



Information Technology Service Availability Metrics

ERCOT Board of Directors
September 2008

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IT Senior Director

Retail and Wholesale Systems Performance

- **Retail Transaction Processing** - year to date performance continues to be below the service level target; however August performance was very near the performance target.
- **MarkeTrak** – August performance was impacted due to an emergency outage performed to rectify slow database processing. The issue was fixed by performance tuning of the database.
- **MOS TML** – system response was degraded during June and July due to server CPU and memory bottlenecks. A server replacement project is in progress to address this issue. The new systems are currently being tested in the Market Operations Test Environment (MOTE) and will be moved to production upon customer verification.
- **Wholesale Total** – August performance was impacted due to slow database processing . The issue was resolved by performance tuning of the database.
 - **Note:** This performance metric is based on the calculation that measures batch job completion time delays relative to ERCOT internal targets. In August, there was no market impact due to these delays.

Market and Grid Control Systems Performance

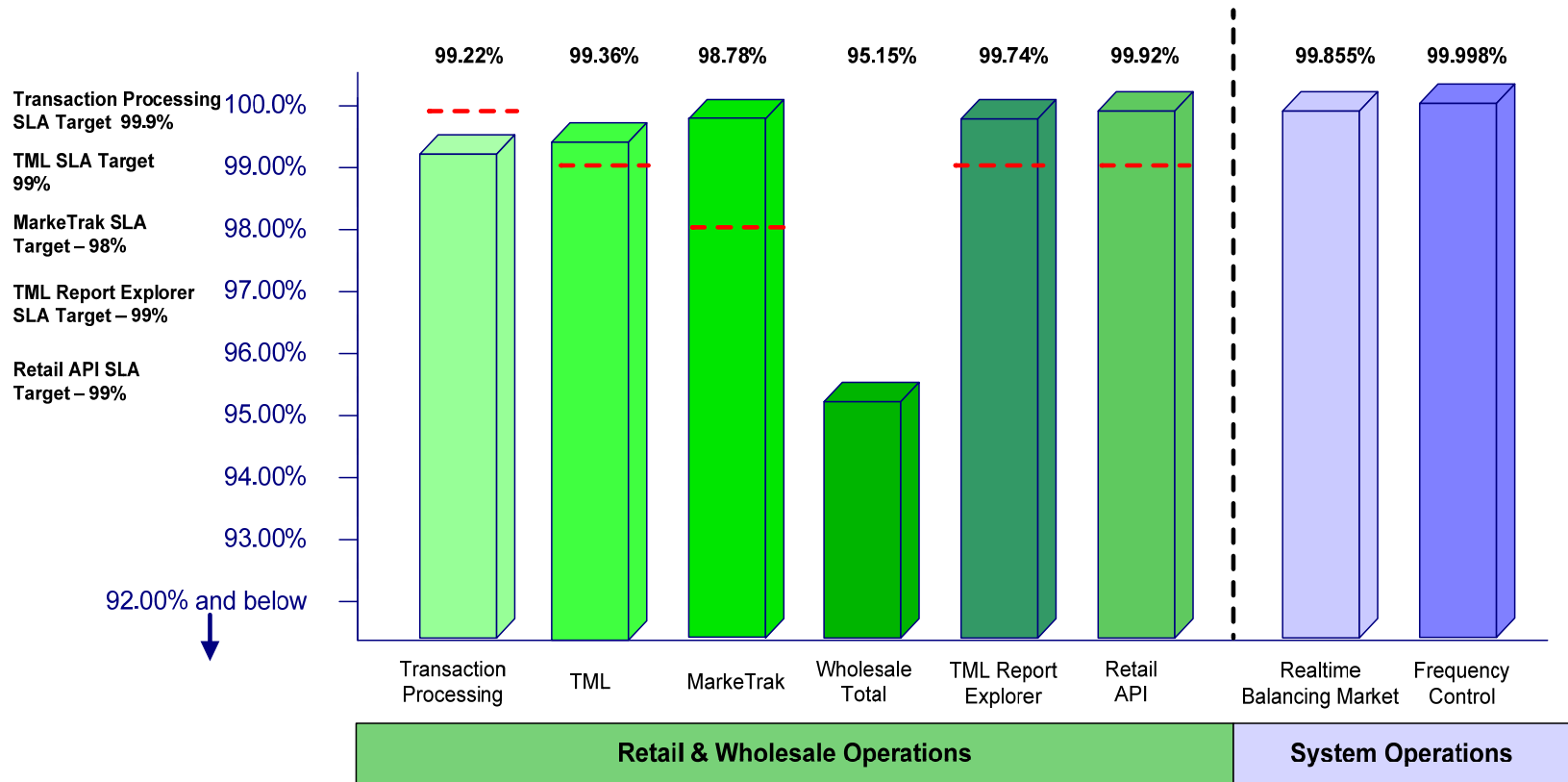
- **Real Time Balancing Market** – a database software bug resulted in ERCOT missing six balancing energy market intervals. A software patch from the vendor was applied and resolved the issue.

Nodal Systems Performance

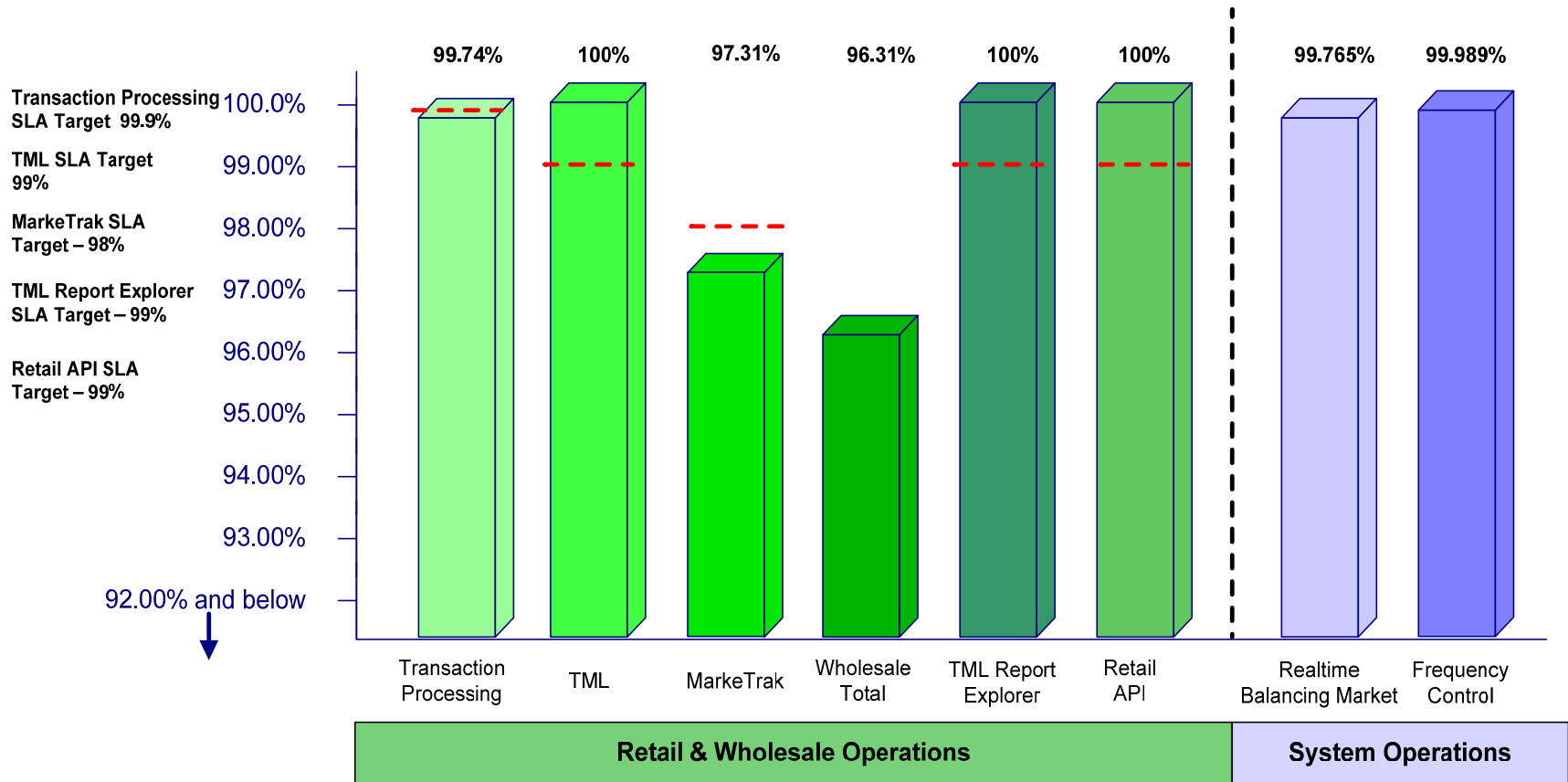
- **LFC and State Estimator** - a software interface issue within the EMS subsystems has caused Load Frequency Control (LFC) and State Estimator (SE) failures. The vendor provided a fix which will be applied in next EDS release of EMS.

2008 Net Service Availability

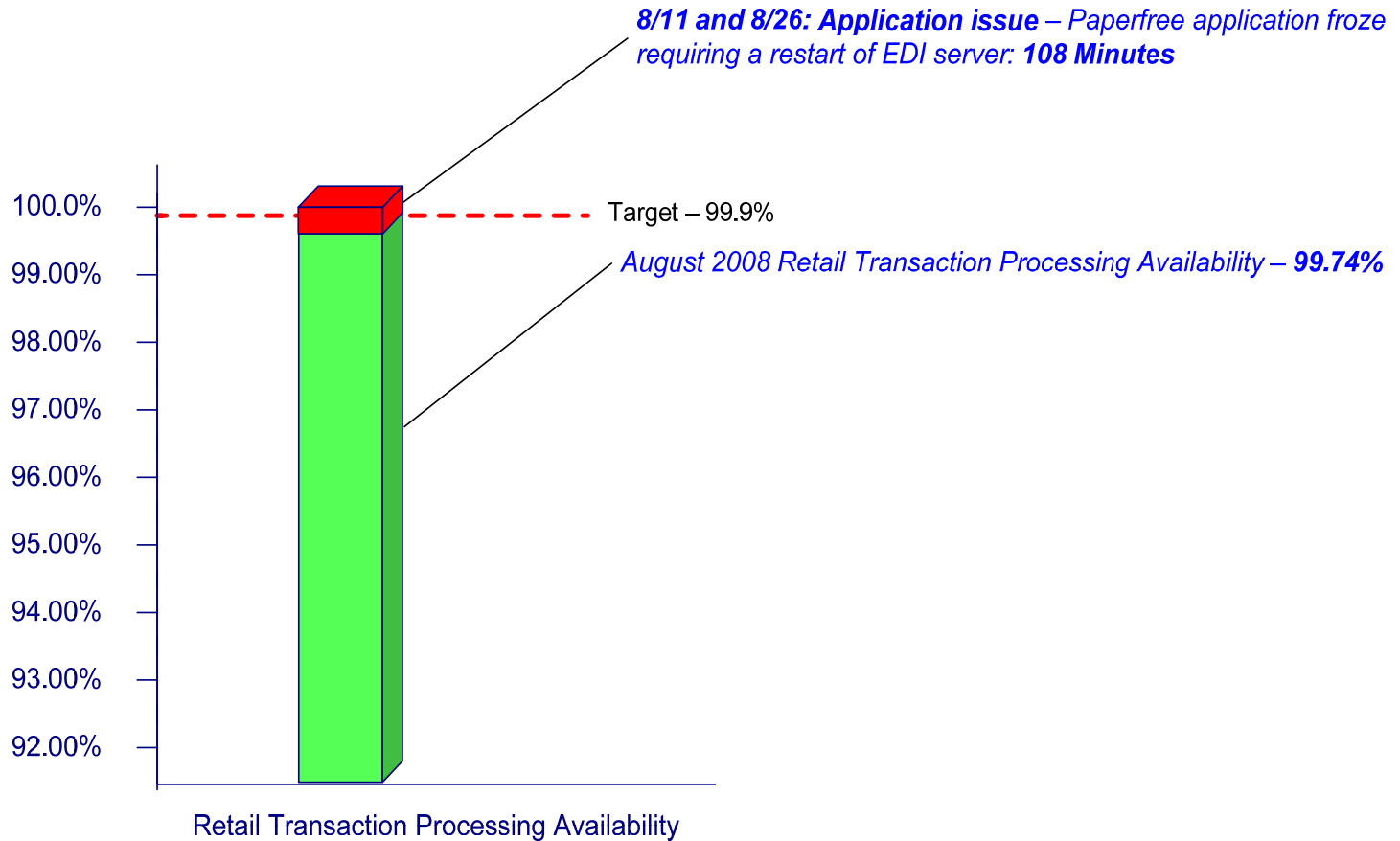
Through August 31, 2008



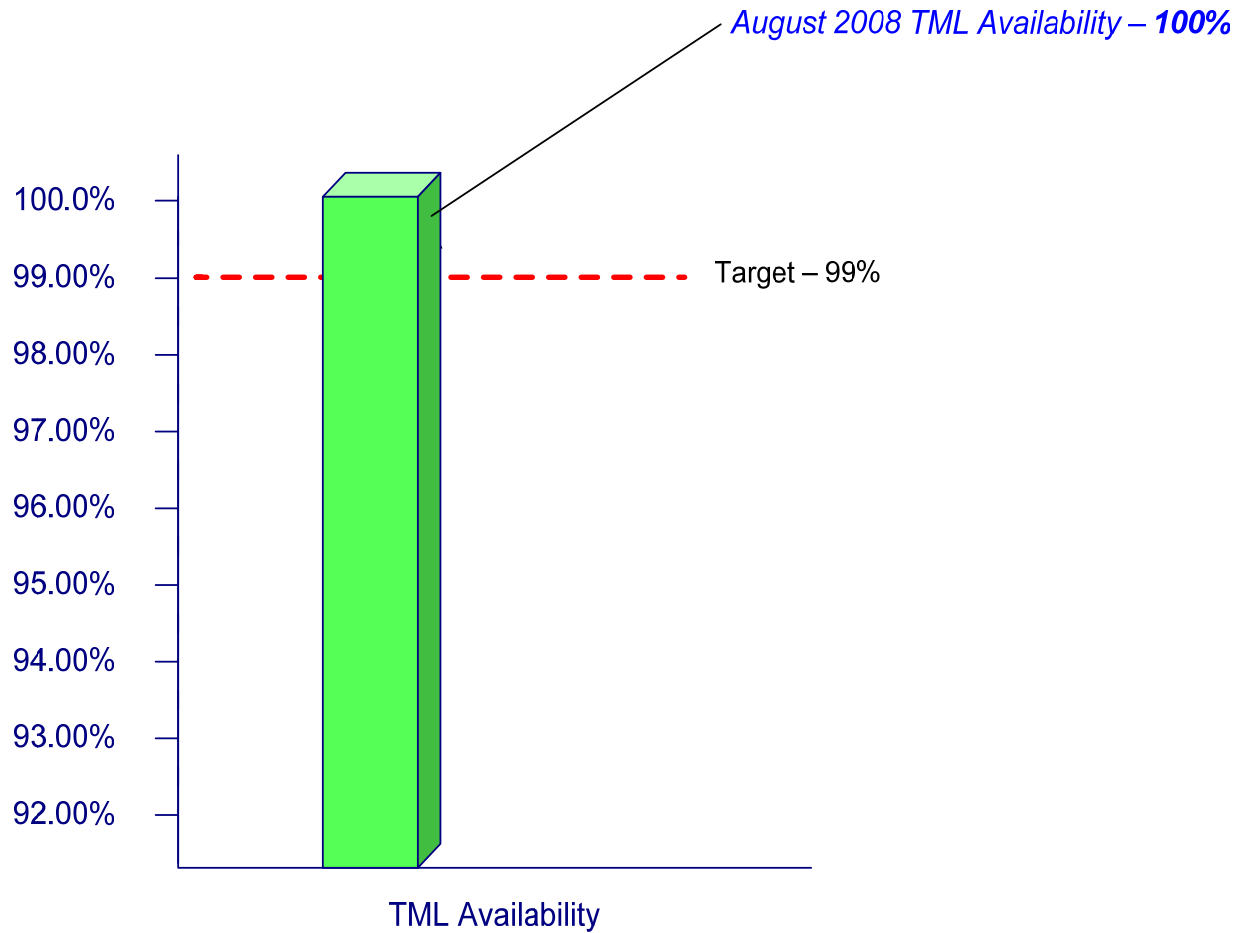
August 2008 Net Service Availability



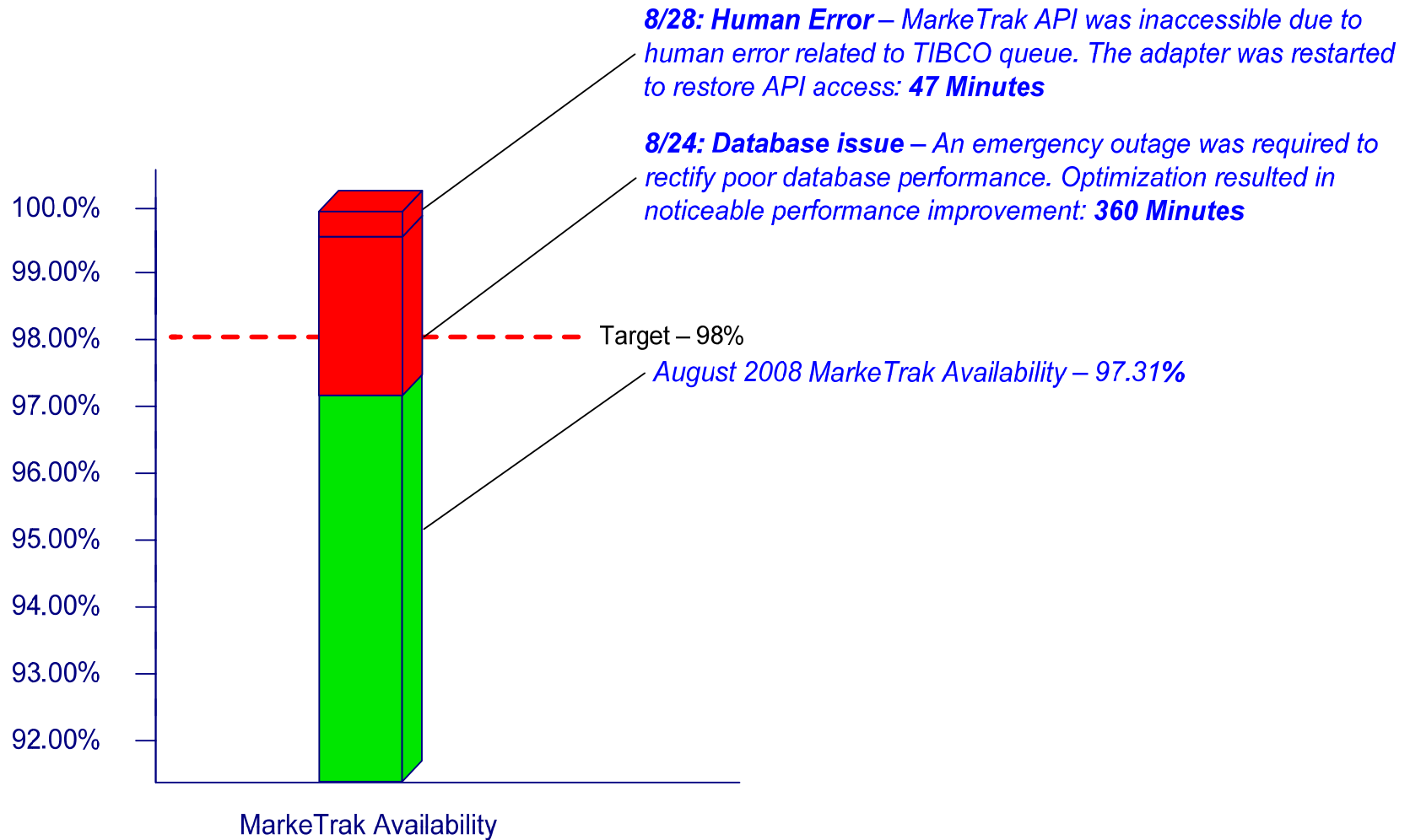
August 2008 Retail Transaction Processing Availability Summary



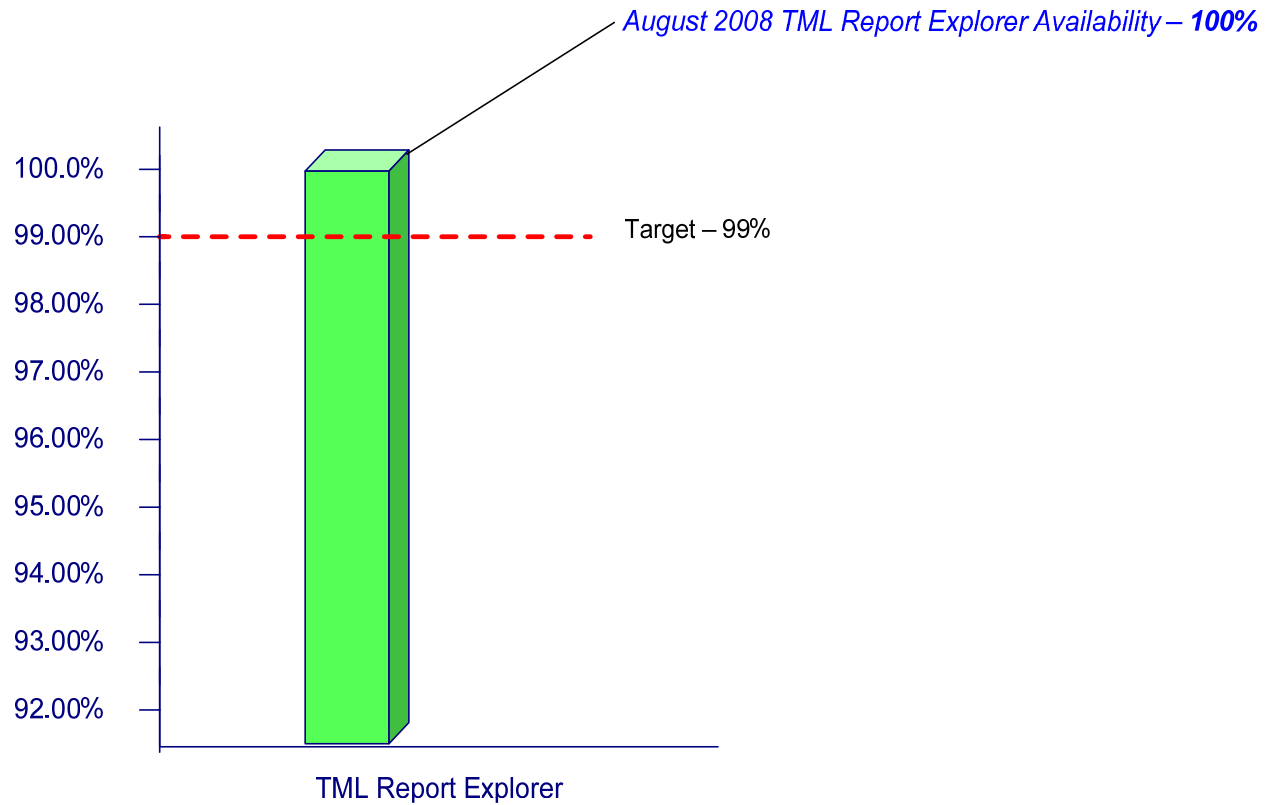
August 2008 TML Availability Summary



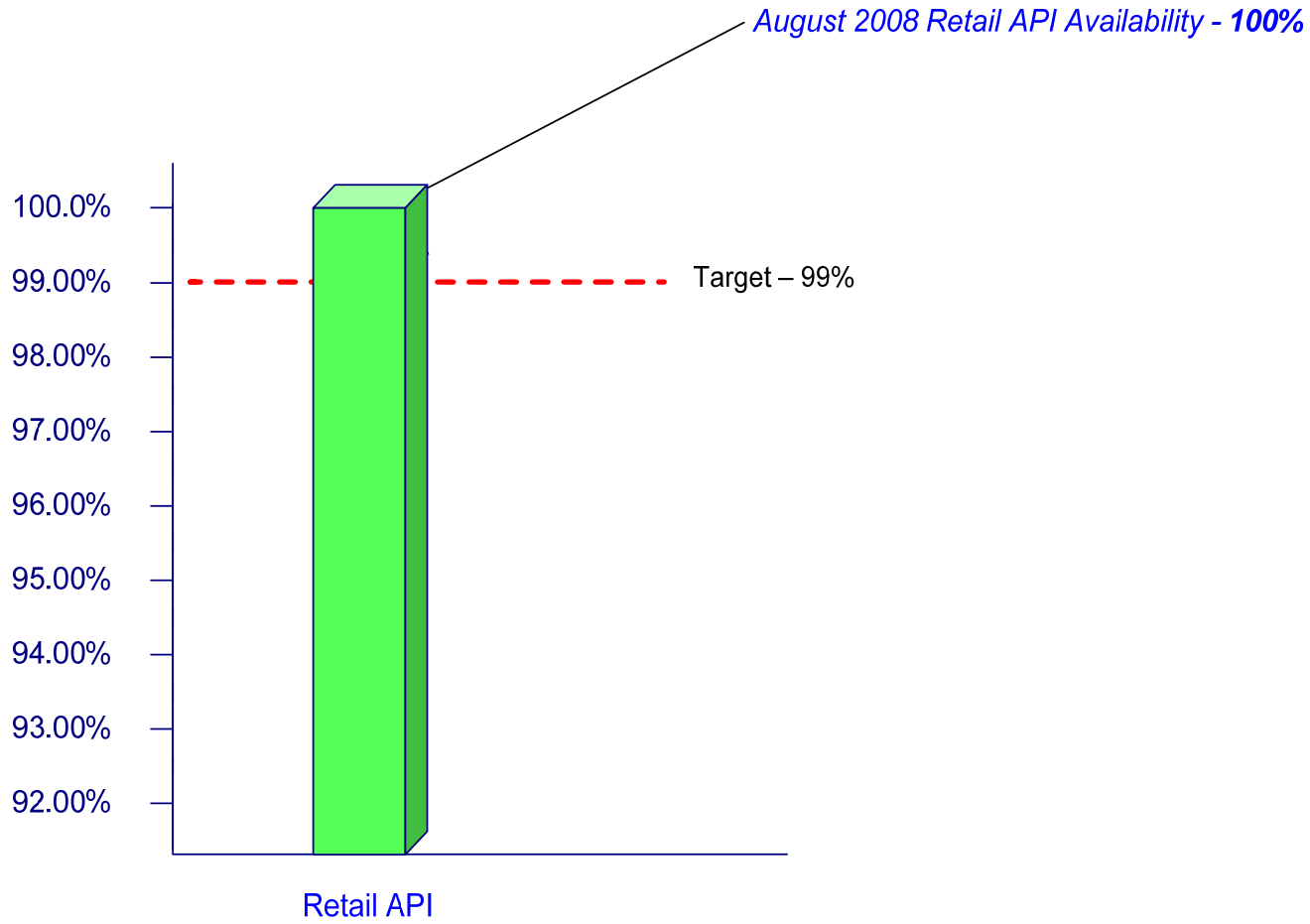
August 2008 MarkeTrak Availability Summary



August 2008 TML Report Explorer Availability Summary



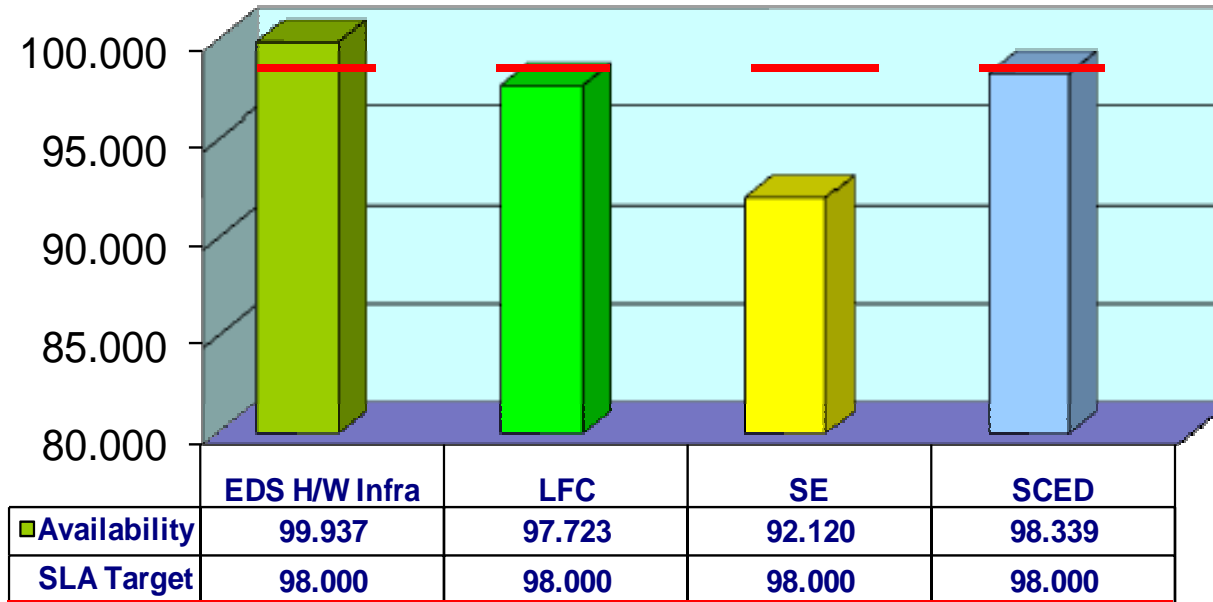
August 2008 Retail API Availability Summary



- **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 (SE)**
 - 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 - August 2008 Net Availability

August 2008 Net Availability



A software interface issue within the EMS subsystems has caused both Load Frequency Control (LFC) and State Estimator (SE) to fail. The vendor has developed a fix that will be applied in next EDS release