

# **UK Link Committee Meeting**

## **Xoserve Report Pack**

**Meeting Date: 13<sup>th</sup> April 2017**  
**Reporting Month: March 2017**

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<b>Version:</b>	<b>V1.0</b>
<b>Date:</b>	<b>7th April 2017</b>

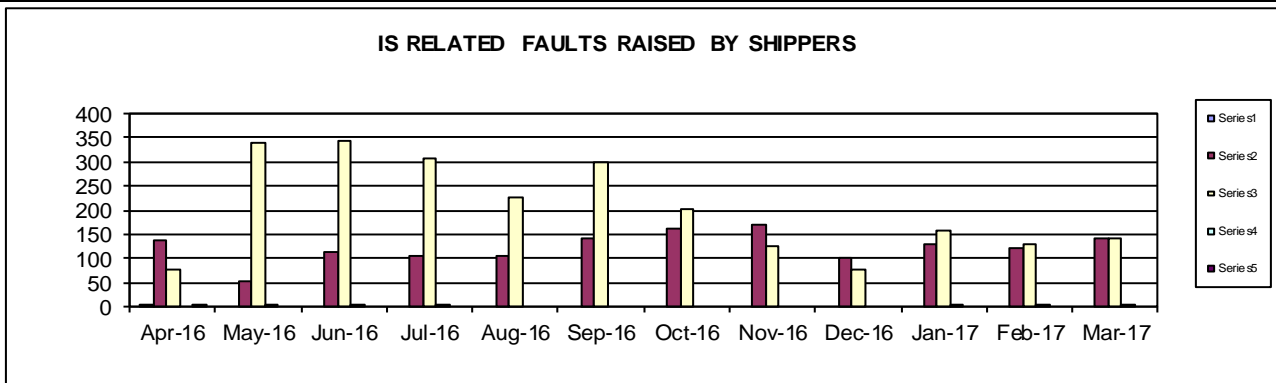
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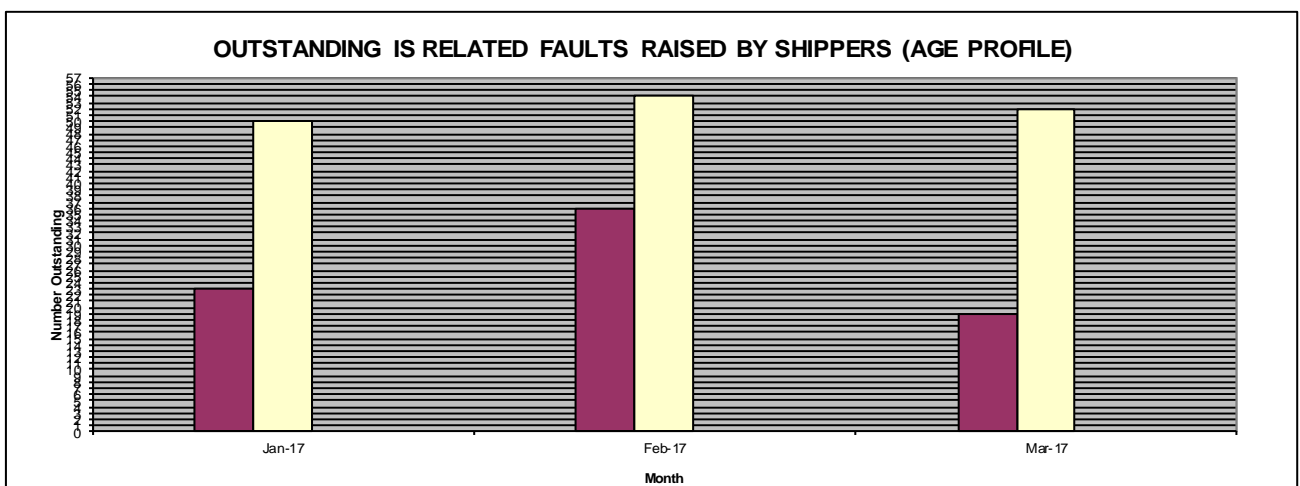
Report A

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
<b>Total</b>	<b>1</b>	<b>1478</b>	<b>2433</b>	<b>12</b>	<b>0</b>	<b>3924</b>

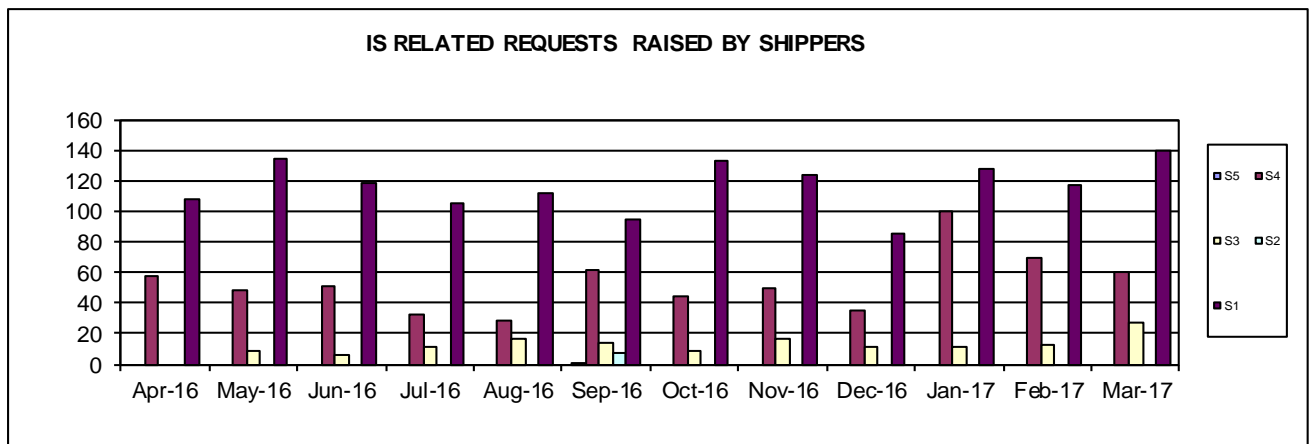


Outstanding Calls	P5	P4	P3	P2	P1	Total
Jan-17	0	23	50	0	0	73
Feb-17	0	36	54	0	0	90
Mar-17	0	19	52	0	0	71
<b>Total (Per P Level)</b>	<b>0</b>	<b>78</b>	<b>156</b>	<b>0</b>	<b>0</b>	<b>234</b>

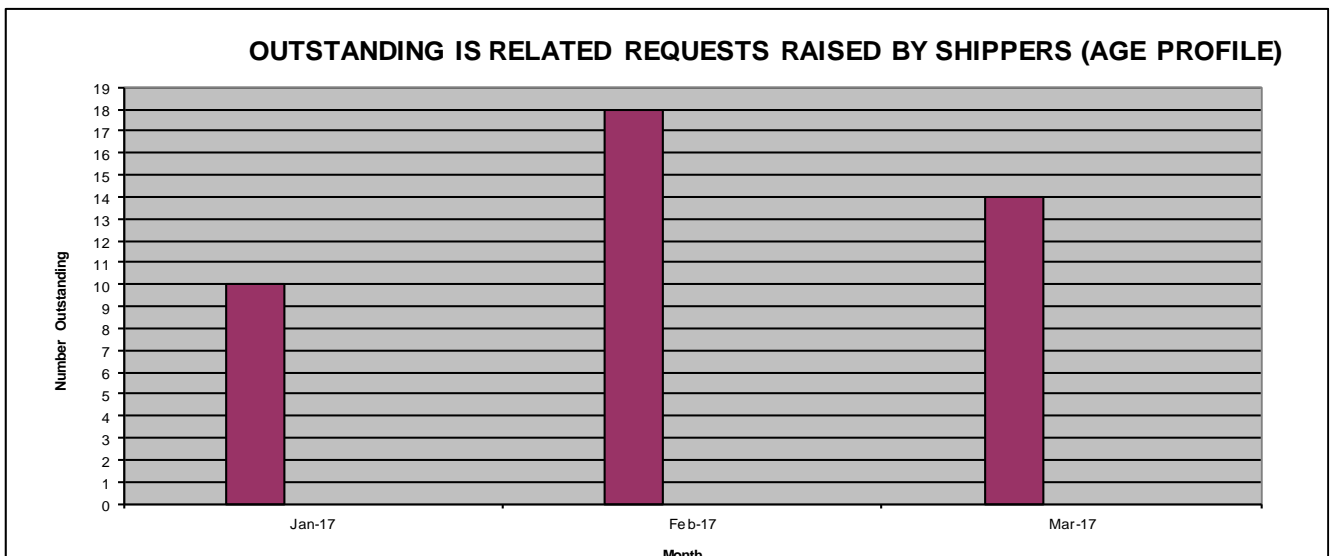


### IS Requests Logged by Shippers

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
<b>Total</b>	<b>1</b>	<b>638</b>	<b>141</b>	<b>7</b>	<b>1398</b>	<b>2185</b>



Outstanding Calls	S5	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
<b>Total (Per P Level)</b>	<b>0</b>	<b>42</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>42</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 99.57%

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

UK Link (Gemini) Availability & Performance					
Performance measures	Target/max	Reporting Month Mar 2017			
		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					
Performance measures	Target/max	Reporting Month: Mar 2017			
		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					
Impact Codes P1 / P2		Reporting Month: Mar 2017			
Code	Problems v Time to resolve	Mar 2017	Feb 2017	Jan 2017	Dec 2016
		01/03 – 31/03	01/02 – 28/02	01/01 – 31/01	01/12 – 31/12
P2	<1hr	1	4	0	1
	1-2 hr	0	3	3	1
	2-3 hr	6	1	1	2
	3-4 hr	1	0	0	0
	4-5 hr	1	0	0	0
	>5 hr	2	1	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	0	0	0	0



## 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 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
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).	09/02/2017
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).	09/02/2017
<i>1154.16</i>	<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>
<u>1154.16</u>	<u>UKLP GCC – Outage to Gemini</u>	<u>14/05/2017</u>	<u>03:15</u>	<u>14/05/2017</u>	<u>05:15</u>	<u>GCC contingency deployment – no extended outage is required the maintenance window will be utilised.</u>	<u>12/01/2017</u>
<u>1154.16</u>	<u>UKLP GCC – Outage to Gemini</u>	<u>31/05/2017</u>	<u>04:15</u>	<u>31/05/2017</u>	<u>06:15</u>	<u>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</u>	<u>12/01/2017</u>

**Key:**

*Italic – New outage notification*

Underlined – Outage notification information amended

\* Exact timings to be defined