

## **Information Technology Report**

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ERCOT Board of Directors

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### **Highlights:**

Retail transaction processing achieved 100% reliability for the second straight month. This raises the annual reliability metric to 98.81% aiding in the measure's recovery after problems in January. Most other IT service areas have performed at or near 100% availability during the month. We are not aware of any significant degradation issues in the retail segment. MarkeTrak and Texas Market Link also showed 100% availability for the month.

A new service level agreement is under development with RMS. It is expected to be voted on in June and to be effective on July 1. The new SLA will increase the retail systems reliability expectation to 99.9% and to begin measurement of MarkeTrak and TML.

At least 10 responses were received to an RFP seeking a thorough review of the retail transaction systems. We expect to award a contract in June 2007.

The contract to outsource Lawson support and hosting has been completed. NetAspx has begun the transition from ERCOT systems with go-live scheduled for September 2007.

Nodal continues to meet its published time line. Upcoming contracts include awarding of the enterprise integration vendor and additional hardware for I-test and production. The enterprise integration vendor template will be brought to the Board in May. The hardware template will be brought to the Board in June or July.

A key corporate goal is the measure of Nodal milestones achieved by the dates identified in the project plan. Nodal milestones achieved on or before their respective due dates is 24. There are nine milestones late by 60 days or more. For the most part Nodal is tracking at or near the anticipate project timeline. Most of the late milestones are not consider critical path items and at this time do not represent a threat to the anticipated go-live date of December 2008.

### **Issues:**

A market notice was sent in April highlighting a delay in data extracts from the Energy Management Marketing System (EMMS). The issue was caused by a batch job not running and delaying some extracts by up to four days. The problem with the batch job has been resolved and extracts are now current.