

UK Link Committee Meeting

xoserve Report Pack

May 2010

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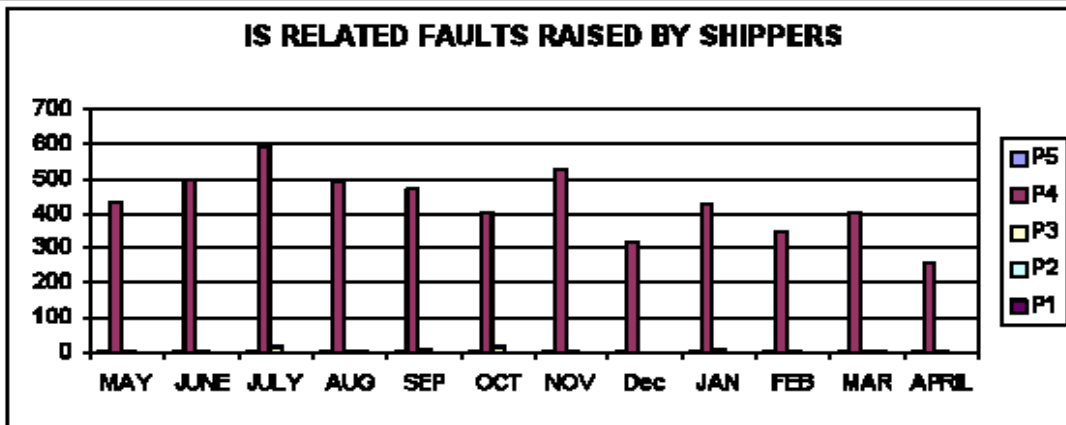
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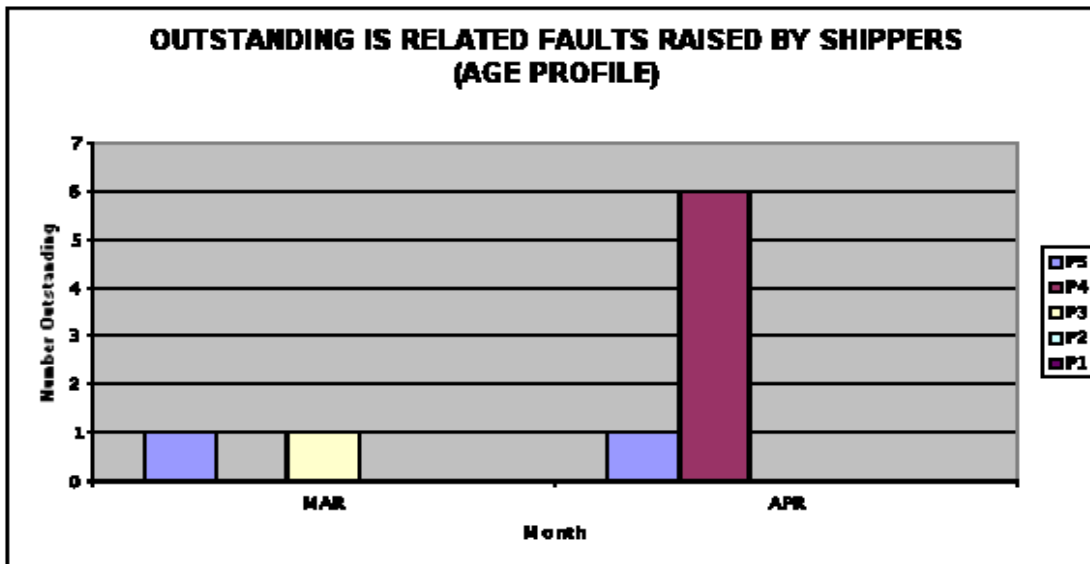
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Faults Raised	P5	P4	P3	P2	P1	Total
MAY	6	433	5	1	0	445
JUNE	6	498	5	1	0	510
JULY	3	595	17	2	1	618
AUG	6	491	6	4	0	507
SEP	4	471	9	1	0	485
OCT	5	402	15	0	0	422
NOV	8	528	6	0	0	542
Dec	6	320	2	0	0	328
JAN	5	425	9	0	0	439
FEB	6	346	7	2	0	361
MAR	3	402	5	3	1	414
APRIL	5	259	6	0	0	270
Total	63	5170	92	14	2	5341



Outstanding Calls	P5	P4	P3	P2	P1	Total
MAR	1	0	1	0	0	2
APR	1	6	0	0	0	7
Total (Per P Level)	2	6	1	0	0	9



Report B

UK-LINK Business Support Agreement Report Summary. March 2010 for UKL May 2010 meeting

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 99.04%.

Average GEMINI Transaction Response Times and Transaction Volumes

GEMINI Availability & Industry Averages					
Performance measures	Target/max	Reporting Month: March 2010			
		Mar 2010	Feb 2010	Jan 2010	Dec 2009
		1/3 – 31/3	1/2 – 28/2	1/1 – 31/1	1/12 – 31/12
Gemini Service	99%	99.04%	100%	100%	100%
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	5484	5548	5345	5468
Renominations per day	4,200	14575	15079	14999	14759
% of transactions < 4 sec's	95%	99.28%	99.1%	99.3%	99.28%
Transaction response time	n/a	0.28	0.34	0.33	0.31
Transactions per day	n/a	804,892	831,784	876,279	794,732
% Transaction change	n/a	-3%	-5%	9%	31%

P1 / P2 Resolution Time Analysis

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: February 2010			
Code	Problems v Time to resolve	Mar 2010	Feb 2010	Jan 2010	Dec 2009
		1/3 – 31/3	1/2 – 28/2	1/1 – 31/1	1/12 – 31/12
P2	<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
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	1	0	0	0

Report C – Mod 565 Monthly Liabilities Report

TSL10a - File format / UKLink (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 "**MARCH**" **2010** there were **no** concurrencies 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 "**MARCH**" **2010** there were **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 "**MARCH**" **2010** there were **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 "**MARCH**" **2010** there was **0** 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 on 11th March 2010 (period dates for report – Wed 3/3 to Tue 30/3 inc)

Reference (Sent By / Ref No. / Requestor)	Title	Date of Issue
MP/964/LP	Shipper Transfer Reads and RPA File Format	01/04/2010
MP/965/TL	Gemini Enhanced System Security Project: Implementation Outages	06/04/2010
MP/966/DB	2010 Annual Interruption Invitation	08/04/2010
CB/967/JS	COR1814 – Removed MAM ID	09/04/2010
CB/968/LP	RPA File Format	09/04/2010
CB/969/DA	April UK Link Implementation Plan Summary version 2	09/04/2010
MP/970/TL	Gemini Enhanced Security Project: Short Disruption to Service 15/04/2010	12/04/2010
CB/971/TL	NTS Exit Reform Screen Pack	15/04/2010
CB/972/MR	NTS Exit Reform	27/04/2010

Report E – Forthcoming Outage Notifications

UKL CR No.	Impacted System	Outage Duration				Brief Description	Committee approved date
		Start Date	Start Time	End Date	End Time		
N/A	Gemini	16 th May 2010	4am	16 th May 2010	8am	Exit Reform Phase 1	Notified 28/04/10, to be ratified 13/05/10
N/A	Gemini	23 rd May 2010	TBC	23 rd May 2010	TBC	Exit Reform Phase 1	13/08/09
N/A	Gemini	6 th June 2010	TBC	6 th June 2010	TBC	Exit Reform Phase 1 (contingency date)	13/08/09

Italic and underlined outages indicate either new and/or changed outages from the last UK Link committee meeting