



Information Technology Service Availability Metrics

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❖ Retail and Wholesale Systems Performance

- **Retail Transaction Processing** – June performance was 99.89%. This was below the service level target of 99.9%
 - Operating System disk access functioned incorrectly during a server infrastructure maintenance activity, resulting in application failure for 43 minutes. Servers were rebooted to restore the application. Root cause is not known as the maintenance activity is supported in “live” mode. However, procedures have been put in place to ensure that this activity will be performed only during planned outage windows in future
- **TML, TML Report Explorer, Retail API** – June performance was 99.89%. This was above the service level target of 99%
- **MarkeTrak** – June performance was 98.94%. This was above the service level target of 98%
- **Wholesale Total** – June performance was 100%

❖ Market and Grid Control Systems Performance

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

Agenda and Commentary (continued)

❖ **Nodal Systems Performance**

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

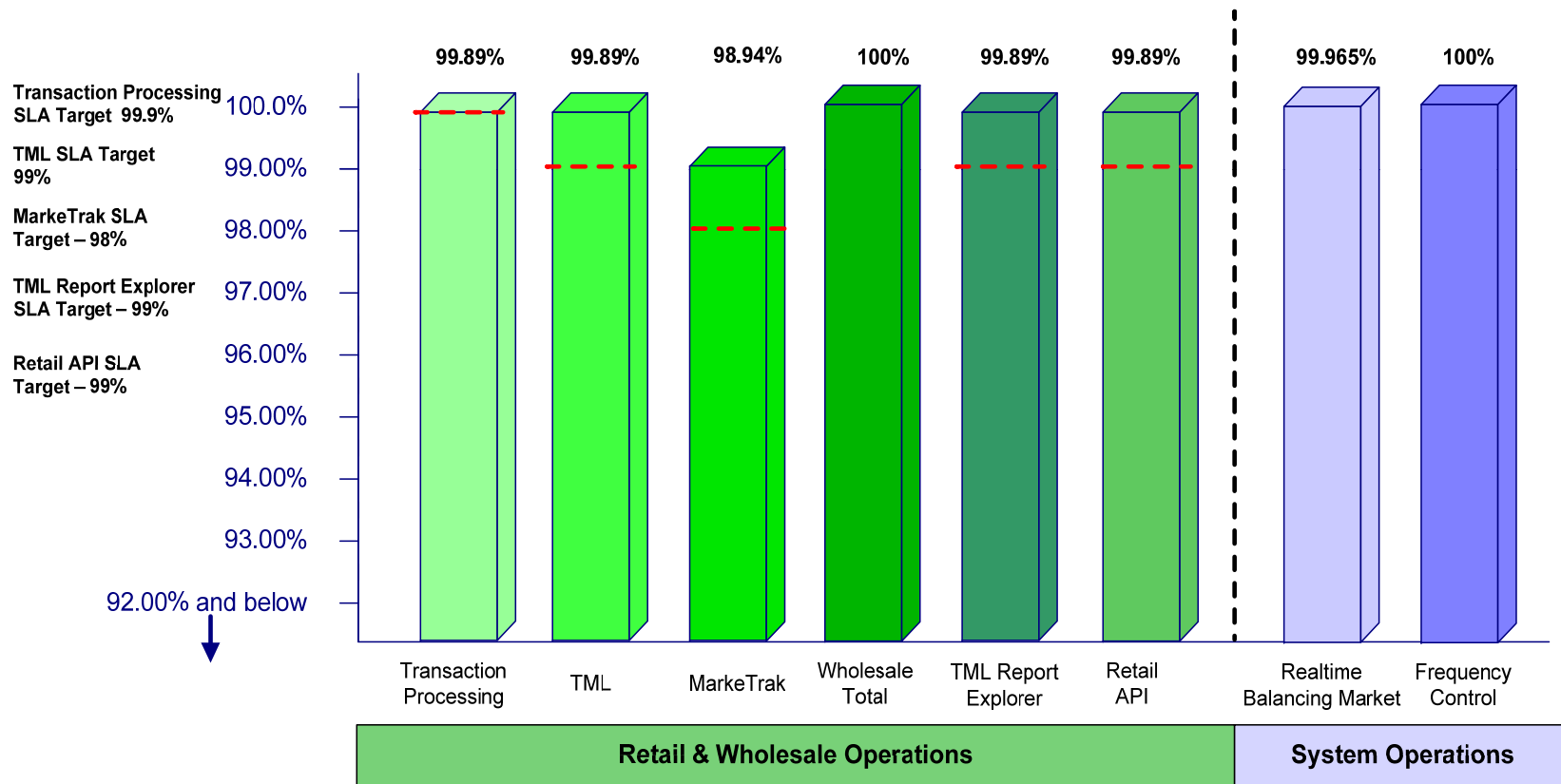
2009 Net Service Availability

2009 Net Service Availability Through June 30th 2009



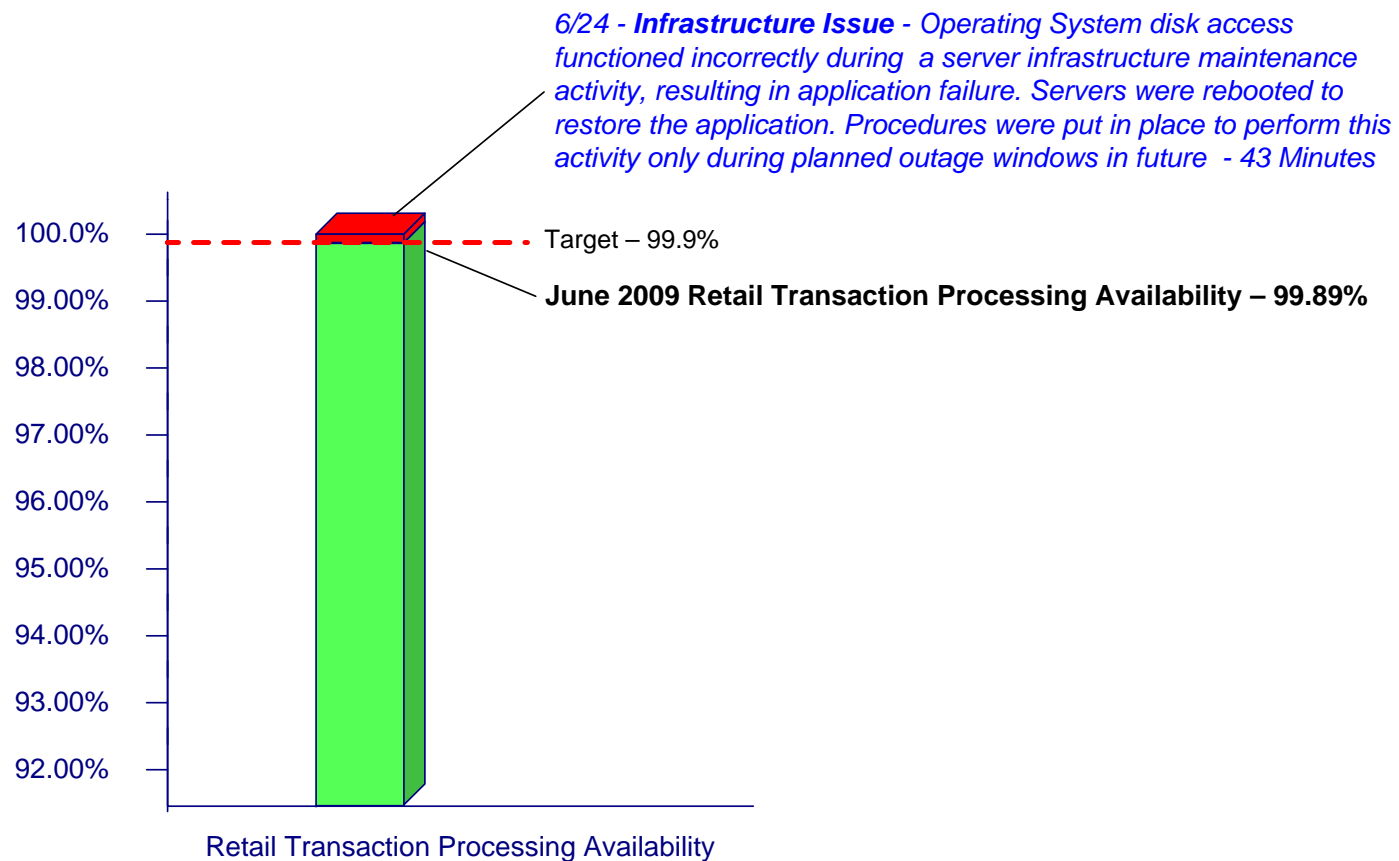
June 2009 Net Service Availability

June 2009 Net Service Availability



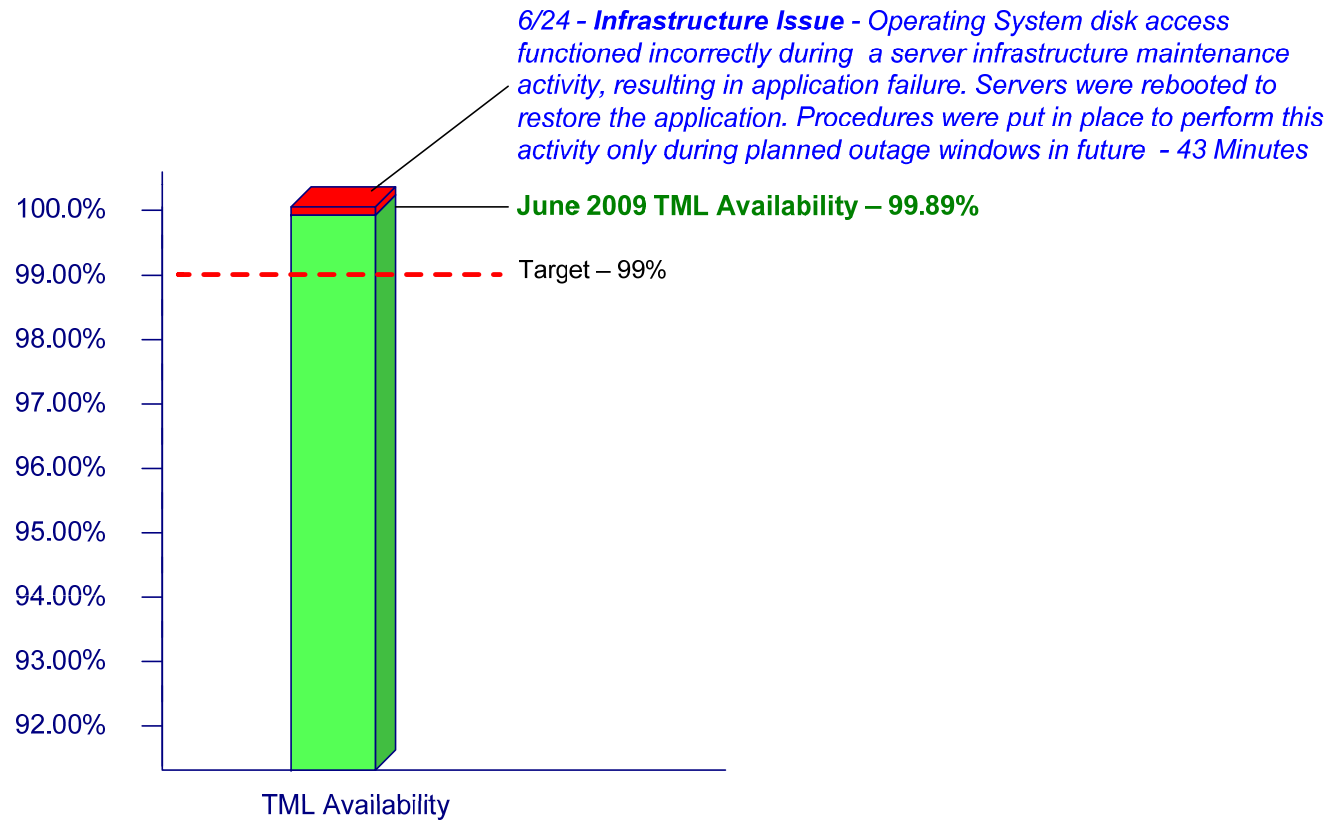
Retail Transaction Processing Availability Summary

June 2009 Retail Transaction Processing Availability Summary



TML Availability Summary

June 2009 TML Availability Summary



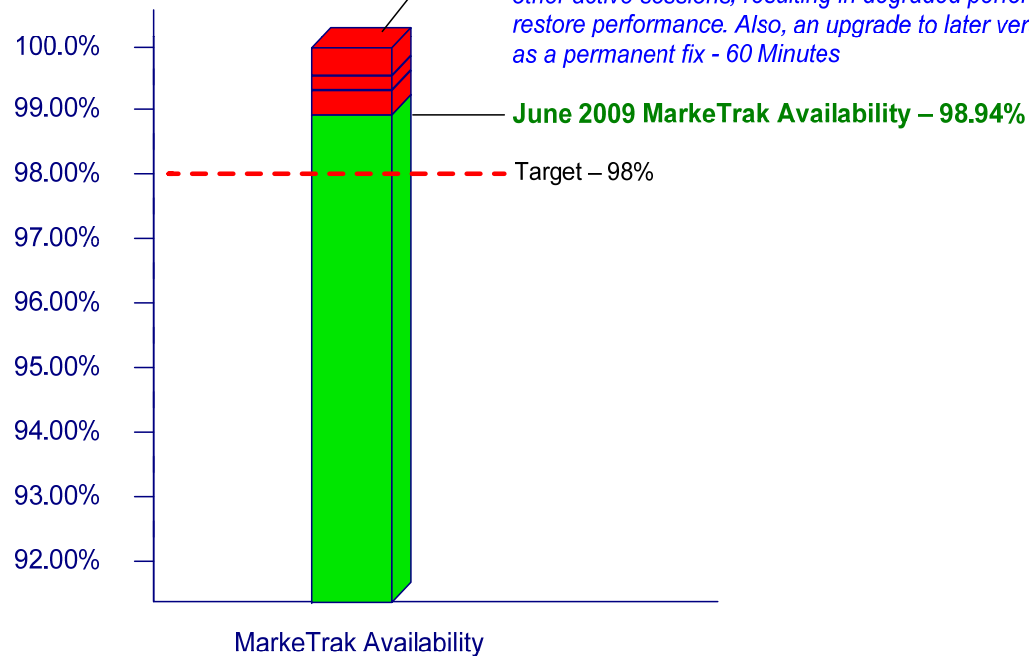
MarkeTrak Availability Summary

June 2009 MarkeTrak Availability Summary

*6/19 - **Application Issue** – A planned shutdown / restart sequence functioned incorrectly and caused duplicate application images, requiring a repeat restart. Root cause is not known. However, procedures have been put in place to ensure verification of full termination before restart - 70 Minutes*

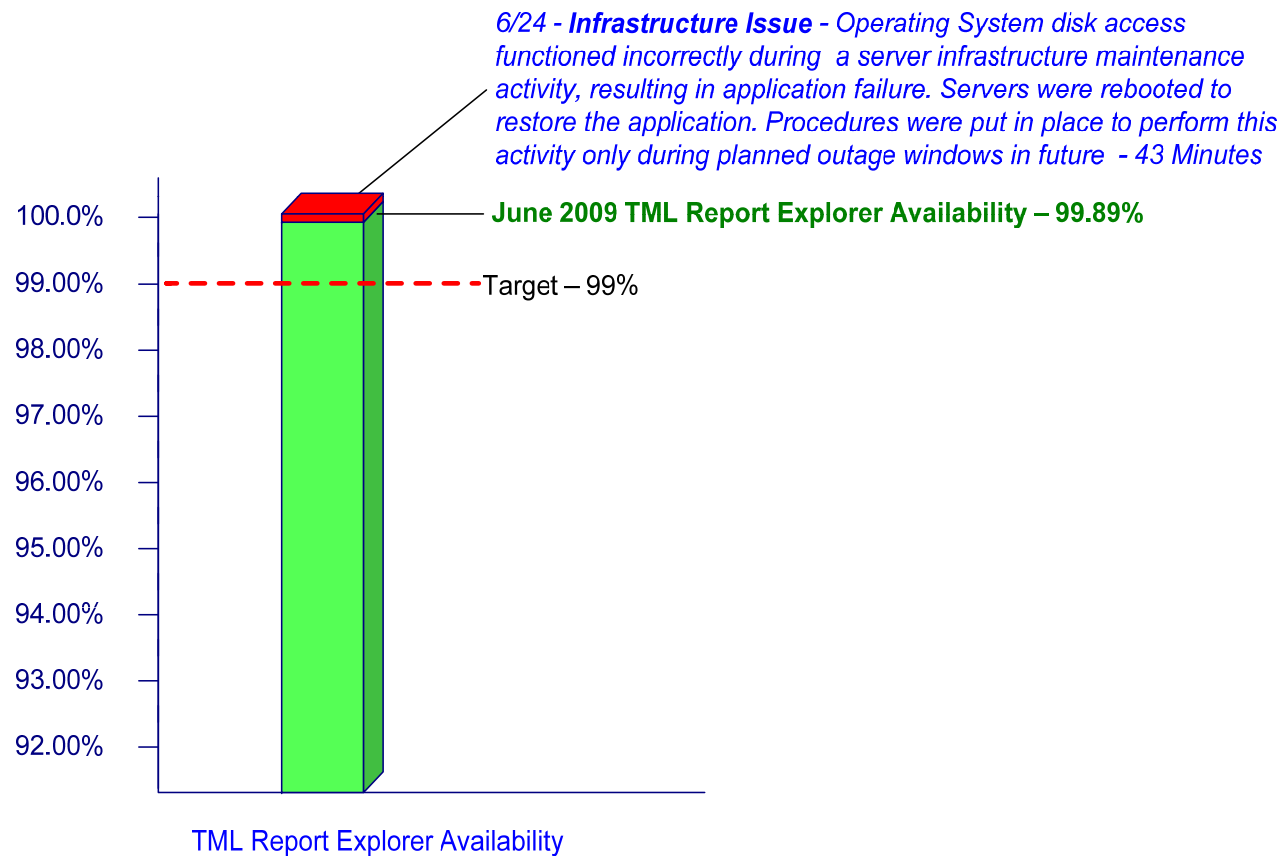
*6/17, 6/22 – **Vendor software Issue** - License Manager service became unresponsive resulting in failure of MarkeTrak application. Server was rebooted to restore the service. A software upgrade is planned as a permanent fix- Total 31 Minutes*

*6/8 – **Software Issue** - Database diagnostics session caused resource contention with other active sessions, resulting in degraded performance. Database was restarted to restore performance. Also, an upgrade to later version of database software is planned as a permanent fix - 60 Minutes*



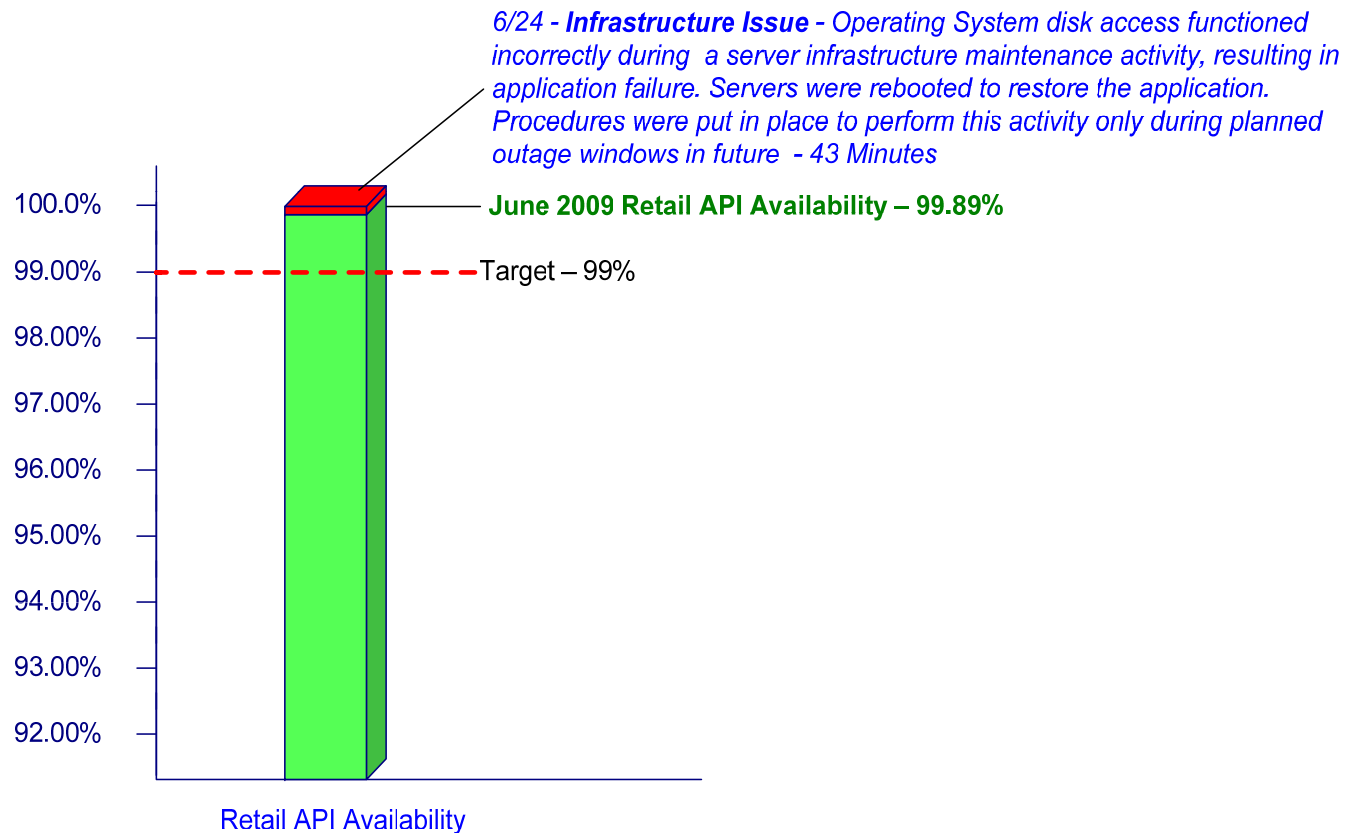
TML Report Explorer Availability Summary

June 2009 TML Report Explorer Availability Summary



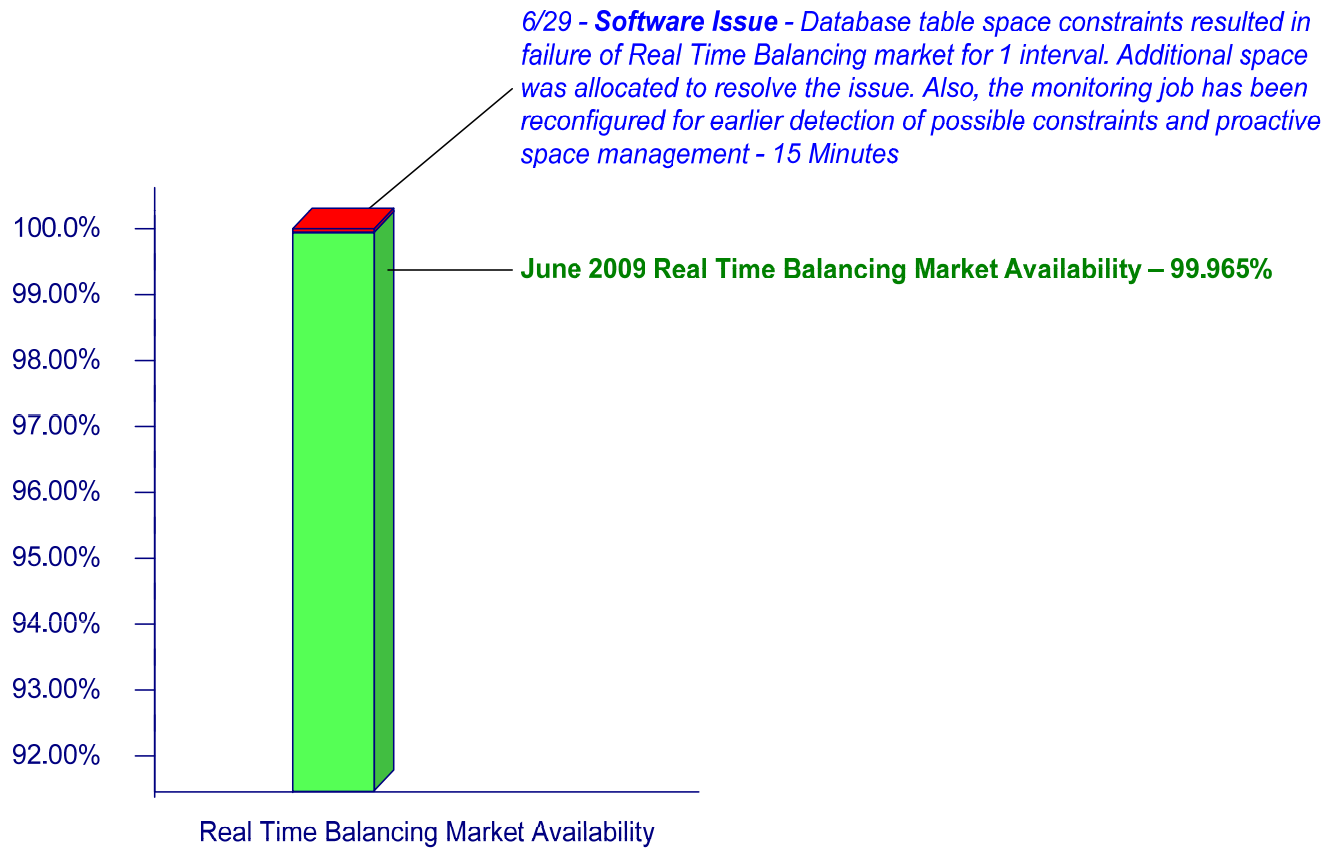
Retail API Availability Summary

June 2009 Retail API Availability Summary



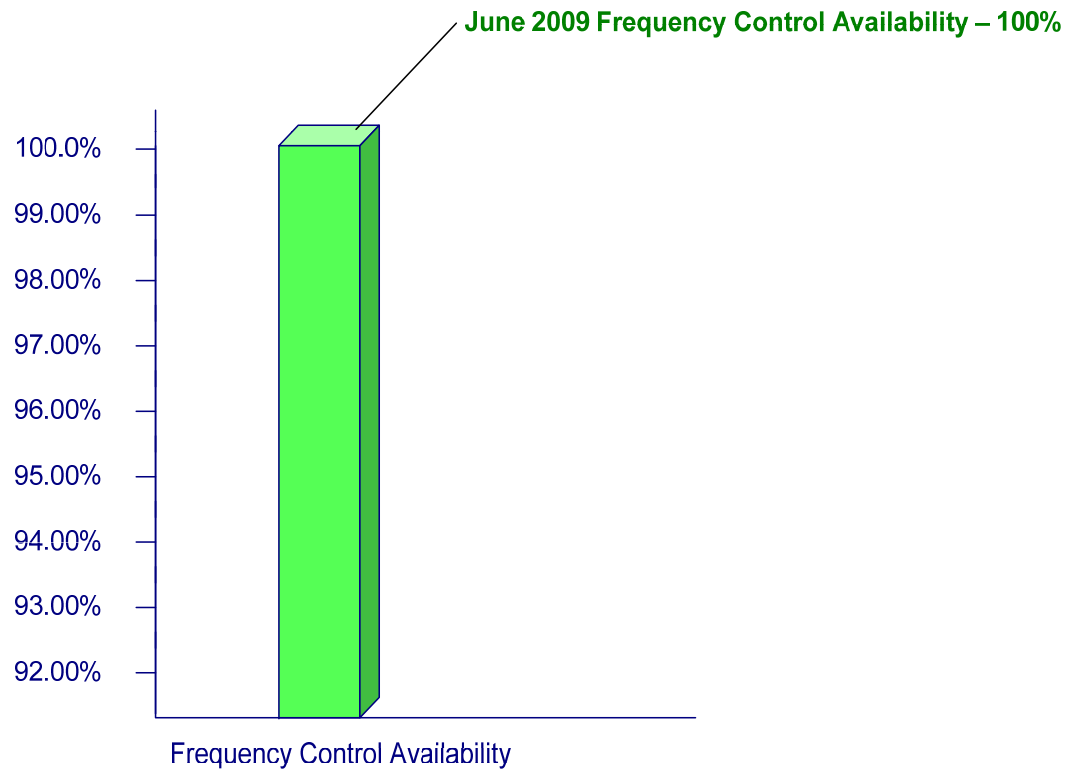
Real Time Balancing Market Availability Summary

June 2009 Real Time Balancing Market Availability Summary



Frequency Control Availability Summary

June 2009 Frequency Control Availability Summary



Metrics Guide – Nodal Early Delivery Systems

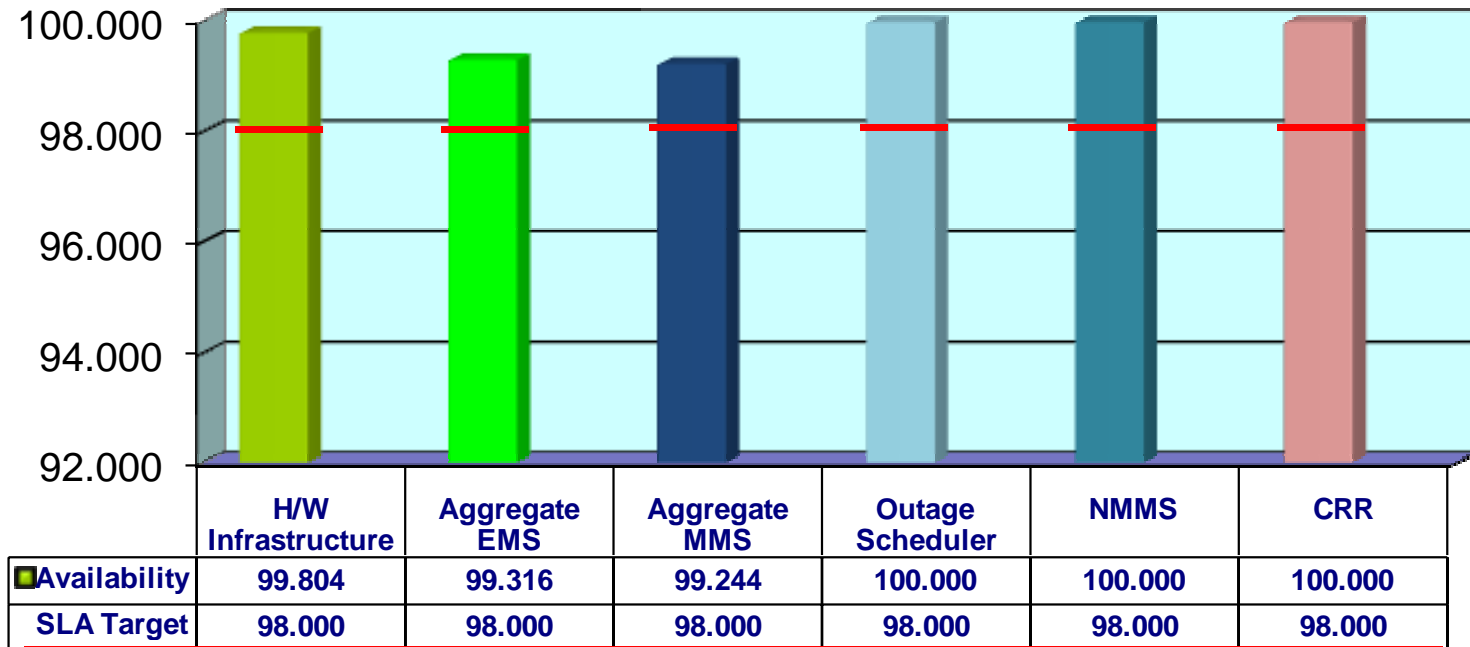
- **EDS Hardware Infrastructure**
 - Measure of the availability of the systems that compose the “Early Delivery Systems” where Nodal applications are deployed
- **Aggregate Energy Management System (EMS)**
 - Measure of the availability of software that provides real time grid control capability. Calculated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

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



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

June 2009 Net Availability - MIS, Reporting and Financial Clearinghouse

