

## Information Technology Report

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ERCOT Board of Directors

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### Items requiring Board Action:

Funding authorizations will be brought to the meeting seeking Board approval for various Nodal projects. There will also be a funding request for outsourcing of Lawson support, which is a resubmission from the February meeting.

### Highlights:

The Nodal program has been moved from status RED to YELLOW. This was achieved by the solving the EMS staffing issue and execution of a way-forward plan to move EMS back to near schedule. Please note that YELLOW does not mean all within the project is performing flawlessly. There are still issues identified but mitigation plans are in place to resolve those issues.

### Issues:

There are several initiatives underway to improve the availability of Retail systems. These initiatives are as follows:

- A new service level expectation agreement is under development in conjunction with the market. It is clear that the definition of "retail system" is now broader and should include those systems beyond NAESB, Paperfree and Siebel. We will now include service agreements for enterprise information (as produced from the electronic data warehouse), Texas Market Link (a website used by the market to pull and track information) and Market track system which is used to track market issues.
- A request for proposal is under development seeking outside advice on issues affecting the retail system software. The plan calls for a thorough review of the applications and determinations for resolving those issues. All options are on the table including system replacement, system modifications and outsourcing.
- Architecture changes continue to be made on the systems. Changes to date include combining Paperfree application and file servers as well as redundant servers for NAESB as outlined by SCR745. Other near-term plans include completion of the Paperfree and file server combinations and moving database servers to the higher-performing IBM platforms.

It is important to note that service availability has improved dramatically from 2004 through 2006. Statistics show that 2004 overall reliability was 96.16%, 2005 improvement was up to 97.92% and 2006 was up to 99.27%. However, problems in 2007 have left performance for the current year at 97.54%. The plan outlined above is designed to improve those metrics.

Other issues are being surfaced regarding IT readiness to operate the new Nodal platforms. Massive amounts of data storage, servers and other infrastructure are being added and staff to run these systems will soon need to be added. We are also looking at improvements to system monitoring capabilities for the Nodal systems. Resolution to this issue will come in the form of new processes, correct staffing levels and monitoring software changes. The effort to retool IT to support these new systems will not be a trivial task.