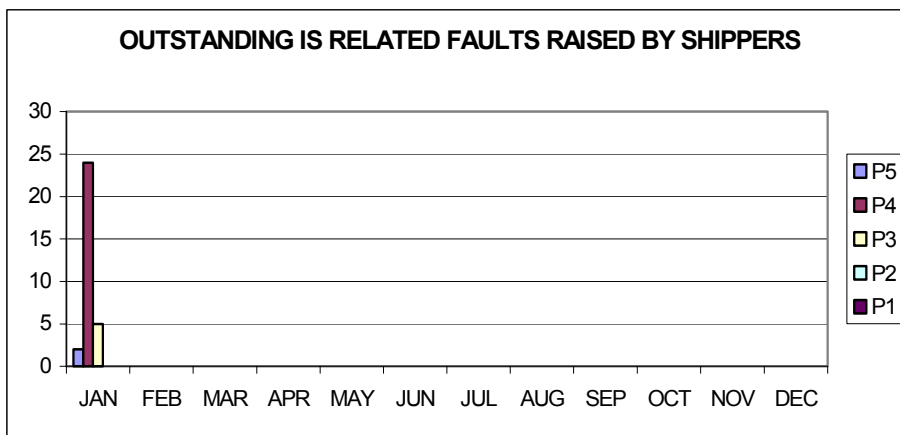
Please note that the latest version of the UKLink Implementation Plan (February 06 v1) is sent with this report but as a separate document.

Report A – IS Faults logged by Shippers – January 06

Faults Raised	P5	P4	P3	P2	P1	Total
JAN	6	375	49	5	0	435
FEB						0
MAR						0
APR						0
MAY						0
JUN						0
JUL						0
AUG						0
SEP						0
OCT						0
NOV						0
DEC						0
Total	6	375	49	5	0	435



Faults Outstanding	P5	P4	P3	P2	P1	Total
JAN	2	24	5	0	0	31
FEB						0
MAR						0
APR						0
MAY						0
JUN						0
JUL						0
AUG						0
SEP						0
OCT						0
NOV						0
DEC						0
Total	2	24	5	0	0	31



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

GEMINI Availability (excluding scheduled outages)

GEMINI Service is a measure of overall availability to Shippers

GEMINI 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 overall availability of the GEMINI Service was 99.06% and the overall availability of GEMINI Access was 100%.

Average GEMINI Transaction Response Times and Transaction Volumes

The lower than usual availability figure shown for October is following the implementation of the Gemini System. This was anticipated and the Gemini Post Implementation Phase is addressed this issue. The cut-over date from the AT-Link service to the Gemini Service was 18th October.

GEMINI Availability & Industry Averages					
Performance measures	Target/max	Reporting Month: January 2006			
		Jan 2006	Dec 2005	Nov 2005	Oct 2005
		01/12 - 31/12	01/11- 30/11	01/10 - 31/10	01/09 - 30/09
GEMINI Service	99%	99.06	99.41	99.14	98.76
GEMINI Access (IX)	99%	100	100	100	100
Shipper Information Service	99%	100	100	100	100
Batch Transfer	99%	100	100	100	100
Routers	99%	100	100	100	100
Nominations per day	8,300	4,005	4,307	4,153	3,698
Renominations per day	4,200	12,139	11,942	12,029	10,393
% of transactions < 4 sec's	95%	NA	NA	NA	98.86
Transaction response time	n/a	NA	NA	NA	0.33
Transactions per day	n/a	NA	NA	NA	564,082
% Transaction change	n/a	NA	NA	NA	0

P1 / P2 Resolution Time Analysis

During this month 5 incidents were raised with an impact of P2 that affected three or more Shippers, one of which affected application availability. There were no P1 incidents

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: December 2005			
Code	Problems v Time to resolve	January 2006	December2005	November 2005	October 2005
		01/01 - 31-01	01/12 - 31/12	01/11 - 30/11	01/10 - 31/10
P2	<1hr	1	0	1	1
	1-2 hr	1	0	1	0
	2-3 hr	1	1	0	1
	3-4 hr	0	0	0	0
	4-5 hr	0	1	0	1
	>5 hr	2	2	0	0
P1	<1hr	0	0	0	0
	1-2 hr	0	0	0	1
	2-3 hr	0	0	0	0
	3-4 hr	0	0	1	0
	4-5 hr	0	0	0	0
	>5 hr	0	0	0	0

Report C – Mod 565 Monthly Liabilities Report – December05 - (January 06 Report Not Yet Available)

TSL10a - File format / UKLink (Consultation period)

If The Transporters make 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. 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 implementation of the system changes are directly related to a UNC modification.

Throughout the period of December2005 there are no concurrencies under this category.
The relevant liability is: 0 occurrences x £500 = £0 per Shipper

TSL10b - Notice of changes

If The Transporters make a UK Link system change that impacts directly upon Shippers' systems, without formally allowing them 6 months notice of the implementation of the change, 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 implementation of the system changes are directly related to a UNC modification.

Throughout the period of December2005 there are no occurrences under this category.
The relevant liability is: 0 occurrences x £500 = £0 per Shipper

TS10c - Failure to implement changes

If The Transporters give 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, The Transporters must inform Shippers of this failure to implement, by the next Business day. If The Transporters fails to meet this requirement, we will be liable to pay each Shipper £1000.

Throughout the period of December2005 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 The Transporters will pay £1000 per user affected.

Throughout the period of December2005 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, The Transporters 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 December2005 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 since last UKLink Committee Meeting

File Formats

NR/590/DA - SPA File Rejection Reason Code List– issued - 13/01/06
NR/591/RL - Change Request CR13694 IFA Contracts - For information only – 13/01/06
NR/592/AE - Change Request Number CR13694 IFA Contracts – 06/02/06
NR/593/NR - CR13701 - K13 (TRF) option amendment – 07/02/06
NR/594/DA - Adhoc Invoice Remittance. - 07/02/06
NR/595/DD - Re: Request for Value change on CR13681 - Financial Incentive Performance Regime for Resolution of USRVs - 07/02/06
NR/596/DA - Response Regarding Identified Rejection Codes - 07/02/06
NR/597/RG - API specification update - 07/02/06

Urgent Shipper Communications

No Shipper communication issued in the month of January 2005.

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	TBC	No Dates agreed Yet	TBC	TBC	Gemini Warm Standby disaster recovery testing - failover from production infrastructure to backup (warm standby) infrastructure.	
	Gemini	TBC	Dates not confirmed yet			Hinckley Electrical Maintenance Program (HEMP) shutdown	