

Gemini Sustain Plus – Industry Focus Group on 22nd January 2024 – Questions and Answers

1. Q : What's an API?

A: Application Programme Interface - It is used for Industry participants to send data requests to the Gemini platform without the need to use screens.

This allows organisations to take Gemini data into their own systems to enable decision making.

2. Q: Will Edigas communication be supported? Will the EDIGAS / EDIFACT standards be supported for XML messages (e.g., NOMINT / NOMRES)?

A: Gemini Sustain Plus will be delivered to continue function with version 5.1 of EdiGas, and that future upgrades will be assessed and delivered on a case-by-case basis in conjunction with our Stakeholders. National Gas are always happy to discuss potential changes with our stakeholders.

3. Q: For the browser support, are there any minimum versions people need to be on?

A: Currently we are working on the principle of supporting the main 4 browsers (Chrome, Edge, Safari, Firefox) running versions that are still in support by their respective publishers.

Q: Great, but if there are version requirements, we also need that called out too because not all organisations have the most recent versions approved by internal security experts so knowing the supported versions is equally needed to ensure it is compatible.

A: We can share the current versions that are supported in the next update, it doesn't necessarily mean only the latest browser version is supported, just that the publisher of the browser is still providing security updates for the version of the browser.

4. Q: Is there any impact on the file-based interfaces (e.g., invoices)? Will these continue to be via IX for the foreseeable future?

A: File based interfaces using IX will be unchanged by the Gemini Sustain Plus project - although outside of the project, the IX roadmap is likely to introduce different options around how IX based file interfaces are supported.

5. Q: Do we need Libre Office, or is Excel also valid?

A: Excel is fine - whatever you have installed.

6. Q: Could you please elaborate more on Authentication? Where the Authentication data be stored? Are we going to create new logins for new version? Can we consider using existing ESB's Azure AD authentication with Azure B2B – collaboration?

A: Yes, that is correct. You will manage the access within your own AD. We will only hold the username and email address that allows access to the platform.

7. Q: Can we assume that no new users will be created and Accounts within ESB AD azure will be used?

A: The standard approach for user accounts will be named user accounts that are federated between the accessing organisation and the Gemini platform - using Azure AD (Entra ID) B2b. So, there should be no requirement to create new user accounts in the ESB AD, existing user accounts can be used, and these will be invited to federate.

8. Q: Is it too late to review the 15 min session timeout? This seems far too short and is not really in line with most other TSO websites we interact with

A: The timeout of 15 minutes is based on 15 minutes of inactivity not session time. It enables the user the ability to extend the same session if required. However, we will discuss this within the programme and will get back to you.

9. Q: Are we able to download csv data from the tables?

A: Screens will have report functionality which enables the user to download data into excel spreadsheet.

10. Q: If a staff/contractor is no longer part of ESB, his/her access to ESB's Azure AD will be removed. Can we assume that he/she will lose the access to the tool? and whether his details will remain with Gemini?

A: They would no longer have access to the system, however, the historical details will remain in the system in audit trails. We would still have to remove the details of the user from the system, upon being notified by the LSO.

11. Q: Will a test system be available all year round or will you remove the test system after go live?

A: Currently we have the User Trials environment which is available for external parties to book if they wish to carry out testing. As part of Gemini Sustain Plus we are looking to improve the process for requesting and using this kind of environment as well as making an API developer portal available all year round.

12. Q: Will there be any further focus groups?

A: Yes. The next one will be held on Monday 18th March, and these will continue up to implementation.

13. Q: Will the activity numbers for the counterparts for trading remain as they were in the old system (i.e., in the order in which they were assigned)?

A: Yes. Data will be migrated from the legacy system prior to implementation.

14. Q: Will the daytime downtime of Gemini remains?

A: No. Gemini will become available 24 x 7.

15. Q: Is there likely to be extended downtown when we transfer to new Gemini?

A: Yes. Details will be provided at next Focus Group in March.

16. Q: The change pack included email notifications for when a shipper has a trade nomination against them, is this optional? Some shippers might get an overwhelming number of emails.

A: Notifications can be opted out of and if a shipper wishes to can opt back in, this will need to be managed by a service request with the helpdesk.

17. Q: Will all todays questions be added into the overall Q&A for people (with explained acronyms)?

A: Yes, all Q&A will be added to the website. The acronyms are details below.

API – Application Protocol Interface, this is a type of interface that supports integration and communication between Gemini and external customer systems.

REST – Representational State Transfer, this is a standard of API architecture that defines the way in which an API is built and accessed.

SOAP – Simple Object Access Protocol, this is another standard of API architecture the defined the way in which an API is build and accessed.

JSON – JavaScript Object Notation, this is data structure and formatting standard which is used to support certain Gemini interfaces (e.g., APIs)

XML – Extensible Markup Language, this is another data structure and formatting standard which is used to support certain Gemini interfaces (e.g., APIs)

UIX – User Interaction and Experience, generally used to describe the behaviour and features of the Gemini system screens that are accessed interactively by system users.

UI – User Interface, the Gemini screens that are accessed interactively by system users.

oAuth – Open Authorization, this is a standard used to support authorised access by means of a software token granting access the Gemini application.

SSO – Single Sign On, this is the approach of allowed a single set of user credentials (such as those used by the accessing organisations local systems) to also be used to access external systems such as Gemini.

MFA – Multi-Factor Authentication, the approach of using an additional method to validate the identity of a system user in addition to their username and password. This is usually provided by an Authenticator App or a code sent by SMS or Email.

IX – Information Exchange, this is a shared Gas industry solution used for data transfer and system access over a private network that is deployed to multiple organisation locations throughout the UK.

LSO – Local Security Officer, this is a designated role within an organisation of one or more individuals who are responsible or requesting and approving certain Gemini administrative activities such as new user creation.

LMS – Learning Management System, this is the platform used to provide the materials and training for using the Gemini system.

18 Q: Can you set the home page to whichever screen you wish using favourites? E.g. BA Balance screen?

A: no

19 Q: In terms of the test environment this would be required for any API development, especially if it changes data.

A: There will be 2 new APIs – the rest will remain the same.

20. Q: I believe for current Operations teams outside the UK we need to have a server hosted in the UK to access Gemini currently. Will that requirement with Sustain Plus?

A: That relates to the IX (Information Exchange) which is currently used to access Gemini. The new platform will be accessible over the internet browser, so there is no future requirement for accessing the online platform in that method.

However, file interactions will continue to be done over the IX (invoicing files, etc), so you will need to continue with this until you have moved from physical IX to cloud IX solution.

21. Q: What is the Plan for Shippers with multiple short codes?

A: We are looking at providing a drop down list of allocated short codes that a single user account can easily switch between in a single login session for those who have this requirement.

22. Q: Do you have any update on how user IDs and the general login processes are going to work for organisations that manage multiple shipping accounts but don't necessarily have email addresses with all the associated companies?

i.e., the situations of GMSL and SEFE. We are in a similar situation where we manage several shipping accounts.

A: Please see the response to Q21 above.

23. Q: How many hours do you anticipate a user will need to go through all the training?

A: 30 mins to 5 hours (depending on role type) and level of experience with existing system.

24. Q: For short code management, does the solution extend to cover the Last Resort User process as well?

A: The Last Resort User process, will remain the same.

25. Q: Can you provide us approximate date when we can expect Gemini API test environment to be ready so that we can test our implementation?

A: We will be sharing these details in March at which point connectivity to the test API environment will be possible, although there will only be limited support until April when the project will provide additional connectivity support as needed in readiness for the Market Trials testing activities.

26. Q: Is there any DR link for API over internet? or we need to maintain IX connection as fallback options?

A: Azure Front Door will manage the public endpoint for APIs, so the DR process will be controlled transparently by back-end routing - the front end URL won't change.

27. Q: If a user has access to Gemini removed (changes roles) and needs to have access reinstated (changes roles again) can the original account be reactivated, or do they need something new? Asking as their email address will have remained unchanged through their role hopping.

A: We can reinstate access for a user with the same email address if that scenario occurs – Generally speaking, they would be handled as any other new user request and we could assign the same role or a new role to that user account depending on the scenario, but either way the same email address could be used.

28. Q: Is there any impact on the file-based interfaces (e.g., invoices)? Will these continue to be via IX for the foreseeable future?

A: File based interfaces using IX will be unchanged by the Sustain project - although outside of the project the IX roadmap is likely to introduce different options around how IX based file interfaces are supported.

29. Q: For APIs, we have received some specifications a long ago (current Gemini via Internet) and this is pointing to - <https://dev.api.geminiwebservices.com/> Is this still valid for new system?

A: New API addresses will be communicated for use with Gemini Sustain Plus

30 Q : Will password resets be managed differently? Currently it needs to be an LSO, correct? Will Gemini users be able to reset their own passwords?

A: There will be a self-service option that we would encourage use.

31. Q: If we migrate APIs stepwise from IX to the new system, can we use sessions on IX and web in parallel?

A: Currently, yes this is possible, and this will continue to be the same until the main go live of the Sustain Plus Gemini update in September to allow customers to benefit from a transitional period.

32. Q: Do we need to send a request to set up existing Gemini users to the new platform?

A: Your organisation needs to provide a lead for the Gemini Audit (slide 16) of January Focus Group pack. As part of the audit, we will ask you to check your existing users are correct, and the email addresses which will be used for account creations in the new platform.

33. Q: Are there plans to move exclusively to JSON in the near future?

A: We are introducing JSON support for the current 56 APIs while also retaining XML support, there is no current plan to drop XML support for those APIs. So, while there is currently no plan to move exclusively to JSON, this may change in the future depending on the nature of new API functionality introduced and the way in which organisations choose to access the platform.

34. Q: If API connection would be down, will there be an upload possibility to provide XML files and schedules would be automatically taken over? Or manual interaction in Gemini screen would be necessary?

A: We are looking at fall back option and will provide details at future Focus Groups.

35. Q: Will any of the LMS/online training be mandatory for Users to gain their initial access or will it be all optional?

A: There will be 2 mandatory modules which will be the basic navigation of the training solution and the Gemini User Interface (UI) common features. Once these have been complete it will give users access to the training modules for their role.

36. Q: Any slip of the go live date to later in September gets close to the start of the new gas year, when I would have thought such a change might not be desirable.

A: The programme is aware of the importance of the start of the gas year and the activities that take place during this time and have been plans to implement over this period. The current contingency date for implementation is the 22nd September 2024.

37. Q: Is there any DR link for API over internet? or we need to maintain IX connection as fallback options?

A: You will not need to retain IX for DR purposes. The upgraded Gemini solution will be deployed to support high availability and disaster recovery scenarios – from an accessing organisations perspective this should largely be transparent as the front end IP Address\URL used to access the system will remain the same (and will terminate in the Azure Front Door global content delivery network)– there will instead be back-end routing and load balancing rules that will handle connectivity to the appropriate hosting location and system component.

38. Q: Do we need to send a request to set up existing Gemini users to the new platform?

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