

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 13th April 2017 Reporting Month: March 2017

Authors (for this version):	Lesley Warren
Version:	V1.0
Date:	7th April 2017



Contents

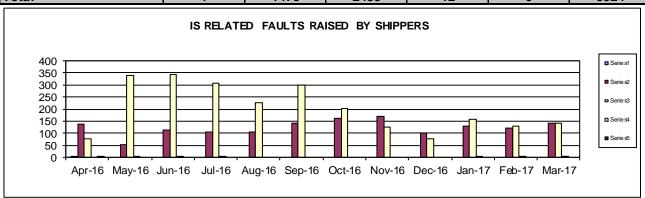
- Page 3 Report A IS Faults and Requests Logged by Shippers
- Page 5 Report B UK-LINK Business Support Agreement Report Summary
- Page 6 Report C Mod 565 Monthly Liabilities Report
- Page 7 Report D List of File Format and Urgent Communications Issued Since Last UK Link Committee Meeting
- Page 8 Report E Forthcoming Outage Notifications



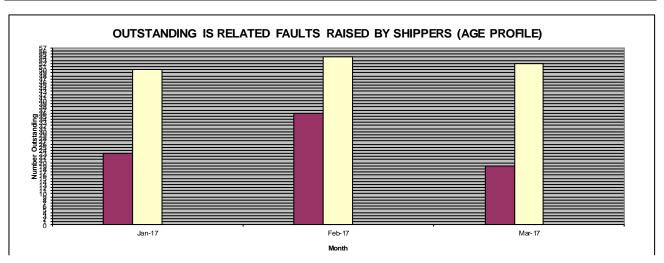
Report A

IS Faults Logged by Shippers

Faults Raised	P5	P4	P3	P2	P1	Total
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
Jan-17	0	128	158	1	0	287
Feb-17	0	121	128	4	0	253
Mar-17	1	141	142	4	0	288
Total	1	1478	2433	12	0	3924



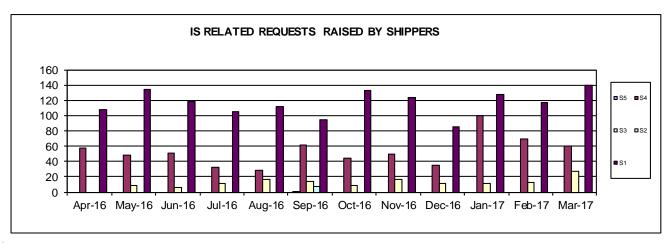
Outstanding Calls	P5	P4	P3	P2	P1	Total
Jan-17	0	23	50	0	0	73
Feb-17	0	36	54	0	0	90
Mar-17	0	19	52	0	0	71
Total (Per P Level)	0	78	156	0	0	234



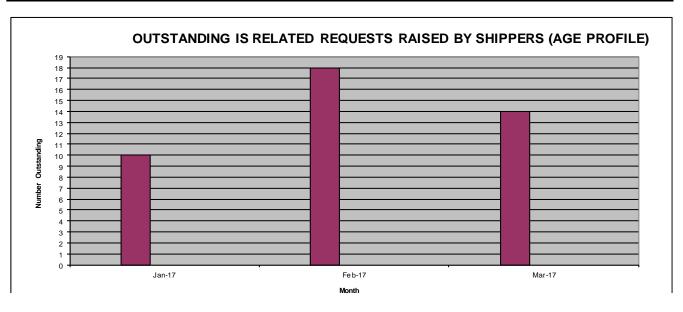


IS Requests Logged by Shippers

Requests Raised	S5	S4	S3	S2	S1	Total
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
Jan-17	0	100	11	0	128	239
Feb-17	0	69	12	0	117	198
Mar-17	0	60	27	0	139	226
Total	1	638	141	7	1398	2185



Outstanding Calls	S 5	S4	S3	S2	S1	Total
Jan-17	0	10	0	0	0	10
Feb-17	0	18	0	0	0	18
Mar-17	0	14	0	0	0	14
Total (Per P Level)	0	42	0	0	0	42





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 99.57%

Average UK Link Transaction Response Times and Transaction Volumes

UK Link (Gemini) Availability & Performance								
		Reporting Month Mar 2017						
Performance measures	Target/max	Mar 2017	Feb 2017	Jan 2017	Dec 2016			
	· ·	01/03 – 31/03	01/02 – 28/02	01/01 – 31/01	01/12 – 31/12			
Gemini Service	99%	99.57%	99.85%	100%	100%			
Gemini Access (IX)	99%	100%	100%	100%	100%			
Nominations per day	8,300	4,912	4,816	4,854	4,853			
Re-nominations per day	4,200	23,083	22,838	22,445	22,292			
% of transactions < 4 sec's	95%	100%	100%	100%	100%			
Transaction response time (in minutes)	n/a	0.44	0.47	0.42	0.41			
Transactions per day	n/a	800745	747095	738497	715784			
% Transaction change	n/a	7.2%	1.1%	3.1%	-2.9%			

UK Link (Non-Gemini) Availability & Performance								
	Target/max	Reporting Month: Mar 2017						
Performance measures		Mar 2017	Feb 2017	Jan 2017	Dec 2016			
		01/03 – 31/03	01/02 – 28/02	01/01 – 31/01	01/12 – 31/12			
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								
In	npact Codes P1 / P2		Reporting Month: Mar 2017						
Code	Problems v Time to	Mar 2017	Feb 2017	Jan 2017	Dec 2016				
Code	resolve	01/03 - 31/03	01/02 - 28/02	01/01 – 31/01	01/12 – 31/12				
	<1hr	1	4	0	1				
	1-2 hr	0	3	3	1				
P2	2-3 hr	6	1	1	2				
FZ	3-4 hr	1	0	0	0				
	4-5 hr	1	0	0	0				
	>5 hr	2	1	0	0				
	<1hr	0	0	0	0				
	1-2 hr	0	0	0	0				
P1	2-3 hr	0	0	0	0				
PI	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 "March" 2017 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 "March" 2017 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 "March" 2017 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 "March" 2017 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
1704 - LH - SN	UK Link Change Pack 1st March 2017	01/03/2017
1705 - LH - SN	Consolidated Nexus Change Log	03/03/2017
1706 - LH - SN	Representation Matrices for Change Pack 15th February 2017	07/03/2017
1707 - LH - DA	Minutes for the SDG meeting held on the 20/02/2017	08/03/2017
1708 - LH - DA	Consolidated Nexus Change Log	10/03/2017
1709 - LH - SN	SDG Meeting Cancellation	13/03/2017
1710 - LH - SN	UK Link Change Pack 15th March 2017	15/03/2017
1710.1 - LH - SN	COR:1154.17 Contact Management Service Transition and Cutover Plan Activities	15/03/2017
1710.2 - LH - SN	COR 3413.1 - Removal of 'Automatic' Creation of Meter Models on Receipt of RGMA Transactions	15/03/2017
1711 - LH - SN	Consolidated Nexus Change Log	17/03/2017
1712 - LH - DA	Legacy UK Link System Changes in readiness for PNID	21/03/2017
1713 - LH - DA	Consolidated Nexus Change Log	24/03/2017
1714 - LH - SN	SDG Meeting 3rd April 2017	27/03/2017
1715 - LH - SN	UK Link Change Pack 29th March 2017	29/03/2017
1715.1 - LH - SN	COR 1154.15.89: GDE Consequential Change File Formats	29/03/2017
1715.2 - LH - SN	COR 1154.15.90 - Update to Invoice Mapping Charges Table	29/03/2017
1715.3 - LH - SN	COR1154.15.92 - Meter Pulse Value	29/03/2017
1715.4 - LH - DA	Cancellation of the additional implementation of Temporary Suspension of M3.3.4b Validation on Shipper Provided ('Unbundled') Meter Readings	29/03/2017
1716 - LH - SN	Consolidated Nexus Change Log V25	31/03/2017
1717 - LH - SN	Representation Matrices for Change Pack 15th March 2017	03/04/2017



Report E Forthcoming Outage Notifications

Change Request	Impacted System	Impacted System Outage Duration				Brief Description	Committee
Number	impacted System	Start Date	Start Time	End Date	End Time	Blief Description	Notified Date
1154.15	UKLP Including Nexus Requirement - Outage	TBC*	TBC*	TBC*	TBC*	Outages required for UK Link Programme	12/01/2015
5107	Gemini and Gemini Exit Disaster Recovery Test	29/04/17	03:15 UK BST	29/04/17	07:30 UK BST	Annual test to prove disaster recovery capabilities and procedures for Gemini and Gemini Exit. (Should it be necessary to fail back to the primary site, the outage window will be extended to 12:30 UK BST).	
5107	Gemini and Gemini Exit Disaster Recovery Test	30/04/17	03:00 UK BST	30/04/17	07:30 UK BST	Annual test to prove disaster recovery capabilities and procedures for Gemini and Gemini Exit (Should there be issues failing back to the primary site, the outage window will be extended to 12:30 UK BST).	
1154.16	UKLP GCC – Outage to Gemini	07/05/2017	03:15	07/05/2017	05:15	GCC Code deployment will deployed during the maintance window. No extension is required, this is only for awareness.	12/01/2017
1154.16	UKLP GCC – Outage to Gemini	14/05/2017	03:15	14/05/2017	05:15	GCC contingency deployment – no extended outage is required the maintenance window will be utilised.	12/01/2017
1154.16	UKLP GCC – Outage to Gemini	31/05/2017	04:15	31/05/2017	06:15	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 wi need to be reduced. Updated expected in April	12/01/2017

Key:

Italic – New outage notification

Underlined – Outage notification information amended

^{*} Exact timings to be defined