



Information Technology Service Availability Metrics

Richard Morgan
Interim CIO

ERCOT Board of Directors

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Agenda and Commentary

❖ Retail and Wholesale Systems Performance

- **Retail Transaction Processing** – April performance was 99.91%. This was above the service level target of 99.9%
- **TML , TML Report Explorer** – April performance was 99.89%. This was above the service level target of 99%
- **MarkeTrak , Wholesale Total, Retail API** – April performance was 100%

❖ Market and Grid Control Systems Performance

- **Real Time Balancing Market (RTBM), Frequency Control (FC)** – April performance levels were 99.861% and was 100% respectively

Agenda and Commentary (continued)

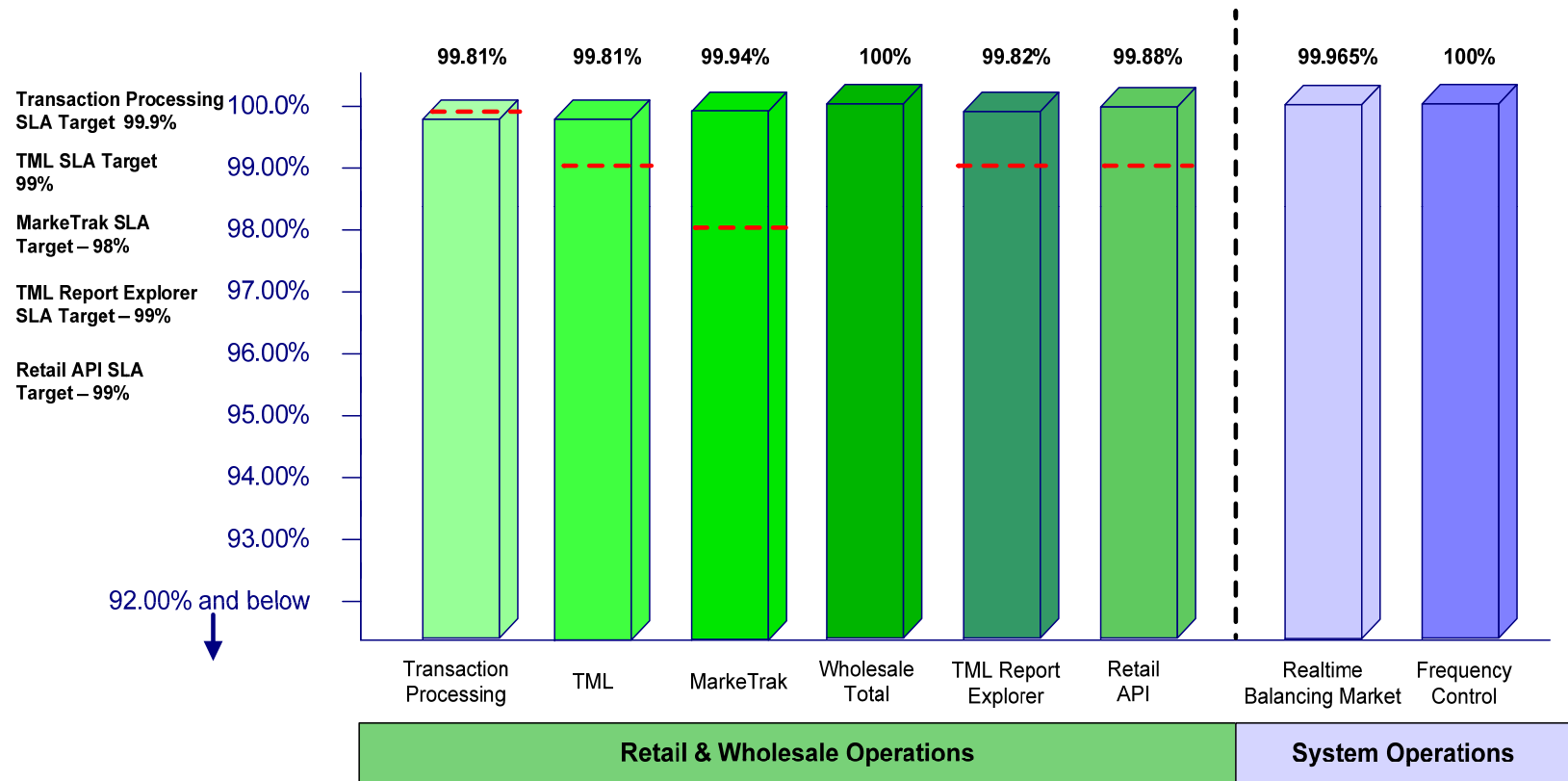
❖ Nodal Systems Performance

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

2009 Net Service Availability

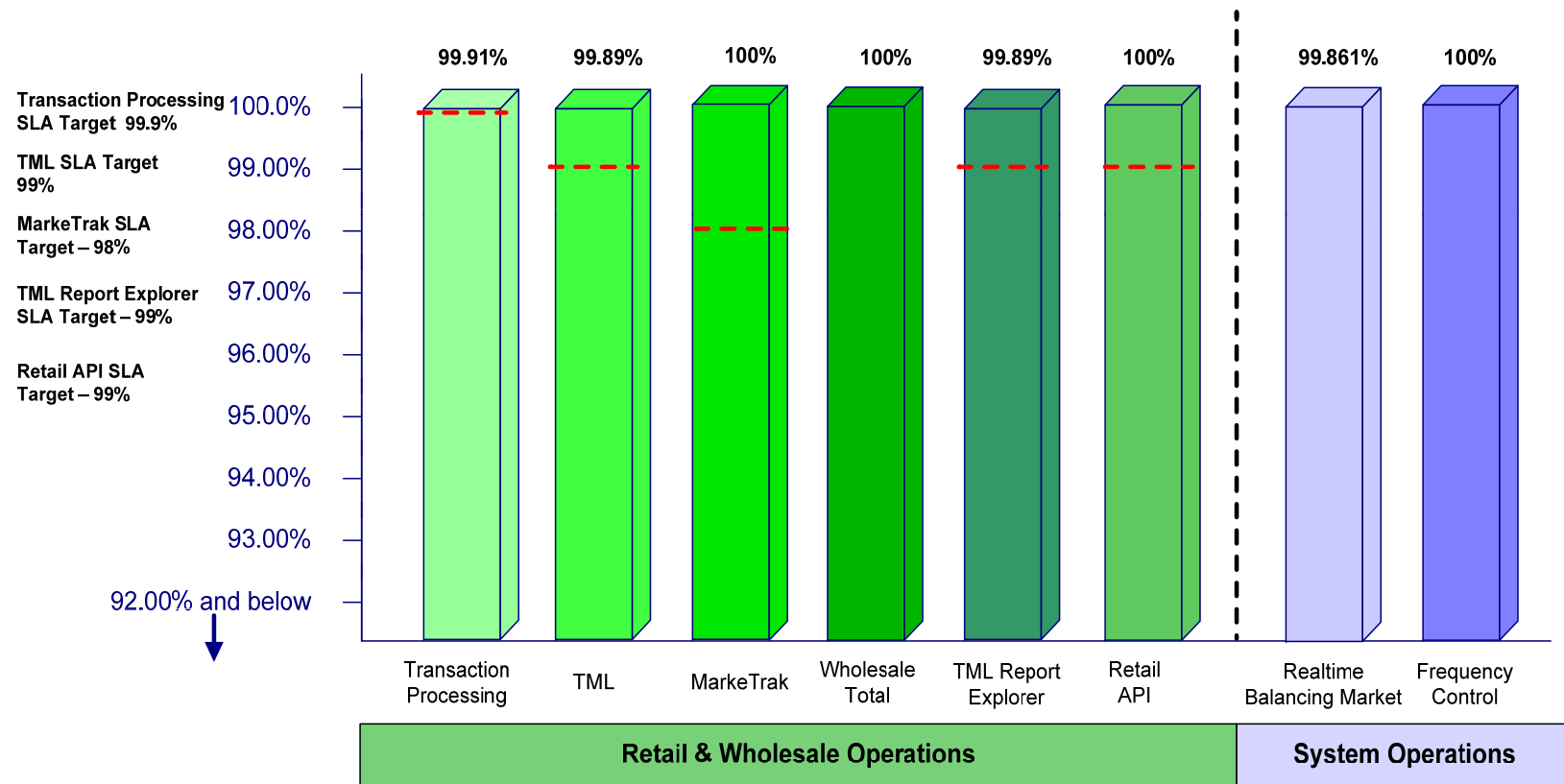
2009 Net Service Availability

Through April 30th, 2009



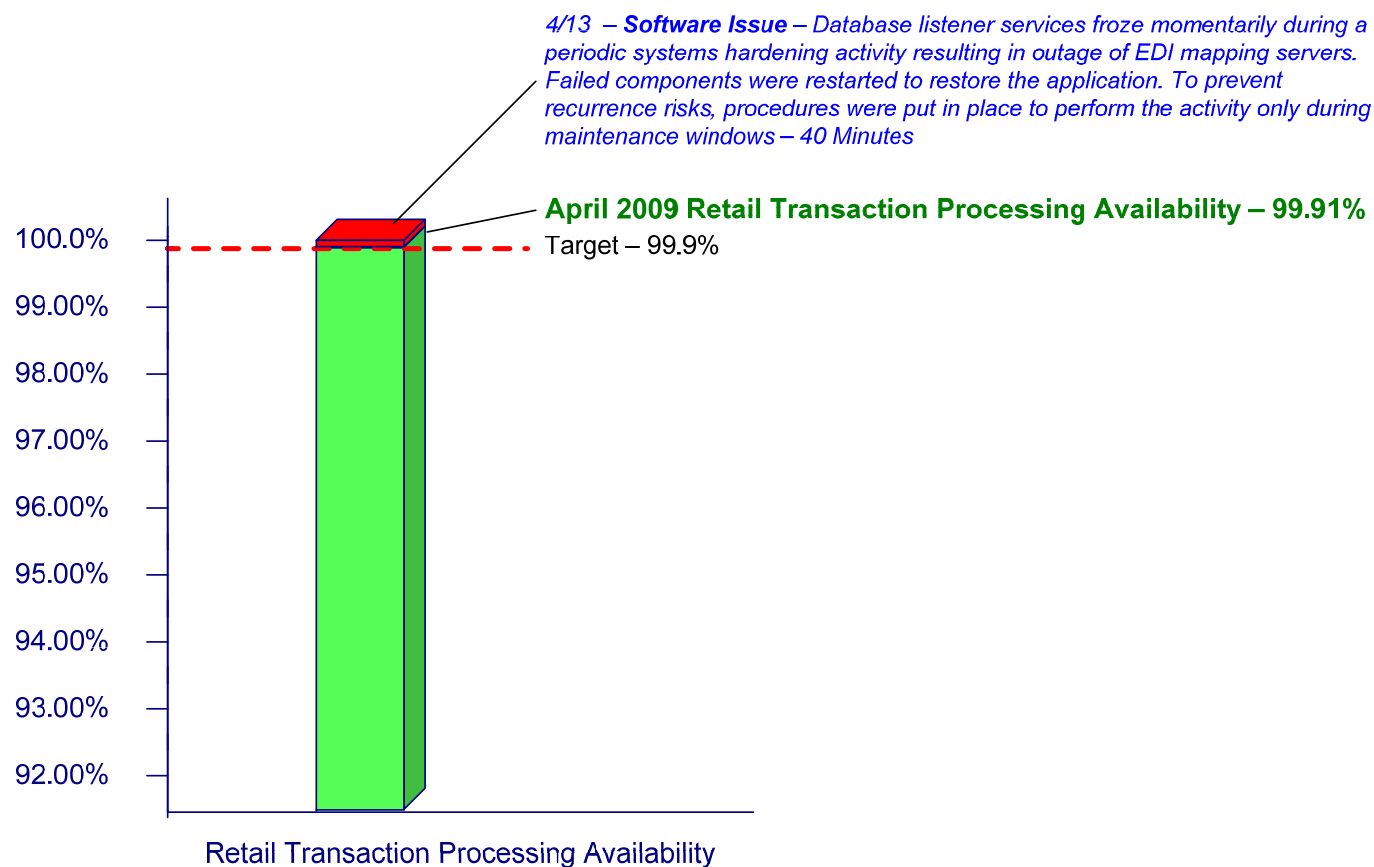
April 2009 Net Service Availability

April 2009 Net Service Availability



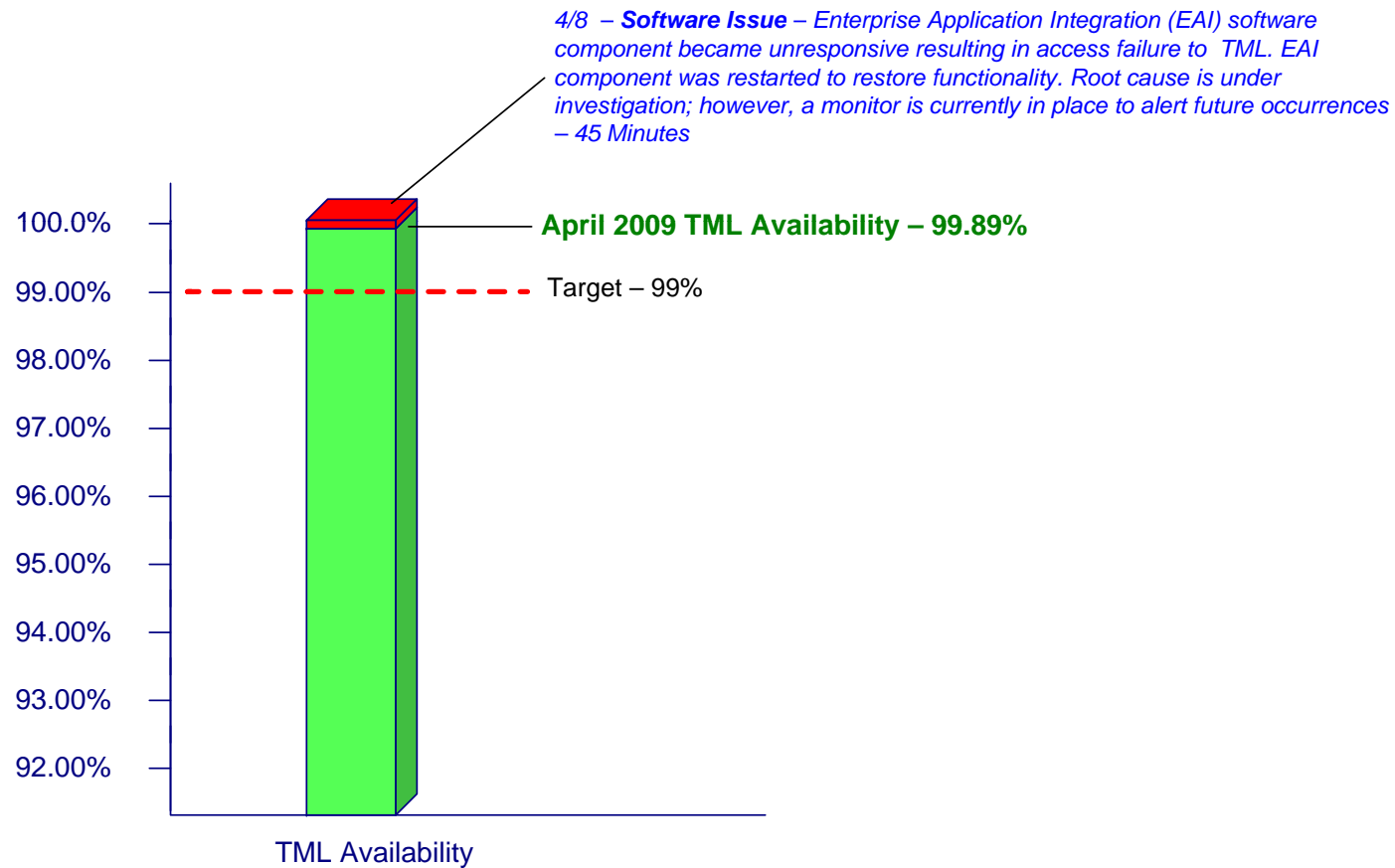
Retail Transaction Processing Availability Summary

April 2009 Retail Transaction Processing Availability Summary



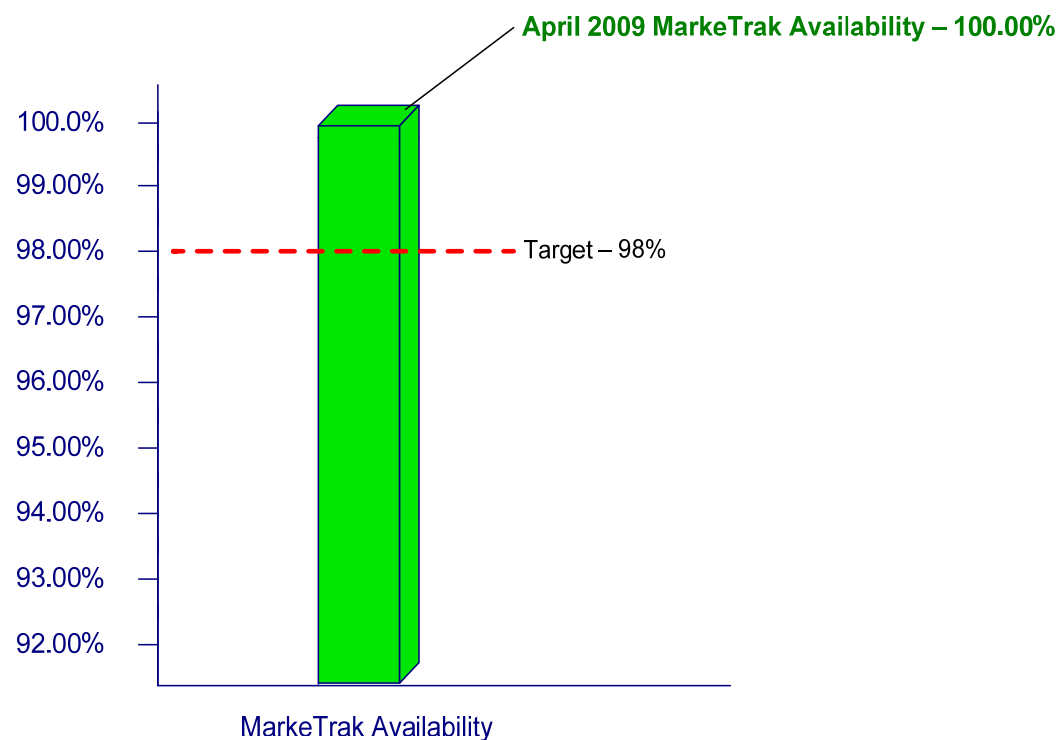
TML Availability Summary

April 2009 TML Availability Summary



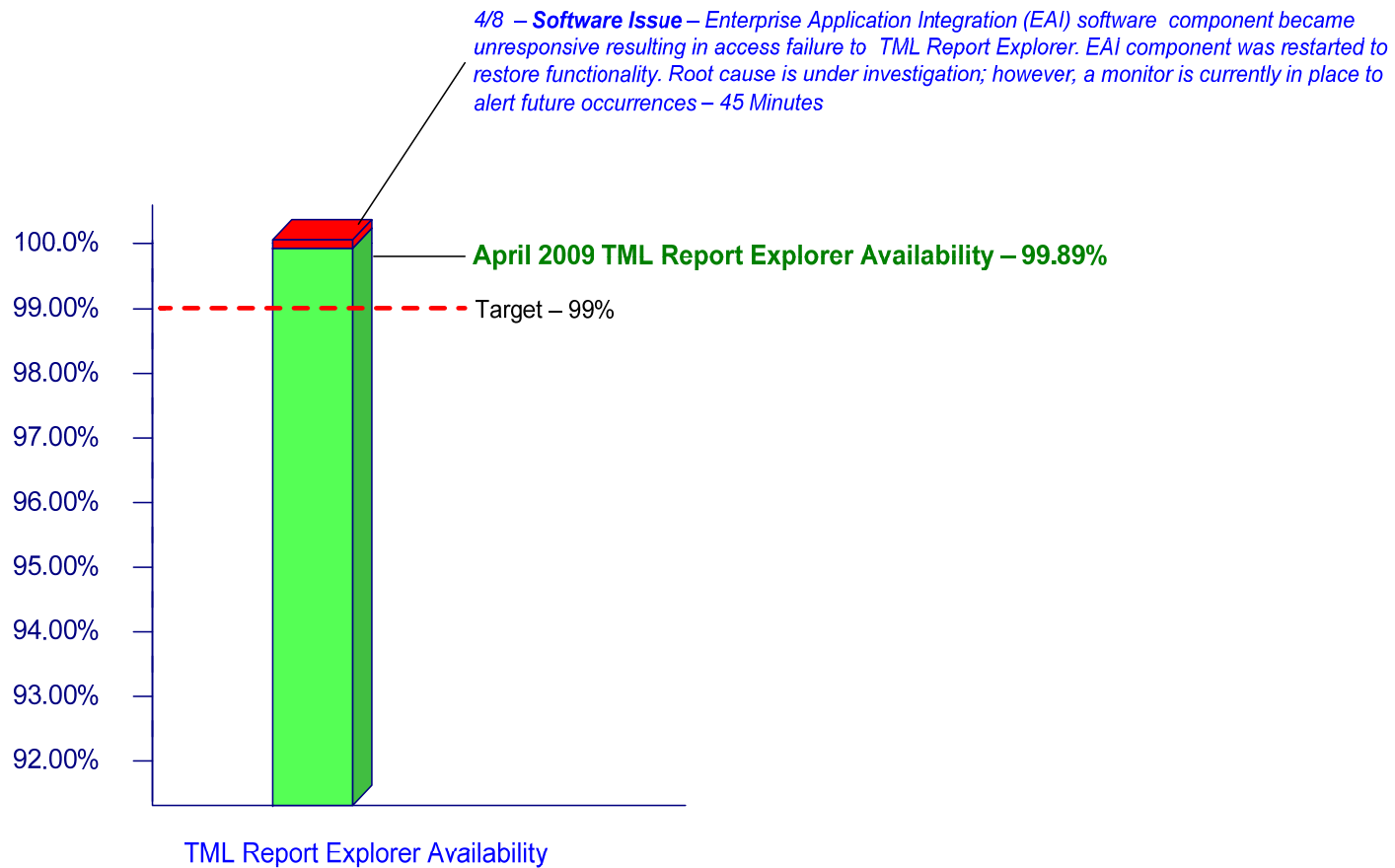
MarkeTrak Availability Summary

April 2009 MarkeTrak Availability Summary



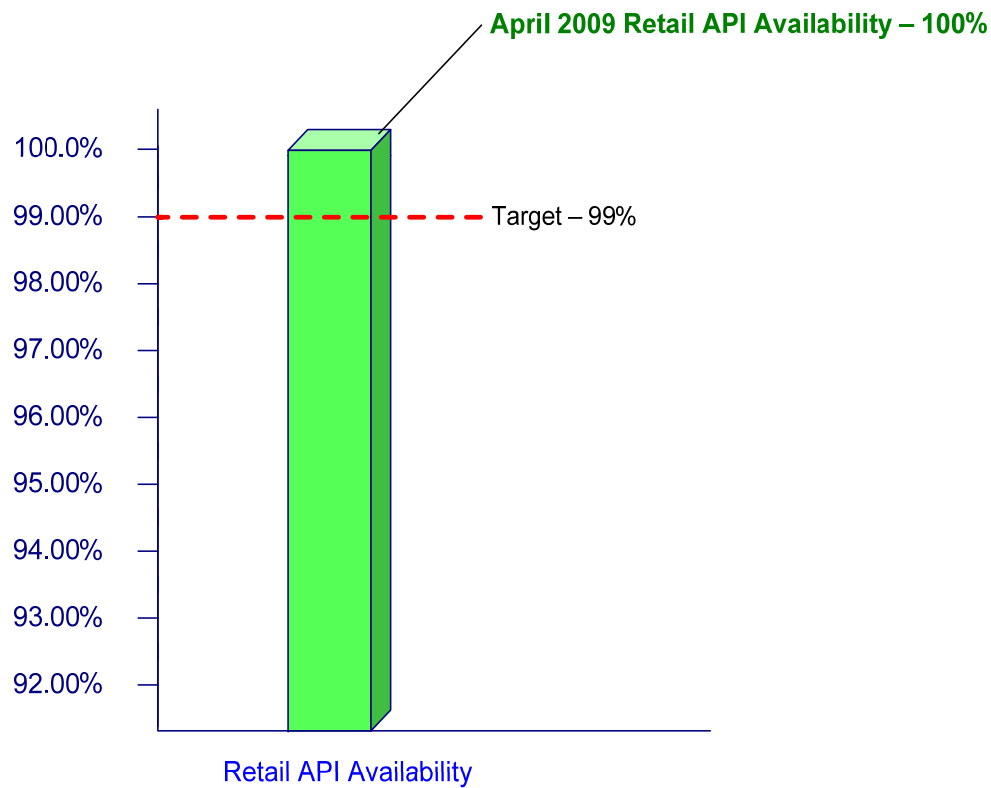
TML Report Explorer Availability Summary

April 2009 TML Report Explorer Availability Summary



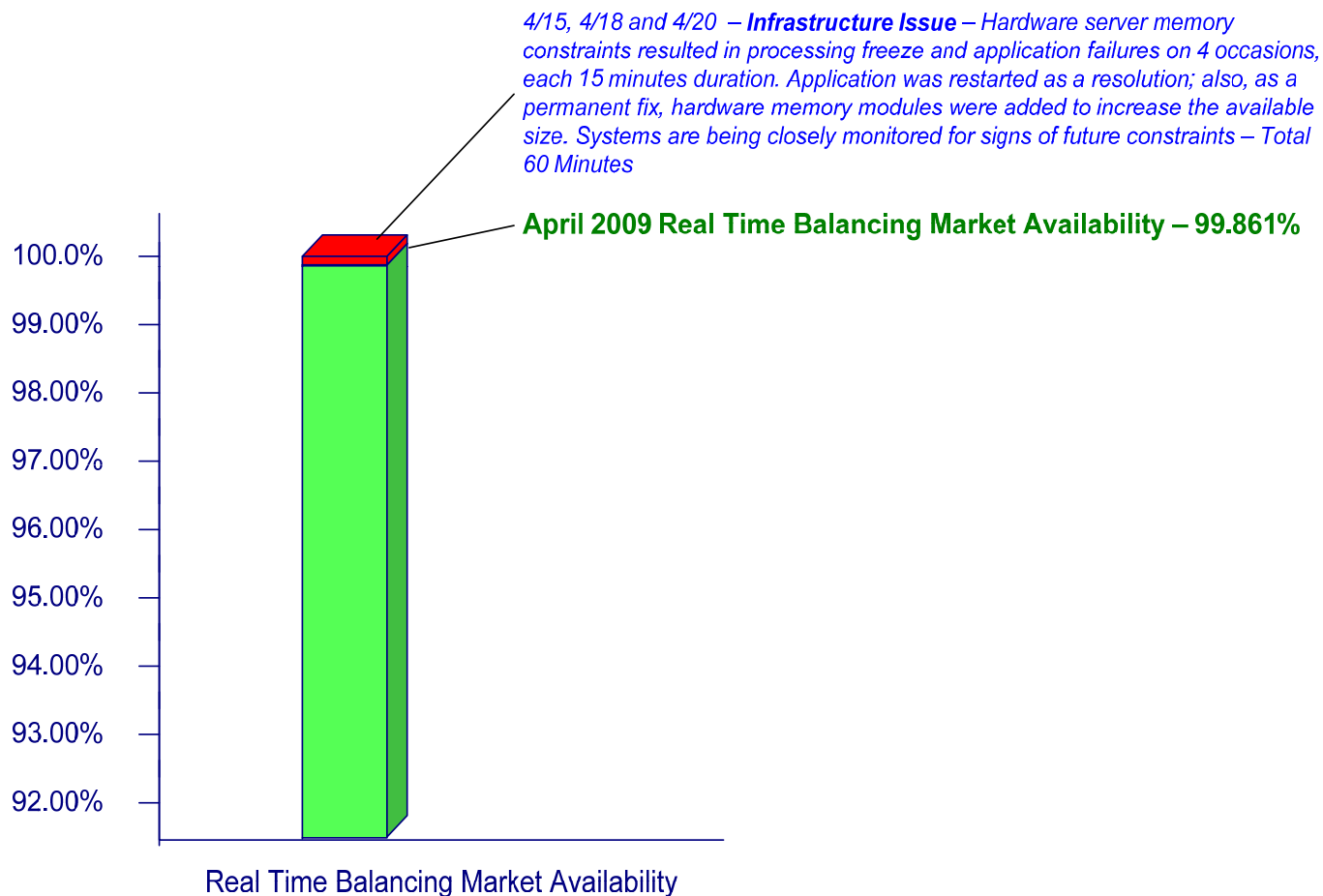
Retail API Availability Summary

April 2009 Retail API Availability Summary



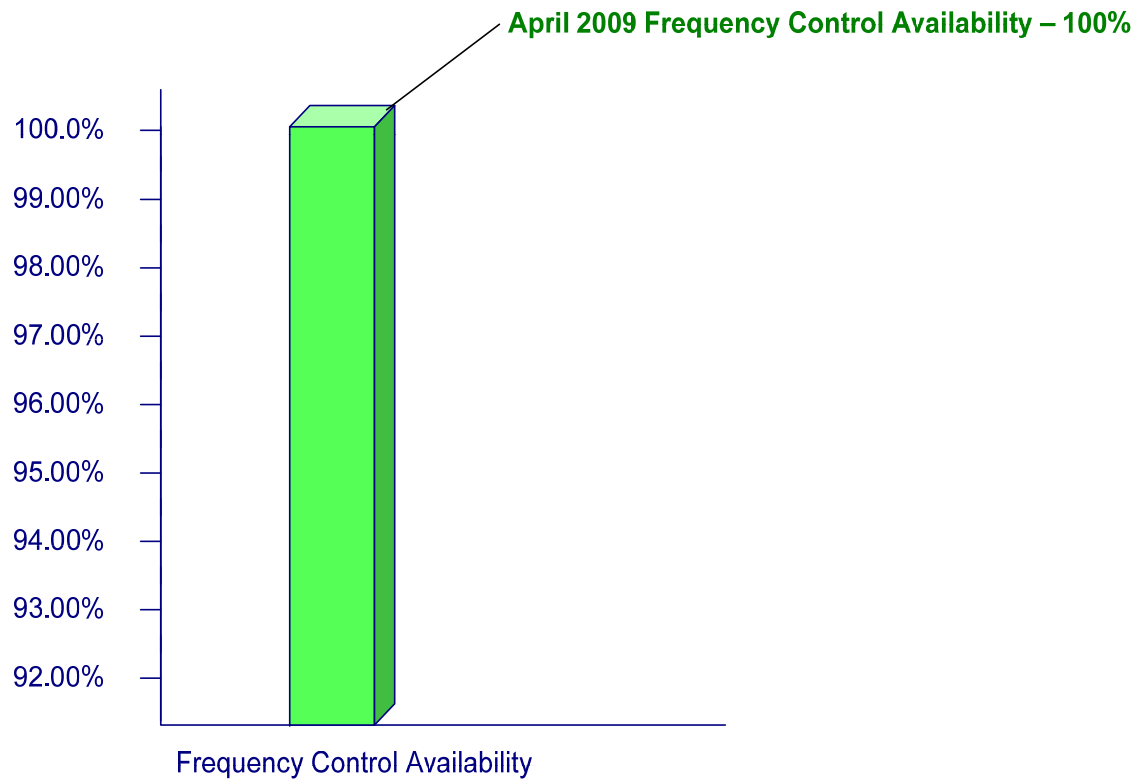
Real Time Balancing Market Availability Summary

April 2009 Real Time Balancing Market Availability Summary



Frequency Control Availability Summary

April 2009 Frequency Control Availability Summary



Metrics Guide – Nodal Early Delivery Systems

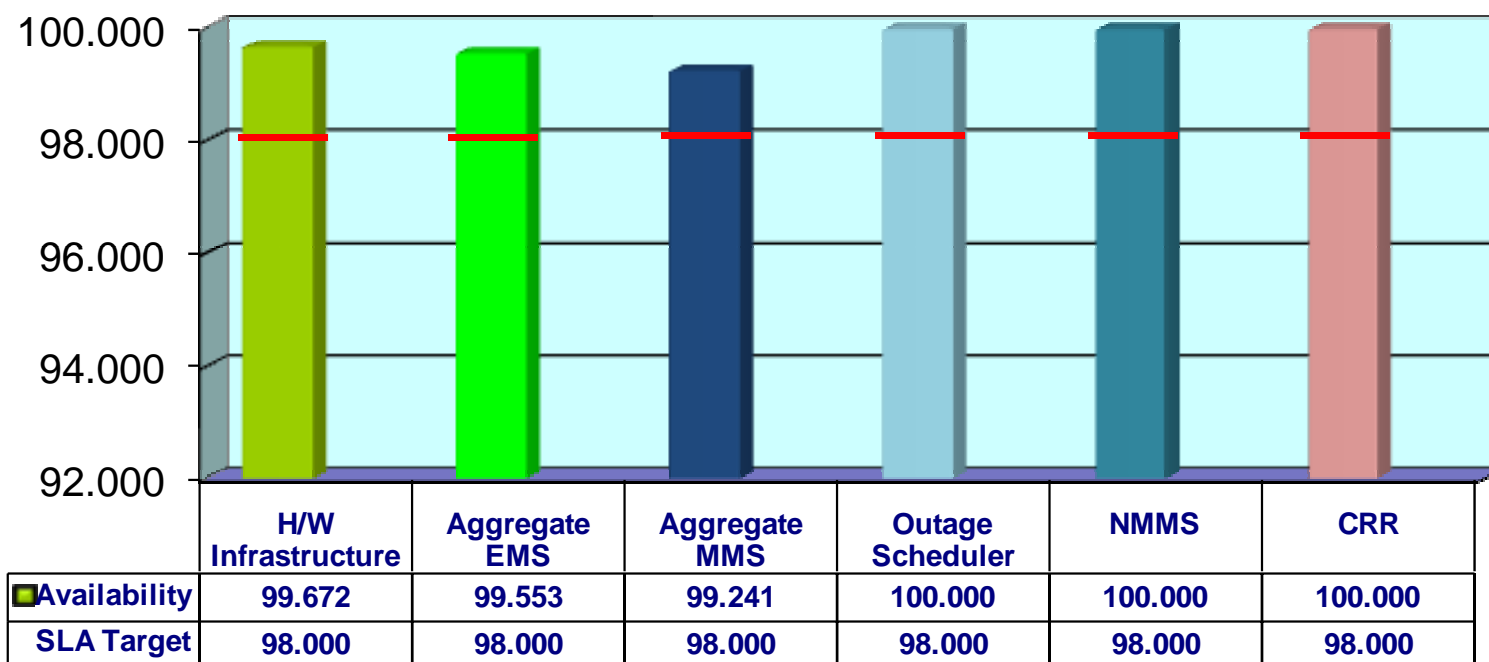
- **EDS Hardware Infrastructure**
 - Measure of the availability of the systems that compose the “Early Delivery Systems” where Nodal applications are deployed
- **Aggregate Energy Management System (EMS)**
 - Measure of the availability of software that provides real time grid control capability. Calculated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

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



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

April 2009 Net Availability - MIS, Reporting and Financial Clearinghouse

