

# **UK Link Committee Meeting**

## **Xoserve Report Pack**

**Meeting Date: 12<sup>th</sup> January 2017**  
**Reporting Month: December 2016**

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<b>Version:</b>	<b>V1.0</b>
<b>Date:</b>	<b>10<sup>th</sup> January 2017</b>

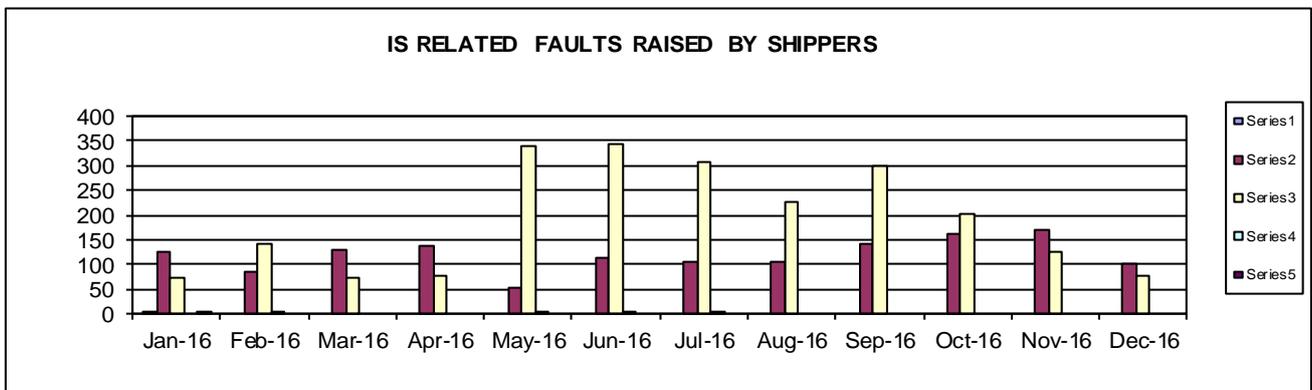
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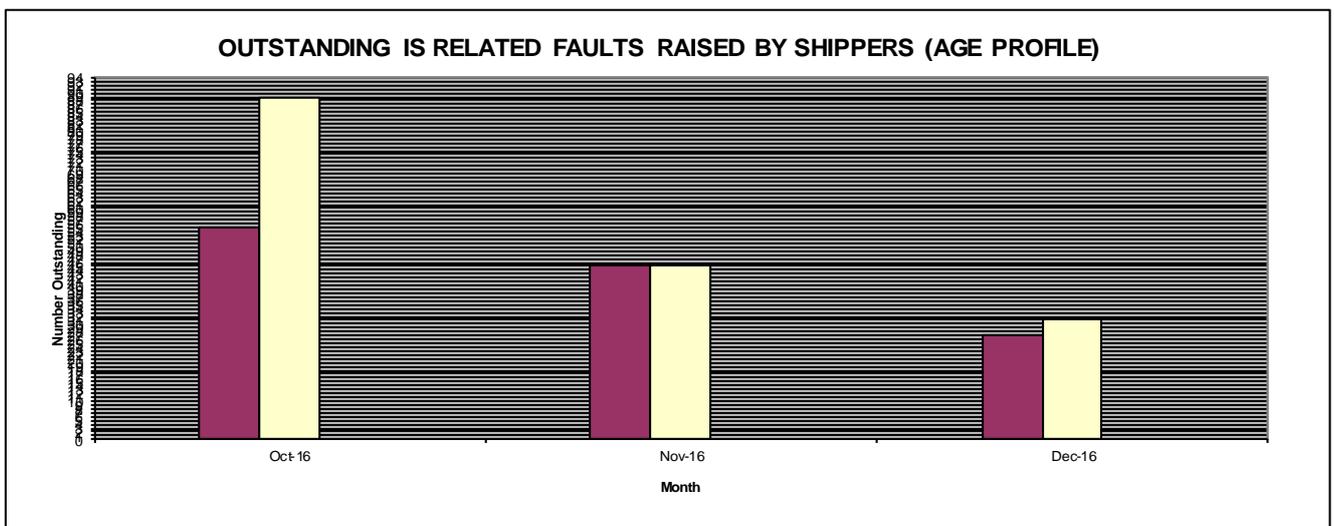
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
Jan-16	0	127	74	0	0	201
Feb-16	0	87	140	1	0	228
Mar-16	0	129	74	0	0	203
Apr-16	0	138	76	0	0	214
May-16	0	51	341	1	0	393
Jun-16	0	113	345	1	0	459
Jul-16	0	104	309	1	0	414
Aug-16	0	106	227	0	0	333
Sep-16	0	143	300	0	0	443
Oct-16	0	160	201	0	0	361
Nov-16	0	172	127	0	0	299
Dec-16	0	101	79	0	0	180
<b>Total</b>	<b>0</b>	<b>1431</b>	<b>2293</b>	<b>4</b>	<b>0</b>	<b>3728</b>

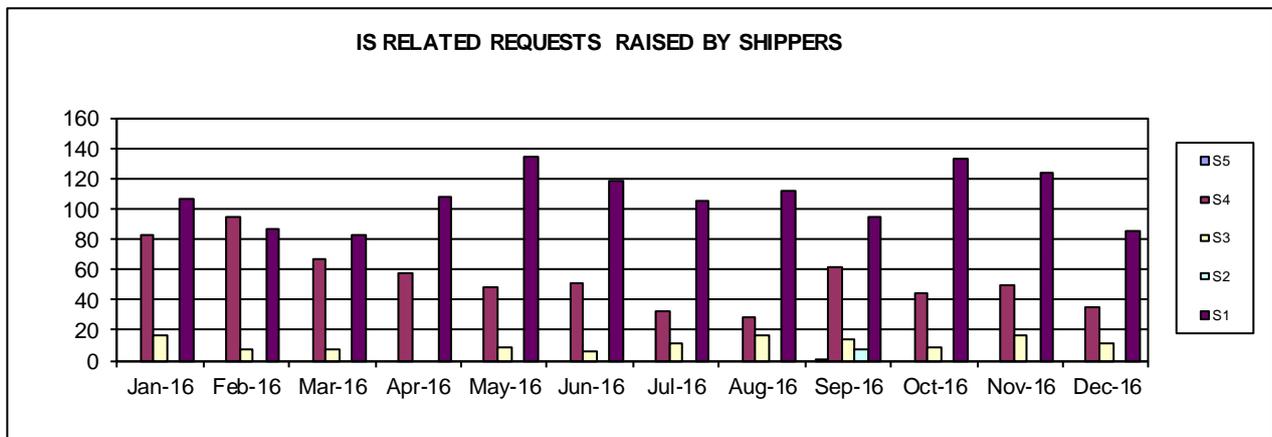


Outstanding Calls	P5	P4	P3	P2	P1	Total
Oct-16	0	55	89	0	0	144
Nov-16	0	45	45	0	0	90
Dec-16	0	27	31	0	0	58
<b>Total (Per P Level)</b>	<b>0</b>	<b>127</b>	<b>165</b>	<b>0</b>	<b>0</b>	<b>292</b>

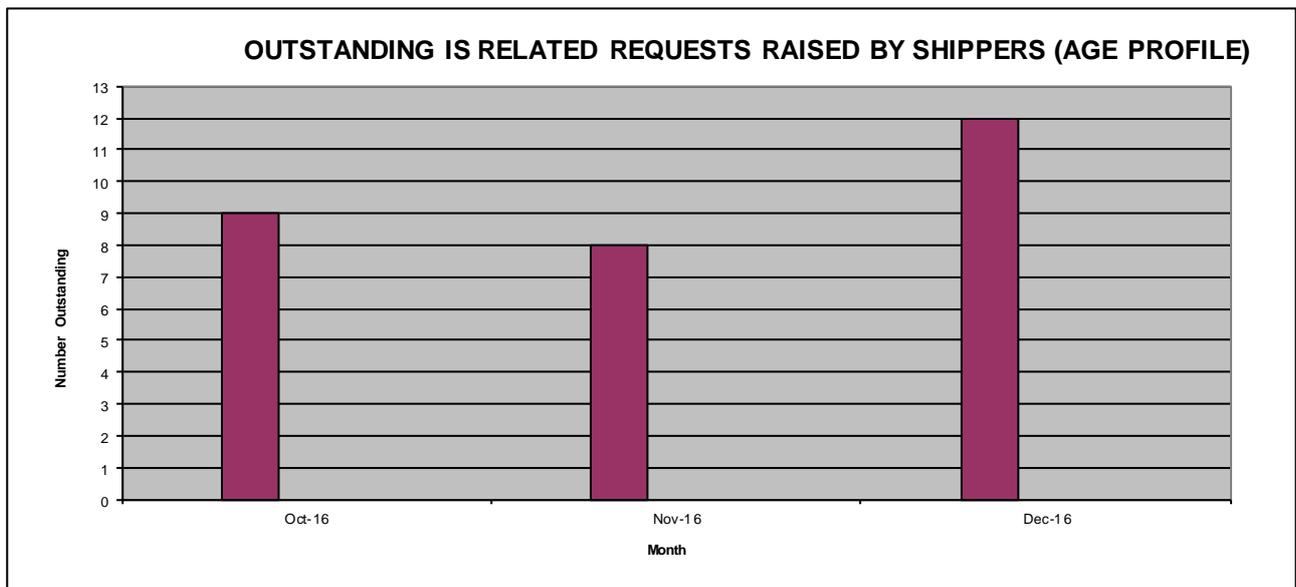


### IS Requests Logged by Shippers

Requests Raised	S5	S4	S3	S2	S1	Total
Jan-16	0	83	17	0	106	206
Feb-16	0	94	7	0	87	188
Mar-16	0	67	7	0	83	157
Apr-16	0	57	0	0	108	165
May-16	0	48	8	0	134	190
Jun-16	0	51	6	0	119	176
Jul-16	0	33	11	0	105	149
Aug-16	0	29	17	0	112	158
Sep-16	1	62	14	7	95	179
Oct-16	0	44	8	0	133	185
Nov-16	0	50	16	0	123	189
Dec-16	0	35	11	0	85	131
<b>Total</b>	<b>1</b>	<b>653</b>	<b>122</b>	<b>7</b>	<b>1290</b>	<b>2073</b>



Outstanding Calls	S5	S4	S3	S2	S1	Total
Oct-16	0	9	0	0	0	9
Nov-16	0	8	0	0	0	8
Dec-16	0	12	0	0	0	12
<b>Total (Per P Level)</b>	<b>0</b>	<b>29</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>29</b>



## Report B

### UK LINK Business Support Agreement Report Summary

#### UK Link Availability (excluding scheduled outages)

- Service is a measure of overall availability to Shippers.
- Access and Batch Transfer, 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 Service was 100%

#### Average UK Link Transaction Response Times and Transaction Volumes

UK Link (Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Dec 2016			
		Dec 2016	Nov 2016	Oct 2016	Sep 2016
		01/12 – 31/12	01/11 – 30/11	01/10 – 31/10	01/09 – 30/09
Gemini Service	99%	100%	99.96%	100%	100%
Gemini Access (IX)	99%	100%	100%	100%	100%
Nominations per day	8,300	4,853	4,696	4,755	4,751
Re-nominations per day	4,200	22,292	22,061	21,616	21,945
% of transactions < 4 sec's	95%	100%	100%	100%	100%
Transaction response time (in minutes)	n/a	0.41	0.39	0.36	0.38
Transactions per day	n/a	715784	737564	764872	783451
% Transaction change	n/a	-2.9%	-3.57%	-2.4%	-3.4%

UK Link (Non-Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month: Dec 2016			
		Dec 2016	Nov 2016	Oct 2016	Sep 2016
		01/12 – 31/12	01/11 – 30/11	01/10 – 31/10	01/09 – 30/09
Batch Transfer	99%	100%	100%	100%	100%
Service Desk Availability	99%	100%	100%	100%	100%

#### P1 / P2 Resolution Time Analysis

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: Dec 2016			
Code	Problems v Time to resolve	Dec 2016	Nov 2016	Oct 2016	Sep 2016
		01/12 – 31/12	01/11 – 30/11	01/10 – 31/10	01/09 – 30/09
<b>P2</b>	<1hr	1	1	0	4
	1-2 hr	1	2	4	5
	2-3 hr	2	0	3	3
	3-4 hr	0	1	4	1
	4-5 hr	0	0	0	1
	>5 hr	0	0	0	0
<b>P1</b>	<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

#### TSL10a - File format / UK Link (Consultation period)

If the Transporters make a UK Link system change that impact directly upon Shippers' systems, without formally allowing them 10 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 implementations of the system changes are directly related to a UNC modification.

Throughout the period of “**December**” **2016** there were **no** occurrences under this category.  
The relevant liability is: **0** occurrences x **£500** = **£0** per Shipper.

#### TSL10c - Failure to Implement Changes

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

Throughout the period of “**December**” **2016** there were **no** occurrences under this category.  
The relevant liability is: **0** occurrences x **£1000** = **£0** per shipper.

#### TSL12a - System Failure 24 Hours +

Should UK Link be unavailable to users for a period of more than 24 hours, then a further one-off payment will be made to each registered user. If the system is down for more than 24 hours then the Transporters will pay **£1000** per user affected.

Throughout the period of “**December**” **2016** there were **no** occurrences under this category.  
The relevant liability is: **0** occurrences x **£1000** = **£0** per Shipper.

#### TSL12b – System Recovery

In the case of repeated UK Link system failure within the business day, the Transporters will endeavour to recover within 5 hours from commencement of the recovery period. If the 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. **E.g. £50, £100, £200, £400, £800**

Throughout the period of “**December**” **2016** there was **no** occurrence under this category.

The relevant liability is:     **0** occurrences x **£50** = **£0** per Shipper  
  **0** occurrences x **£100** = **£0** per Shipper  
  **Total = £0 per Shipper.**

## Report D

### List of File Format and Urgent Communications Issued since last UK Link Committee Meeting.

Comm. Reference (Number/Sender/ Signatory)	Subject	Date of Issue
1674 - ER - SN	Consolidated Nexus Change Log V16	02/12/2016
1675 - ER - SN	Temporary Suspension of M3.3.4b Validation on Shipper Provided ('Unbundled') Meter Reading – Revised Implementation Date	05/12/2016
1676 - ER - SN	Representation Matrices for 16th November 2016 Change Pack	06/12/2016
1677 - ER - SN	Revised Change Summary from Change Pack dated 16th November 2016	06/12/2016
1677.1 - ER - DA	Revised Change Summary and Representation Responses: COR1154.15.79: Shipper Rejection Codes Version 2.12FA	06/12/2016
1678 - ER - DA	Consolidated Nexus Change Log V17	09/12/2016
1679 - ER - SN	SDG Meeting Cancellation 19th December 2016	12/12/2016
1680 - RH- SN	Change Pack 14th December 2016	14/12/2016
1680.1 - RH- SN	COR4082 - Upgrade of Shared Components, Management Services and Network Switches: CMS Browser Compatibility	14/12/2016
1680.2 - RH- SN	COR1154.15.85 – Shipper Rejection Codes V2.14FA	14/12/2016
1680.3 - RH- SN	COR1154.15.86 - Notification of Deferred Change – Nomination Referrals	14/12/2016
1681 - LH - SN	Consolidated Nexus Change Log V18	16/12/2016
1682 - RH - SN	Representation Matrices for Change Pack 30th November 2016	20/12/2016
1683 - RH - SN	List of Live Meter Models	21/12/2016

**Report E**  
**Forthcoming Outage Notifications**

Change Request Number	Impacted System	Outage Duration				Brief Description	Committee Notified Date
		Start Date	Start Time	End Date	End Time		
1154.15	UKLP Including Nexus Requirement - Outage	TBC*	TBC*	TBC*	TBC*	Outages required for UK Link Programme	12/01/2015
1154.16	<i>UKLP GCC – Outage to Gemini</i>	<i>07/05/2017</i>	<i>03:15</i>	<i>07/05/2017</i>	<i>05:15</i>	<i>GCC Code deployment will be deployed during the maintenance window. No extension is required, this is only for awareness.</i>	<i>12/01/2017</i>
1154.16	<i>UKLP GCC – Outage to Gemini</i>	<i>14/05/2017</i>	<i>03:15</i>	<i>14/05/2017</i>	<i>05:15</i>	<i>GCC contingency deployment – no extended outage is required the maintenance window will be utilised.</i>	<i>12/01/2017</i>
1154.16	<i>UKLP GCC – Outage to Gemini</i>	<i>31/05/2017</i>	<i>04:15</i>	<i>31/05/2017</i>	<i>06:15</i>	<i>Outage required to Gemini and Gemini Exit to deploy the siteminder configurations for UKLP GCC Go live. UKLP IDR2 will confirm if this 2 hour window need to be reduced. Updated expected in April</i>	<i>12/01/2017</i>

**Key:**

*Italic – New outage notification*

Underlined – Outage notification information amended

\* Exact timings to be defined