

Information Technology Report

To: Sam Jones, Chief Executive Officer
ERCOT Board of Directors

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Date: April 10, 2007

Highlights:

The Information Technology group announced a minor reorganization. The Commercial Operations and Release Management teams were moved to the Infrastructure and Operations area. The Web and Data Services team was combined with Corporate Applications. A Quality and Strategic planning function was created and will be led by Jeyant Tamby upon completion of his Nodal assignment leading the Integration and Design Authority team.

Retail transaction system availability was 100% for March. However, three unplanned outages were recorded for Web services. Texas Market Link was down twice for a combined 153 minutes and MarketTrak was down once for 96 minutes. These outages are considered degradation to the market and are considered service interruptions.

Two critical infrastructure projects are underway:

- Domain restructuring will enable a future project to implement a single sign-on for ERCOT staff, resolve problems with domain naming services and enable features for the identity and access management project required for SAS 70 compliance.
- The mobility center of excellence project will enable ERCOT staff to access intranet sites from a common browser and provide enhanced PDA mail services. This project will greatly improve staff mobility and simplify access to ERCOT's internal systems when outside of the office.

Board approval was granted enabling IT to move forward with a Lawson hosting agreement with NetAspx. Contract negotiations are ongoing and expectations are to finalize an agreement in mid-April.

Issues:

Retail systems update: The RFP for the retail systems review has been posted. Several organizations have expressed an interest in the job. A vendor should be selected by the end of April.

ERCOT lost the connection that delivers remote terminal unit (RTU) data from a large market participant on March 28 for nearly 6 hours. RTU's collect and send data from SCADA systems back to ERCOT and are required for various energy management systems functions, such as load

frequency control. A redundant connection has not been established and ERCOT is coordinating with the market participant to enable a backup circuit to prevent this issue from occurring in the future.

A long-range look at data center needs shows that ERCOT will likely require additional floor space and power in the Austin Data Center by the end of 2008 or early 2009. Continued capacity requirements are driving this need. The existing plans to consolidate servers have provided relief to date and have prolonged the life of the existing data centers. There are no immediate plans in place to resolve this issue but will become the focus of discussions in the near future.

A large number of projects and activities continue to drive IT activities. These include nodal and non-nodal, including Texas Set 3.0 and dozens of projects, fixes and system enhancements. This activity is driving up overtime and hours worked across the organization. While the workload is mounting in several areas, particular pain points are seen in database administration, server administration, EMMS development and support, and commercial operations support. The IT leadership team is trying to help balance workload and reduce overtime hours, when possible, so that staff can maintain a proper work-life balance.