

# **UK LINK BUSINESS DOCUMENT**

## **UKLBD2**

### **UK LINK IS SERVICE DEFINITION**

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## Review History

Version	COR	Date of change	Impl <sup>n</sup> Date	Changes	Author
11 For Approval	1154	May 2017	31 <sup>st</sup> July 2017	Amendments to: <ul style="list-style-type: none"> <li>• General review in line with revised governance (UNC Modification 0565 refers).</li> <li>• CDSP referenced.</li> <li>• Changes to reflect revised service levels introduced at Project Nexus Implementation Date.</li> <li>• Implementation of UNC Modification 0613.</li> </ul>	David Addison
11.1 For Approval	1154	July 2017	13 <sup>th</sup> October 2017	Amendments following 0613S Representation cycle. Clarify Enquiry and Meter Point Creation volumes.	David Addison
11.2 For Approval		July 2017	13 October 2017	Amendments following peer review	Jayne McGlone

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Version: [ ]

Effective Date: [ ]

## 1. Introduction

- 1.1 This document (Document) is the UK Link Business Document UKLBD2 – UK Link IS Service Definition, referred to in paragraph 2.1.1 (d)(ii) of the UK Link Manual Framework Document.
- 1.2 This Document is an integral part of and is incorporated in the UK Link Manual.
- 1.3 The version of this Document that is in force and the date from which it is in force, are as stated on the first page of this Document.
- 1.4 In this Document:
- (a) terms defined in the DSC Terms and Conditions and not otherwise defined in this Document shall have the meaning given in the DSC Terms and Conditions;
  - (b) terms defined in any other CDSP Service Document and not otherwise defined in this Document shall have the meaning given in the CDSP Service Document;
  - (c) terms defined in the UK Link Framework Document and not otherwise defined in this Document shall have the meaning given in the UK Link Manual Framework Document; and
  - (d) the further provisions of the DSC Terms and Conditions as to interpretation apply.
- 1.5 This Document may be changed in accordance with the applicable procedures contained in the Change Management Procedures.
- 1.6 The purpose of this Document is to set out:
- (a) the performance standards which the UK Link system is designed to meet, including design maximum volumes;
  - (b) the standards and rules with which UK Link Users must comply when accessing the UK Link system;
  - (c) the processes which will be followed in relation to:
    - Service Request and Incident Management Processes;
    - Disaster Recovery
    - Change and release management;
    - Service Review and Reporting;
    - Design Maximum Volumes; and
    - Performance Levels.
- 1.6 (a) to (c) above, shall apply to all UK Link Users unless explicitly excluded within this Document. Any exclusion will be specified in the relevant additional services contract.
- 1.7 For the purposes of this Document, references to a UK Link User or UK Link Users exclude the CDSP.
- 1.8 In the case of the any conflict between the provisions of this Document and the UK Link Terms and Conditions the UK Link Terms and Conditions shall prevail.
- 1.9 UNC GT D5.2.3 applies in respect of the Document, and accordingly the provisions of this Document are binding on UK Link Users.

### 1.2.1 Online Communications

The UK Link Portal (which forms part of the UK Link system) provides a single common gateway for UK Link Users to access certain UK Link system applications. Applications accessible via the single-sign on capability provided by the UK Link Portal are:

- Data Enquiry Service; and
- UK Link On Line Service

CMS and UK Link Gemini have alternative gateway access for UK Link Users to access the business functionality supported by these services.

Where reported, response times for completed transactions will be monitored within the CDSP estate (i.e. between CDSP router and the application).

UK Link systems are built to enable UK Link Users to access the service using a variety of browser products. The CDSP will maintain a list of supported browsers. This list is set out in Appendix D of this Document.

### 1.2.2 Batch Transfer Communications

The UK Link Network exists to enable the sending and receiving of batch files between UK Link Users – including the CDSP. This service is defined in UKLAD3 – UK Link File Transfer Definition which forms part of the UK Link Manual. The systems that use Batch Transfer Communication interfaces are:

- UK Link System Applications – e.g. Supply Point Administration
- UK Link Gemini
- Contact Management Service

E mail communications are excluded from this Document.

## 2. Description of Services

### 2.1 Service Requests and Incident Management Processes

UK Link Users are supported by the CDSP Service Desk which is described in the UK Link Description Document. The CDSP have an auditable mechanism for receiving, escalating and resolving incident reports and Service Requests.

Incident management processes are followed for the co-ordination and management of reported incidents, prioritisation and escalation procedures and the provision of analysis information.

UK Link Users must provide the CDSP Service Desk with the following information when registering a Service Request or Incident:

- Full Name;
- UK Link Identity;
- Location;
- Telephone Number;
- Email address;
- Service Request / Incident description;
- System, Application or Interface identification; and
- Further information as requested by the CDSP Service Desk to assist in investigation and resolution of the Service Request / Incident.

Calls will be assigned a priority by the CDSP Service Desk in line with the Incident Priority Level Definitions set out in Fig 1(a) of this Document. On recording the Service Request or Incident, a reference number will be allocated and given to the relevant Authorised Representative. Thereafter the Service Request or Incident will be identified by this reference number.

Individual calls will be assessed on the basis of receipt time across all UK Link Users within a given priority level. Users will be kept informed of progress on the Incident on a regular basis.

Incidents will be prioritised as follows in respect of an individual UK Link User:

**Fig 1(a): Incident Priority Level Definitions**

Category	Time to Fix	Description	Example Usage
P1	<4 hours	Critical Incident	<ul style="list-style-type: none"> <li>• Complete loss of more than one critical service</li> <li>• IT incident leading to high risk of serious Health &amp; Safety incident</li> <li>• Confirmed uncontrolled security incident</li> </ul>

Category	Time to Fix	Description	Example Usage
P2	<8 hours	Major Incident	<ul style="list-style-type: none"> <li>• Complete loss of any service (critical or non critical)</li> <li>• Partial loss of critical business service causing significant operational issues (caveat assess at time)</li> <li>• Multiple Organisations<sup>1</sup> (3 or more) are affected</li> <li>• Critical users are unable to undertake their activities</li> <li>• Subject to CDSP triage, an incident escalated to this level by the Customer</li> </ul>
P3	<12 hours	Significant Incident	<ul style="list-style-type: none"> <li>• Several users of a System or Service are impacted</li> <li>• Subject to CDSP triage, an incident escalated to this level by the Customer</li> <li>• Minor loss of infrastructure that does not affect service availability (e.g. loss of resilience)</li> </ul>
P4	<24 hours	Minor Incident	<ul style="list-style-type: none"> <li>• Loss of resilience on IX – no loss of service - primary or secondary circuit is down for a single site/shipper</li> <li>• A non critical file has not been received by a UK Link User</li> <li>• A non critical file has been rejected to the UK Link User. UK Link User has queried rejection.</li> <li>• Automated alert for overrunning or not started on time batch process</li> </ul>
P5	<5 days	Request	<ul style="list-style-type: none"> <li>• Non-critical incidents</li> </ul>

<sup>1</sup> This test is intended to assess that incident is not limited to a specific User / Organisation / Location.

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**Fig 1(b): Service Request Priority Level Definitions**


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Category	Resolution Time	Description	Example Usage
S1	<1-hour (Real Time)	Business Critical	<ul style="list-style-type: none"> <li>To assist in resolution of a high-priority Incident where damage to business reputation is likely to be significant</li> <li>To assist in resolving a confirmed, uncontrolled security incident</li> <li>A password reset for Gemini or IAP</li> </ul>
S2	<8-hours (Real Time)	Urgent	<ul style="list-style-type: none"> <li>Password resets for Application and Infrastructure support technicians</li> <li>To assist in a P2 incident resolution</li> <li>Proactively raised to prevent a service incident (e.g. job sequence change, storage allocations)</li> <li>One or more Critical users is not able to undertake a business critical activity unrelated to an Incident</li> <li>Subject to CDSP triage, a Service Request escalated to this level by the Customer</li> </ul>
S3	<24 Business hours	Significant	<ul style="list-style-type: none"> <li>Password resets for a business critical system (e.g. SAP BW/DE) or where a User representative is unable to self-serve.</li> <li>To assist in P3 and P4 incident resolution</li> <li>Non urgent requests raised by the Actionable Command Centre to be resolved by another resolver group</li> </ul>
S4	Up to 5 Business Days	Standard	<ul style="list-style-type: none"> <li>Non-critical requests - usually requests for information where the information is known</li> <li>Requests for access etc. as part of planned system/service activity</li> <li>Non-critical requests (e.g. chase call, cancel call, blank call, wrong call, BA code creation, CSEPs / Gemini creations / modifications/ deletion, missed call, audit report request, configuring new shipper in EFT)</li> <li>Any non P1/P2 incident resolution requests to be fulfilled (e.g. - Prodcop access etc.)</li> </ul>
S5	90 Days (Business)	Non-Standard	<ul style="list-style-type: none"> <li>Any request which requires investigation to determine if it can be fulfilled</li> <li>Adhoc request not categorised above</li> </ul>

The following services are defined as critical / non critical for the purposes of Priority Definition.

**Fig 2: Priority Service Definition**

<b>Critical Business Service</b>	<b>Non Critical Business Service</b>
UK Link Gemini	Information Provisioning <sup>2</sup>
UK Link Application	Data Enquiry Service
UK Link Network	Contact Management Service
UK Link Portal	Offline Systems
UK Link Online Service	

Failure to meet the target resolution time for P2 priority calls (which are set out in Appendix C) will result in the Incident being escalated to a Duty Manager.

If a User wishes to increase the prioritisation of the Incident they must provide justification for any escalation to the Service Desk. This will be triaged by the CDSP who will escalate the call if this request is upheld.

## 2.2 Disaster Recovery

The CDSP has disaster recovery arrangements in place which are designed to restore the constituent elements that comprise the UK Link system. The following table indicates the Return To Operation (RTO) Objective for each constituent element of the UK Link system.

The Recovery Point Objective (RPO) indicates the maximum point at which data on the system may not be recovered beyond in relation to the loss of service. Data will be restored to the point at which the last backup was taken.

The UK Link system has been designed to provide additional levels of resilience (high availability) for each system component in the Primary Data Centre in which the system is hosted.

In the event that both the Primary and its high availability component should fail, then we have disaster recovery capability at the secondary Data Centre.

**Fig 3 – Disaster Recovery Objectives**

<b>System</b>	<b>Return To Operation Objective</b>	<b>Recovery Point Objective</b>	<b>Comments</b>
Contact Management System (CMS)	24 hours	24 hours	
Data Enquiry Service (DES)	Not defined	Not applicable – DES provides a deferred view of data within the UK Link Application.	
UK Link Gemini	4 hours	Synchronised resilience – last accepted transaction.	
UK Link Portal	24 hours	24 hours	
UK Link On-Line Service	24 hours	Not applicable	
UK Link System Application	24 hours	24 hours	
UK Link Network	48 hours	Not applicable	CDSP Gateway Failure and UK Link Network
	Not defined	Not applicable	UK Link User Failure*

<sup>2</sup> Information Provisioning (IP) is not a UK Link system, but the Data Enquiry Service utilises data from this platform.

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\*Disaster Recovery arrangements for failure of a User Gateway are defined in **UKLAD3 – UK Link File Transfer Definition**.

## 2.3 Change and release management

The CDSP will analyse relevant information and co-ordinate changes to UK Link systems.

All UK Link Modifications shall be managed in accordance with the Change Management Procedures. Please refer to Paragraph 5 of the Change Management Procedures (UK Link Modifications).

All system changes to the UK Link Systems will be approved internally by the CDSP before being referred to the Change Management Committee. This is intended to reduce the potential of any adverse impact on service levels by changes to UK Link Systems.

If required by the Change Management Procedures, UK Link Users will be provided with a description of the change as part of the Change Management Procedures.

Outages as a result of implementations will be notified to UK Link Users in accordance with the Change Management Procedures.

## 2.4 Planned Outages

The CDSP will provide notice to UK Link Users of the unavailability of elements of the UK Link system. UK Link Users shall be notified of this via the monthly reporting to the Change Management Committee. This may be for a number of reasons, for example scheduled maintenance, infrastructure testing (e.g. failover) and as a result of a release.

The report should provide the consequences of this outage to Users – e.g. files being held prior to processing by an application, lack of user access to On Line Services.

The CDSP shall endeavour to provide information related to any outage in the relevant report to the Change Management Committee prior to the outage.

The CDSP shall notify External UK Link Users in line with the relevant services contracts with such External UK Link User of any planned outage.

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## 2.5 Unplanned Outages

Where unplanned outages are necessary, the CDSP will provide information to Users once any impact has been identified to Users. This information may not be provided with sufficient notice to satisfy Change Management Procedures.

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## 3. Service Review and Reporting

### 3.1 Service Reviews

The CDSP's achievement of IS Performance Levels will be reviewed by the Contract Management Committee, or its appointed sub Committee. Any references to the Contract Management Committee include any appointed sub Committee.

The Committee will be responsible for assessing the performance of the UK Link systems.

### 3.2 Service Reporting

Service reports will be provided to the Contract Management Committee for the reporting periods which are specified in Appendix C. Each report will be made available to the relevant Committee meeting following the end of the subsequent reporting period. The report will cover, the service received by the industry as a whole.

The reports will include:

- graphical report of response times for UK Link Gemini On-Line Communications;
- graphical report of key transactions processed day on day for the reporting period across the industry;
- tabular report showing individual outages for the system components and services specified in Appendix C of this Document;
- tabular report showing resolution times for P2 and P1 priority calls to the CDSP Service Desk.

### 3.3 Maintenance of a Capacity Plan

The UK Link system has been designed to manage a certain capacity of transactions. These are set out in Appendix B – Design Maximum Volumes.

In order to ensure that sufficient resources are in place to service UK Link Users' requirements the CDSP will monitor utilisation of existing capacity. As input to this process, UK Link Users will be required to forecast their usage of UK Link by key transactions, identified below, providing average and peak day, as defined by the individual UK Link User.

Each UK Link User must provide expected numbers of Authorised Representatives expected to access each UK Link system capable of supporting On-line Communications.

Rolling 12 monthly forecasts will be required to be provided by each UK Link User at six monthly intervals to the CDSP.

The key transactions are:

- Gas Flow Day Nominations and Renominations;
- Supply Point Enquiries;
- Supply Point Nominations;
- Confirmations only for a Supply Point less than 73,200kWh;
- Confirmations for a Supply Point greater than 73,200kWh;
- Supply Point Amendments (as specified in UNC TPD G Annex G-1) – including Class Amendment and Organisation Entity changes (e.g. MAM Id Update);
- Meter Reading submissions by Supply Point Classes 2, 3 and 4;
- Meter Information Notifications;
- Meter Information Update Notifications.

Where UK Link Users wish to submit short term extraordinary UK Link Communication volumes they must raise a Service Request with the CDSP Service Desk. The CDSP will assess available capacity and prescribe a submission profile.

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## Appendix A Treatment specific to UK Link User Organisation Type

Not Used.

## Appendix B Design Maximum Volumes

The following table sets out the business volumes which the UK Link system has been developed to support.

UK Link Users are required to contribute to assessment of system capacity as described in Section 3.3 Maintenance of a Capacity Plan above.

**Fig 4 – Design Maximum Volumes**

Value	2017-2018 incl.	2019-2020	Comments
Total Supply Meter Points, or which:	24,000,000	25,000,000	
Large Supply Points (>=73,200 kWh)	300,000	300,000	
Small Supply Points (< 73,200 kWh)	23,700,000	24,700,000	
Twin-stream Meter Points	100	100	
<b>Meter Reading Product Classes</b>			
Class 1	1,000	1,000	Volume following UNC Mod 0441 implementation (PNID+6M)
Class 2	35,000	50,000	2017/18 - Assumes max 70% of meter points within AQ > 732,000 & < 58,600,000 kWh will be Class 2. 2019/20- Assumes max 100% of meter points within AQ > 732,000 & < 58,600,000 kWh Class 2.
Class 3	2,400,000	12,000,000	2017/18 – Assumes 2.4M meter points (based on 5% LSP's, and 40% of SSPs with Smart Metering capability utilising this Class.  2019/20 – Assumes 50% of SSPs with Smart Metering capability utilising this Class.
Class 4 – Monthly / Annual	All Supply Meter Points not in Class 1-3, will be within this category.		
NTS Entry Points	25	25	
NTS Exit Points	40	40	
Embedded LDZ Entry Points	100	100	Minimum gas specification criteria necessary.

The following table sets out the transactional volumes, in terms of peak daily transaction rates, which the UK Link system has been developed to support. The sizing has been based upon those transactions which are significant in peak daily volumes.

**Fig 5 – Specified Peak Daily Transactions**

Value	2017-2018 incl.		2019-2020		Comments
	Average	Peak	Average	Peak	
Supply Point Administration					
Enquiries		40,000		40,000	
Nominations (LSP (>=73,200 kWh))		6,000		6,000	

Confirmations (LSP (>=73,200 kWh))		4,800		4,800	
Confirmation only (SSP (<73,200 kWh))		42,200		42,200	
Supply Point Objection from Proposing User		47,000		47,000	DS-CS SA1-14 refers
Transfer of Ownership	26,000	52,000	26,000	52,000	
SPA Amendments (UNC TPD G Annex G-1)	2,000	26,000	2,500	26,000	
Change in Supply Point Capacity		10,000		10,000	DS-CS SA6-11 refers <sup>3</sup>
<b>Assets</b>					
Meter Information Notifications (JOB) / Meter Information Update Notifications (UPD)	23,000	68,000	20,000	55,000	Values benchmarked against DECC roll out volumes. Processes described in this document will enable future assessment.
<b>Meter Reading</b>					
	4,000,000	32,000,000			Day 1 figures agreed. Processes described in this document will enable future assessment.
<b>Meter Point Creation</b>					
		645 5000		645 5000	DS-CS SA1-01 /DS-CS SA12-01
Organisation Update (GEA)		100,000		100,000	
MAM Update		100,000		100,000	

**Fig 6 – Other Specified Transactions**

Value	2017-2018 incl.		2019-2020		Comments
	Average	Peak	Average	Peak	
AQ Calculations (Monthly)		8,500,000		14,000,000	
Reconciliations (Monthly)		25,000,000		100,000,000	

UK Link Gemini has been designed to process an average of approximately 8,300 nominations per day plus a further 4,200 renominations, a total of 12,500 per day.

<sup>3</sup> Supply Point Capacity Amendments may result in Referral to Network for assessment. Capacity for referral assessment will be materially lower than this volume.

**Fig 7 – On-Line Service Definition**

System	Maximum Concurrent Users	Comments
Contact Management System (CMS)	160	
UK Link Gemini Online	340 Shipper / DNO / NTS Users	200 Users via Online / API UK Link Network connection.
Data Enquiry Service (DES)	450	
UK Link Portal		
UK Link On-Line Service		

## Appendix C Performance Levels

The following table sets out the Performance Levels.

<b>Performance Parameter</b>	<b>Performance Period / Performance Levels</b>	<b>Notes</b>
<b>On-Line Communications:</b>		
<i>UK Link Gemini</i>	<i>4 seconds for 95% of all transactions</i>	<i>Measured by volume internally to and from the UK Link User router.</i>
<i>UK Link Portal</i>	<i>up to 10 seconds for complex transactions</i>	<i>Not reported.</i>
<i>UK Link Online Services</i>	<i>up to 10 seconds for complex transactions</i>	<i>Not reported.</i>
<i>DES</i>	<i>up to 10 seconds for complex transactions</i>	<i>Not reported.</i>
<i>CMS</i>	<i>Up to 20 seconds for complex transactions</i>	<i>Not reported.</i>
<b>Service Availability:</b>		
<i>UK Link Gemini</i>	<i>99% Availability within Scheduled Hours.</i>  <i>Scheduled hours: 23 hours per day Monday - Saturday  22 hours Sunday</i>	<i>Unavailability Monday - Saturday 1 hour between 0315 - 0415. Unavailability Sunday 0300 - 0500.</i>  <i>Figures are exclusive of planned maintenance.</i>
<i>UK Link Portal</i>	<i>97% Availability within Scheduled Hours.</i>  <i>Scheduled hours: 22 hours per day.</i>	<i>Unavailable 0500-0700 7 days</i>
<i>UK Link Online Services</i>	<i>97% Availability within Scheduled Hours.</i>  <i>Scheduled hours: 22 hours per day.</i>	<i>Unavailable 0500-0700 7 days</i>
<i>UK Link Network</i>	<i>99% Availability.</i>	<i>Users may enhance individual User availability by increasing resilience / redundancy of equipment (subject to charge).</i>
<i>DES</i>	<i>97% Availability within Supported Hours.</i>	<i>Supported hours 0800 – 1800 Monday to Friday; 0800 – 1200 Saturday(excl. defined Non Supply Point System Business Days)</i> <i>The service may be available outside of the stated times but this is outside of defined availability.</i>
<i>CMS</i>	<i>97% Availability within Supported Hours.</i>	<i>Supported hours 0800 – 1800 Monday to Friday; 0800 – 1200 Saturday(excl. defined Non Supply Point System Business Days)</i> <i>The service may be available outside of the stated times but this is outside of defined availability.</i>
<b>Miscellaneous:</b>		
<i>Service Desk</i>	<i>24 hours each day</i>	
<i>Authorised Representative Addition/ Removal</i>	<i>Within 5 business days</i>	<i>Excludes self service capability. UK Link User LSOs can add / remove Authorised Representatives for UK Link Online Service.</i>
	<i>Within 10 business days</i>	<i>Where DES / CMS accounts not serviced through self service capability.</i>

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<i>Incident Resolution</i>	<i>P2: 8 hours</i>	<i>Excludes incidents related to Transporter Provided Equipment as part of the UK Link Network to UK Link Users.</i>
<i>Reporting Period</i>	<i>Monthly</i>	<i>Monthly reports will be issued on the basis of calendar months.</i>

## Appendix D Supported Browsers by UK Link System

The following browser versions may be used to access Online services listed.

Cookies should be enabled.

UK Link System	Browser	Supported Versions	Version End Date	Comments
UK Link Gemini	Firefox			Use of Citrix product manages user interface with UK Link Gemini.
	Chrome			
	Internet Explorer			
	Safari			
UK Link Portal; UK Link Online Services; CMS; DES UK Link Online Services CMS DES	Microsoft Internet Explorer	IE11		
		IE10		
		IE9		
		IE8		MS has withdrawn support for this product. Limited CDSP Service Desk support available.
	Google Chrome	39+		
	Apple Safari	7, 8, 9+		
	Mozilla Firefox	31+		