



Information Technology Service Availability Metrics

ERCOT Board of Directors
April 2009

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Interim CIO

Agenda and Commentary

❖ Retail and Wholesale Systems Performance

- **Retail Transaction Processing, MarkeTrak** – March performance was 100%
- **TML** – March performance was 99.88%. This was above the service level target of 99%
- **Wholesale Total** – March performance was 100%
- **TML Report Explorer, Retail API** – March performance levels were 99.80% and 99.92% respectively. These were above the service level target of 99%

❖ Market and Grid Control Systems Performance

- **Real Time Balancing Market (RTBM), Frequency Control (FC)** – March performance was 100%

Agenda and Commentary (continued)

❖ Nodal Systems Performance

- **H/W Infrastructure, Grid and Market system** – March performance levels exceeded service level targets
- **MIS, Current Day Reports (CDR) and Financial Clearinghouse** – March performance levels exceeded service level targets

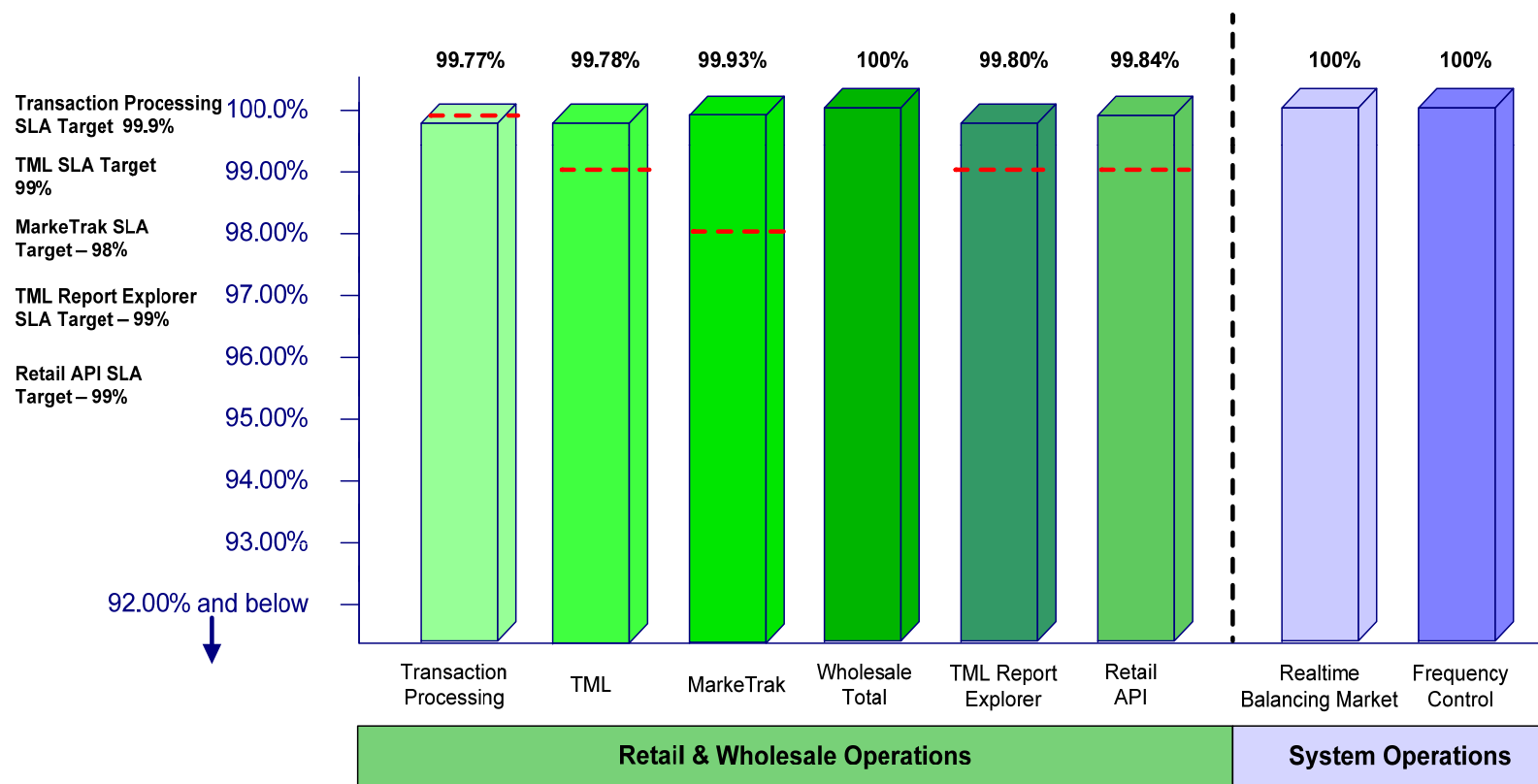
❖ Retail degradation on 3/11

- Two incidents occurred on 3/11 with fully overlapping durations of 1574 and 1829 minutes respectively
- A recently created Market Participant's name had two errors resulting in application degradation and processing failures impacting 6 Market Participants
 - Name was longer than the length allowed by database constraints, and
 - A reserved word of the database system was used in the name
- These errors were corrected and procedures were added to the MP setup process to validate the field length, screen for and remove reserve words and verify that test files are run to successful completion

2009 Net Service Availability

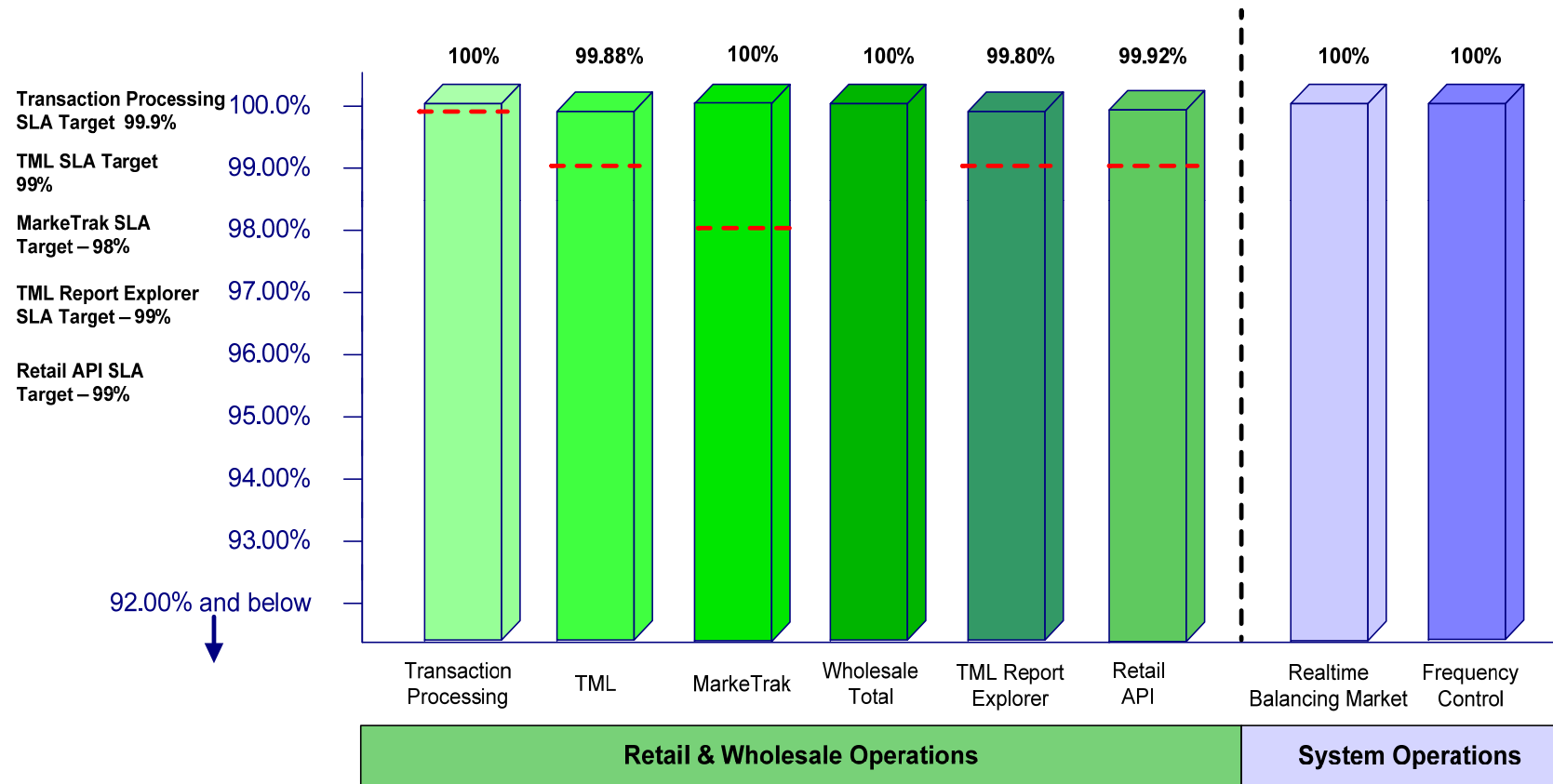
2009 Net Service Availability

Through March 31st, 2009



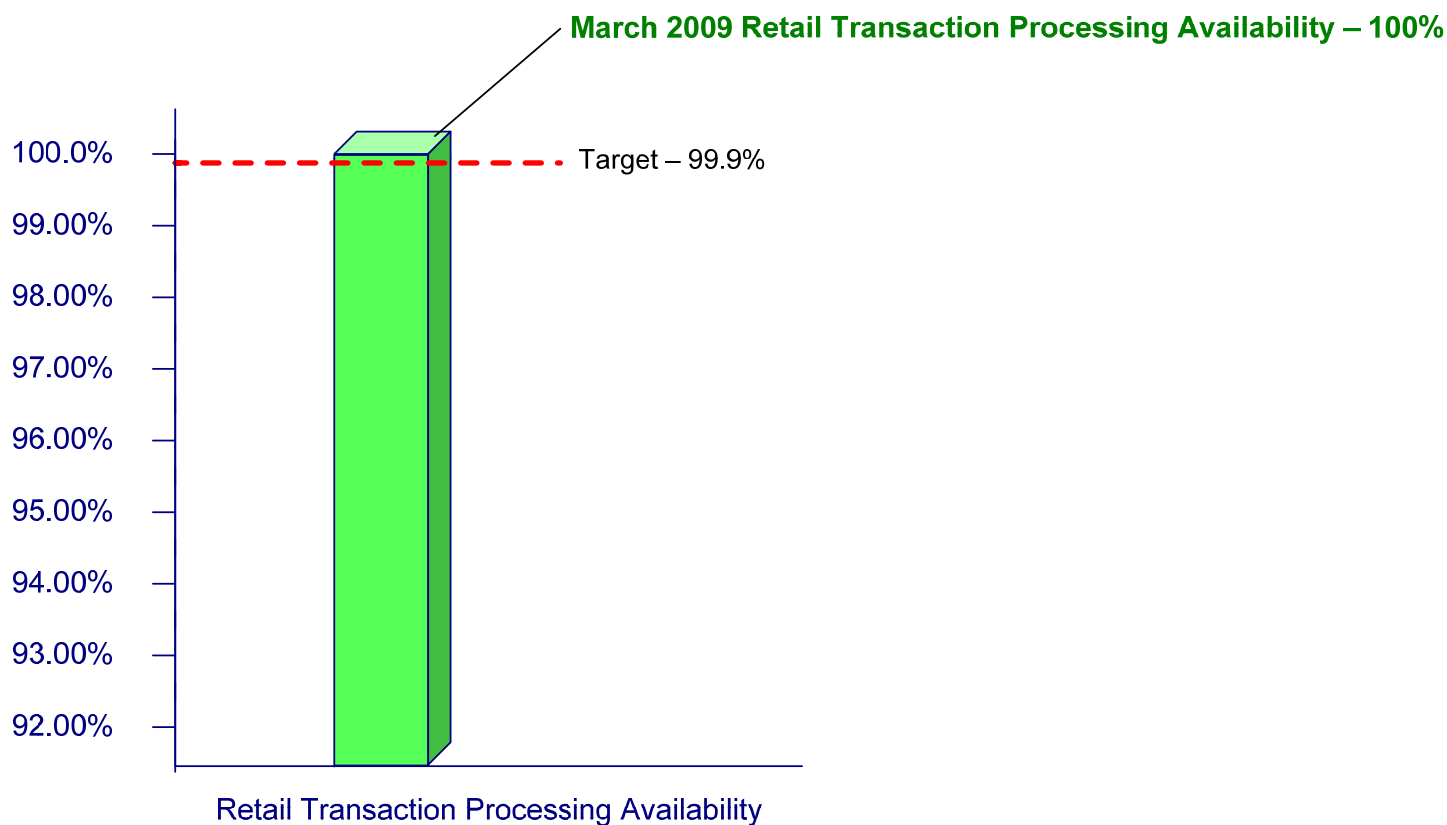
March 2009 Net Service Availability

March 2009 Net Service Availability



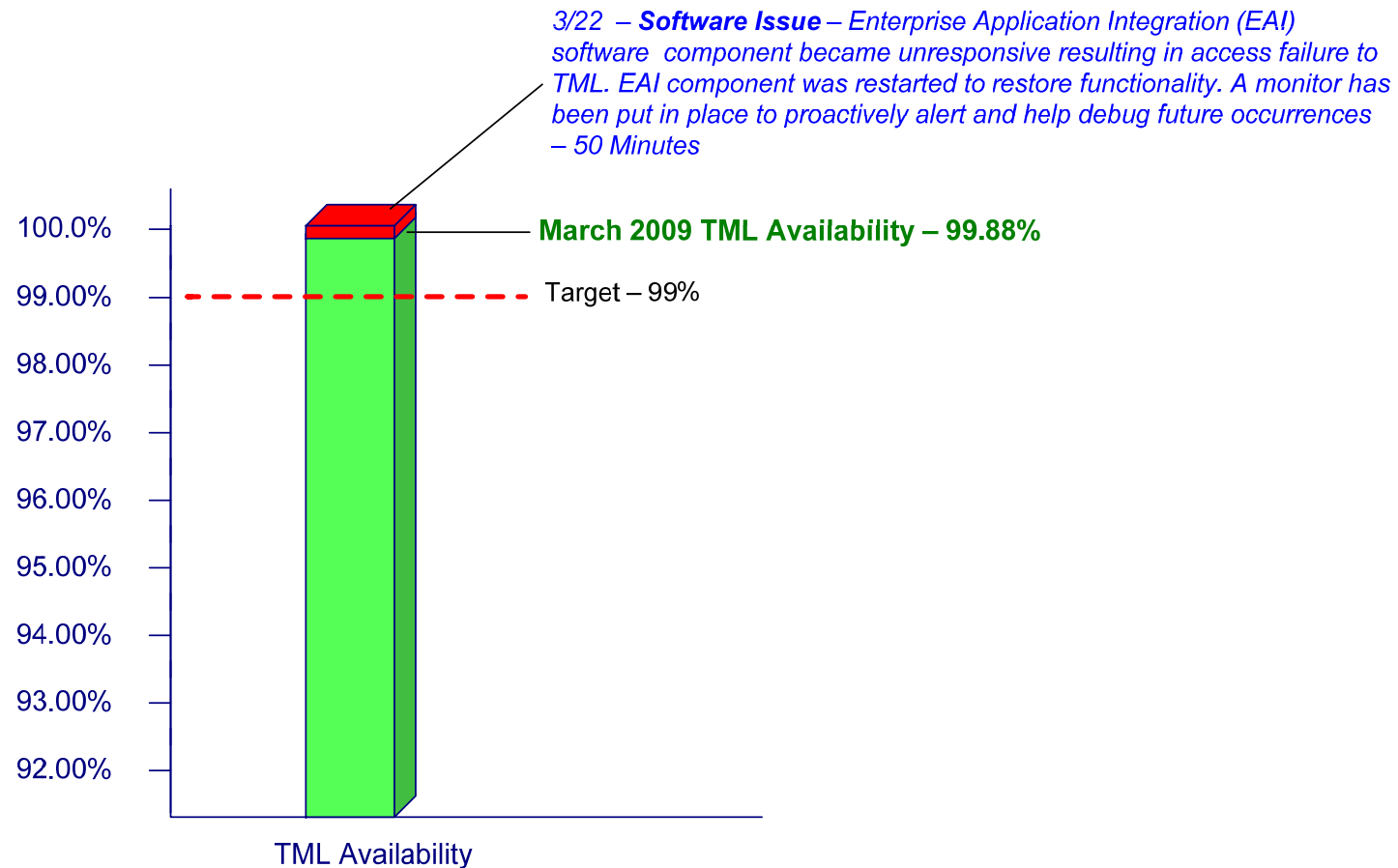
Retail Transaction Processing Availability Summary

March 2009 Retail Transaction Processing Availability Summary



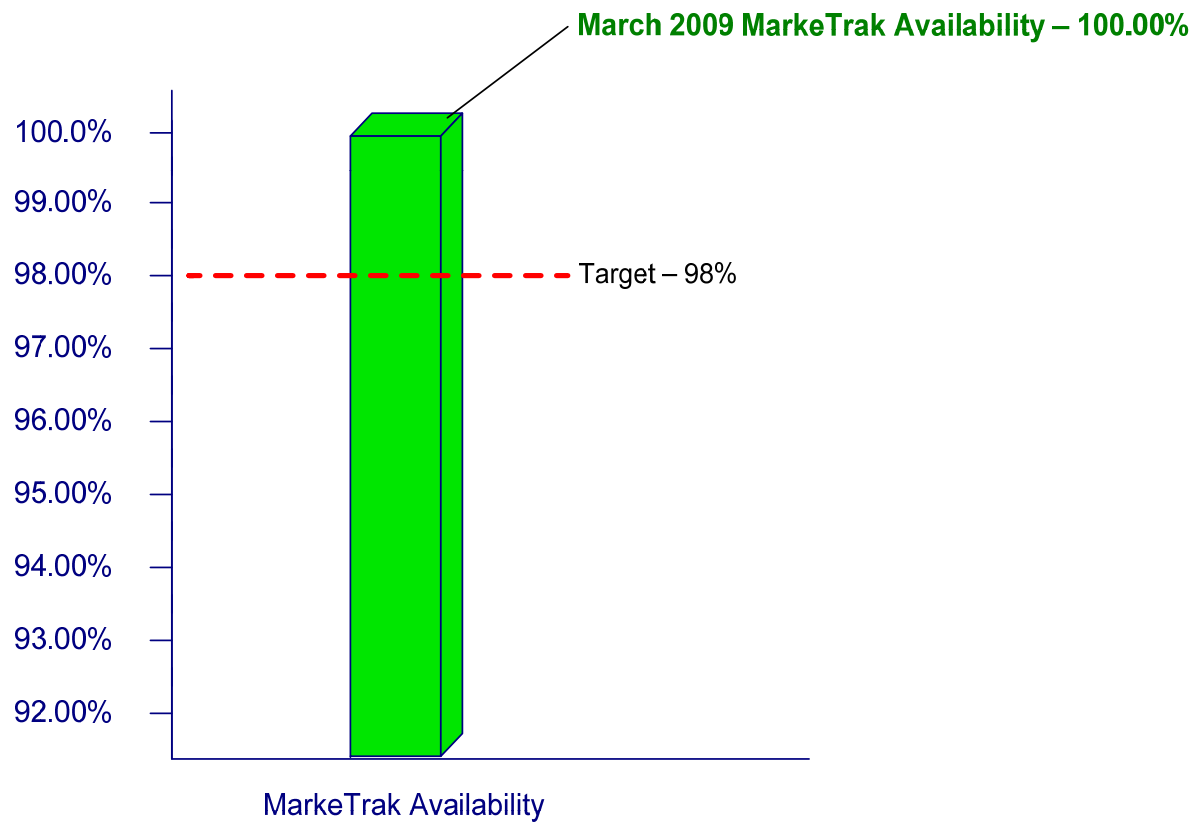
TML Availability Summary

March 2009 TML Availability Summary



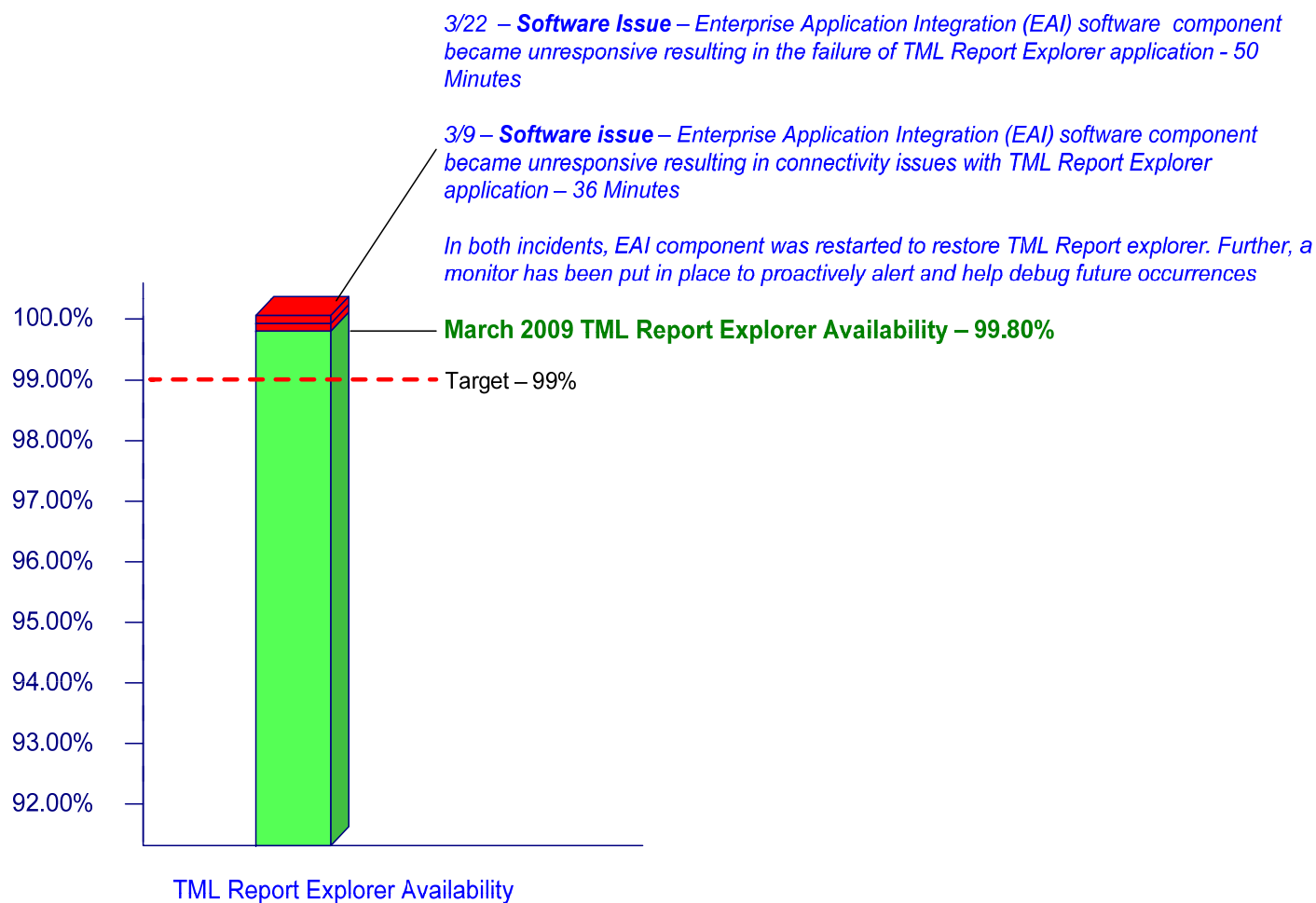
MarkeTrak Availability Summary

March 2009 MarkeTrak Availability Summary



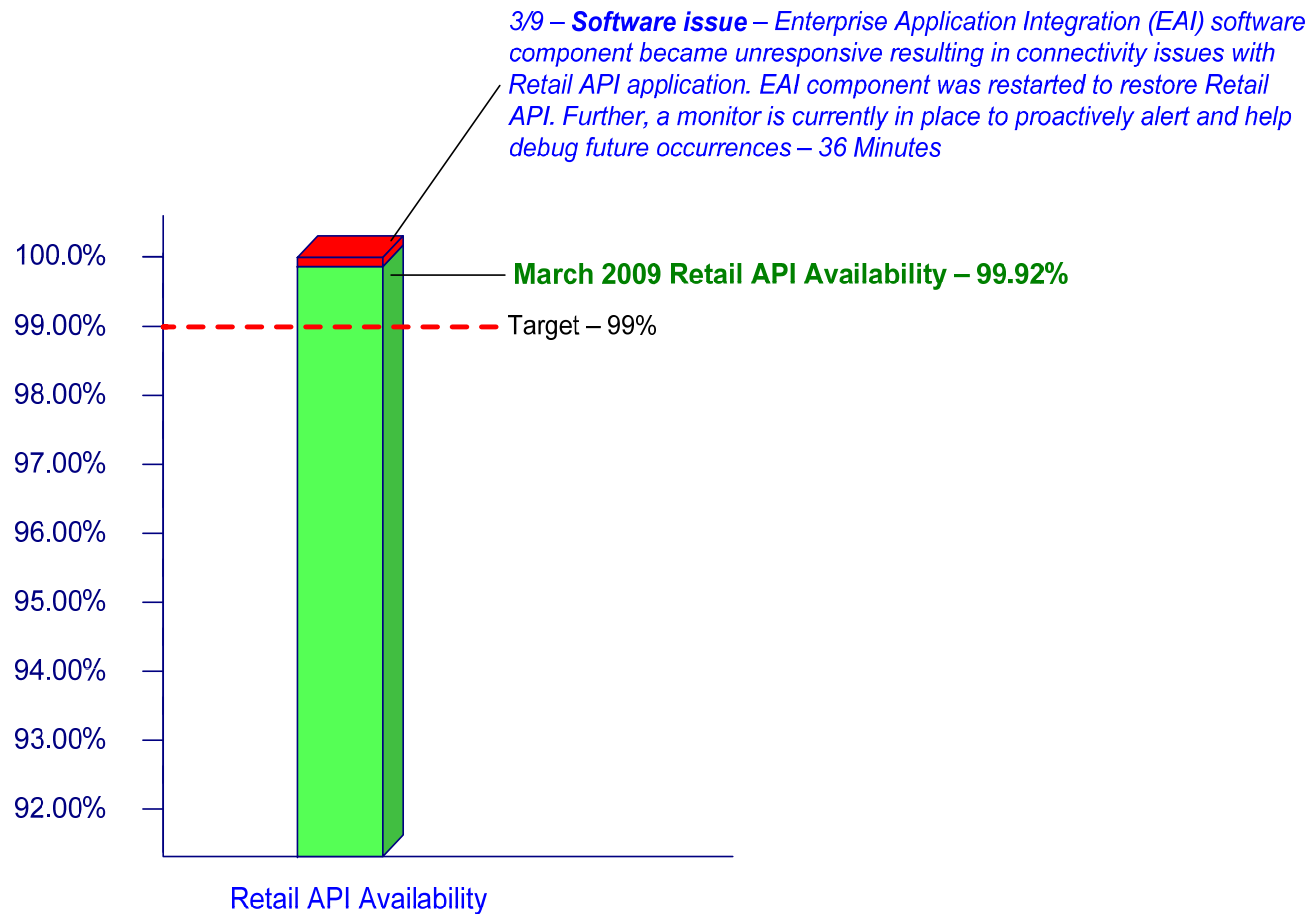
TML Report Explorer Availability Summary

March 2009 TML Report Explorer Availability Summary



Retail API Availability Summary

March 2009 Retail API Availability Summary



Metrics Guide – Nodal Early Delivery Systems

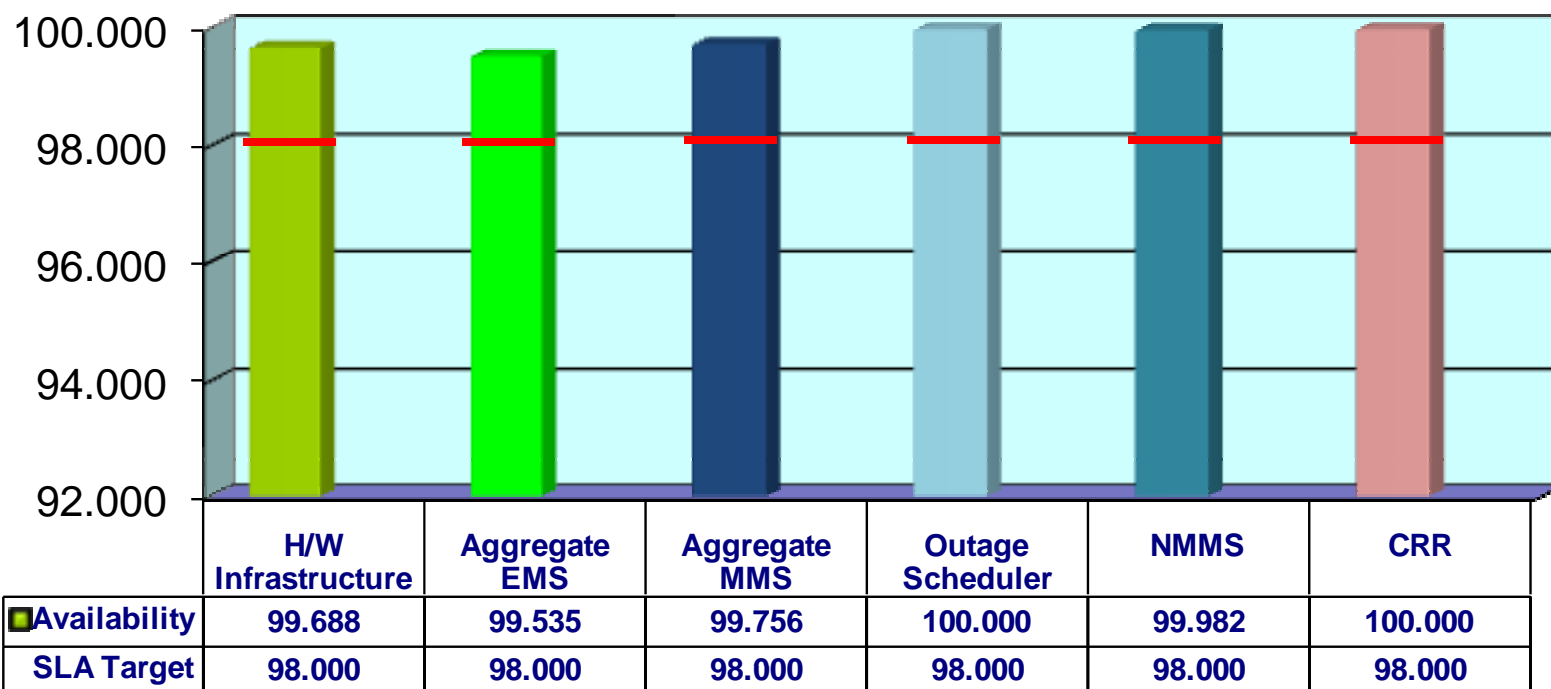
- **EDS Hardware Infrastructure**
 - Measure of the availability of the systems that compose the “Early Delivery Systems” where Nodal applications are deployed
- **Aggregate Energy Management System (EMS)**
 - Measure of the availability of software that provides real time grid control capability. Calculated 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 – March 2009 Net Availability

March 2009 Net Availability - H/W Infrastructure, Grid and Market Management Systems



Nodal EDS Environment – March 2009 Net Availability (Contd.)

March 2009 Net Availability - MIS, Reporting and Financial Clearinghouse

