



# Information Technology Service Availability Metrics

ERCOT Board of Directors  
21 October 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 for the month of September, system availability was at 100%. An SLA exception was granted as the scheduled release weekend was disrupted by Hurricane Ike response.
- **TML, MOSTML, MarkeTrak, TML Report Explorer, and Retail API** – year to date performance continues to be above the service level target. Resolution to the bid submission performance issue on MOSTML was implemented in the production environment with good results.
- **Wholesale** – September system performance was 100%

## ❖ Market and Grid Control Systems Performance

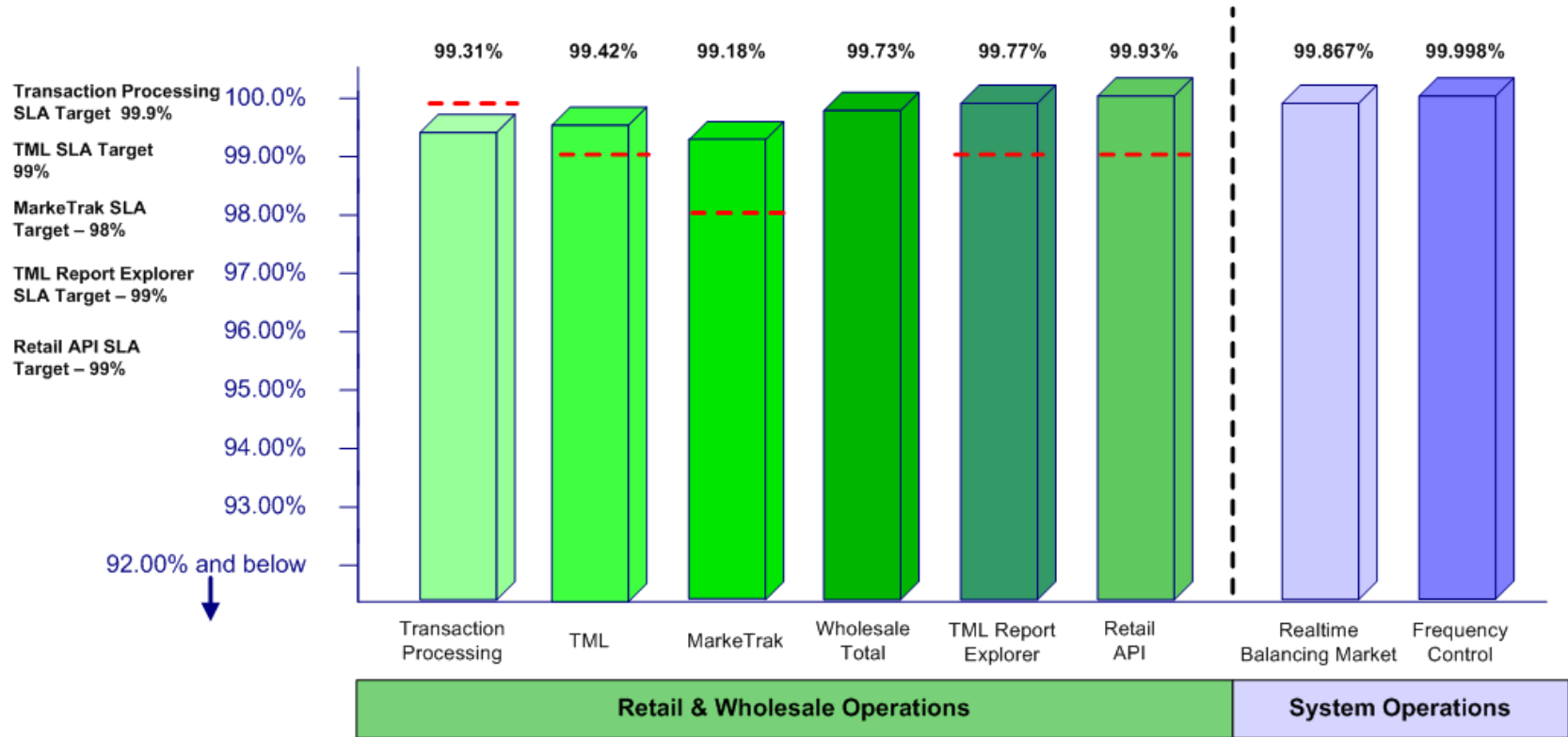
- **Real Time Balancing Market (RTBM), Frequency Control (FC)** – September performance was 99.965% and 100% respectively

## ❖ Nodal Systems Performance

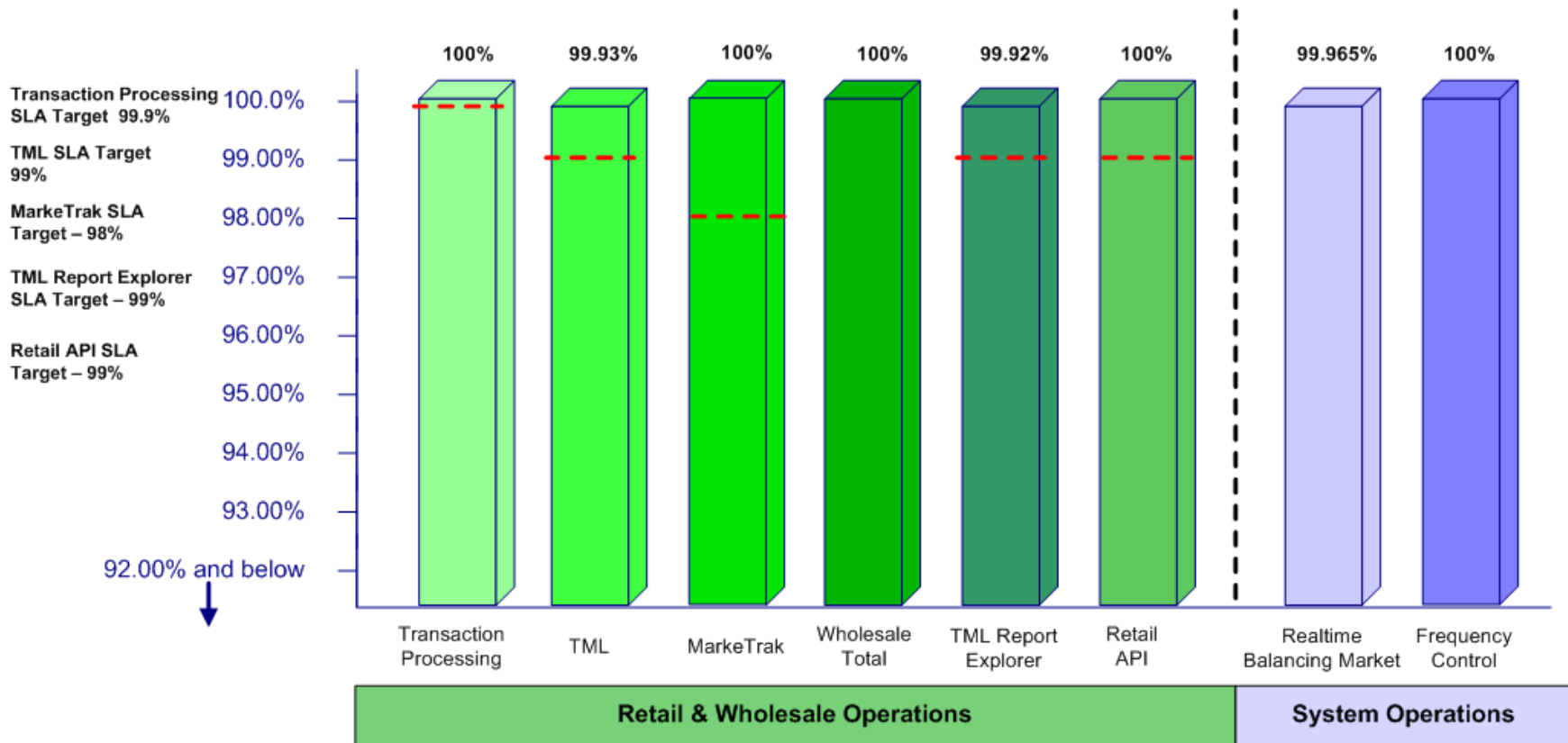
- **Added additional system monitoring in September** – In accordance with the Nodal Service Level Agreement, additional applications were brought into scope of systems monitoring in September. The result of additional monitoring is reported in the aggregate EMS and MMS metrics in this month's Board report and will be reported at a more detailed level to TPTF.
- **Market Management System (MMS)** - a software configuration issue caused Market database problems resulting in MMS failure. This was resolved by fixing the configuration.
- **EDS H/W Infrastructure, ICCP and Aggregate EMS** – September performance was above service level target.

## 2008 Net Service Availability

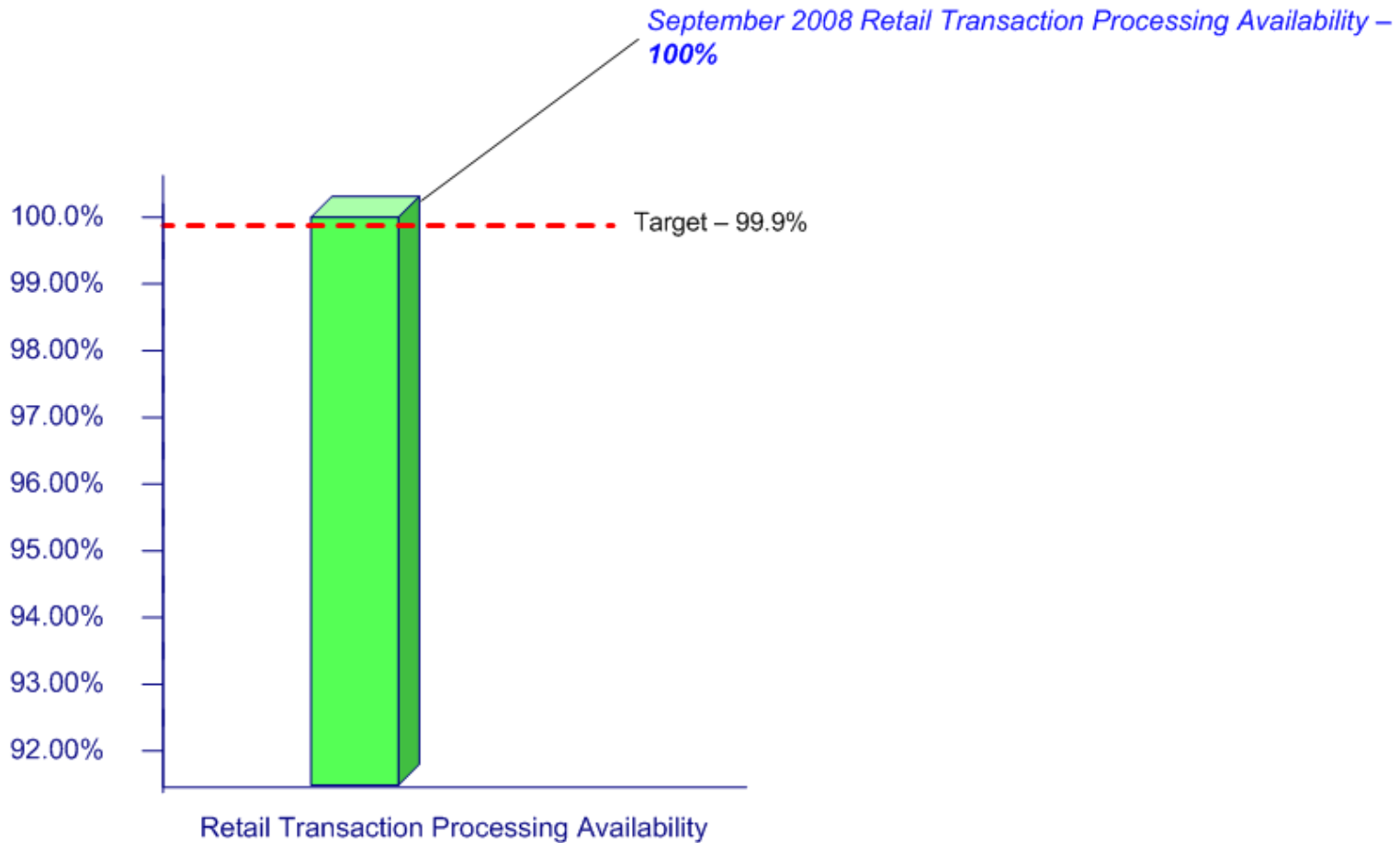
Through September 30<sup>th</sup>, 2008



## September 2008 Net Service Availability

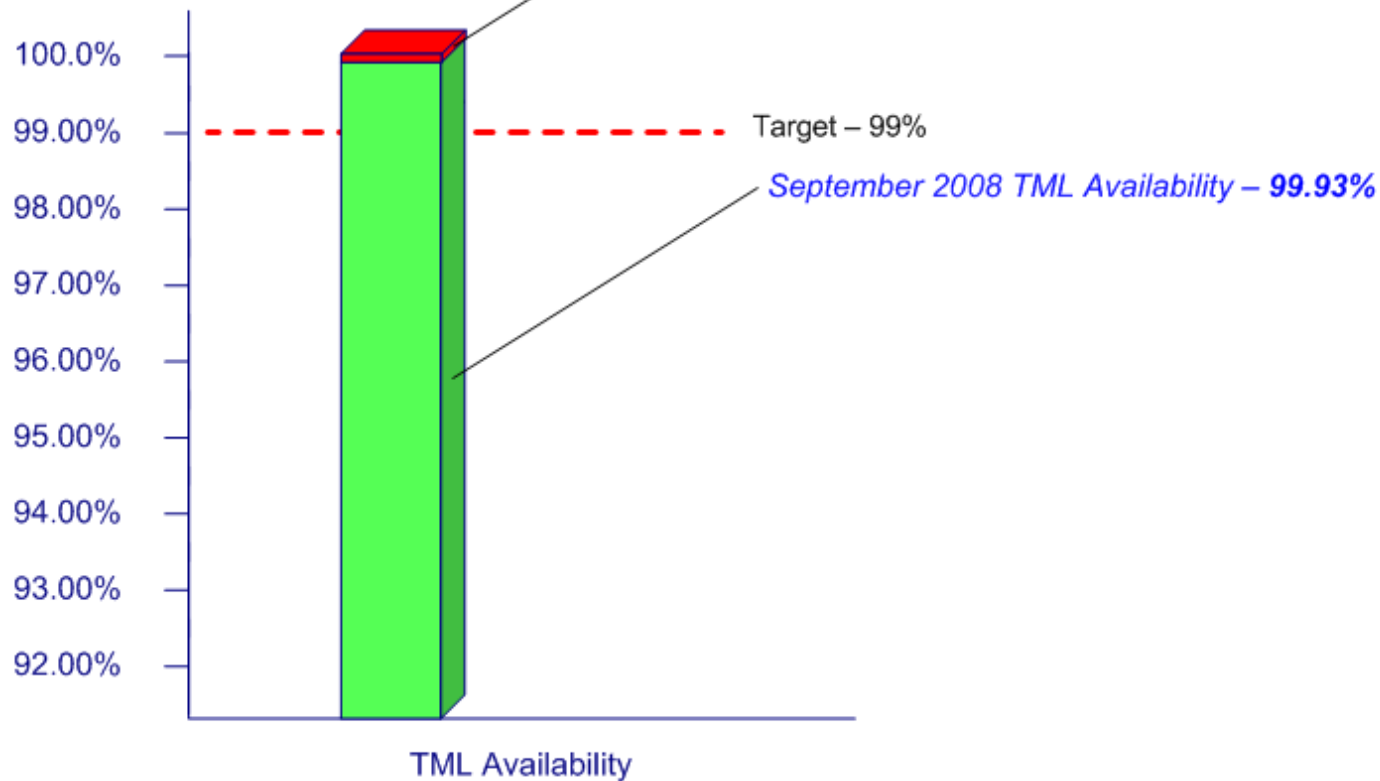


## September 2008 Retail Transaction Processing Availability Summary



## September 2008 TML Availability Summary

*9/3 – Emergency Outage – Performance of the Settlements & Billing database was poor and required an emergency outage to perform database tuning that improved performance - 33 minutes.*

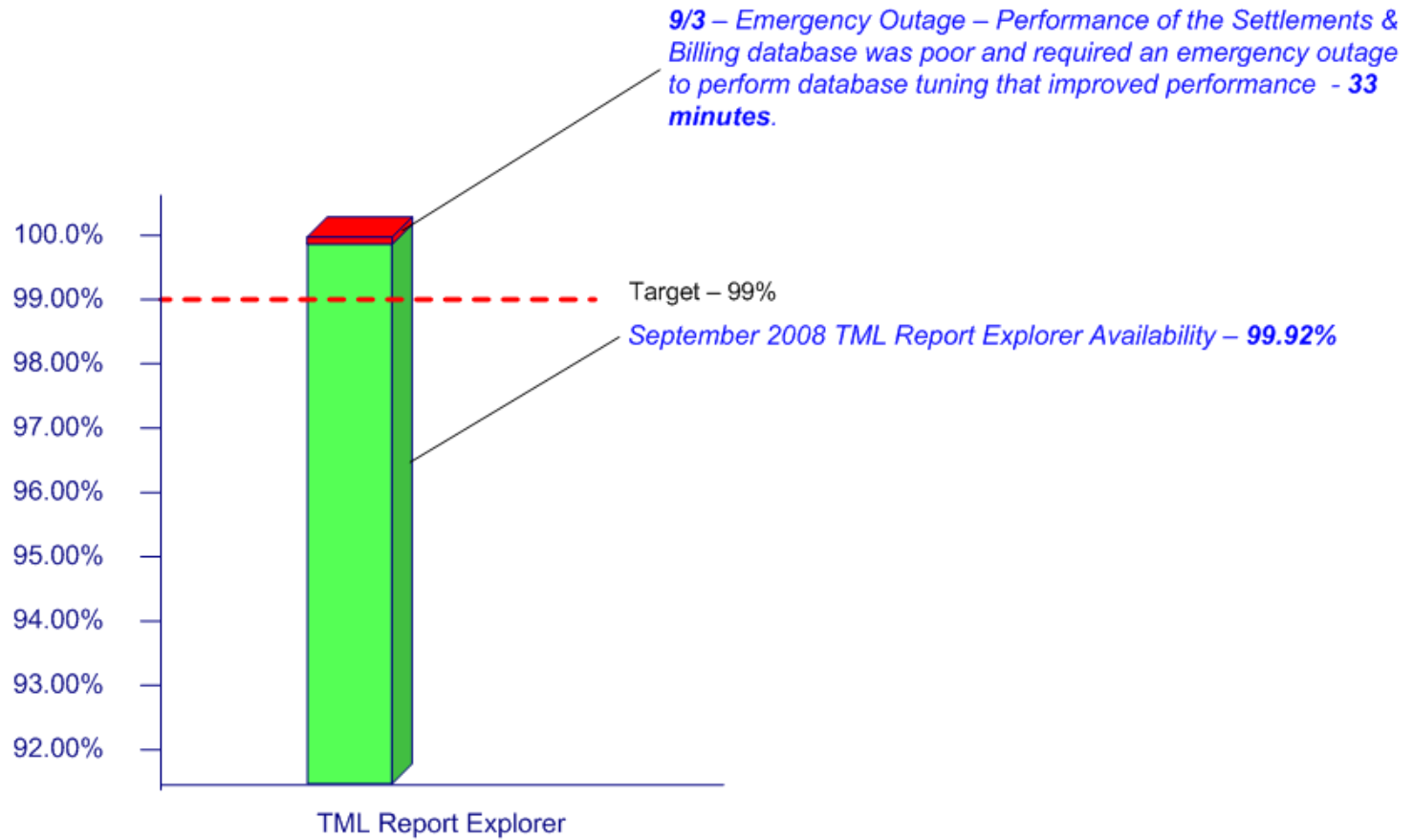


## September 2008 MarkeTrak Availability Summary

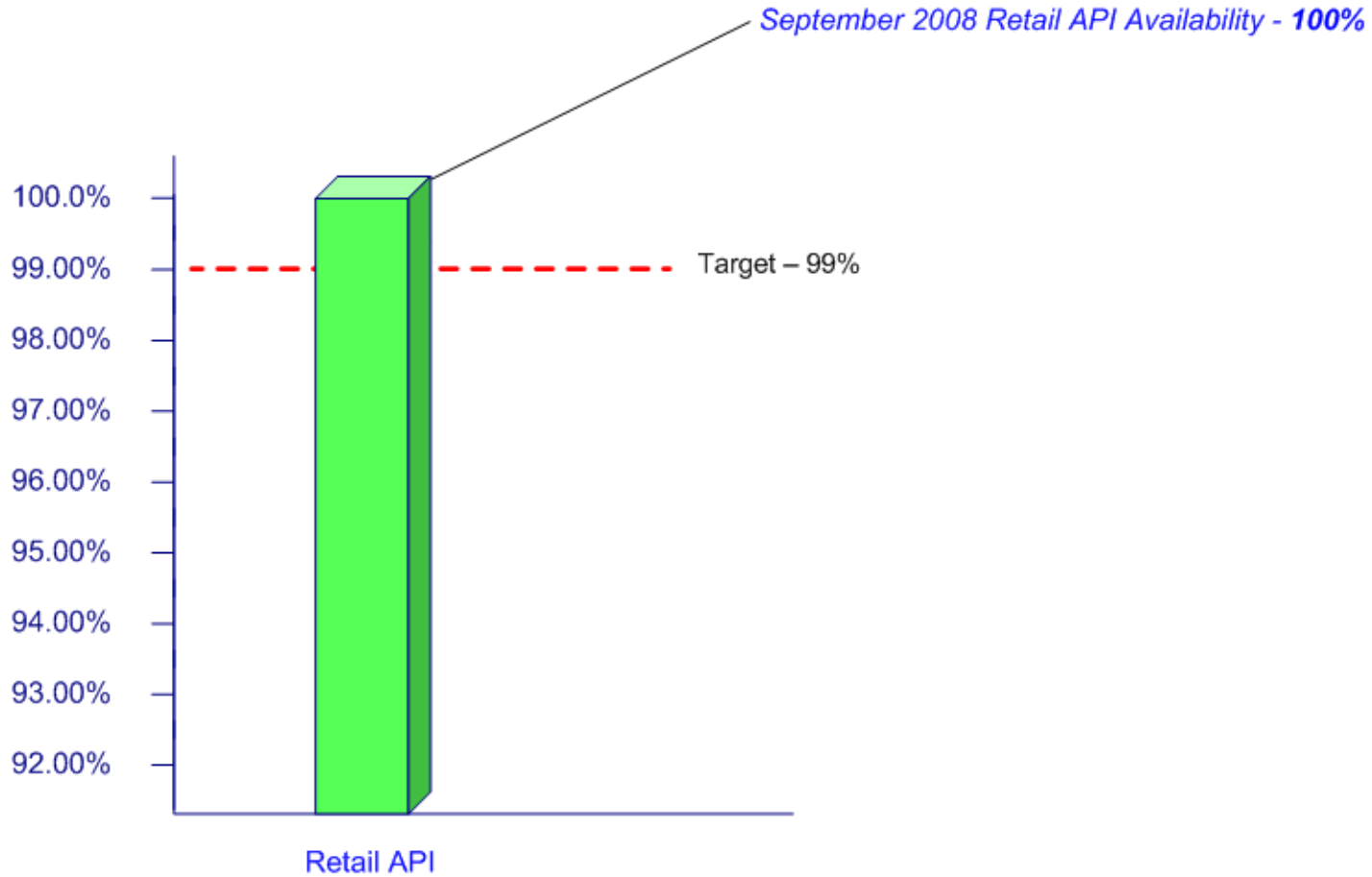




## September 2008 TML Report Explorer Availability Summary

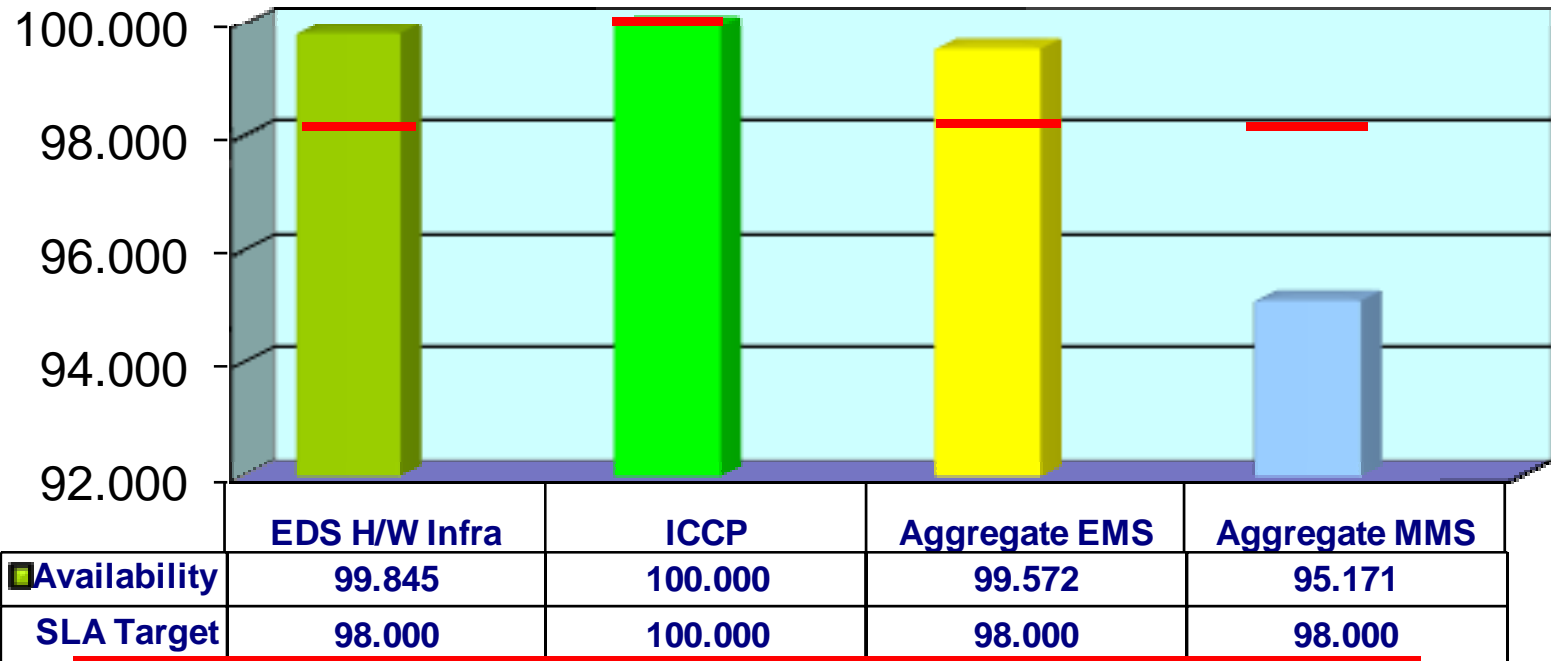


## September 2008 Retail API Availability Summary



- **EDS Hardware Infrastructure**
  - Measure of the availability of the systems that compose the “Early Delivery Systems” where Nodal applications are deployed
- **Inter-Control Center Communications Protocol (ICCP)**
  - Measure of the availability of the software that provides real time communications capability with MP control centers
- **Aggregate Energy Management System (EMS)**
  - Measure of the availability of software that provides real time grid control capability. Calculated as an average of deployed & monitored components availability
- **Aggregate Market Management System (MMS)**
  - Measure of the availability of the software to economically deploy generation and manage day ahead, real time and ancillary services markets. Calculated as an average of deployed & monitored components availability

## September 2008 Net Availability



A software configuration issue caused Market database problems resulting in MMS failure. This was corrected by fixing the configuration.