

UK Link Committee Meeting

xoserve Report Pack

January 2006 v1

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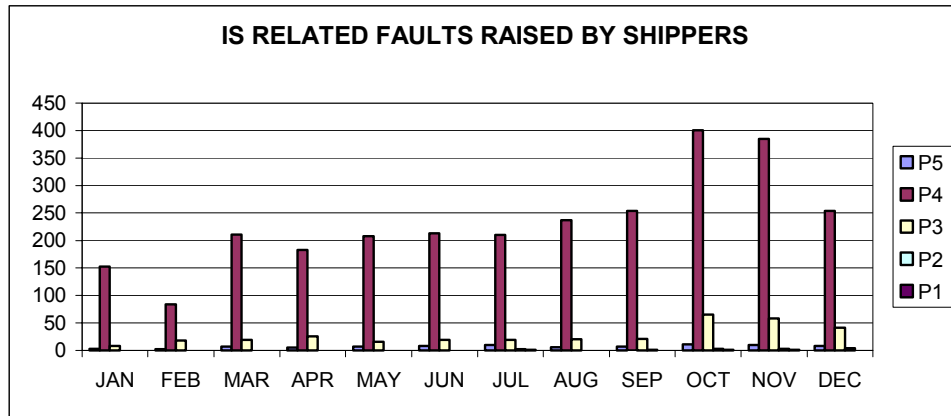
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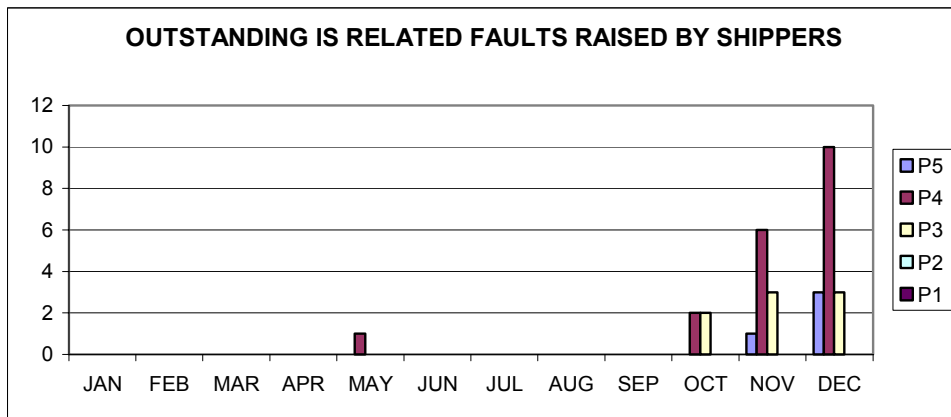
Please note that the latest version of the UKLink Implementation Plan (January 06 v1) is sent with this report but as a separate document.

Report A – IS Faults logged by Shippers – December 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	10	385	58	3	1	457
DEC	8	254	41	4	0	307
Total	84	2,793	330	13	3	3,223



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	0	0	0	0	0
SEP	0	0	0	0	0	0
OCT	0	2	2	0	0	4
NOV	1	6	3	0	0	10
DEC	3	10	3	0	0	16
Total	4	19	8	0	0	31



Report B – UK-LINK Business Support Agreement Report Summary –December 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 99.37% and the overall availability of GEMINI Access was 100%.

Average GEMINI Transaction Response Times and Transaction Volumes

This section of the report is currently under review

GEMINI Availability & Industry Averages					
Performance measures	Target/max	Reporting Month: December 2005			
		Dec 2005	Nov 2005	Oct 2005	Sep 2005
		01/12 - 31/12	01/11- 30/11	01/10 - 31/10	01/09 - 30/09
GEMINI Service	99%	99.37	99.46	98.76	100
GEMINI Access (IX)	99%	100	98.75	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	4,307	4,153	3,698	3,401
Renominations per day	4,200	11,942	12,029	10,393	9,032
% of transactions < 4 sec's	95%	NA	NA	98.78	98.86
Transaction response time	n/a	NA	NA	0.33	0.33
Transactions per day	n/a	NA	NA	564,304	564,082
% Transaction change	n/a	NA	NA	0	3.38

The cut-over date from the AT-Link service to the Gemini Service was 18th October 2005. AT-Link was not in production in November.

P1 / P2 Resolution Time Analysis

During this month four incidents were raised with an impact of P2 that affected three or more Shippers.

Only one of these incidents affected the overall Gemini 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	December 2005	November 2005	October 2005	September 2005
		01/12 - 31/12	01/11 - 30/11	01/10 - 31/10	01/09 - 30/09
P2	<1hr	0	2	1	0
	1-2 hr	0	1	0	0
	2-3 hr	1	0	1	0
	3-4 hr	0	0	0	0
	4-5 hr	1	0	1	0
	>5 hr	2	0	0	0
P1	<1hr	0	0	0	0
	1-2 hr	0	0	1	0
	2-3 hr	0	0	0	0
	3-4 hr	0	1	0	0
	4-5 hr	0	0	0	0
	>5 hr	0	0	0	0

Report C – Mod 565 Monthly Liabilities Report – November05 - (December 05 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 November 2005 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 November 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 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 November 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 The Transporters will pay £1000 per user affected.

Throughout the period of November 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, 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 November 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 since last UKLink Committee Meeting

File Formats

NR/582/DA - Issue of File Format Pack for discussion at UKLink Committee on 8th December 2005 – issued 06/12/05

NR/583/DA - File Formats for Representation - Pack 1 of 3 – issued 09/12/05

NR/584/DA - File Formats for Representation - Pack 2 of 3 – issued 09/12/05

NR/585/DA - File Formats for Representation - Pack 3 – issued 09/12/05

NR/586/NR - UKLink Docs Extranet update – issued 19/12/05

NR/587/NR - Representation Close Out File Format Packs – issued 22/12/05

NR/588/NR - Representation comments to changes CR12494 CR13658 CR13681 CR13693 and CR13694 – issued 04/01/06

NR/589/NR - Amendment to Representation responses email ref (NR/588/NR) – issued 05/01/06

Urgent Shipper Communications

No Shipper communication issued in the month of December 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		

None to Report this Month.