



Information Technology Service Availability Metrics

Richard Morgan
Interim CIO

ERCOT Board of Directors

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❖ **Retail and Wholesale Systems Performance**

- **Retail Transaction Processing, TML** – May performance was 100%
- **MarkeTrak** – May performance was 99.65%. This was above the service level target of 98%
- **Wholesale Batch, TML Report Explorer, Retail API** – May performance was 100%

❖ **Market and Grid Control Systems Performance**

- **Real Time Balancing Market (RTBM), Frequency Control (FC)** – May performance levels were 99.966% and 99.982% respectively

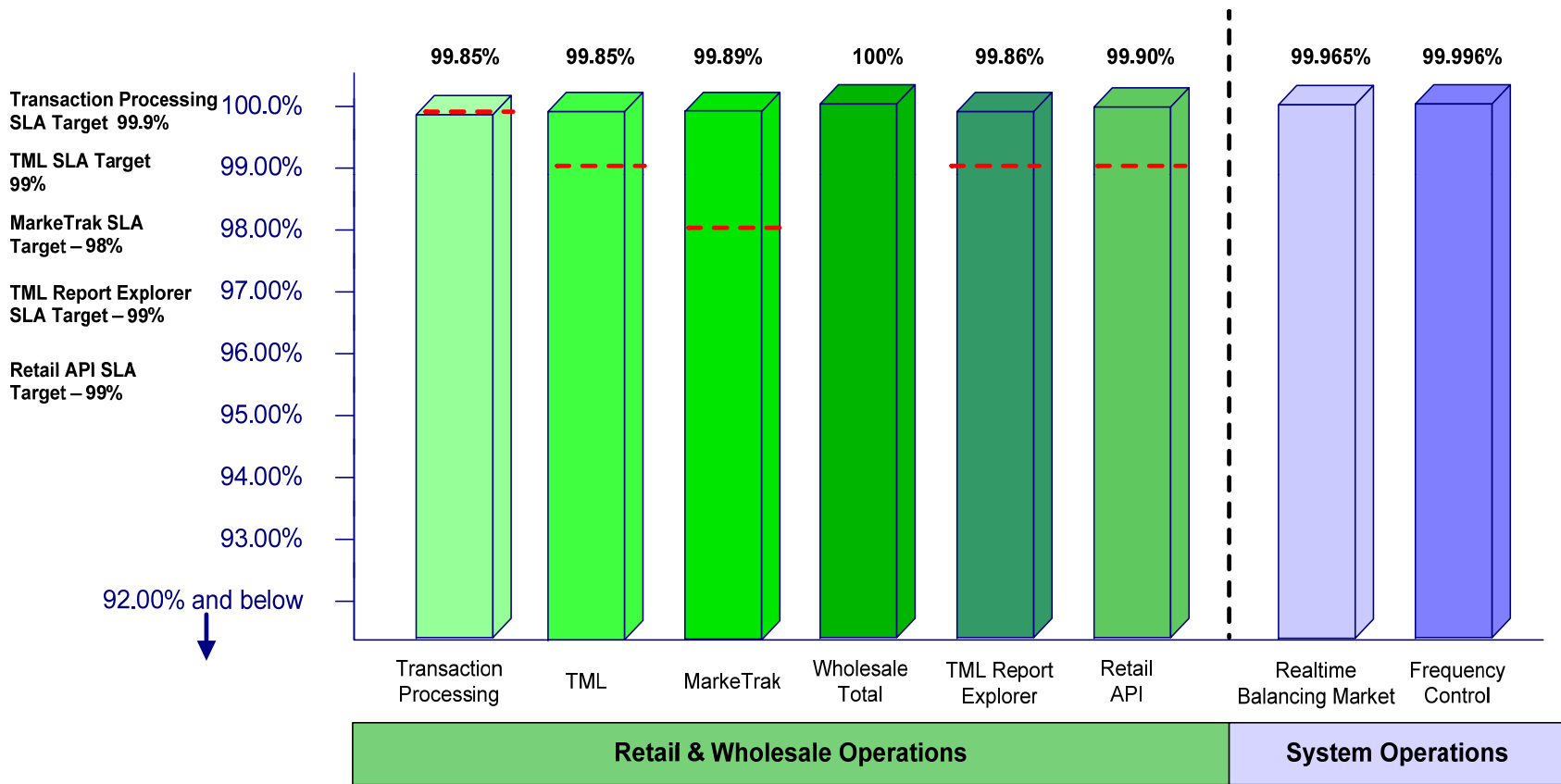
Agenda and Commentary (continued)

❖ **Nodal Systems Performance**

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

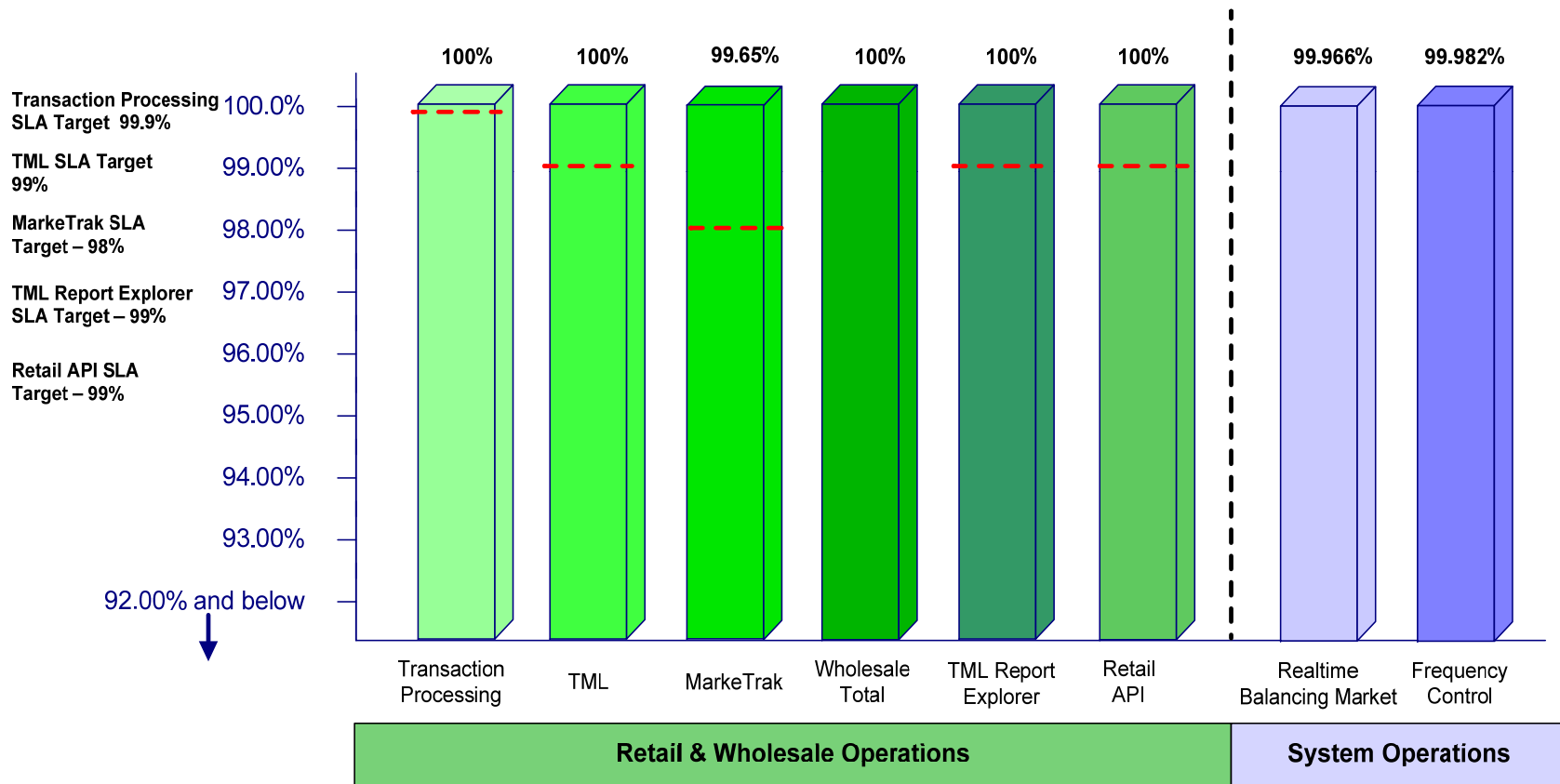
2009 Net Service Availability

2009 Net Service Availability Through May 31st, 2009



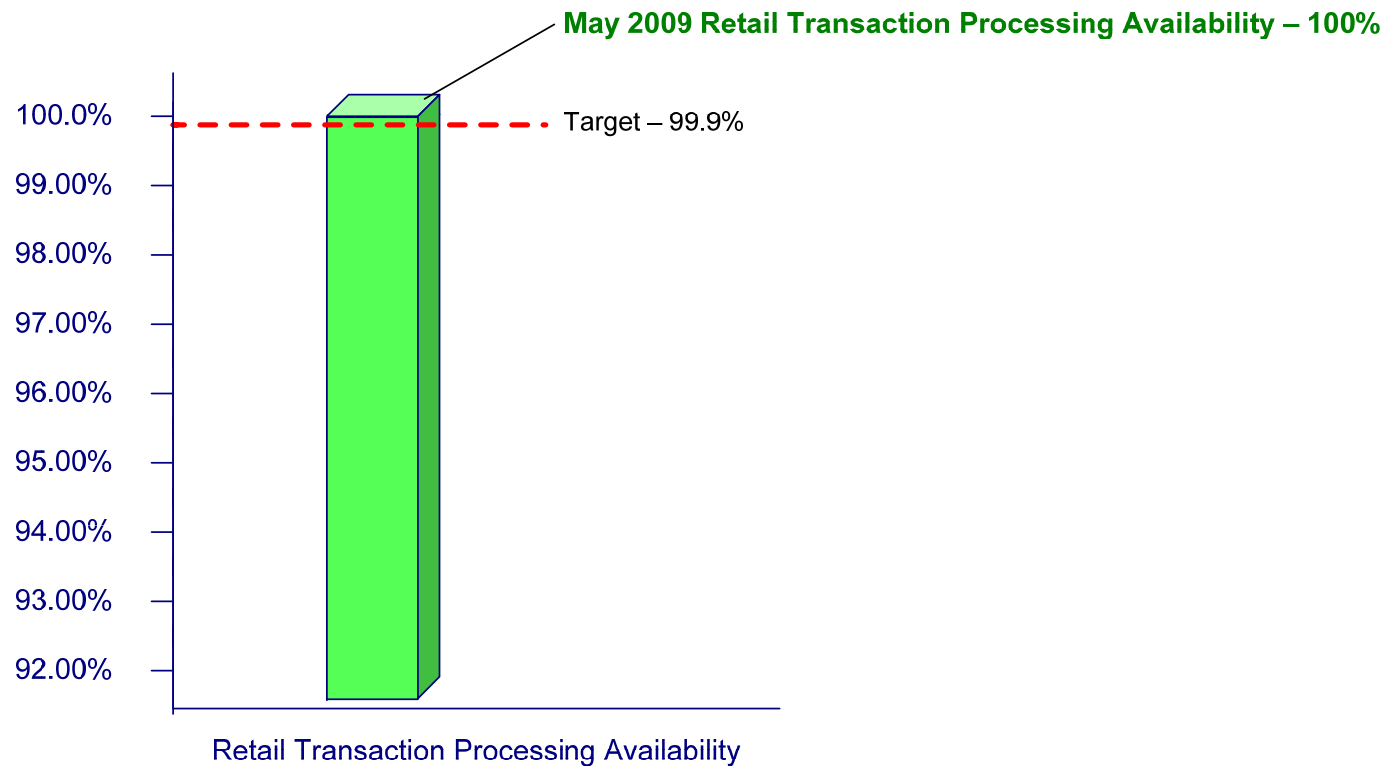
May 2009 Net Service Availability

May 2009 Net Service Availability



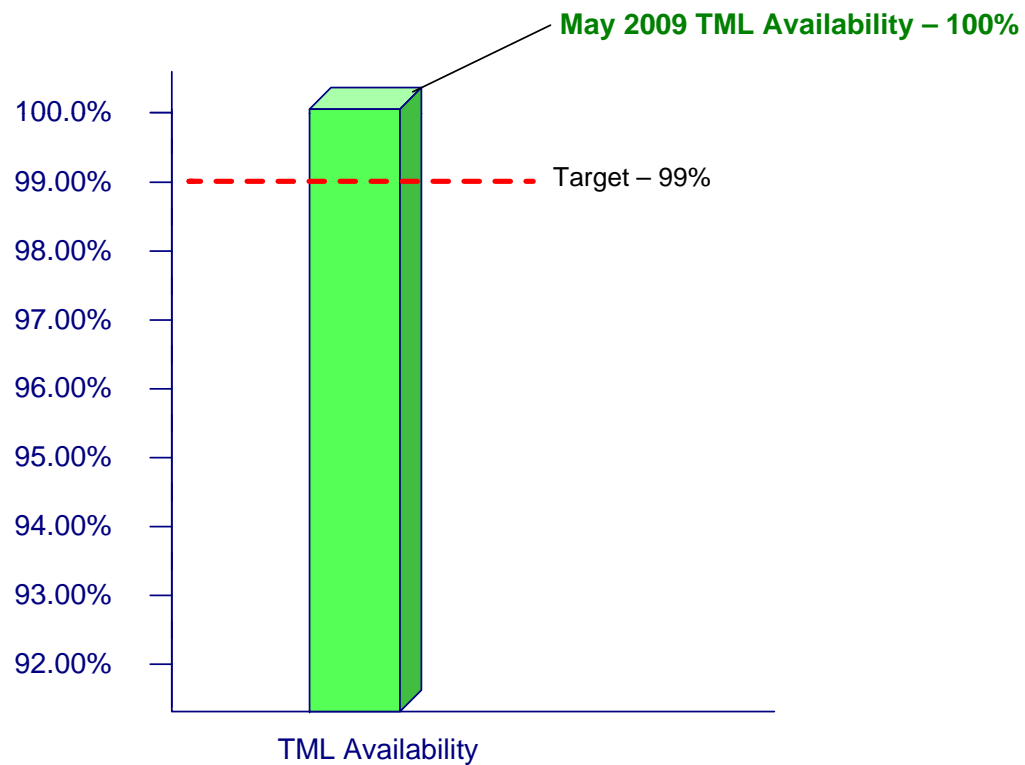
Retail Transaction Processing Availability Summary

May 2009 Retail Transaction Processing Availability Summary



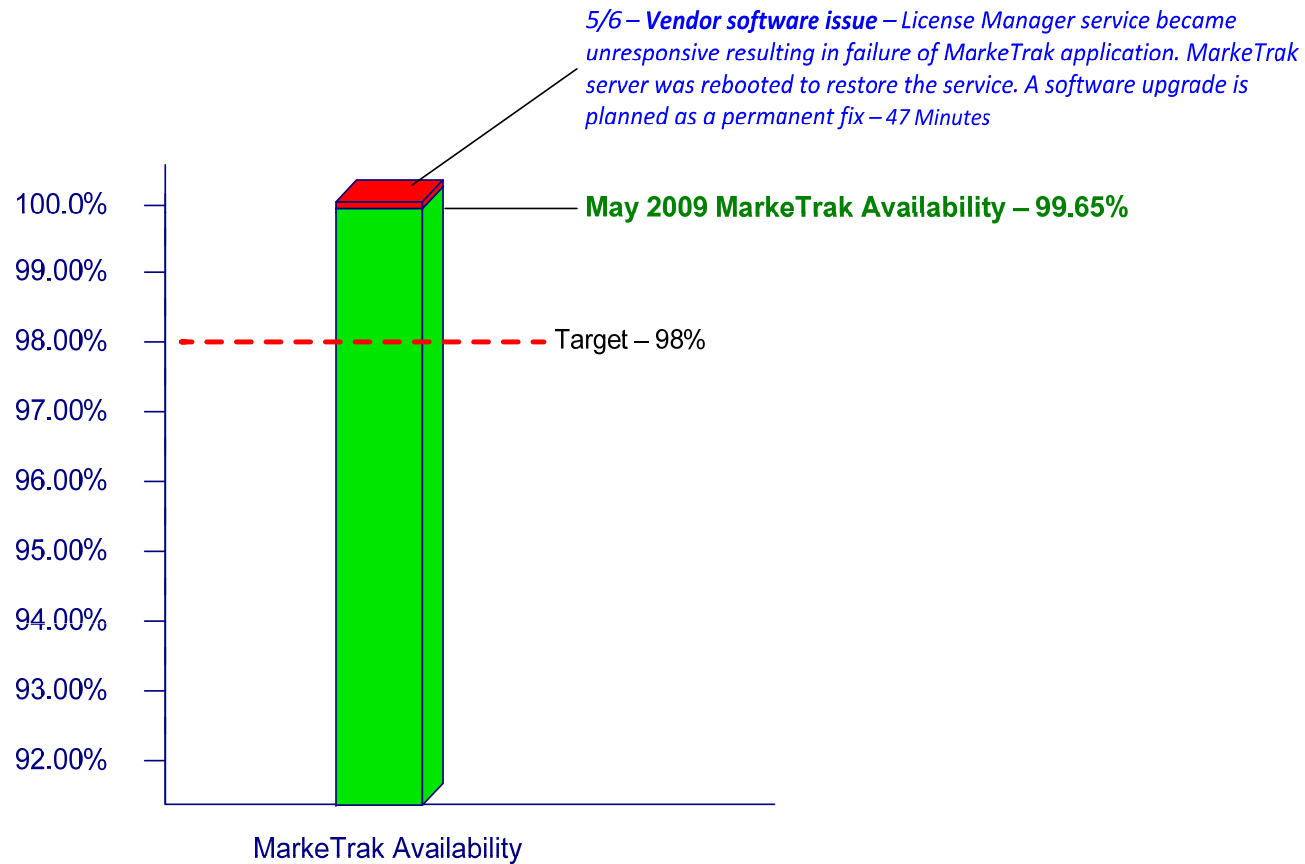
TML Availability Summary

May 2009 TML Availability Summary



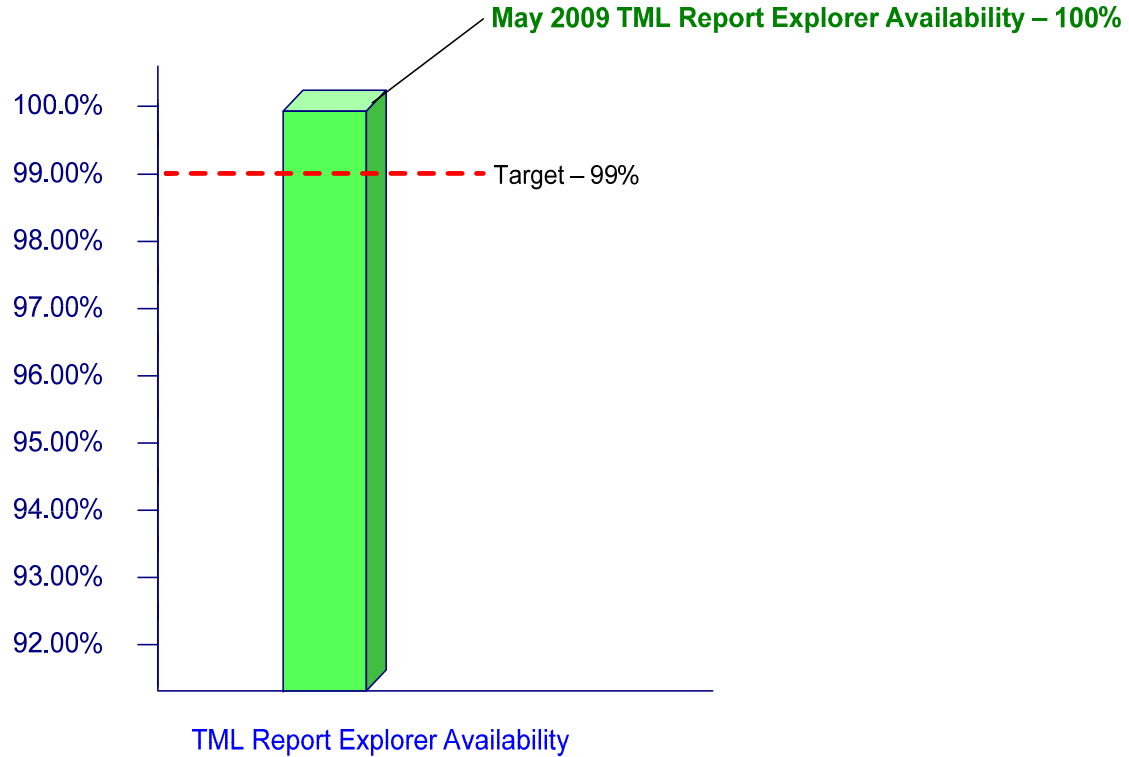
MarkeTrak Availability Summary

May 2009 MarkeTrak Availability Summary



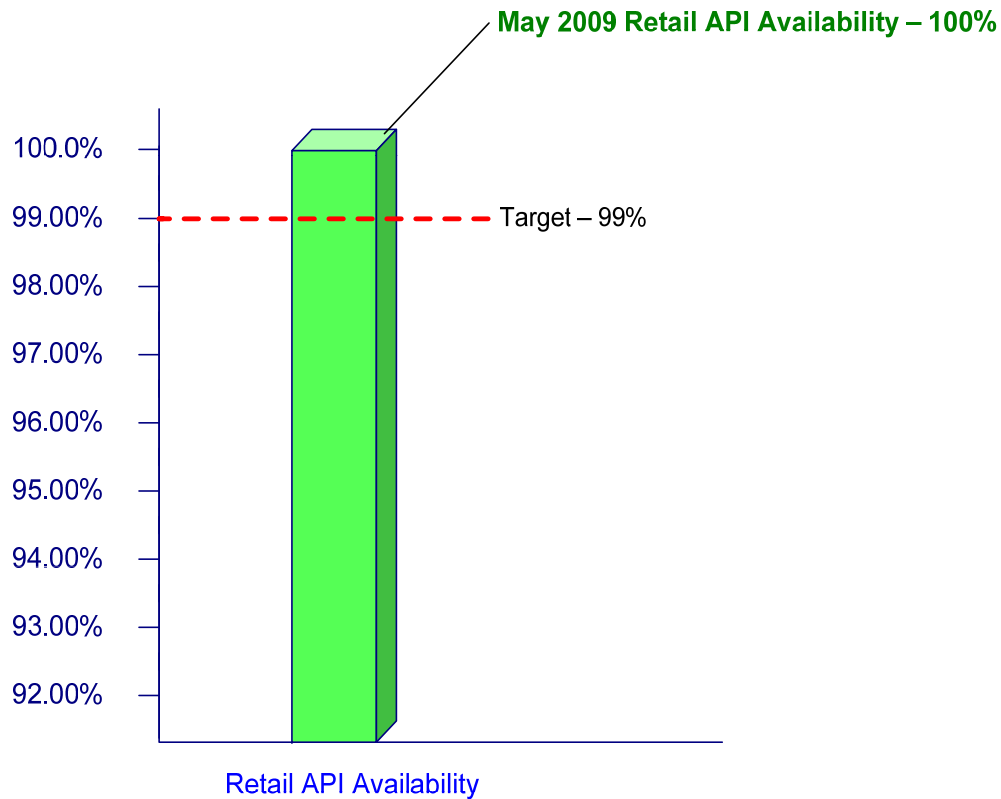
TML Report Explorer Availability Summary

May 2009 TML Report Explorer Availability Summary



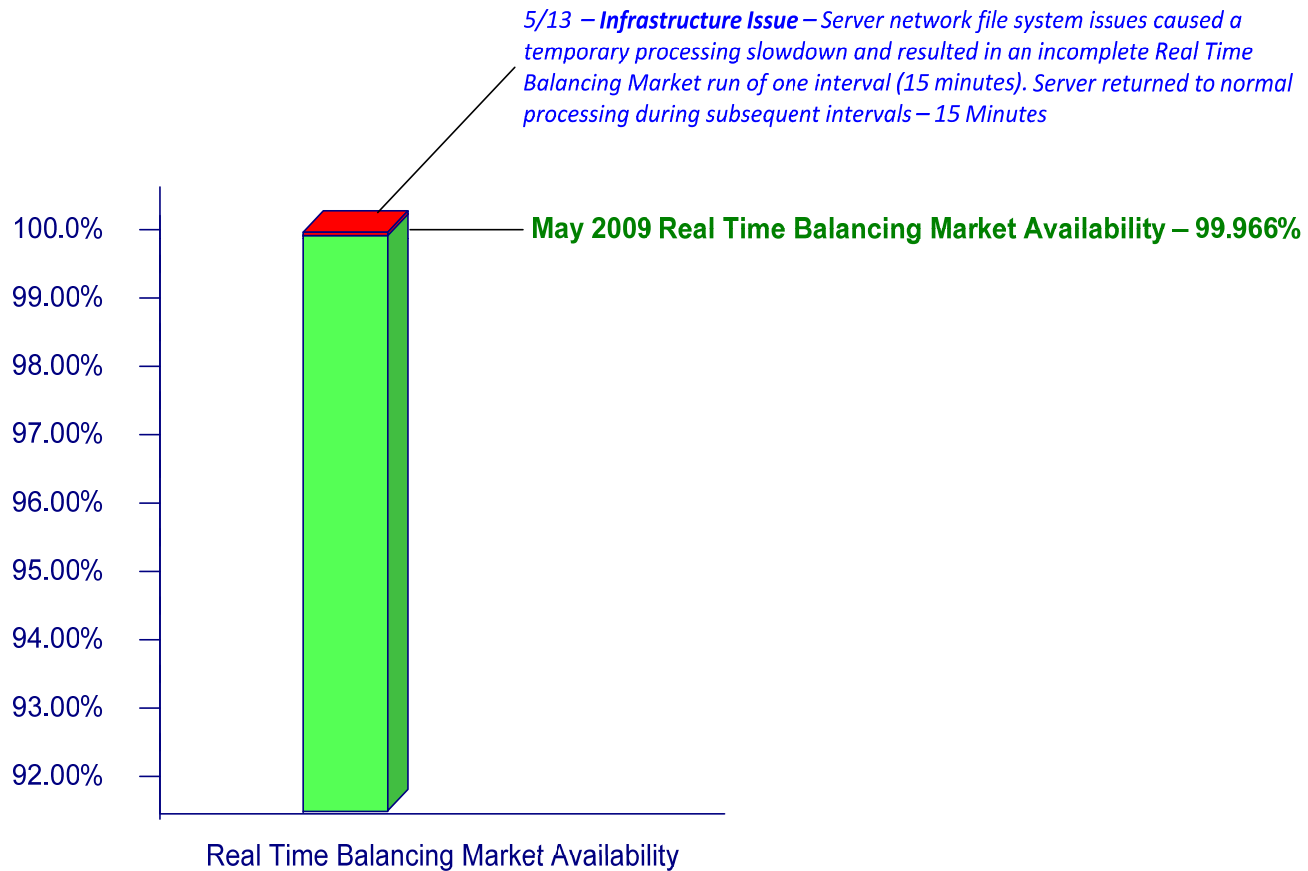
Retail API Availability Summary

May 2009 Retail API Availability Summary



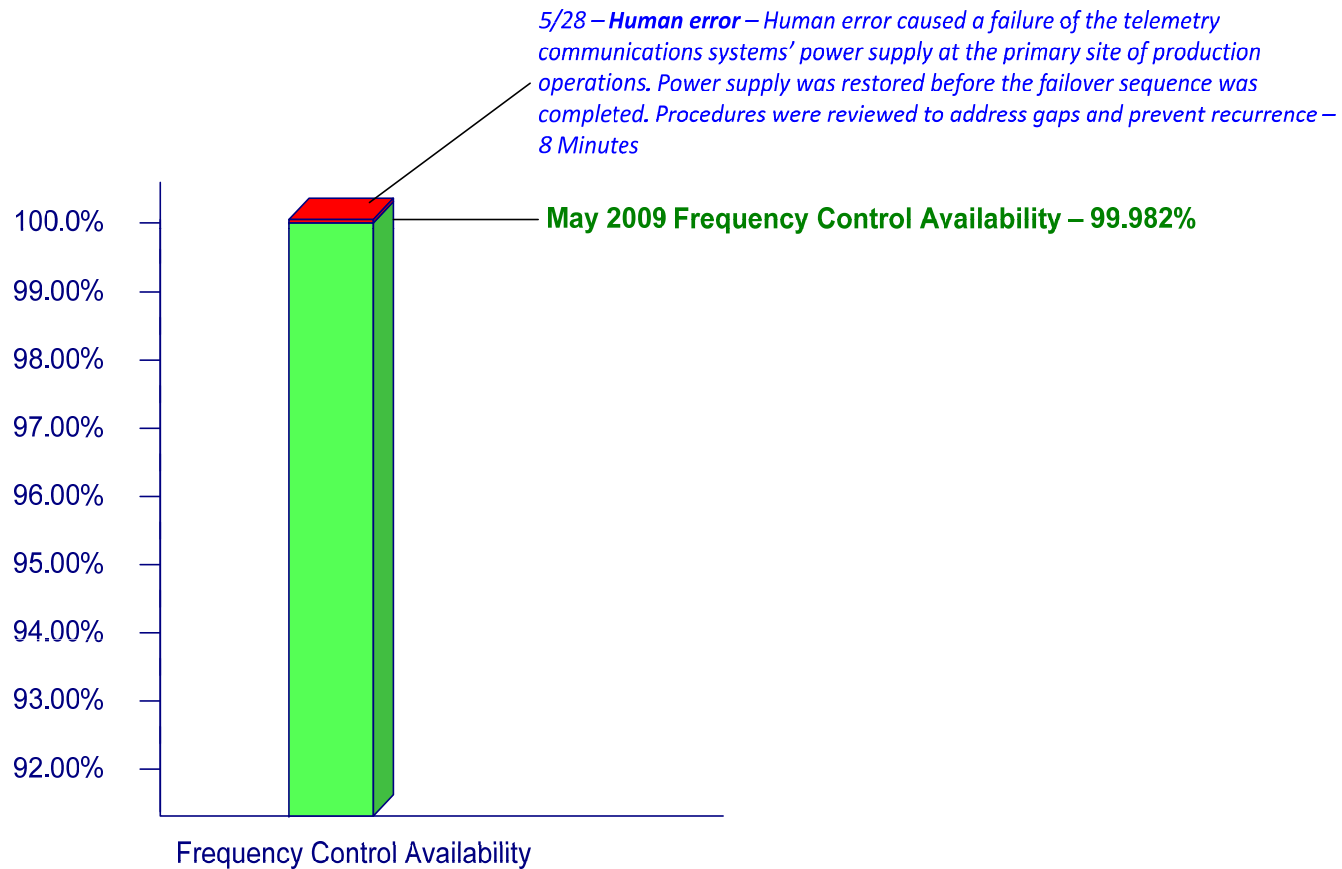
Real Time Balancing Market Availability Summary

May 2009 Real Time Balancing Market Availability Summary



Frequency Control Availability Summary

May 2009 Frequency Control Availability Summary



Metrics Guide – Nodal Early Delivery Systems

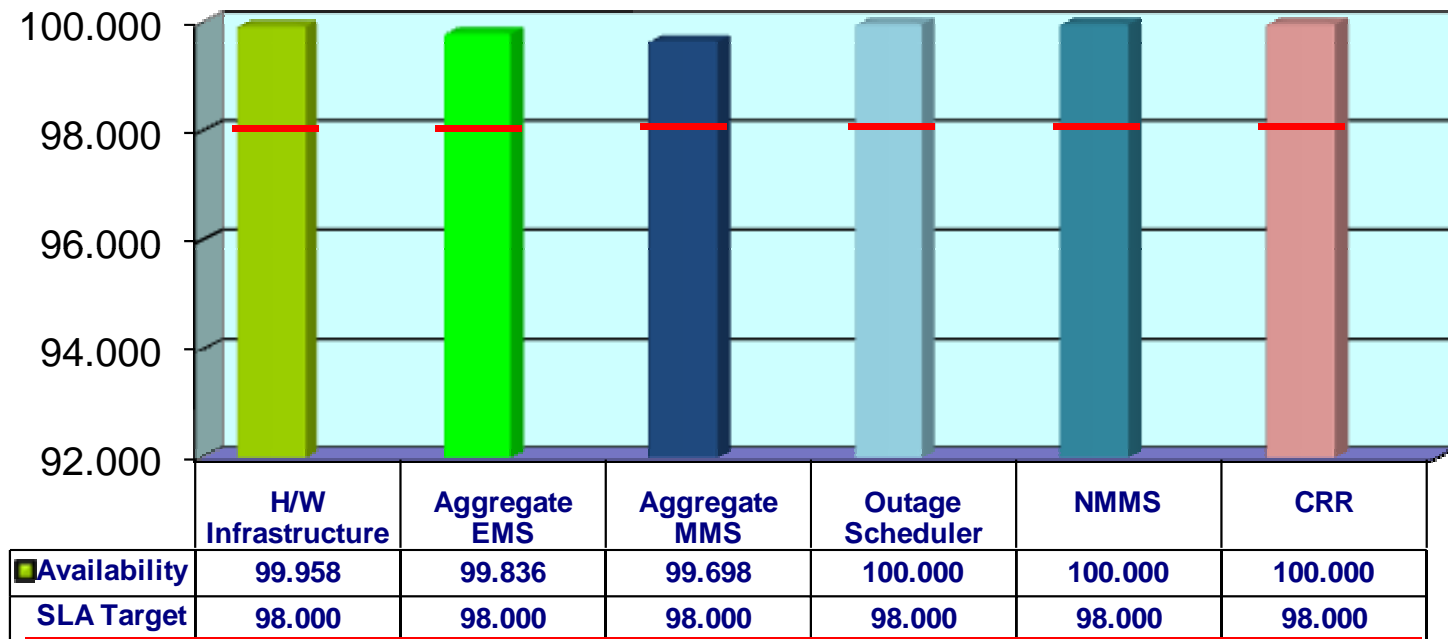
- **EDS Hardware Infrastructure**
 - Measure of the availability of the systems that compose the “Early Delivery Systems” where Nodal applications are deployed
- **Aggregate Energy Management System (EMS)**
 - Measure of the availability of software that provides real time grid control capability. Calculated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

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



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

May 2009 Net Availability - MIS, Reporting and Financial Clearinghouse

