



Gemini Sustain Plus Focus Group

21st October 2024
1.00pm – 2.30pm

In partnership with



Introduction



Welcome to the latest Gemini Sustain Plus Focus Group



Please be aware this session will be recorded up to the point of the Q&A.
The recording will be published on the website

Does anyone have any objections?



Your attendance and feedback is helping us! Please keep using the Q&A tab to raise your questions today.

Agenda

Sustain Plus Overview

- Chris
-

Gemini Sustain Plus roadmap update

- Chris
-

Next steps

- Chris
-

New API gateway switch from IX

- Nathan Prince
-

Security time out logic

- Andy Baynes
-

Market Trials – key findings

- Maneesh
-

Market Trials – customer feedback

- Karl Davidson
-

Market Trials – future phase

- Karl Davidson
-

Training Update

- Karl Davidson
-

Reminder; Onboarding, Connectivity & User Agreements

- Karl Davidson
-

Questions and feedback – from Q&A

- Mark Barnes
-

Key Reminders and Next Meeting dates

- Mark Barnes
-

Data Portal

- Emma
-

Sustain Plus Programme Progress Overview



Internal testing (phase 1) is complete



Phase 2 has commenced - there will be some refinements and Regulatory changes to the system in the period from now to January 2025



Initial Market Trials phase has completed. A further phase will be supported in [late January/early February 2025]



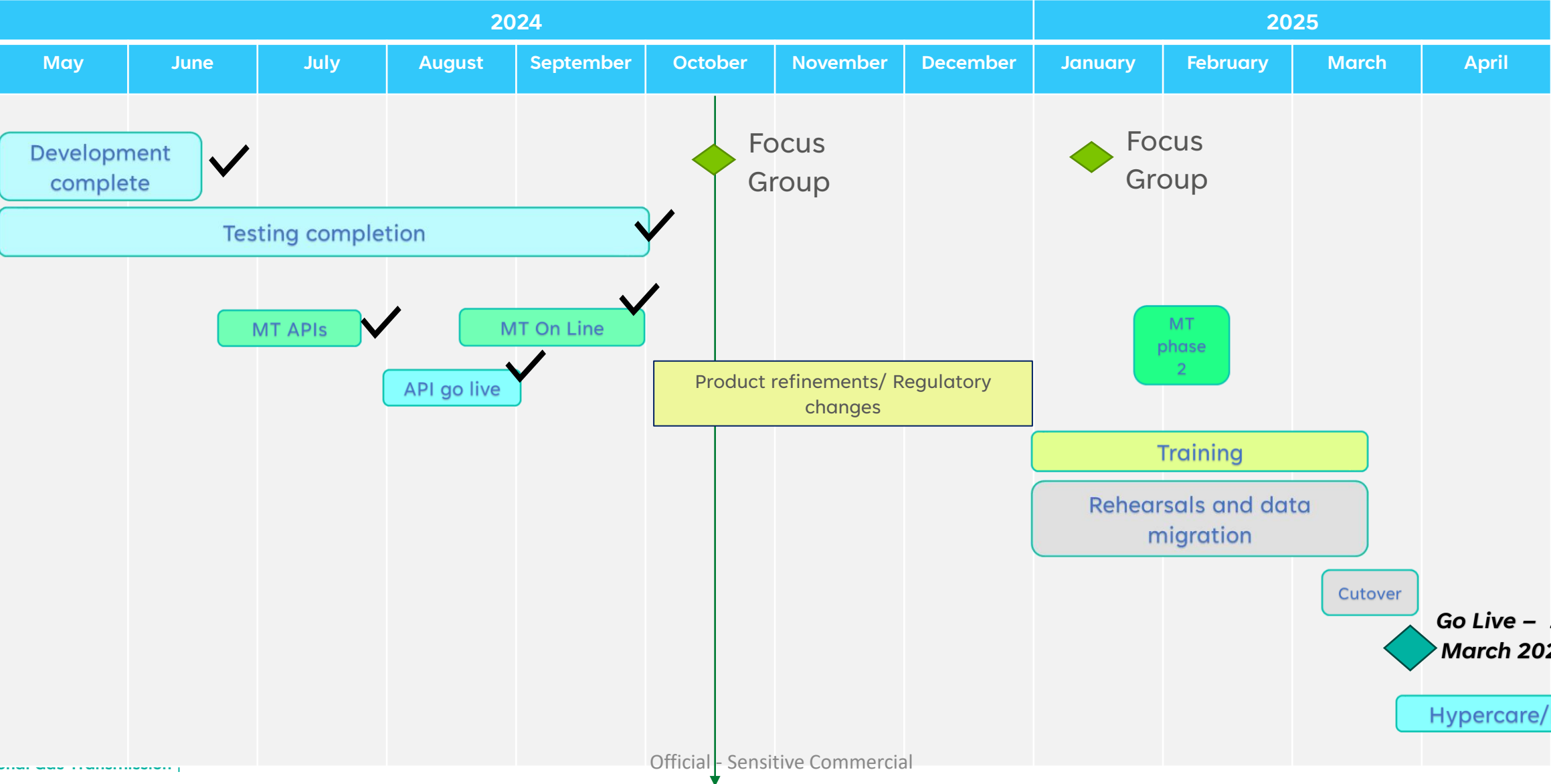
All external training modules are complete and included in our on-line Learning Management System. These will be made available to all users from January 2025



The implementation date is currently 23 March 2025. We are considering to bring that forward by one week to the 16 March.

Please feedback today and throughout this week if you have any concerns with this date the 16th. We aim to confirm the new date by the end of this week following ongoing risk assessments.

Gemini Sustain Plus Timeline



Next steps



Complete Phase 2 refinements and Regulatory Changes



Market Trials lessons learned applied and plan next phase



Customers to migrate to new API Gateway before end January 2025



Customers to complete onboarding to Sustain Plus before Early February 2025



The next focus group will be in January 2025



API Access – IX Transition



Switching to the new API Gateway

Key Points

- New Sustain Plus API solution (<https://geminiplus.co.uk/>) has been available and used for several months now, this supports all current 56 production Gemini API's
- The IX API (<http://prod-ix.geminints.com:4445>) service will no longer be available following the go-live date in March 2025 - **ALL customers will HAVE to migrate away from the IX API platform before this time**
- Nearly 100 API User IDs have accessed the new Sustain Plus API solution since going live – but there are still around 260 IX API User IDs being used daily
- **All customers currently using IX API solution should move to the new Sustain Plus API platform well in advance of the new go-live date**
- We are proposing the **31st December 2024** as the stop date for all IX based API access - for all Gemini API users. New API credentials have already been shared with all shippers but please contact the geminengagement@correla.com box if you require these to be sent to you again, technical information relating to accessing these APIs is available via the Sustain Plus website page (link below)

Benefits of moving now

- You are able to access both IX and Sustain Plus API solutions in parallel during your transition – this will allow you to remediate any transition issues while having a fallback API access route if needed
- Support is readily available from either our Service Desk or Project team based on the nature of any issues you may encounter – technical surgery slots are available and can be booked if needed
- API transition is a one-time activity – doing it now will reduce the amount of change needed when the main project goes live in March 2025 and de-risk your wider cutover to Sustain Plus. The only change to APIs when the primary go-live happens will be the added availability of the 2 new Gemini APIs being introduced
- As you would expect, there is likely to be an influx of support requests immediately after we go live in March – priority will have to be given to supporting issues relating to the primary system cutover, so any API transition issues/queries need to have been raised prior to this date to ensure the prompt availability of support

For information:

- General Updates and copies of the latest API specification document, API URL reference, Swagger and Postmaster files can all be found here - <https://www.xoserve.com/news/gemini-sustain-plus-api-implementation/> - specific queries can be sent to the geminengagement@correla.com mailbox



Gemini sustain plus – Inactivity window



Gemini Sustain Plus – Inactivity Window

Like most organisations, National Gas takes the security of its systems and the integrity of its data very seriously. The data within the Gemini solution is used to help ensure that the gas network in Great Britain is balanced, provides the balancing and capacity position and related financial data for all industry participants and users of Gemini. Therefore we are obligated under UNC to ensure this data is appropriately protected.

National Gas, in conjunction with Correla, has a comprehensive security solution in place for the Gemini solution, which meets all the required security protocols. These security controls are both in support of, and are supported by, the security solution that reduces the risk to both National Gas and industry participants more widely; consequently, National Gas has no plans to change these controls as to do so would increase the risk to both it and to all industry participants that use Gemini.

There have been instances during Market Trials where the timeout has been based on the oldest inactive tab, rather than complete inactivity. This is incorrect behaviour and will be rectified – the timeout will be from when complete inactivity starts.



Market Trials - Key findings



API Market Trial Findings

Numbers:

- 44 APIs accessed (out of 58)
- 48 Organisations participated
- 230K+ API hits

Key findings \ Improvements:

- Performance tuning was implemented to address some issues related to caching, resource availability and external components – upgrades and enhancements were made
- Account Provisioning and data-cut issues affected some shippers – process improvements made
- WAF device blocked certain types of XML based requests based on automated risk detection – exceptions and adjustments to WAF policy have been made

Online Market Trial Findings

Numbers:

- 215 Users across 85 organisations
- 48,000+ Screen Hits
- 6400+ Nominations and 2600+ Renominations placed
- 180+ Entry Bids and 140+ Exit Bids placed
- 262 Tickets raised of which 3 remain open

Key findings \ Improvements:

- Initial observations were access issues for multiple users, though these were quickly addressed.
- Some tickets raised related to Nominations/Renominations functionality, we are making improvements based on the customer feedback during the latest market trials phase and will make available for next Market Trials.
- Capacity functionality largely working as expected with multiple Bids placed by shippers, though a few defects were raised.
- Some usability issues reported related to alert messages and system timeouts.



Market Trials – Feedback results



Market Trials – Feedback

To ensure that we can understand the uptake for the Market Trials phase in the new year, as well as any feedback you have of the last Market Trials Phase, we would appreciate you filling in the following feedback form: <https://forms.office.com/e/rr2WShhtUb> . The link for this has been shared in the Focus Group invite.



Market Trials – future phase



Market Trials – future phase

- We have listened to feedback from customers, and we also recognize that system ‘Go Live’ is 5 months away. Therefore, we will be provisioning a Market Trials environment for Users to access and further explore the new UI between the following dates; [late January/early February 2025]
- Support arrangements will also be in place to assist Users with any technical and functional queries.
- Further detail on this will be provided in due course.
- For more information regarding the latest MT phase, please use our dedicated webpage: [Gemini Sustain Plus \(xoserve.com\)](https://xoserve.com)



Training update



Training Update

As part of Market Trials, we gave access to Participants to our Learning Management System (LMS) for the e-module training that covered the Gemini processes that were available during Market trials.

We had 173 users complete the mandatory e-modules across 44 organisations.

We have had 5-star feedback on all e-modules that were available during Market Trials.

Next steps:

We will finalise all external training e-modules and upload them in preparation for the new year and release the LMS to the wider industry in January 2025 in readiness for go-live March 2025.



Connectivity, Onboarding and User Agreements



Connectivity and Onboarding

- **Connectivity**

- We have shared the URLs via the UKLink distribution list and via the nominated leads from the Gemini User Audit. Please let us know if you have successfully connected to our environments via this form: <https://forms.office.com/e/NZ14ACyad3>. 77.5% of Industry participants have confirmed they can reach both our Market Trials and Production landing pages. The links again are as follows:
- **Gemini Market Trials:** <https://test.geminiplus.co.uk/mkt/>
- **Gemini Production:** <https://geminiplus.co.uk/>

- **Onboarding (Personal Accounts)** – Gemini users will have received an invite from the upgraded Gemini system to onboard to Gemini. These are not phishing emails and may go to your users Junk email folders depending on your organisations email settings. Please encourage your Gemini users to complete their onboarding. Please let us know if your Gemini users still haven't received their invite geminiengagement@correla.com

- **Onboarding (API accounts) All** - API credentials have been with your Nominated lead ahead of the next Market Trials phase. The latest versions of the API specification document, URL end points and schema files on our dedicated webpage: [Gemini Sustain Plus \(xoserve.com\)](https://www.xoserve.com). If you haven't received your API credentials or have any other queries please email: geminiengagement@correla.com.

Connectivity and Onboarding

Next steps:

We will be conducting another Gemini User Audit over the week commencing 28th October where we will be writing out to the nominated leads of each organization to ensure that we have correct information for your Gemini users we will look to confirm the following:

- Confirm users that will need access for go-live March 2025
 - User roles
 - Any secondary emails
- Remove any Gemini users that have left or moved away from Gemini.

Please note: You will not be able to log into either of the Gemini environments between now and January.

User Agreements

Agreements / access to multiple short-codes – if your organisation requires access to more than one short-code or use an agent you will need the appropriate agreement as detailed in UNC V.6.

If your organisation chooses not to put a user agreement in place but require access to multiple short codes, your organisation will be required to create local accounts in your own directory to be able to access the different short codes and then let us know so we can onboard these accounts into the upgraded Gemini system.

Next steps:

We will be reaching out to organisations over the next few weeks to organisations that we believe that have missing user agreements that would need to be in place prior to go-live.

Please contact customerlifecycle.spa@xoserve.com to arrange, or if you would like to check you have the appropriate agreement(s).



Q & A

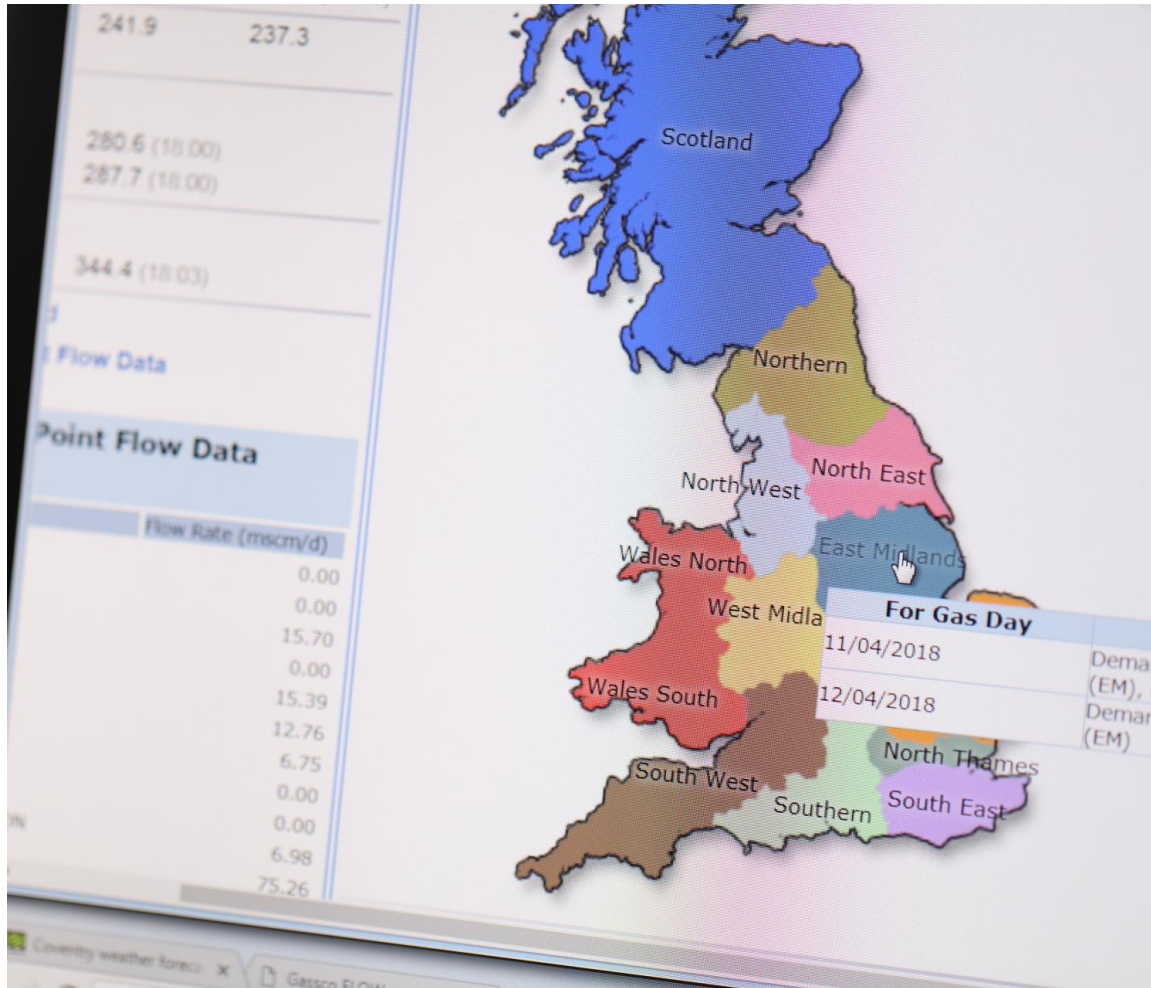
Mark Barnes, National Gas



Next meetings

- The next Focus Group session will be in **January 2025**. Invitations will be sent out in the near future.

Thank You



- All the information from today will be loaded on to our dedicated Gemini Sustain Plus Website: [Gemini Sustain Plus \(xoserve.com\)](https://www.xoserve.com)
- We will also update the Q&A captured today
- If you'd like to reach out to the programme directly, please use our box account: Geminienagement@correla.com and a member of the team will respond

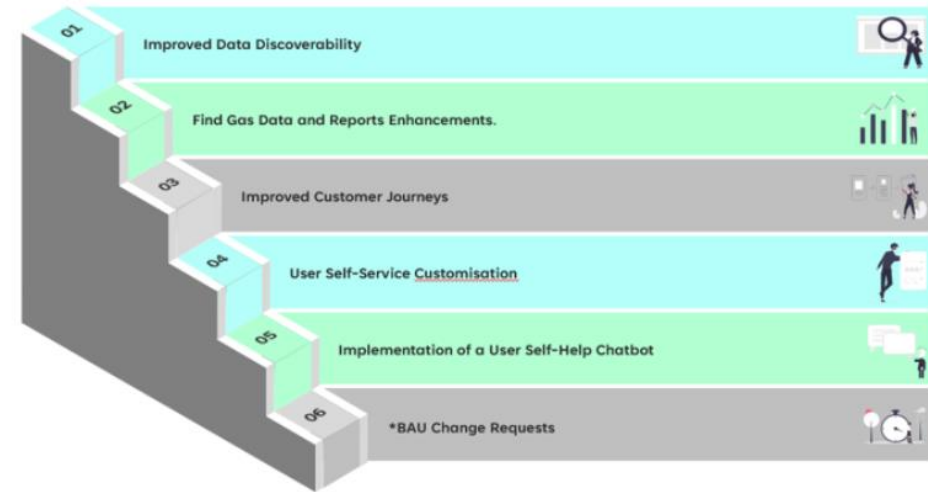
AOB

Do you want to join the National Gas Data Portal user community?

👉 Data Portal enhancements and new features are in development

Join our community to:

- be the first to hear about new features
- be invited to regular focus groups
- receive bulletins from the team sharing news and best practice.



To join our Gas Data Portal User Community please fill in the form:

[Gas Data Portal User Community](#)

Or email: Box.OperationalLiaison@nationalgas.com