



# Information Technology Service Availability Metrics

ERCOT Board of Directors  
19 August 2008

**Ron Hinsley**  
**VP & CIO**

## Retail and Wholesale Systems Performance

- **Retail Transaction Processing** - year to date performance continues to be below the service level target.
- **Wholesale Batch Operations** – July performance was impacted by a data issue that caused a job to abort and be backed out and rerun. The delay caused by this incident required several days of catch up time to meet the success criteria.

## Market and Grid Control Systems Performance

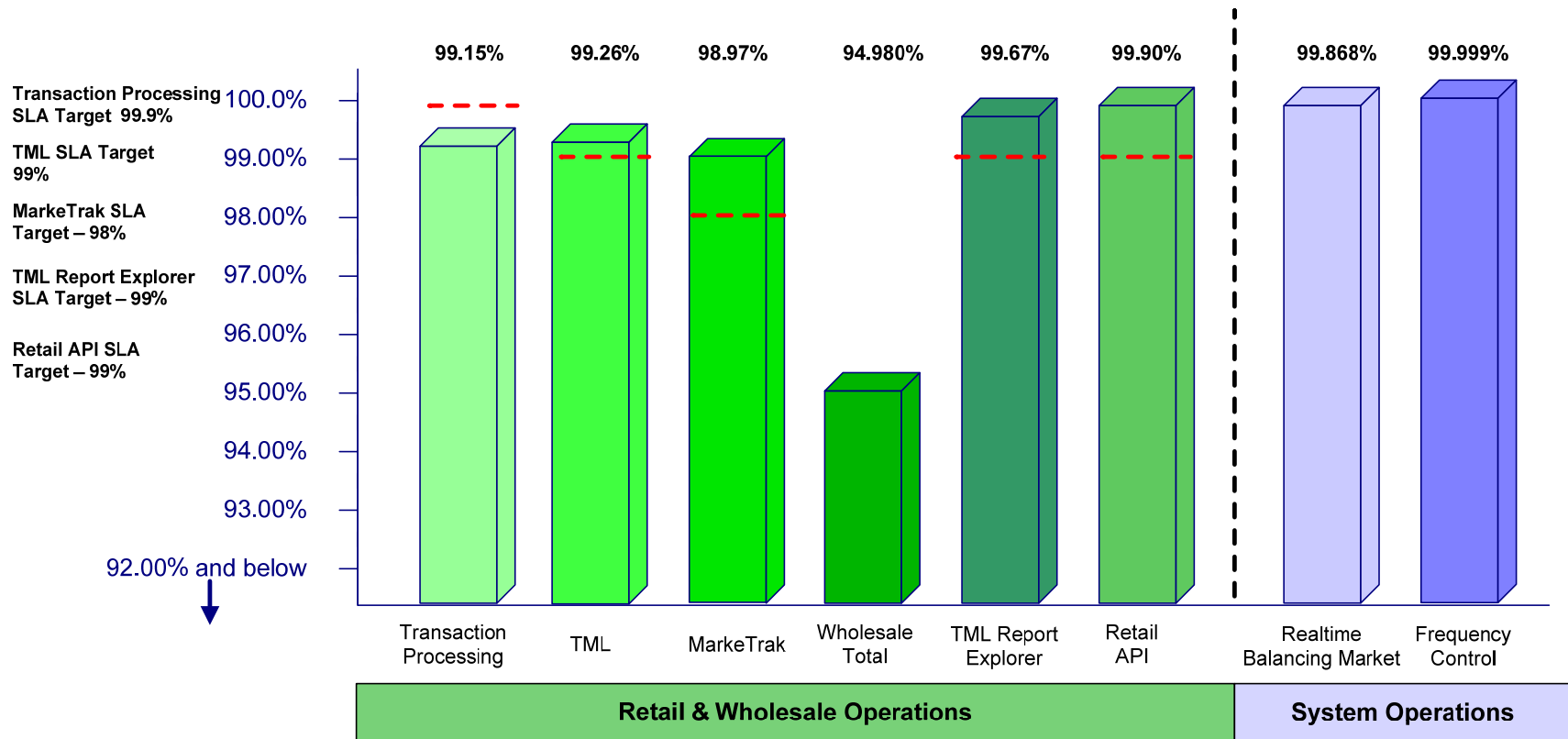
- **Real Time Balancing Market** – no problems in July
- **Frequency Control** – no problems in July

## Nodal Systems Performance

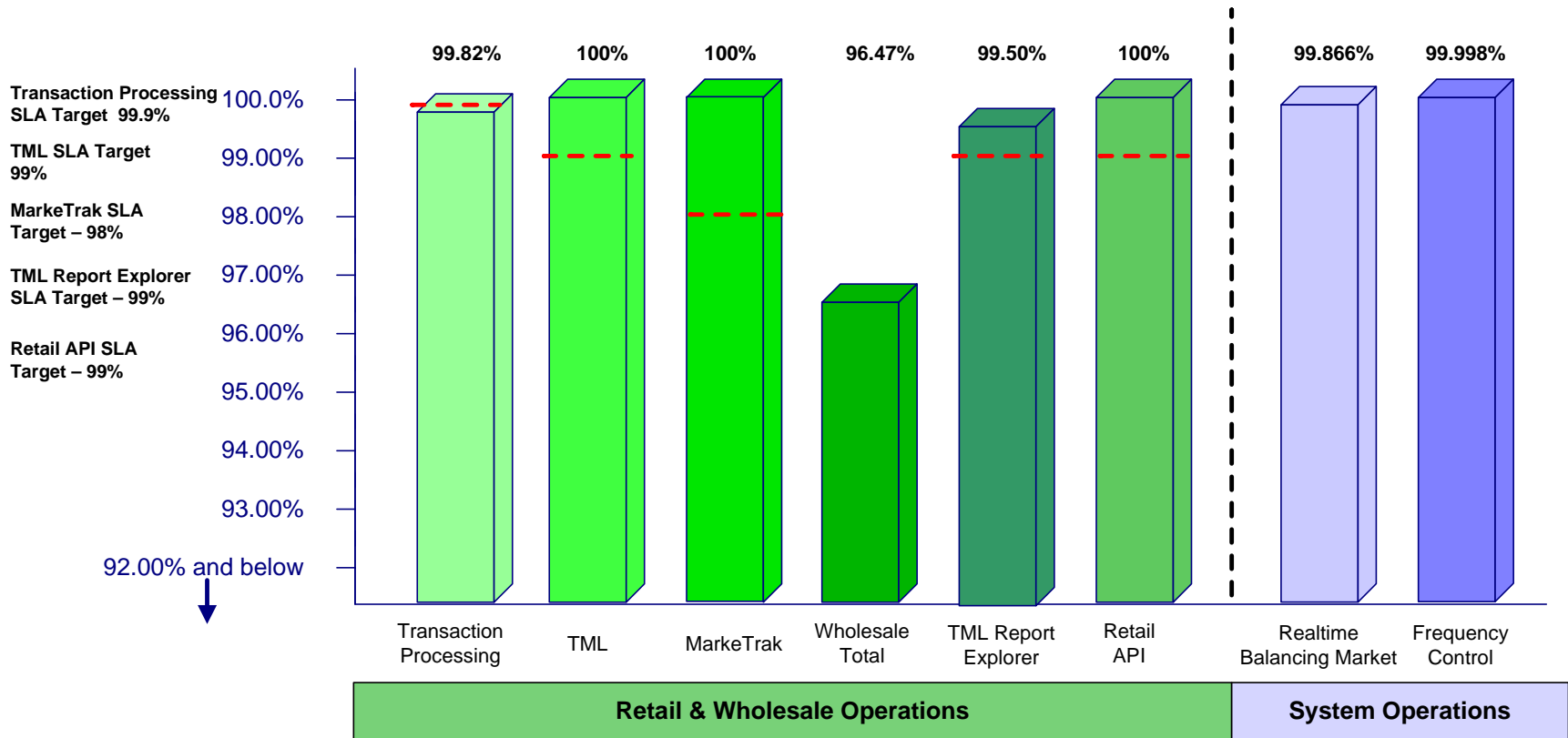
- **State Estimator** - a software interface issue within the EMS subsystems is causing State Estimator to fail. The vendor is developing a fix which will be applied in a future EDS release of EMS.

## 2008 Net Service Availability

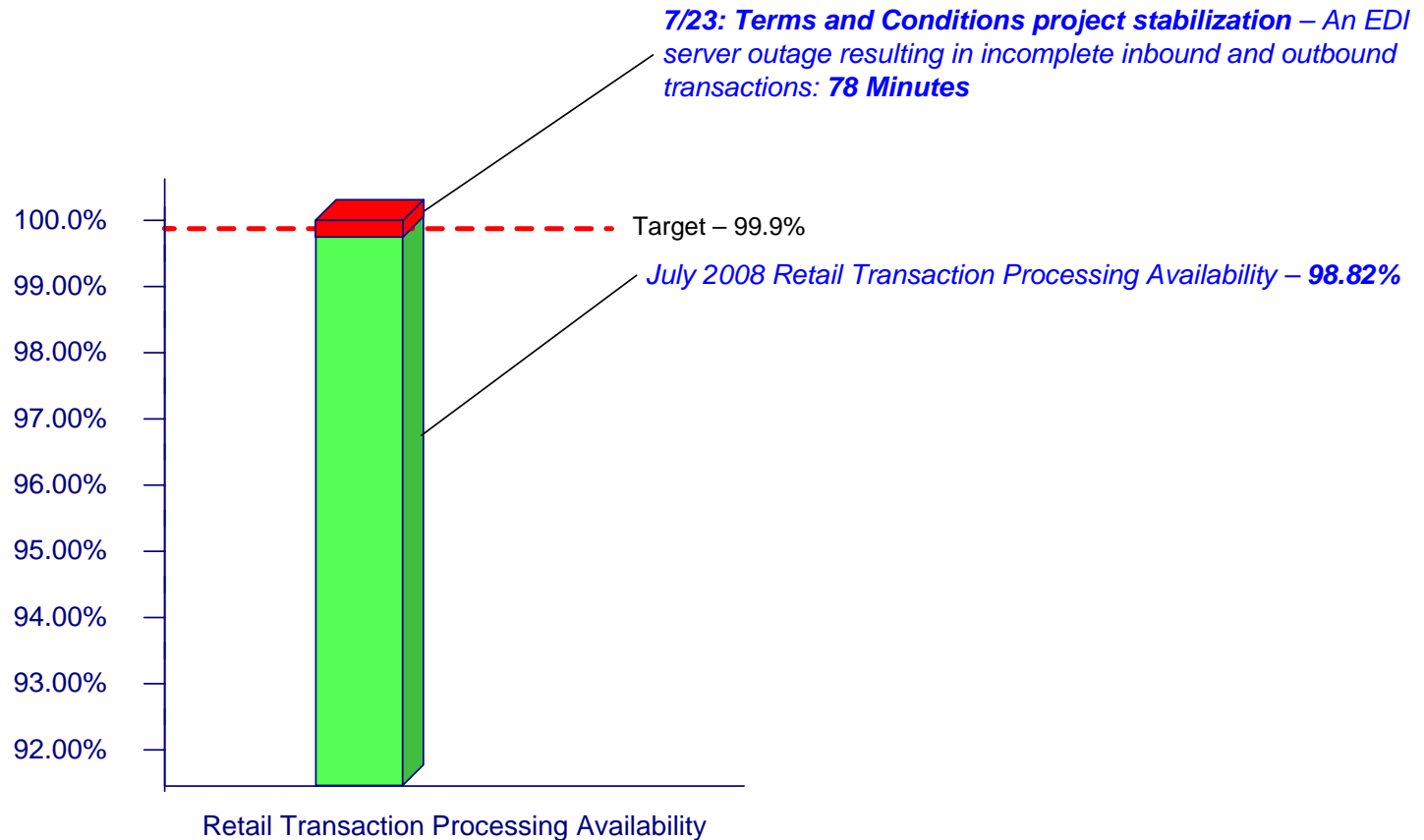
Through July 31, 2008



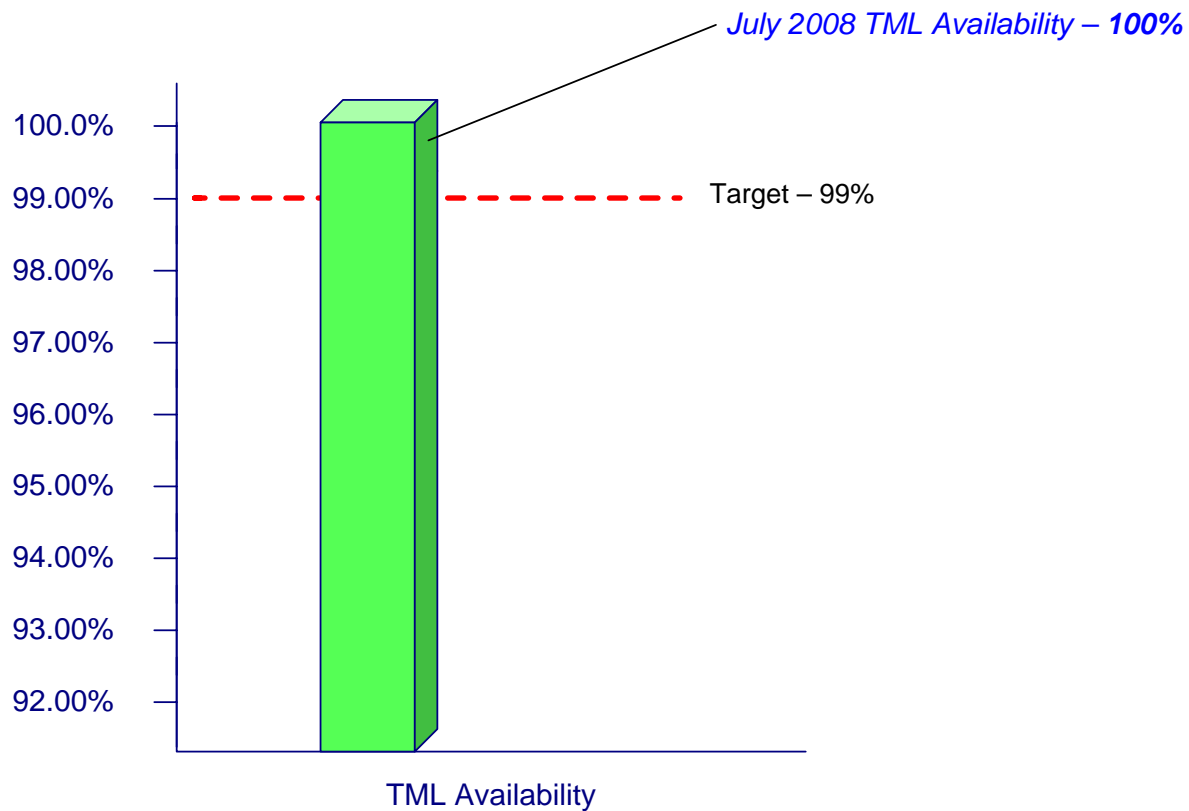
## July 2008 Net Service Availability



## July 2008 Retail Transaction Processing Availability Summary



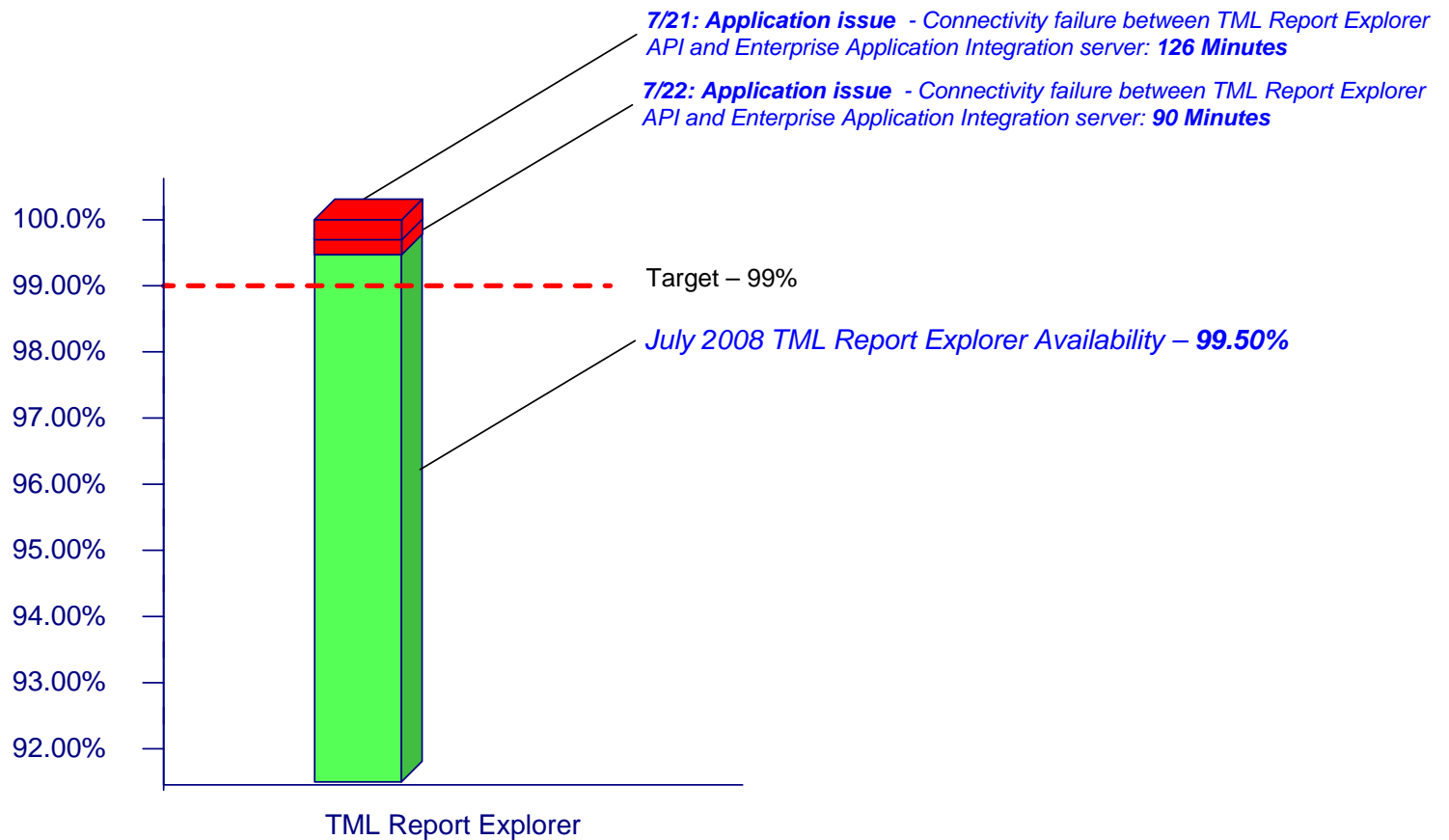
## July 2008 TML Availability Summary



## July 2008 MarkeTrak Availability Summary

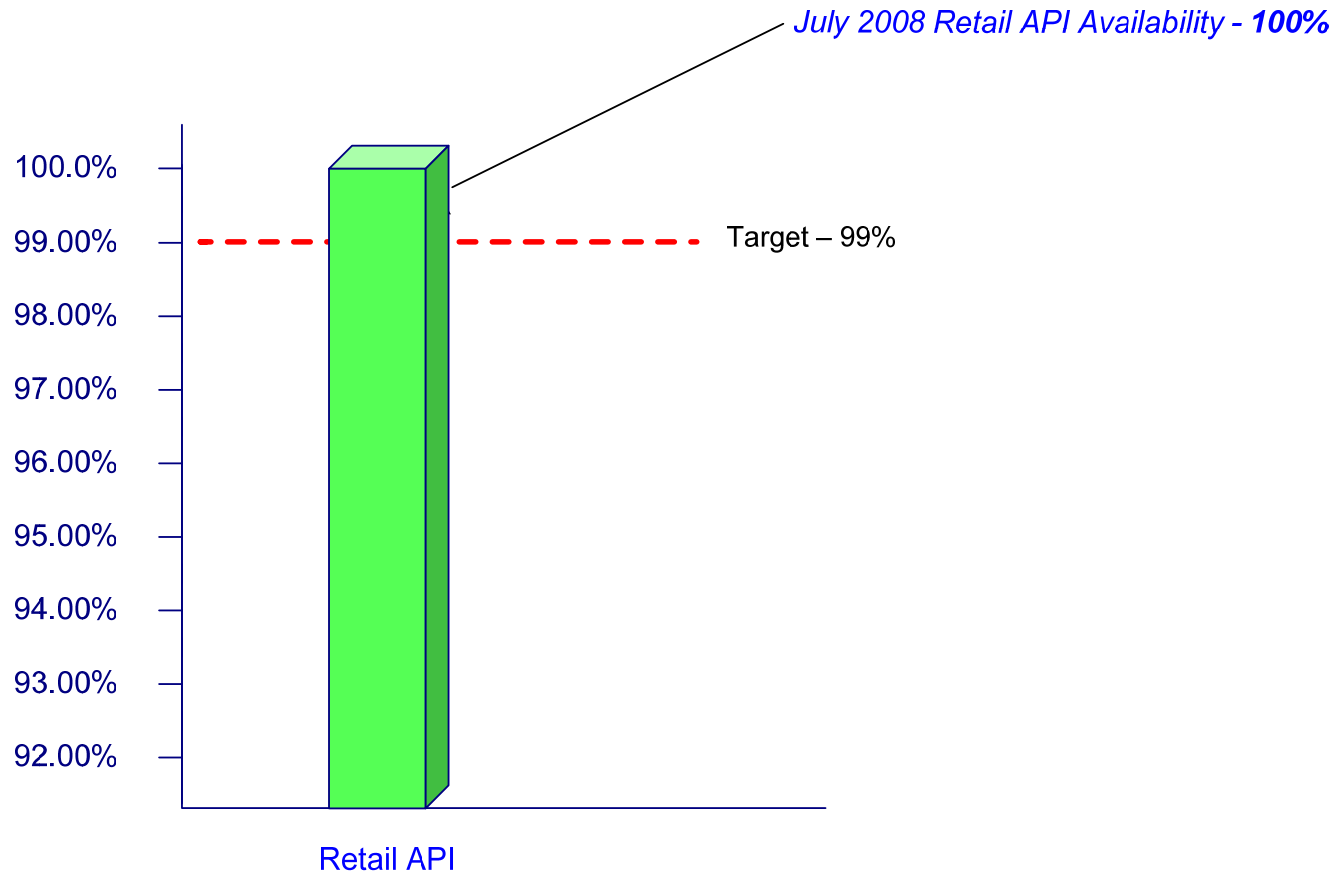


## July 2008 TML Report Explorer Availability Summary





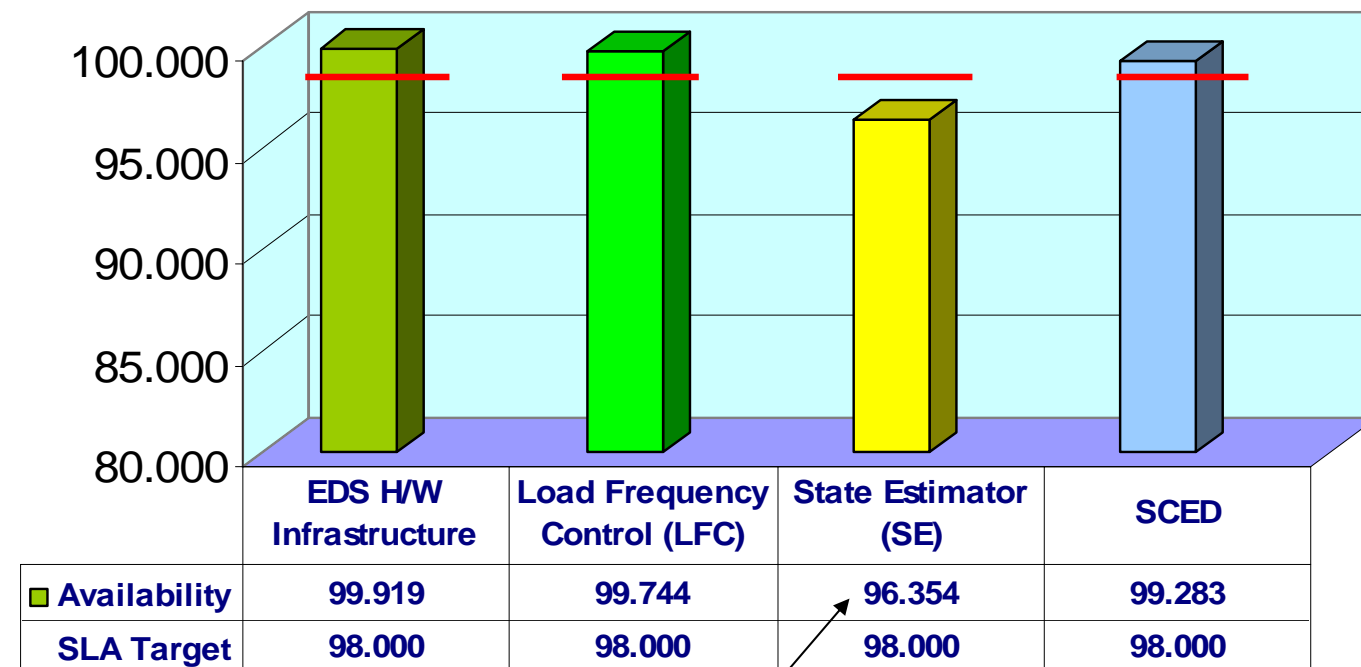
## July 2008 Retail API Availability Summary



- **EDS Hardware Infrastructure**
  - Measure of the availability of the systems that compose the “Early Delivery Systems” where Nodal applications are deployed
- **Load Frequency Control (LFC)**
  - Measure of the availability of the software that controls frequency
- **State Estimator**
  - Measure of the availability of the State Estimator software to mathematically confirm the real time power flows
- **Security Constrained Economic Dispatch (SCED)**
  - Measure of the availability SCED application to economically deploy generation

# Nodal EDS Environment - July 2008 Net Availability

## July 2008 Net Availability



A software interface issue within the EMS subsystems is causing State Estimator to fail. The vendor is developing a fix which will be applied in a future EDS release of EMS.