

# **UK Link Committee Meeting**

## **xoserve Report Pack**

### **November 2005 v1**

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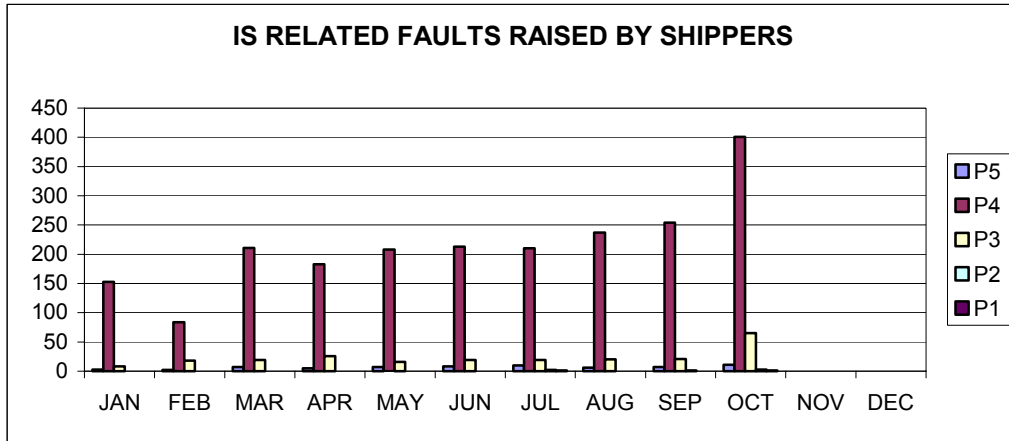
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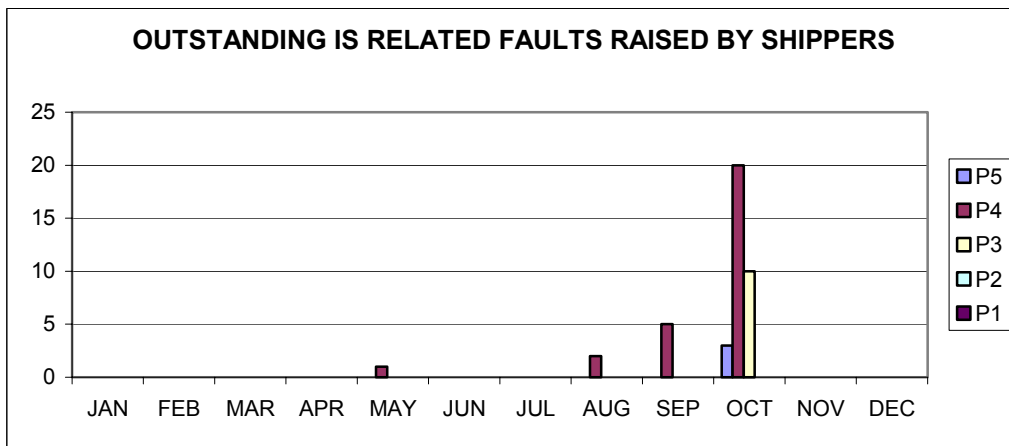
**Please note that the latest version of the UKLink Implementation Plan (November 2005 v1) is sent with this report but as a separate document.**

**Report A – IS Faults logged by Shippers – October 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	7	254	21	1	0	283
OCT	11	401	65	3	1	481
NOV						0
DEC						0
<b>Total</b>	<b>66</b>	<b>2,154</b>	<b>231</b>	<b>6</b>	<b>2</b>	<b>2,459</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	1	0	0	0	1
JUN	0	0	0	0	0	0
JUL	0	0	0	0	0	0
AUG	0	2	0	0	0	2
SEP	0	5	0	0	0	5
OCT	3	20	10	0	0	33
NOV						0
DEC						0
<b>Total</b>	<b>3</b>	<b>28</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>41</b>



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

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

AT-LINK / GEMINI 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 / 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 central site availability of the AT-LINK / GEMINI service was 98.76% and the central site availability of AT-LINK / GEMINI access was 100%.

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

The percentage of transactions with a response time of less than 4 seconds for the current month is 98.78% the target is 95% under 4 seconds.

The transaction volume figures, representing the average number of transactions per day for this month is 564,304. This month sees a 0.04% increase in transactions.

<b>AT-LINK / GEMINI Availability &amp; Industry Averages</b>					
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
AT-LINK / GEMINI Service	99%	98.76	100	100	100
AT-LINK / GEMINI Access	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

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 addressing this issue. The cut-over date from the AT-Link service to the Gemini Service was 18th October. Note: Due to the nature of differences between At-Link and Gemini architectures, the on-line transaction measures detailed in the UK-Link manual is no longer applicable.

AT-Link is a mainframe-based application with user presentation via 80 columns, 25 line 4 colour CICS screens displayed via 3270 emulation with no intelligence at the client end. Gemini, on the other hand, has been implemented as a multi-layer browser based application with rich text and graphics and intelligent validation on the client PC. The level of information / data displayed per screen differs greatly from the AT-Link screens and therefore the performance measures generated previously should no longer apply.

**P1 / P2 Resolution Time Analysis**

During this month three incidents were raised with an impact of P2 and one incident raised with an impact of P1 that affected three or more Shippers. These incidents are the total number recorded against both systems.

The breakdown is one P1 against AT-Link and three P2's against Gemini.

<b>Problem Management - BSA Target: Resolved within 5 hours</b>					
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	1	0	1	0
	1-2 hr	0	0	0	0
	2-3 hr	1	0	0	0
	3-4 hr	0	0	0	0
	4-5 hr	1	0	0	0
	>5 hr	0	0	0	0
P1	<1hr	0	0	0	0
	1-2 hr	1	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 – September 05 - (October 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 September 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 September 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 September 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 September 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 September 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 October 05**

### File Formats

NR/502/DA – Draft File Formats for UKL13664 EU VAT Directive Compliance

NR/503/DA – UKLink Docs Extranet Updates

NR/504/DA – UKL13660 - Assessment of Industry Support for DPS File Change Class 3 UKLink Modification

NR/505/DA – UKL13664 EU VAT Directive Compliance File Formats for Representation

NR/506/DA – Representation Close Out for Change Request CR13664

### Urgent Shipper Communications

NR/1467/DK – IAD (Internet Access to Data)

NR/1468/DK – IAD (Internet Access to Data) - service resumed

PC/1469/MN – Gemini Clock Change

## 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		

None to Report this Month.