

## Information Technology Report

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ERCOT Board of Directors

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### **Items requiring Board Action:**

Two telecommunications contracts will be presented to the Board of Directors that are required services of the IT department. Both are for wide area network services to market participants. One contract is for primary MPLS communications through Sprint and is a 3-year agreement. This replaces an agreement with AT&T for frame relay services which is set to expire in March 2007. Approval is being sought now to allow time to implement the new network prior to expiration of the existing agreement. The second contract is for point-to-point services through AT&T and is also a 3-year deal. This is a continuation of an existing arrangement and will not require lead time to implement.

### **Highlights:**

EMS failover test: An unannounced test of the EMS failover from Taylor to Austin went off without a hitch. This test is required to ensure reliability of systems used to manage grid operations and load frequency.

Director named: David Forfia has been hired as the new Director of Infrastructure and Operations Services. David's previous roles include Chief Information Officer for the Texas County and District Retirement System and prior to that several years at Austin Energy.

### **Issues:**

Retail system reliability: September was a poor month for reliability of the retail systems. Overall reliability was reported 97.52% for the month. Year-to-date reliability is now at 99.36, slightly above the service level agreement metric. A team has been formed to aggressively pursue reliability issues and the cause has been isolated but a fix has not been identified. The primary hardware vendors are involved in determining a resolution.