

## Information Technology Report

**To:** Tom Schrader, Chief Executive Officer  
ERCOT Board of Directors

**From:** Ron Hinsley  
Chief Information Officer  
ERCOT  
(512) 248-4216  
[rhinsley@ercot.com](mailto:rhinsley@ercot.com)

**Date:** May 8, 2006

**Items requiring Board Action:**

None.

**Status Update:**

Net service availability for the Retail Transaction Processing systems hit 100% achievement for the second month in a row. Year to date we are showing 99.66% availability, which is well above the Service Level target of 99.25%.

Web services achieved a 99.9% availability for April and is 99.93% for the year. Wholesale batch processing, frequency control and real-time balancing market systems showed no unplanned outages for the month. These availability metrics are demonstrating continued improvement in the IT area around service availability.

**Projects:**

Year-to-date statistics show that there were 36 system releases completed from January 1 through April of this year. This implies significant system changes enterprise wide and offers opportunity for system disruption. It also reflects ERCOT's flexibility to market needs and the company's commitment to providing service as needed.

As of April 30, IT has 15 projects in various stages, not including Nodal. Six of these projects are closed and all finished on time and on budget.

**Issues:**

The issue of hiring and staff retention is an immediate concern. Of particular interest is the current climate as created by public discussion of compensation and relocation. Steps are being taken to take immediate action to change the IT business model if the situation continues to deteriorate. More detail will be made available as things progress.