Information Technology Service Availability Metrics

ERCOT Board of Directors
December 2008

David Forfia

Senior Director, Information Technology Services

Agenda and Commentary

❖ Retail and Wholesale Systems Performance

- **Retail Transaction Processing** – a 57 minute outage caused by human error caused resulted in a monthly performance of 99.86% which is below the target of 99.9%. The service level target will not be met for 2008, but the overall performance continues to trend above the 2007 performance.
- **TML, MarkeTrak, TML Report Explorer, and Retail API** – year to date performance continues to be above the service level target. During the month of November, these systems exceeded their service level targets
- **Wholesale** – November performance was 100%

❖ Market and Grid Control Systems Performance

- **Real Time Balancing Market (RTBM), Frequency Control (FC) –** November performances were 99.953% and 100% percent respectively

❖ Nodal Systems Performance

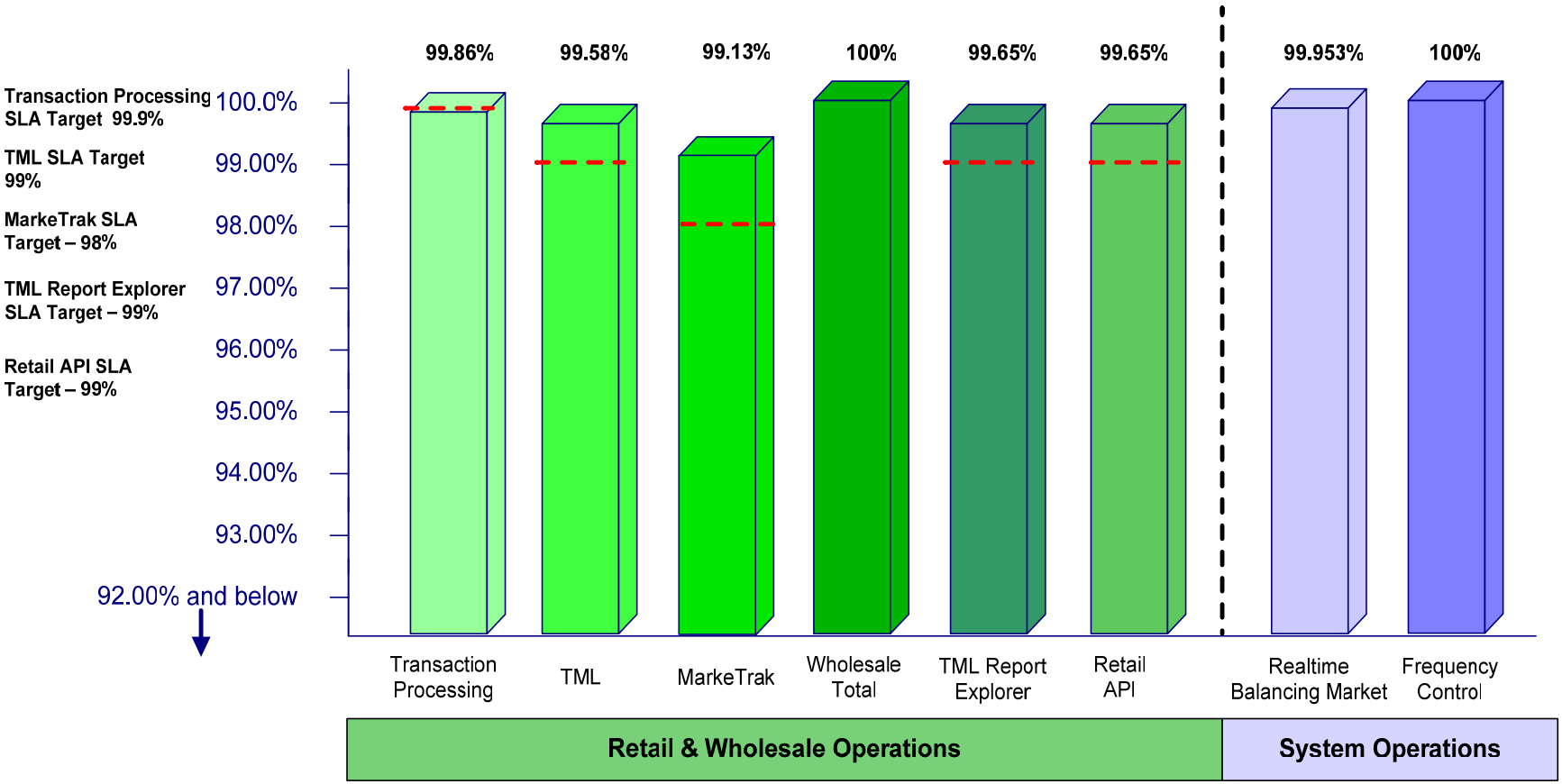
- **H/W Infrastructure, Grid and Market system** – November performance levels exceeded service level targets

- **MIS, Current Day Reports (CDR) and Financial Clearinghouse** – November performance levels exceeded service level targets

2008 Net Service Availability

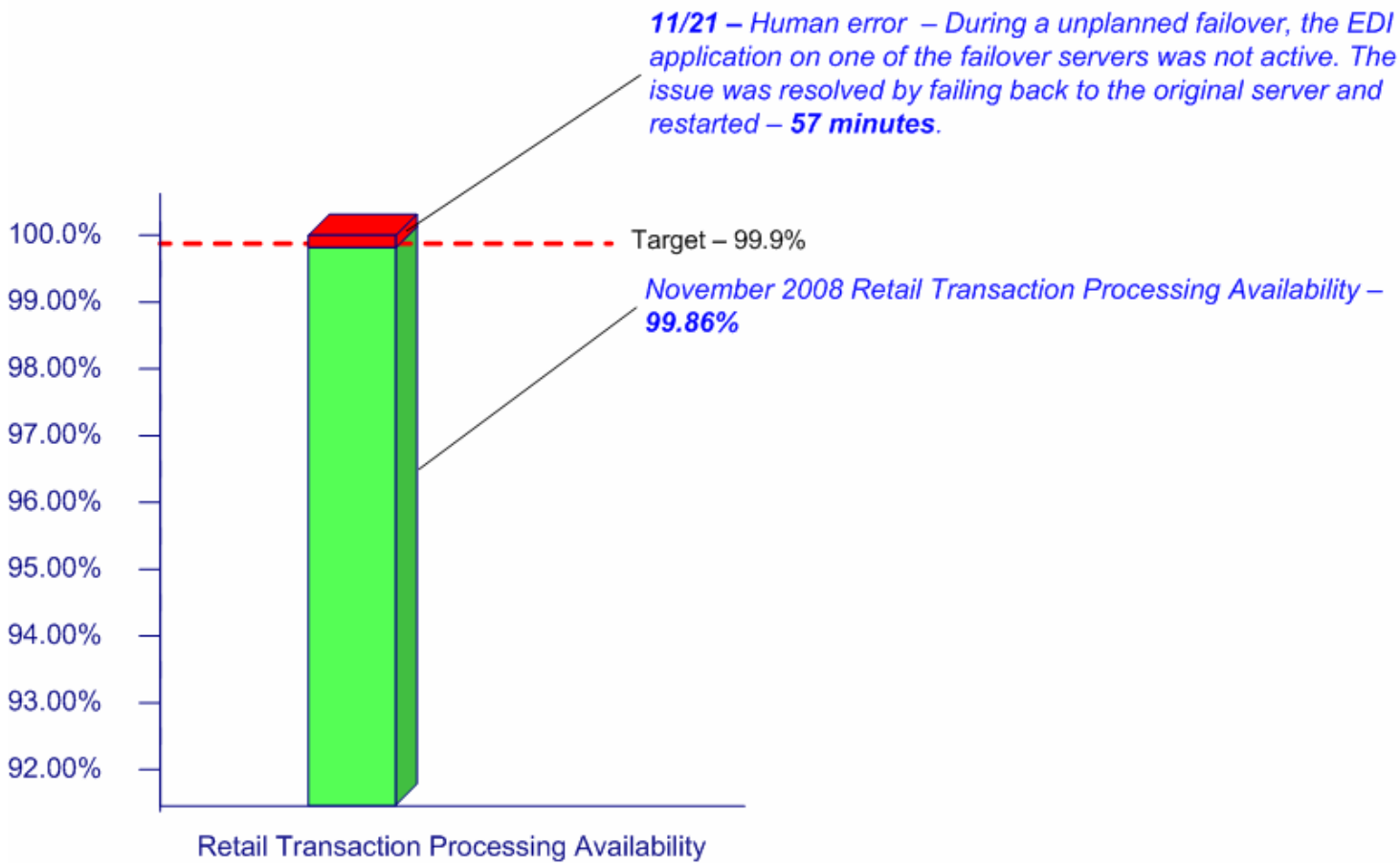
Through November 30th, 2008

November 2008 Net Service Availability

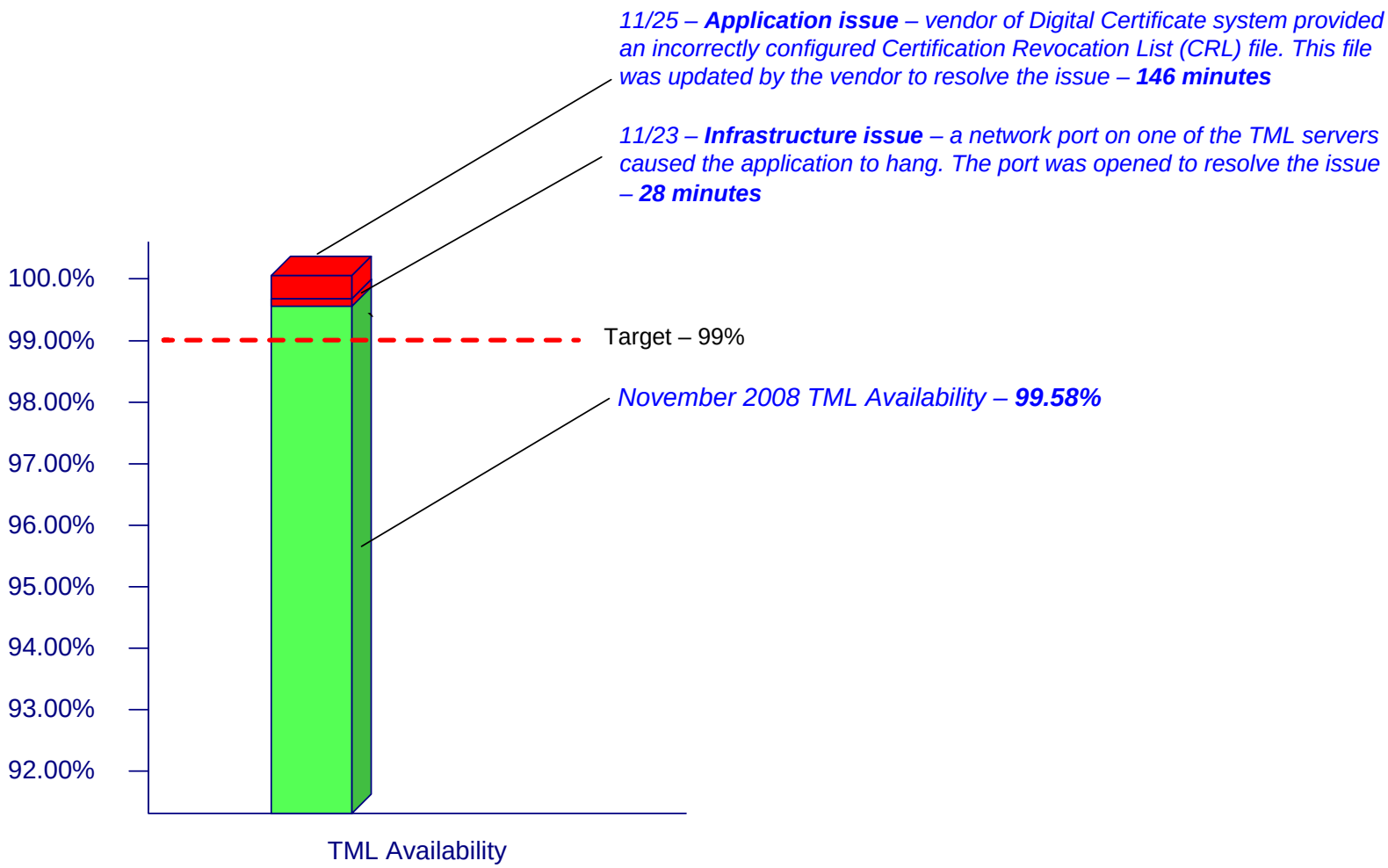


Retail Transaction Processing Availability Summary

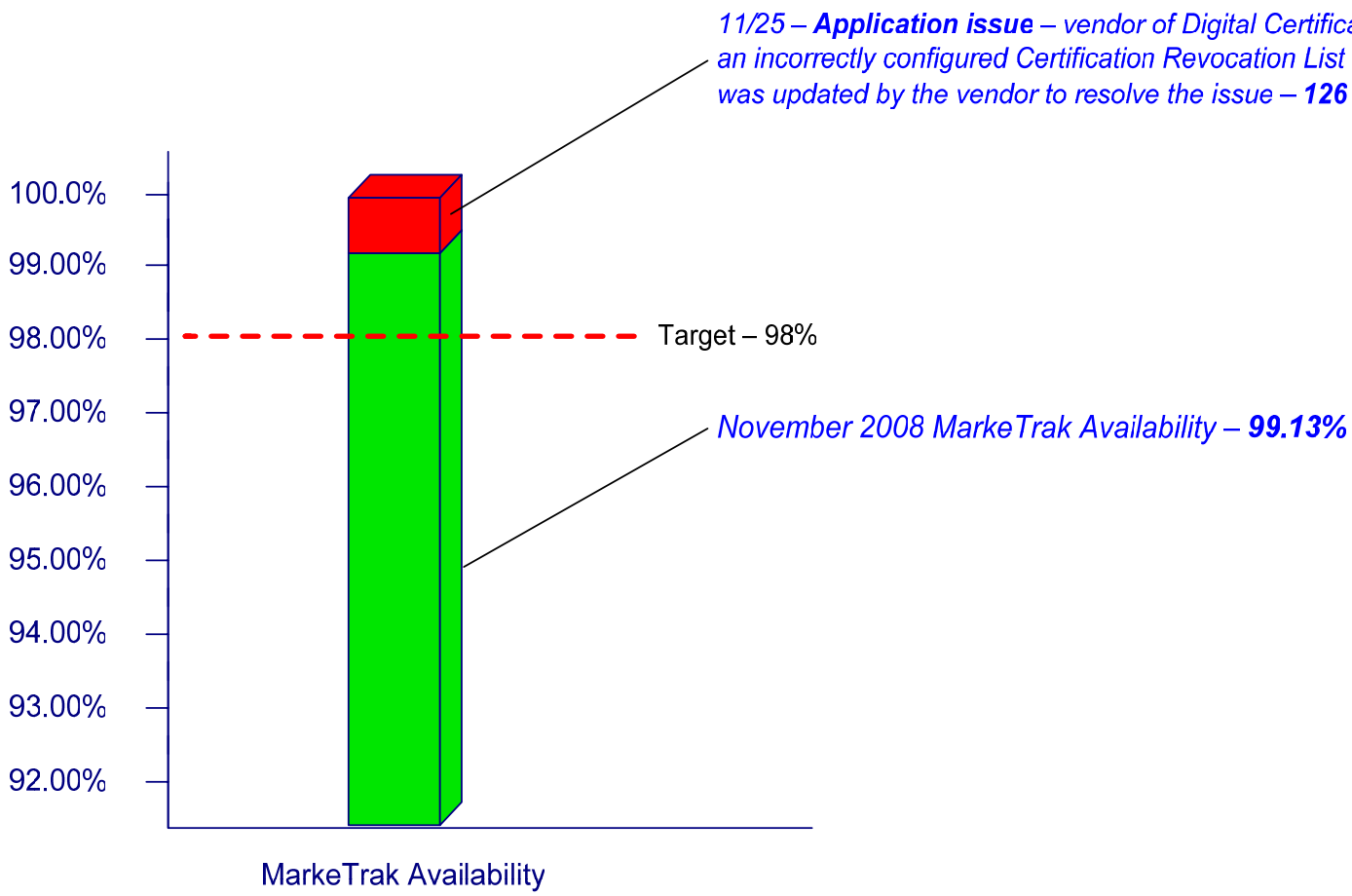
November Retail Transaction Processing Availability Summary



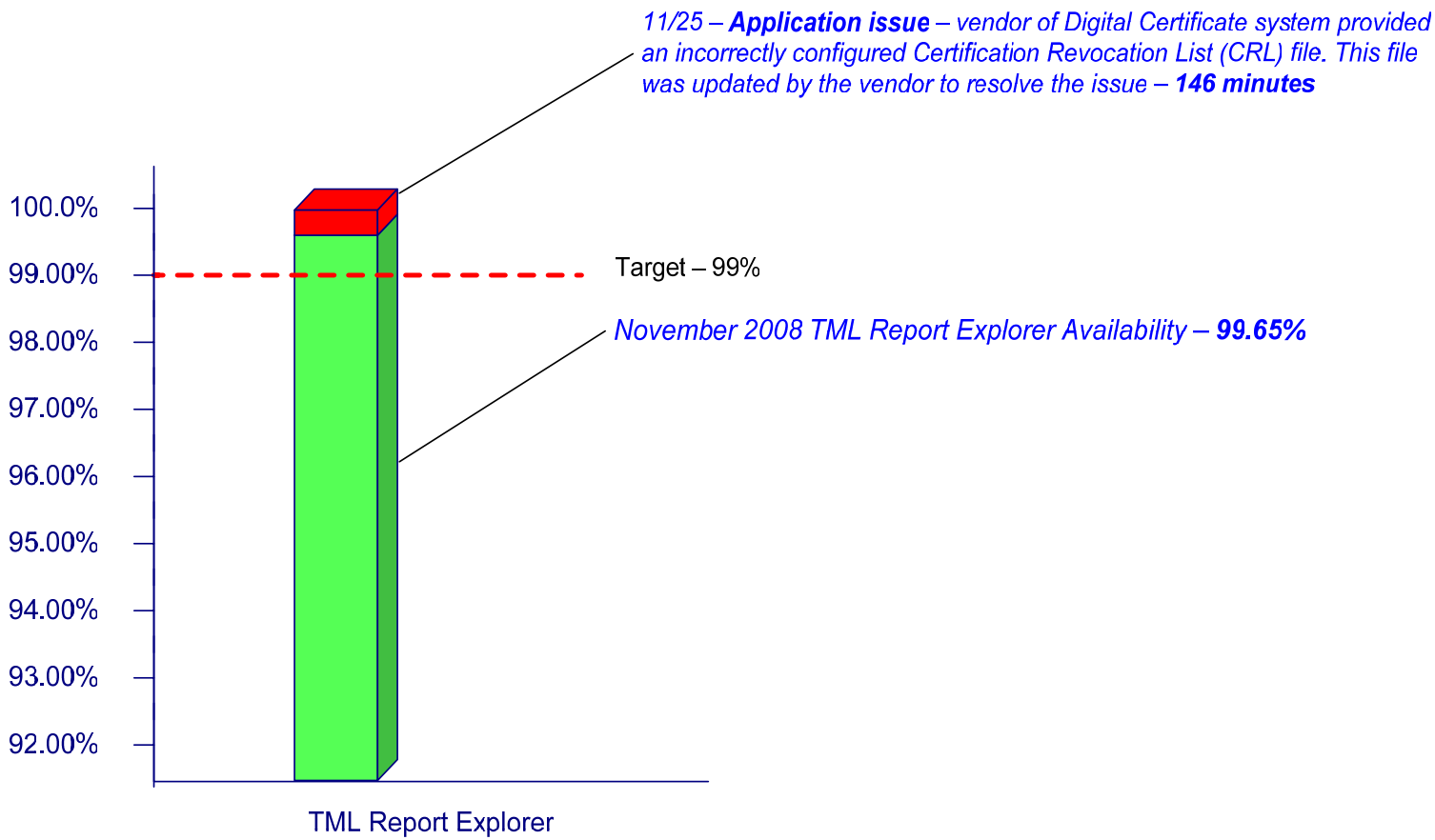
November 2008 TML Availability Summary



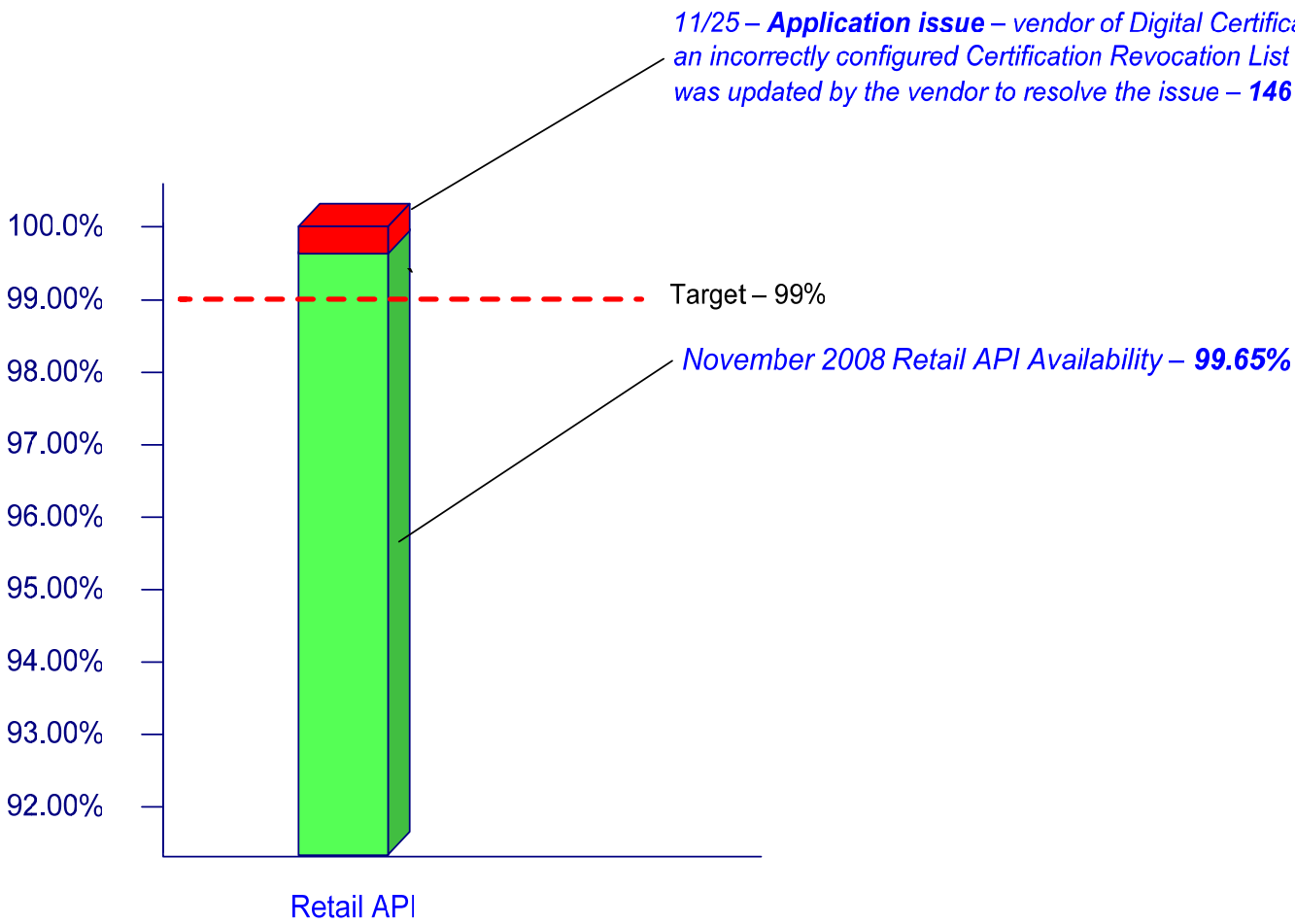
November 2008 MarkeTrak Availability Summary



November 2008 TML Report Explorer Availability Summary



November 2008 Retail API Availability Summary



Metrics Guide – Nodal Early Delivery Systems

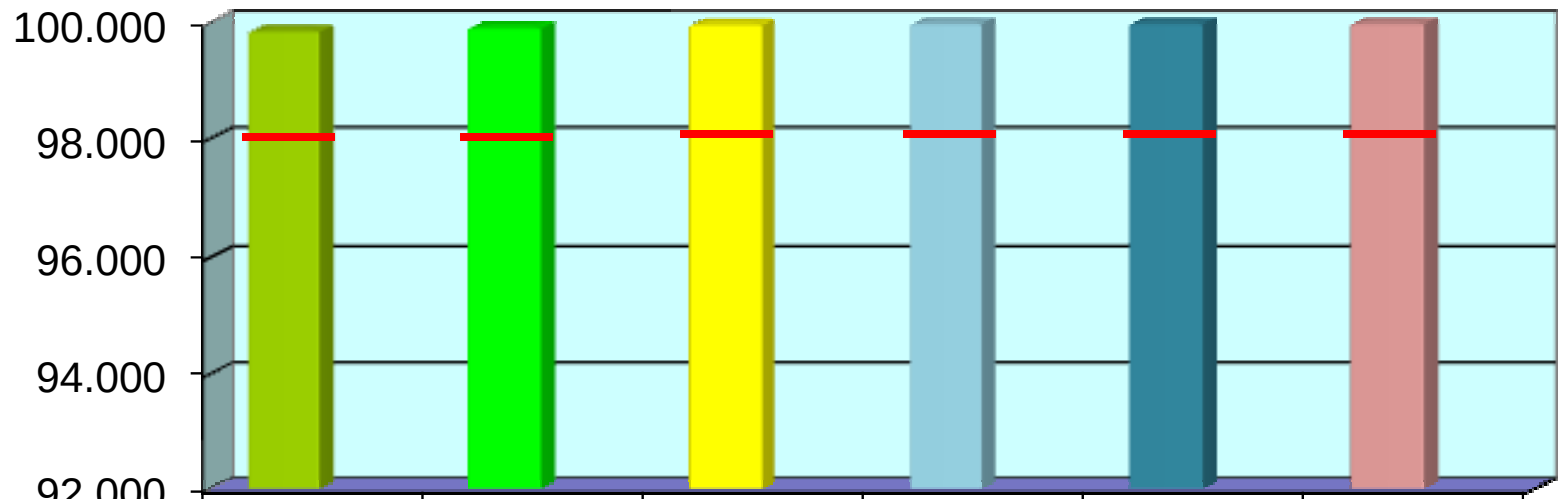
- **EDS Hardware Infrastructure**
  - Measure of the availability of the systems that compose the “Early Delivery Systems” where Nodal applications are deployed
- **Aggregate Energy Management System (EMS)**
  - Measure of the availability of software that provides real time grid control capability. Calculated as 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 average of deployed & monitored components availability
- **Outage Scheduler**
  - Measure of the availability of the software to manage the submission, modification, deletion of schedules for various types of transmission and generation systems’ outages
- **Network Model Management System (NMMS)**
  - Measure of the availability of the software to manage the ERCOT network model. Calculated as availability of model management core engine (IMM)

Metrics Guide – Nodal Early Delivery Systems (Contd.)

- **Congestion Revenue Rights (CRR)**
  - Measure of the availability of software to manage the financial instruments that help Market Participants hedge against losses due to transmission constraints.
- **Aggregate Market Information System (MIS)**
  - Measure of the availability of software that provides web-based interfaces for Market Participants to interact with ERCOT markets. Calculated as average of deployed & monitored user-interface components availability
- **Current Day Reports (CDR)**
  - Measure of the availability of the software that allows Market Participants query and download reports related to grid and market operations in near real time
- **Settlements & Billing (S&B)**
  - Measure of the availability of the software to financially settle Market Participant transactions and generate statements and invoices
- **Credit Monitoring and Management (CMM)**
  - Measure of the availability of the software to determine credit exposure of Market Participants to the ERCOT markets and continually monitor their ability to meet the credit standards

Nodal EDS Environment – November 2008 Net Availability

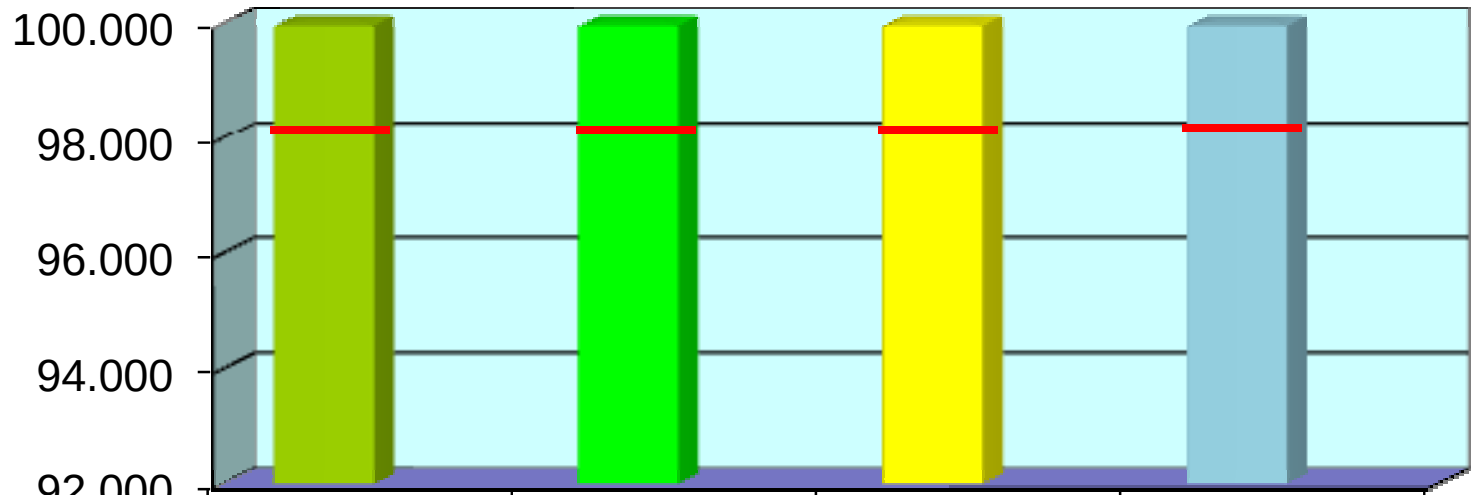
November 2008 Net Availability - Infrastructure, Grid and Market Systems



	H/W Infra	Aggregate EMS	Aggregate MMS	Outage Sched	NMMS	CRR
Availability	99.872	99.926	99.977	100.000	100.000	100.000
SLA Target	98.000	98.000	98.000	98.000	98.000	98.000

Nodal EDS Environment – November 2008 Net Availability (Contd.)

November 2008 Net Availability - MIS, Reporting and Financial Clearinghouse



	Aggregate MIS	Cur Day Reports	Sett & Bill	CMM
Availability	100.000	100.000	100.000	100.000
SLA Target	98.000	98.000	98.000	98.000