

# Website Performance Update

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DSWG 23<sup>rd</sup> April 2007

Chris Logue

# Website performance incentive – 2006/7 update

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- ♦ Timeliness element of incentive continued to perform well during March with over 99.5% of reports published on time.
  - ♦ Average performance for winter 07/08 > 99.5%
  - ♦ Performance effectively doubled since last winter
  - ♦ Users can now feel confident that they are accessing up to date data
- ♦ Availability element of incentive on target for March at 61 minutes recorded downtime
  - ♦ Total unavailability for winter 07/08 = 754mins
  - ♦ Over 500 mins over 1 weekend in December
  - ♦ Without the December incident (which, as it happened at a weekend, had very limited effect) target performance would have been achieved

# Website performance incentive – 2007/8

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- ♦ New targets now in place
- ♦ Timeliness benchmark set at 75% of reports by HH:10
  - ♦ Increased from 51.5% by HH:20
  - ♦ Significantly harder to achieve target performance
  - ♦ Results from early April suggest that this will be a stretch
- ♦ Availability benchmark set at 720 mins for the year
  - ♦ Benchmark effectively unchanged from last year
  - ♦ Incentive split into quarters to reflect the risks due to one-off incidents
  - ♦ Too early to know how difficult this will be
- ♦ Performance against this incentive to be driven by further IS development and revised support processes.

## Other website issues

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- ♦ Mod 121 and 97a approval
  - ♦ To be delivered in October 2007
  - ♦ Solution based around new MIPI system
  - ♦ DSWG to be given draft of format for comment prior to publication
- ♦ Real time flow data (mod 006)
  - ♦ System has suffered some relatively minor availability issues over the last few weeks which are being investigated
  - ♦ Current data issue at Hornsea to be resolved this week