



Information Technology and Facilities Report

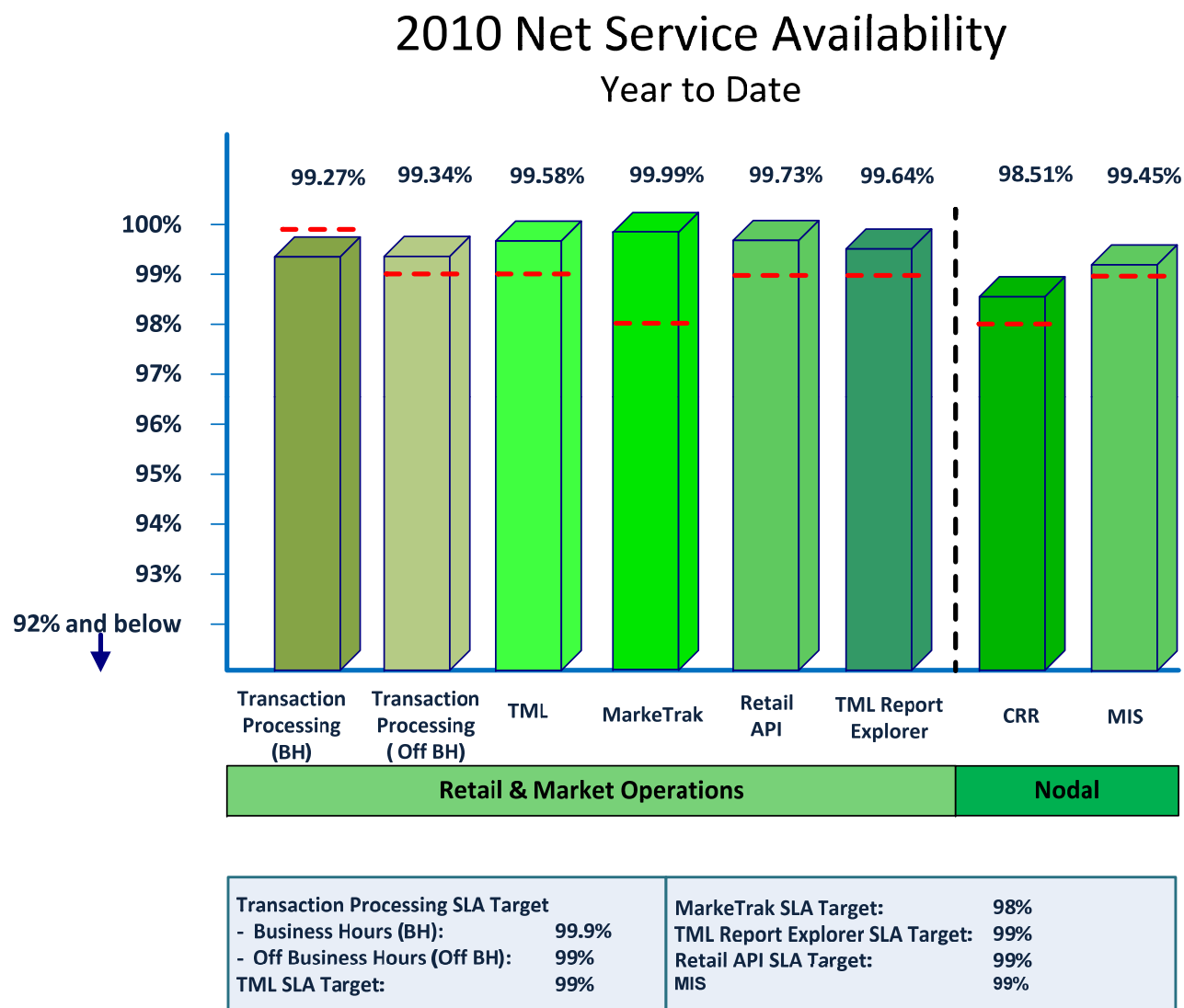
Richard Morgan
Vice President & CIO

ERCOT Board of Directors
December 14, 2010

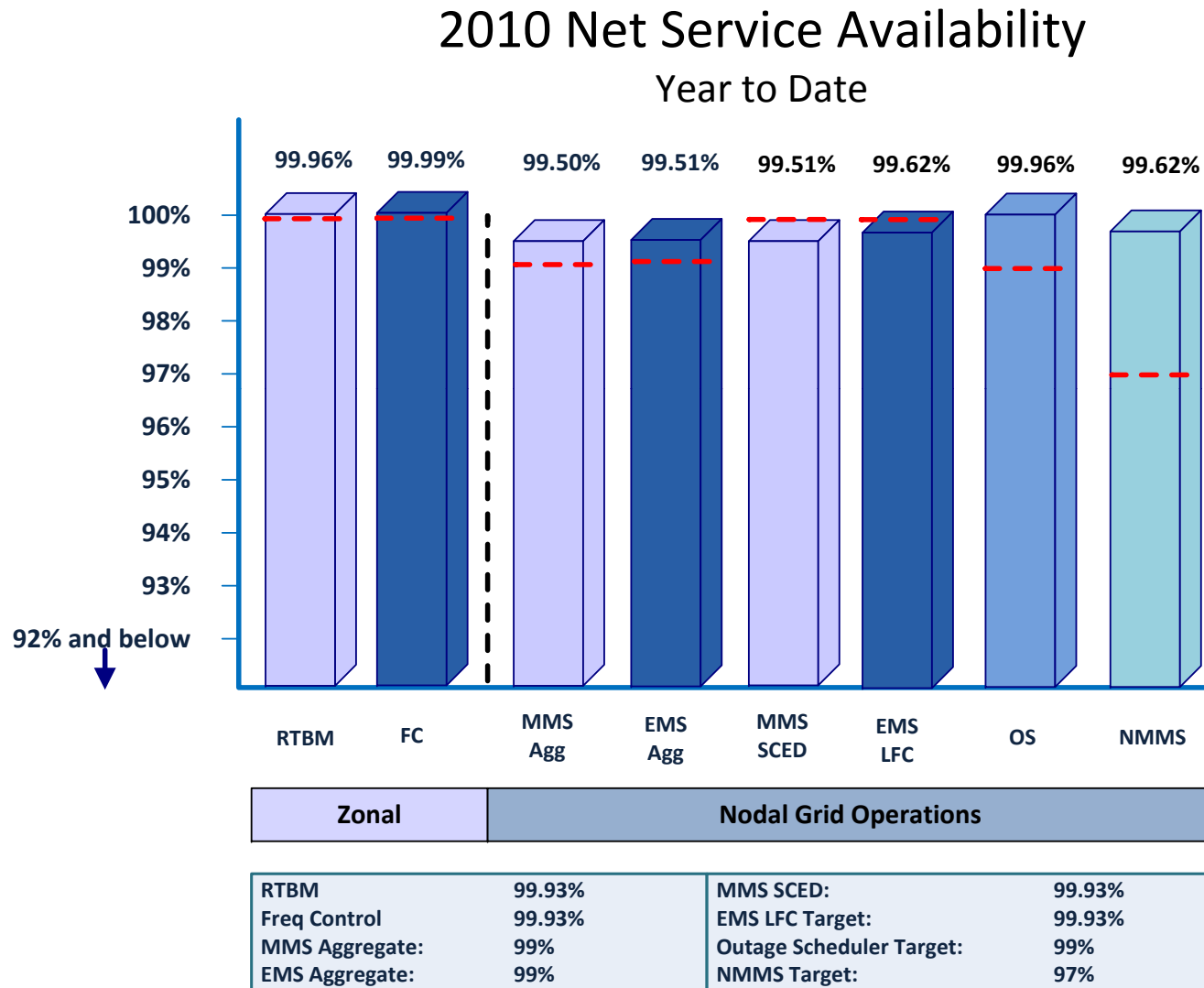
Highlights

- **Service Availability:**
 - Retail and Market Operations SLA targets were met for all systems except for business hours retail transaction processing
 - Nodal Grid Operations missed one SLA target (MMS SCED)
 - Successfully transitioned from Zonal to Nodal operations
- **MIS performance issues (11/19 – 11/23):**
 - Volume of external data requests exhausted available connections on the MIR database
 - The external impacts were to MIS displays and the retrieval of information through MIS and API
 - Information was slow in displaying or returned a timeout error message to the user
 - ERCOT increased system memory and the number of available connections during an emergency outage on 11/21
 - Additionally, ERCOT published Terms of Use document for MIS, API, and EWS which outlines limits for query and scan rates used to access public and secure information
- **Multiple application performance issues (11/19):**
 - TML and Retail API (175 minutes) experienced outages, while retail processing and MarkeTrak (150 minutes) experienced degraded performance during the morning hours
 - Root cause was slow processing due to excessive table scanning by long running queries
 - Removal of the active query sessions and restarting the applications restored normal processing

2010 Net Service Availability (Retail and Market Ops)

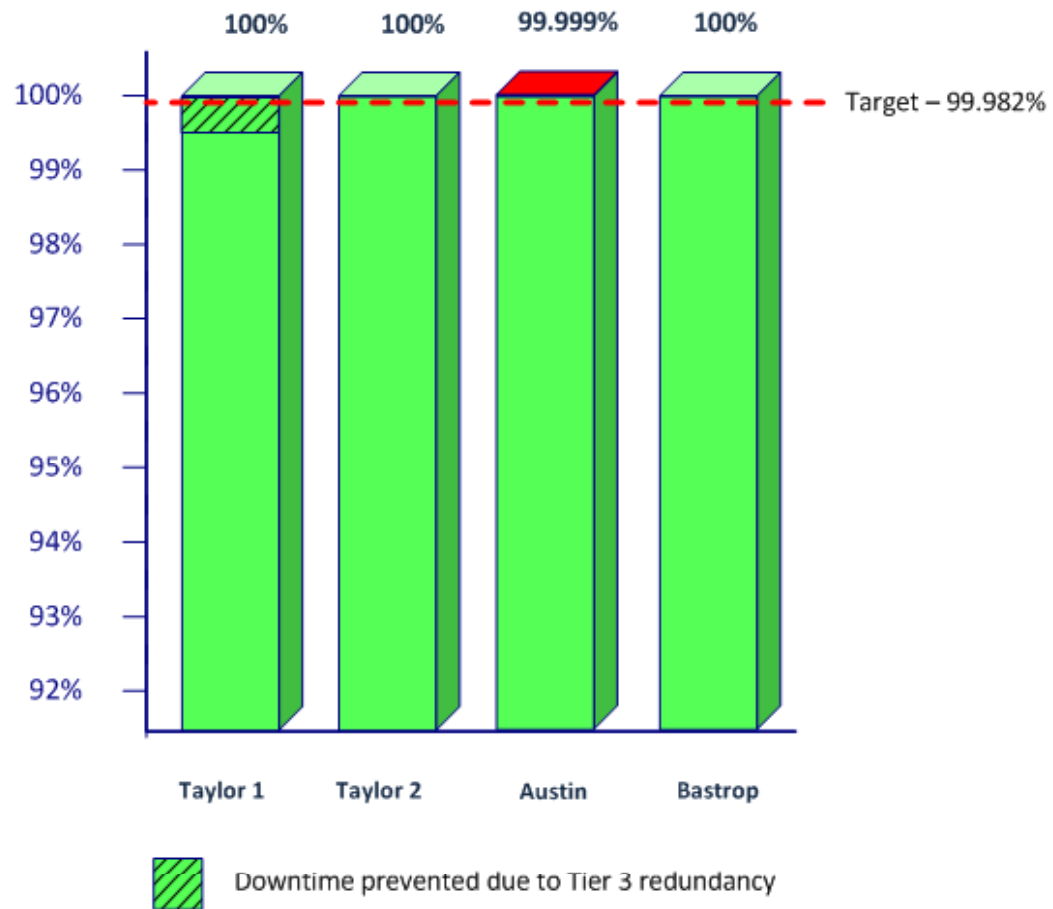


2010 Net Service Availability (Grid Ops)



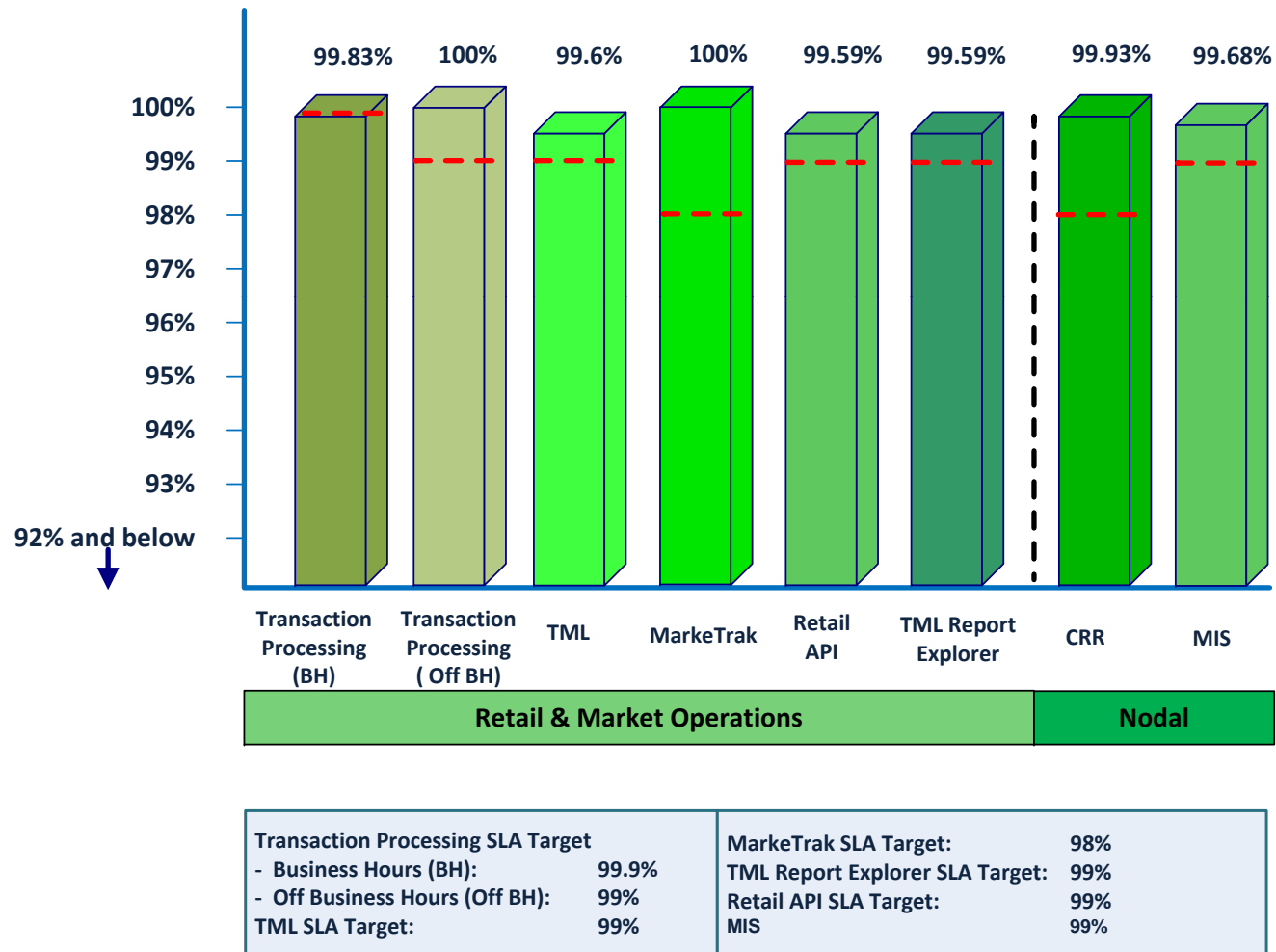
2010 Data Center Availability

2010 Data Center Availability Year to Date



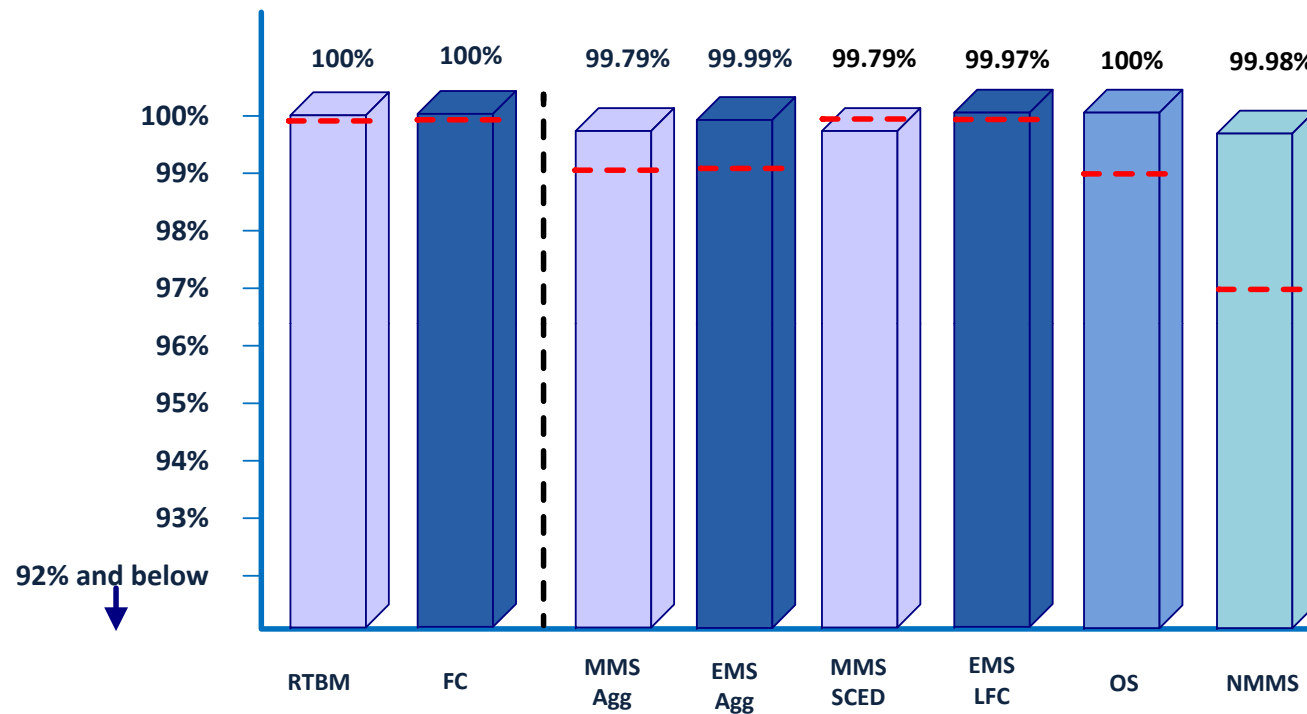
November 2010 Net Service Availability

November 2010 Net Service Availability



November 2010 Net Service Availability

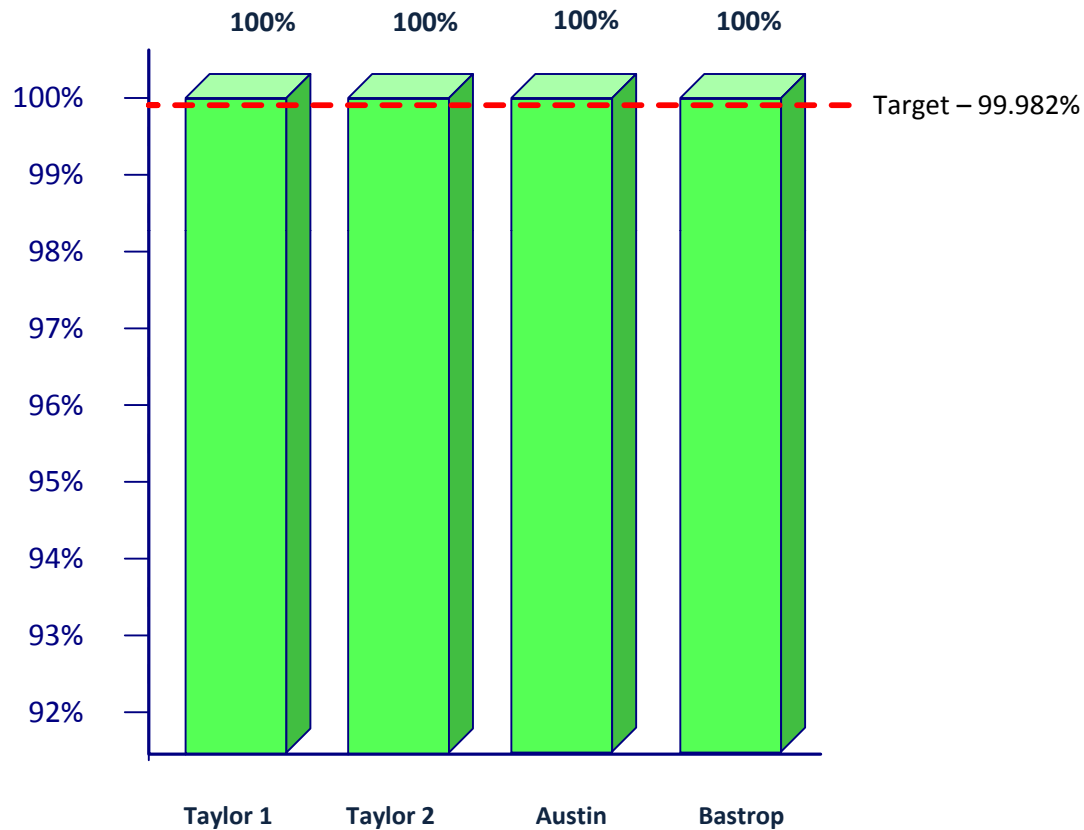
November 2010 Net Service Availability



Zonal		Nodal Grid Operations	
RTBM	99.93%	MMS SCED:	99.93%
Freq Control	99.93%	EMS LFC Target:	99.93%
MMS Aggregate:	99%	Outage Scheduler Target:	99%
EMS Aggregate:	99%	NMMS Target:	97%

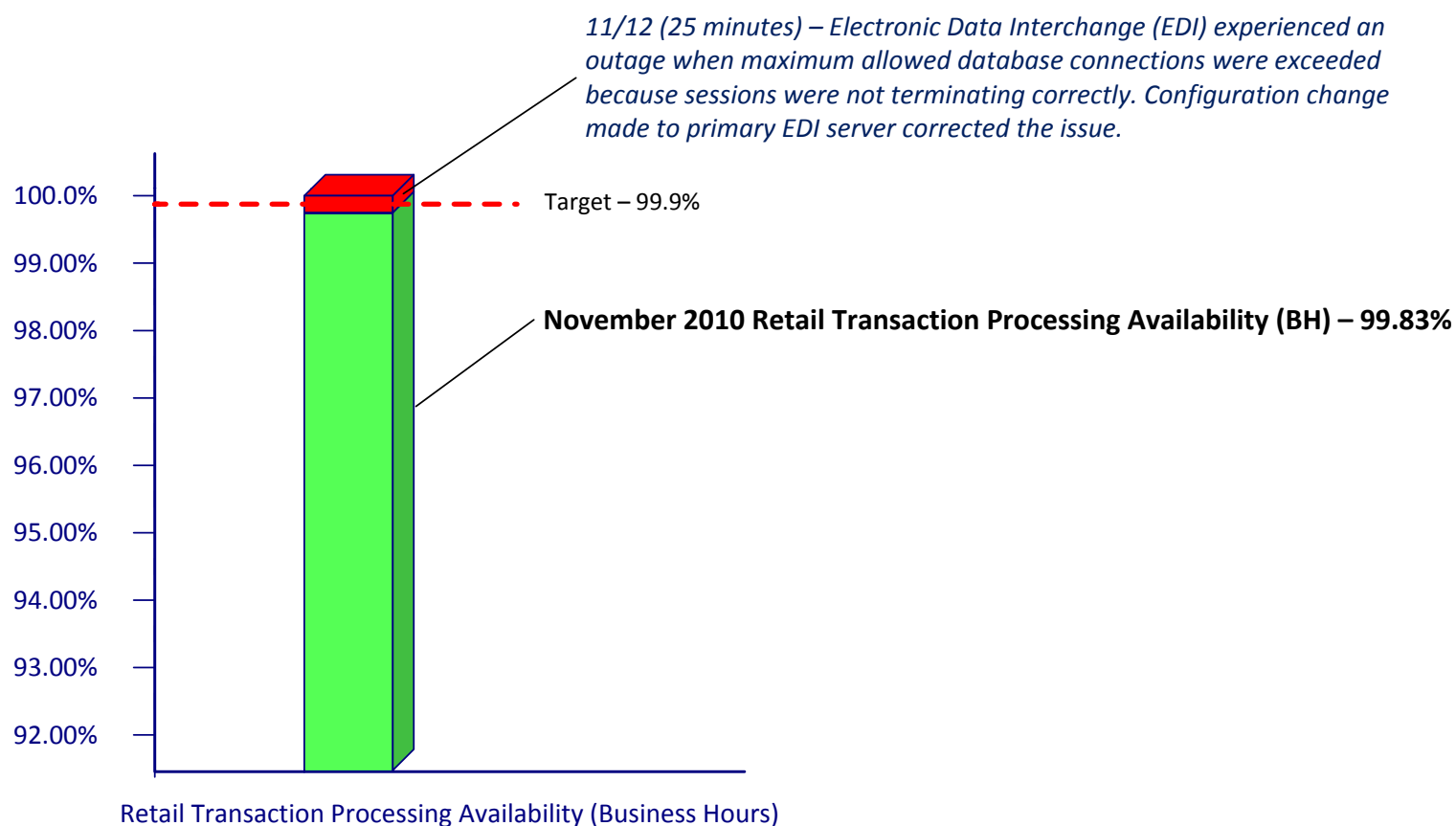
November 2010 Data Center Power Availability

November 2010 Data Center Availability



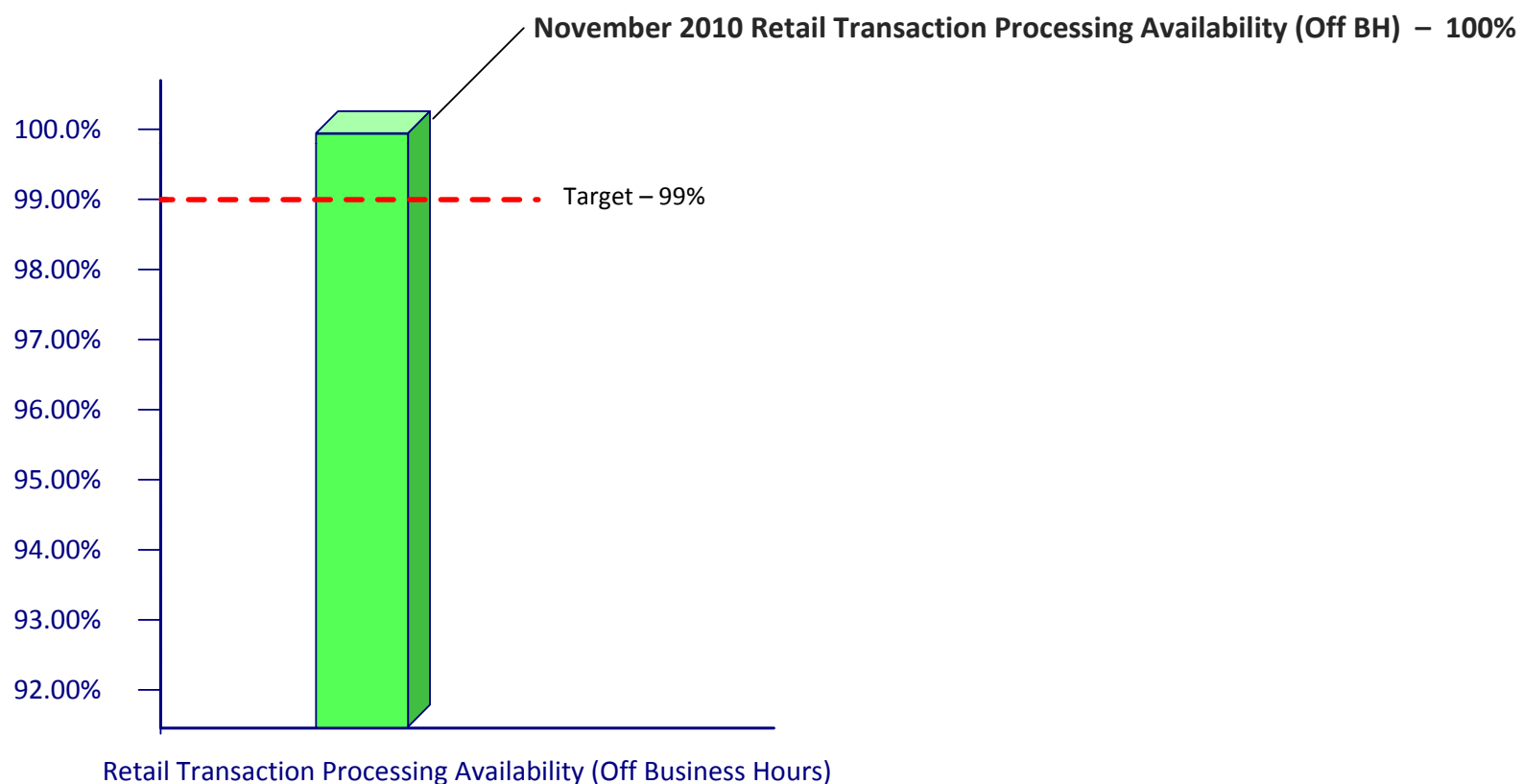
Retail Transaction Processing Availability Summary

November 2010 Retail Transaction Processing Availability Summary (Business Hours)



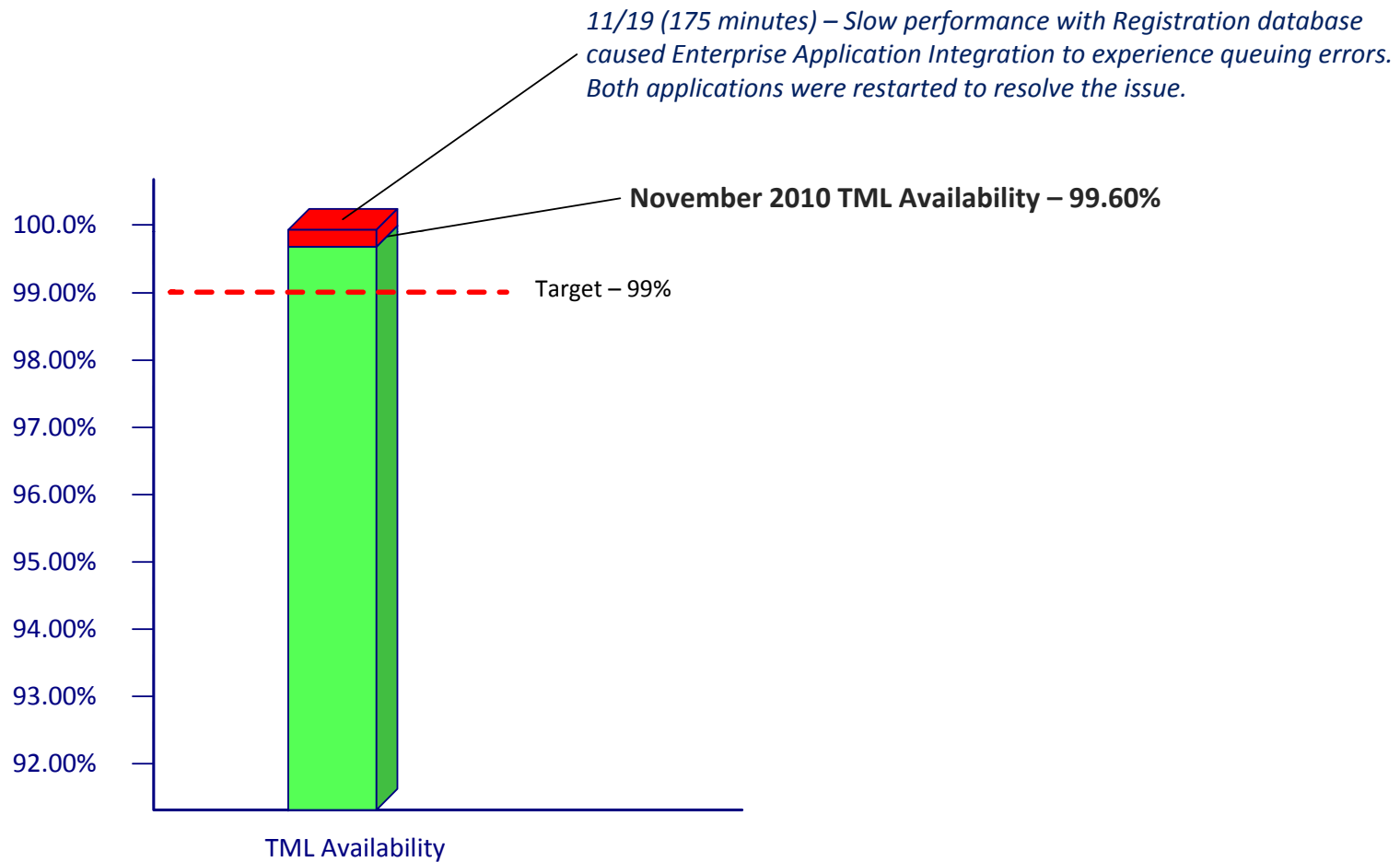
Retail Transaction Processing Availability Summary (cont'd.)

November 2010 Retail Transaction Processing Availability Summary (Off Business Hours)



TML Availability Summary

November 2010 TML Availability Summary



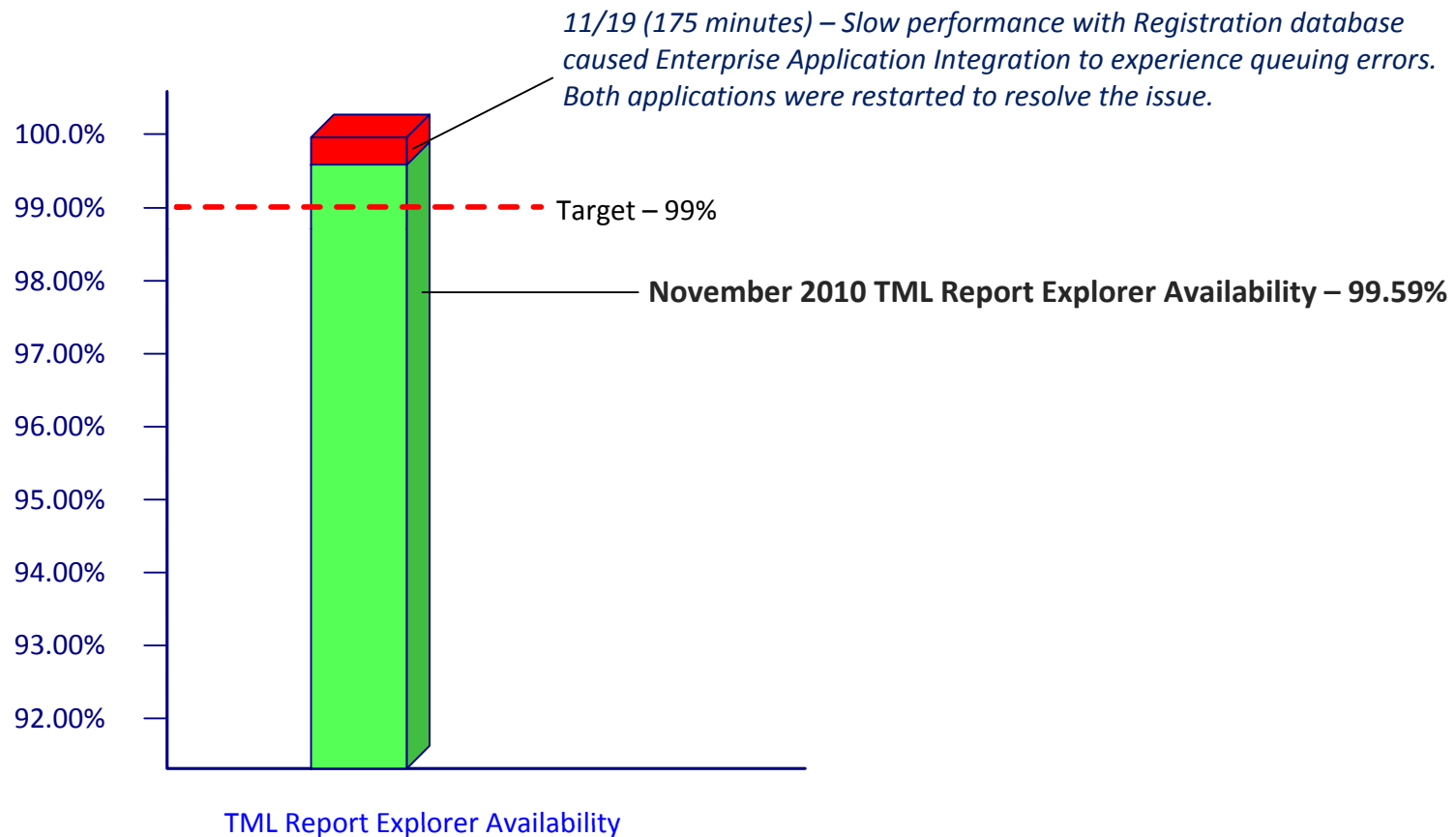
MarkeTrak Availability Summary

November 2010 MarkeTrak Availability Summary



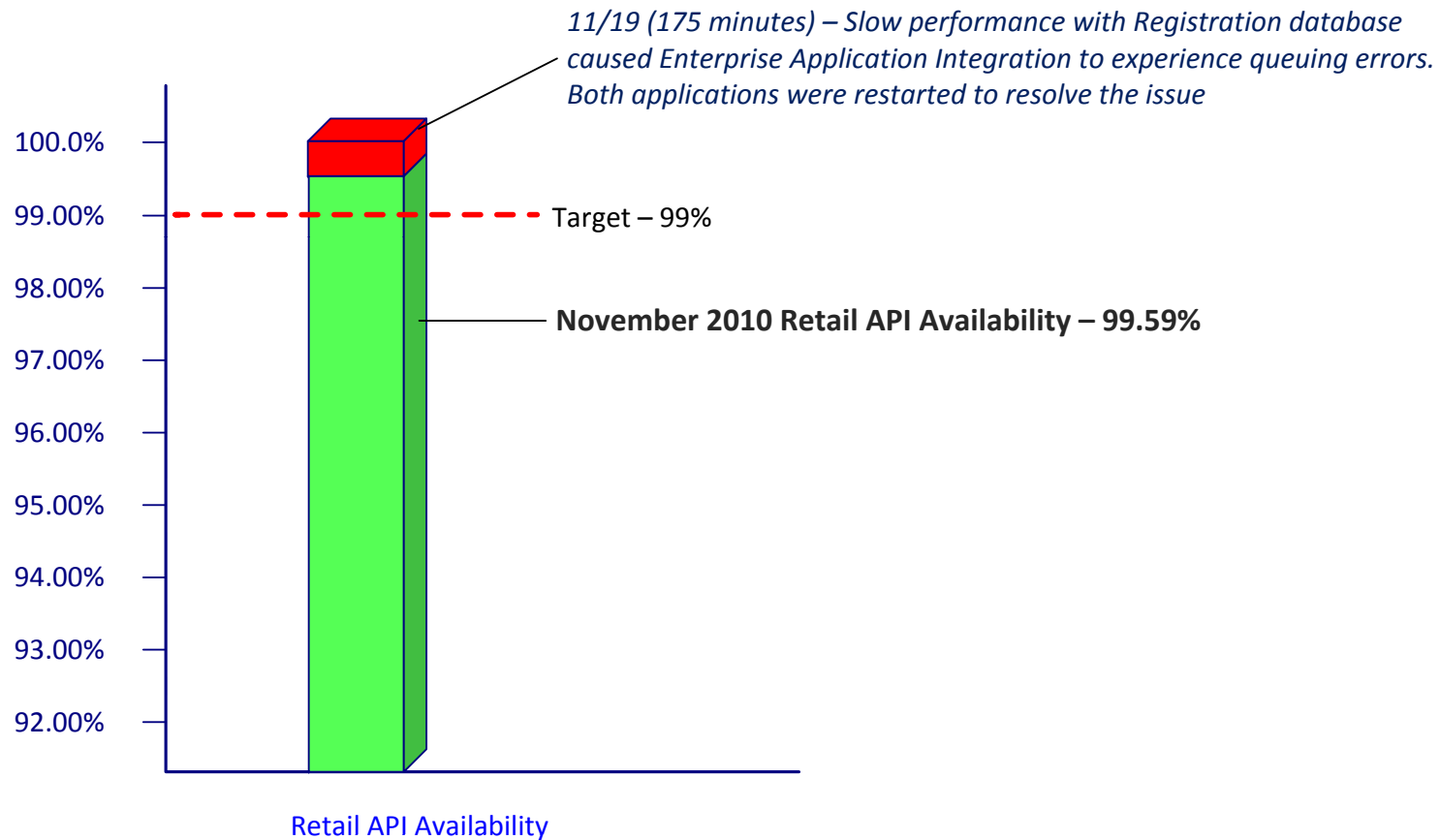
TML Report Explorer Availability Summary

November 2010 TML Report Explorer Availability Summary



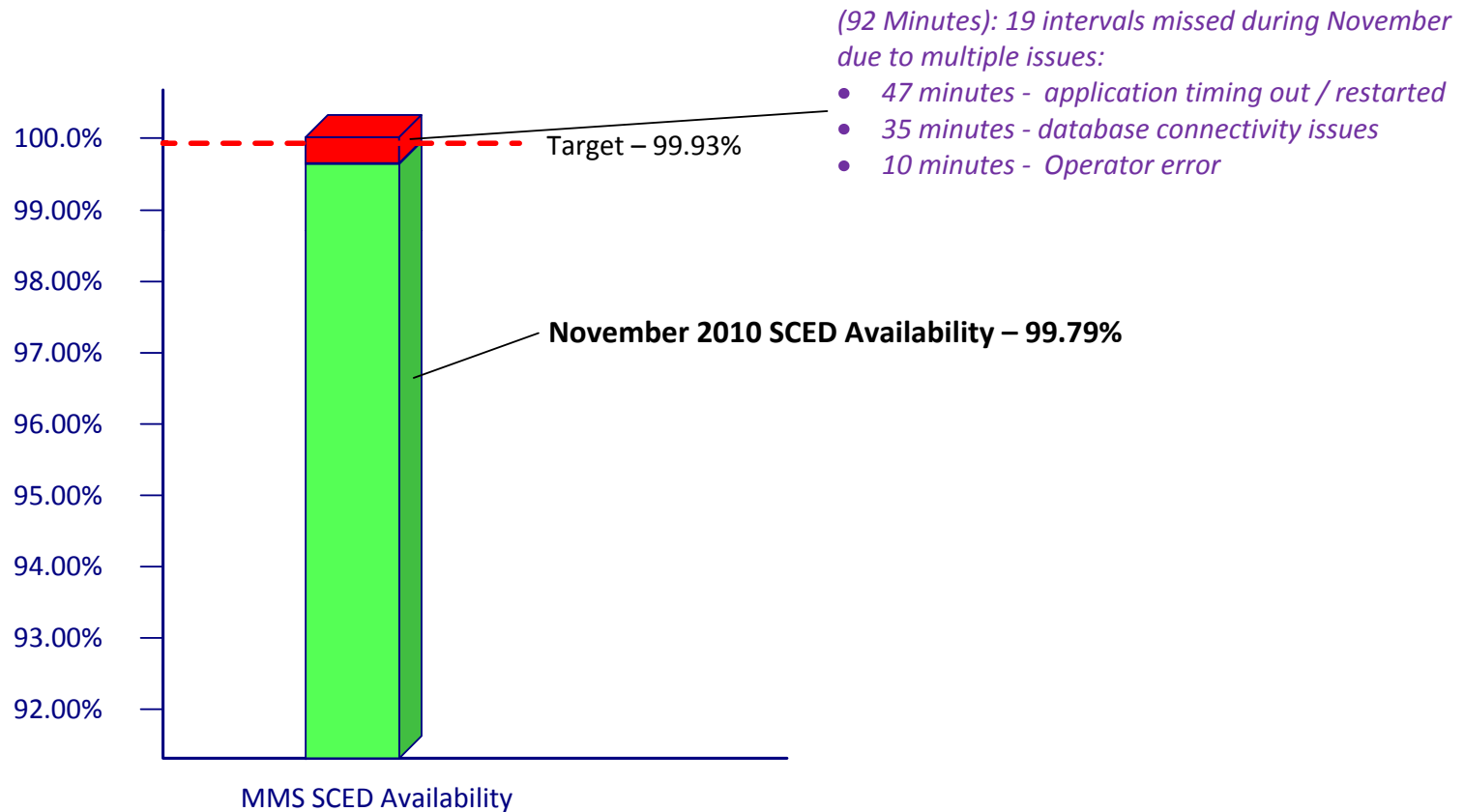
Retail API Availability Summary

November 2010 Retail API Availability Summary



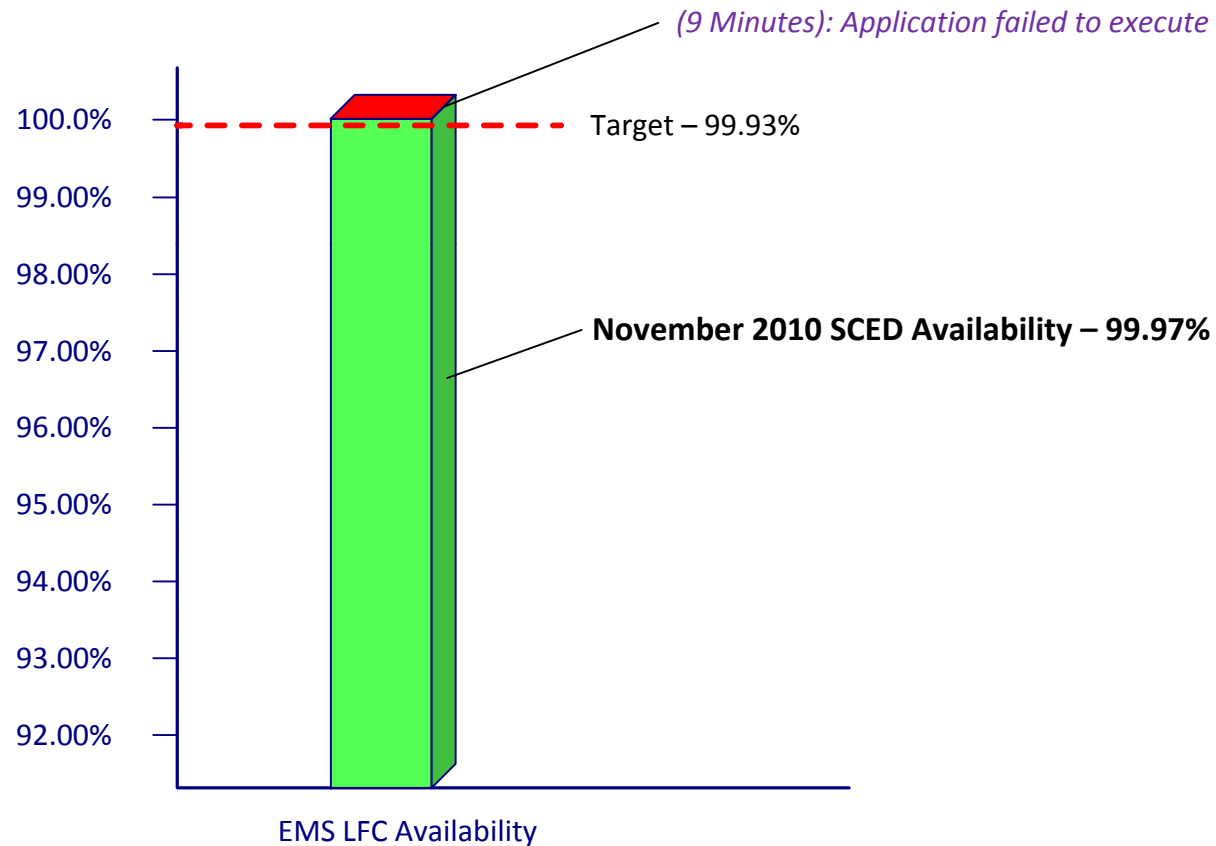
MMS SCED Availability Summary

November 2010 MMS SCED Availability Summary



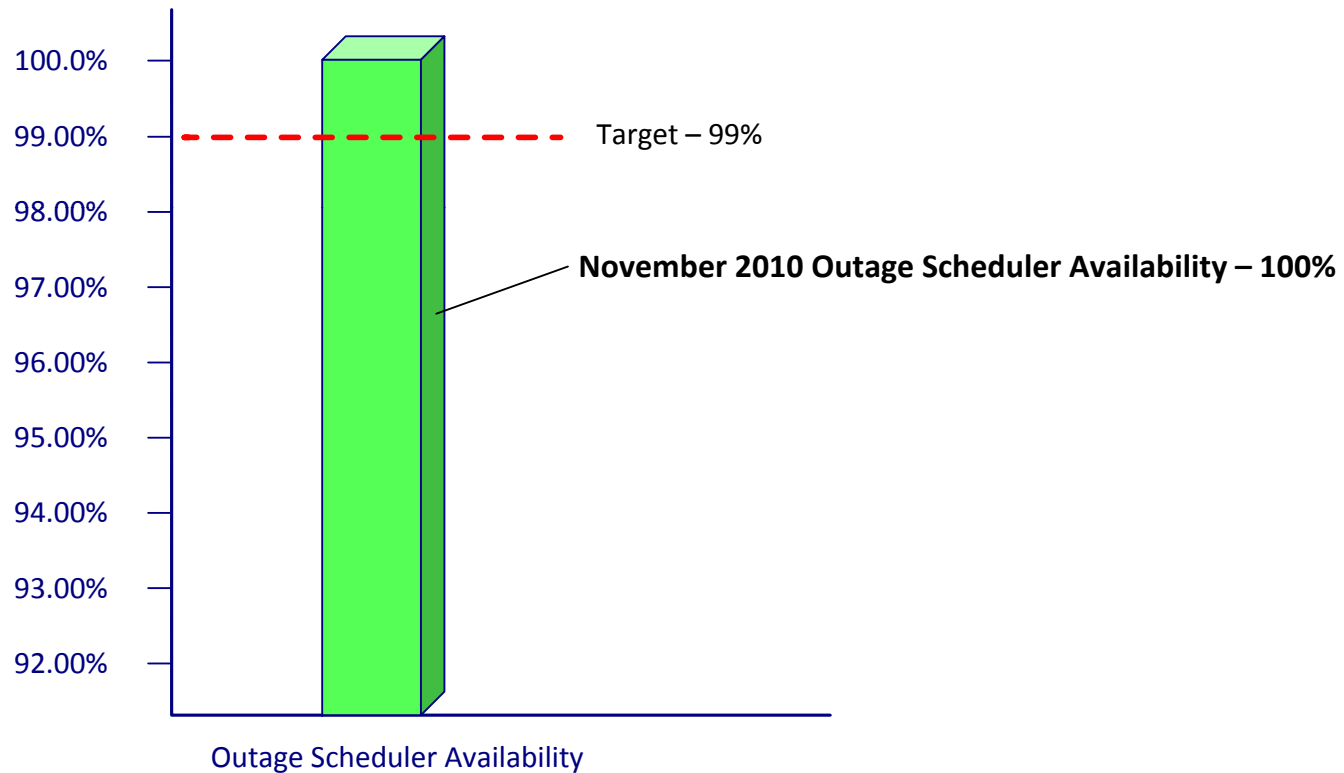
EMS LFC Availability Summary

November 2010 EMS LFC Availability Summary



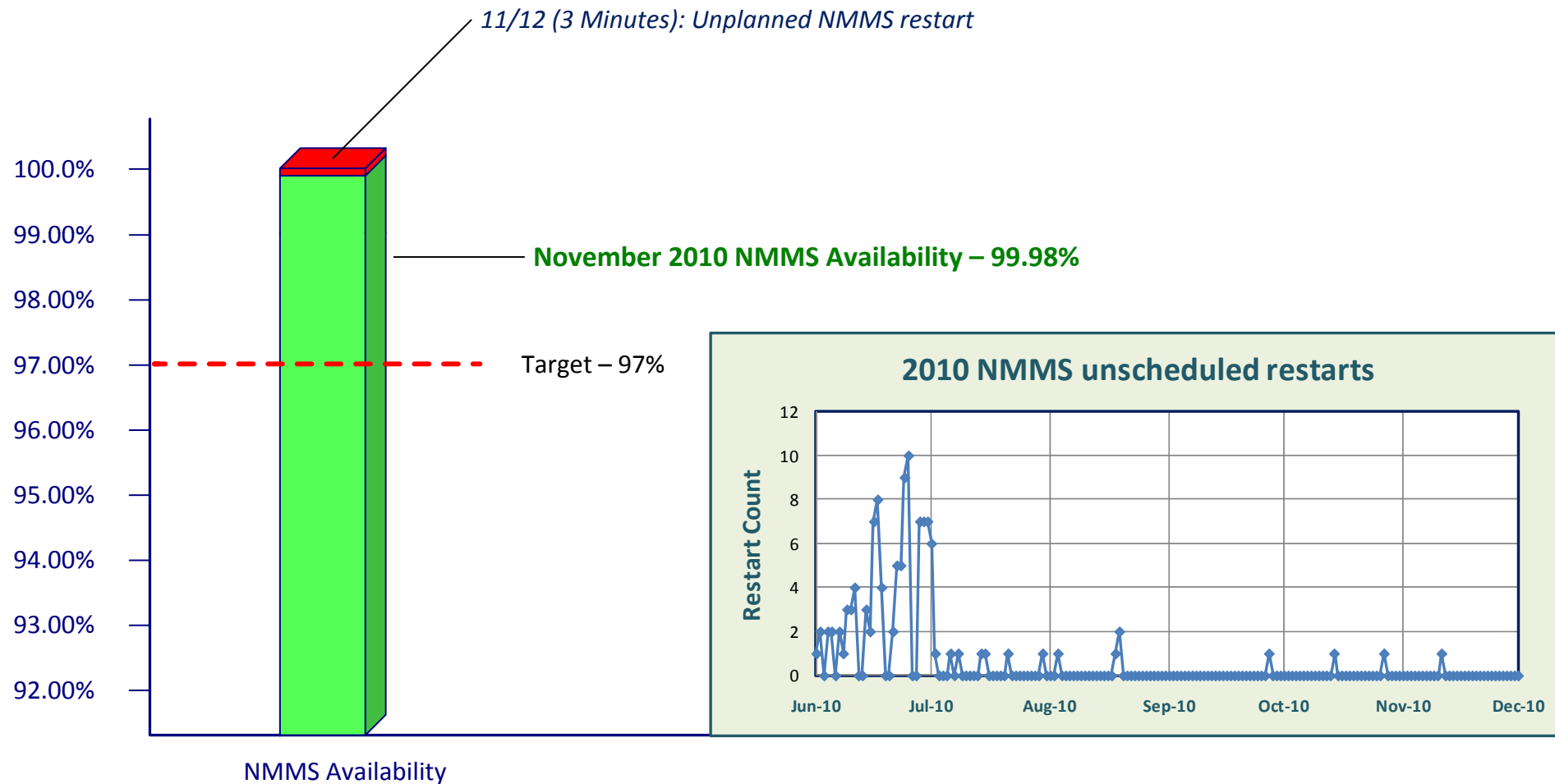
Outage Scheduler Availability Summary

November 2010 Outage Scheduler Availability Summary



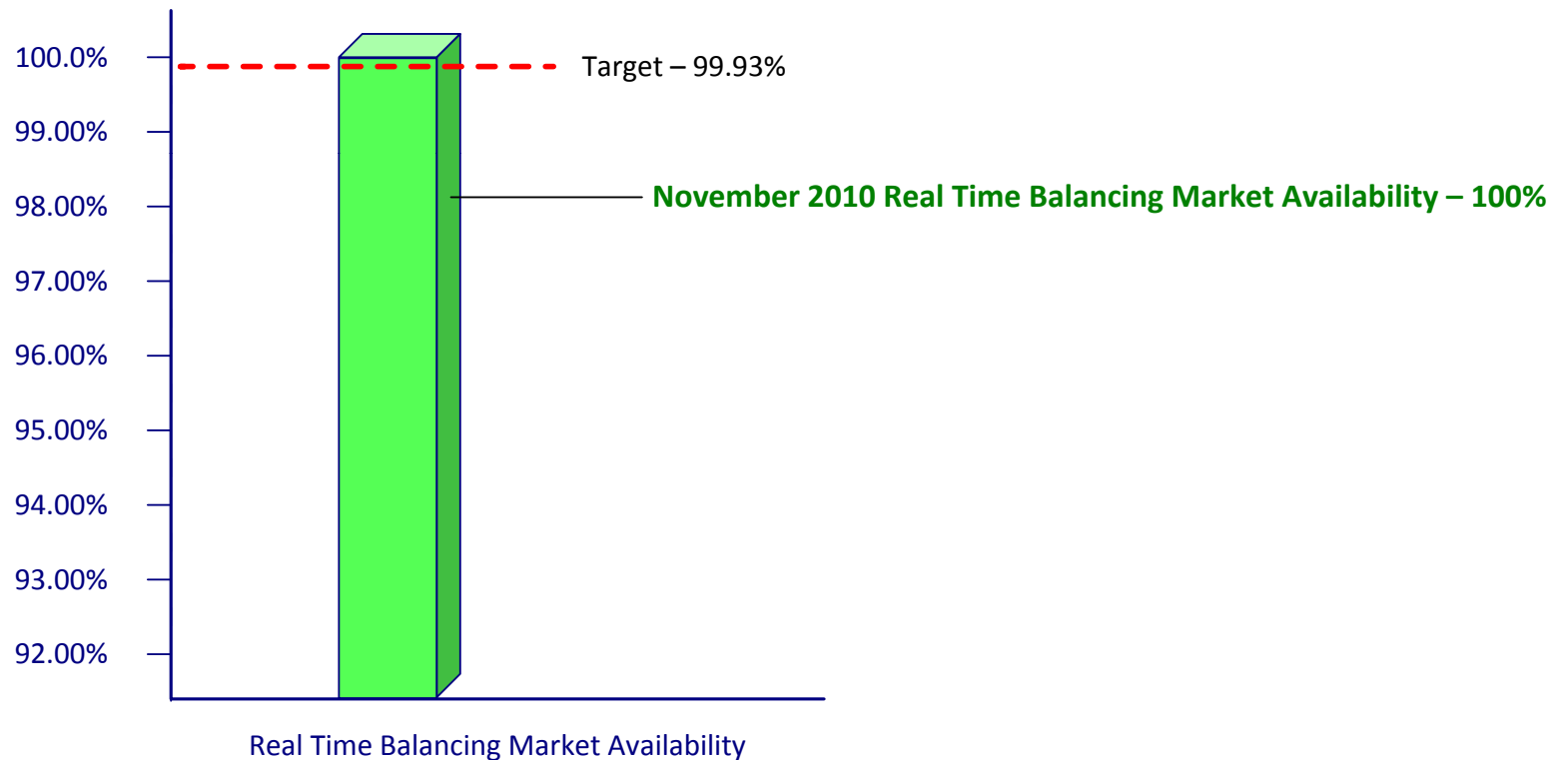
Network Model Management System

November 2010 Network Model Management System (NMMS) Availability Summary



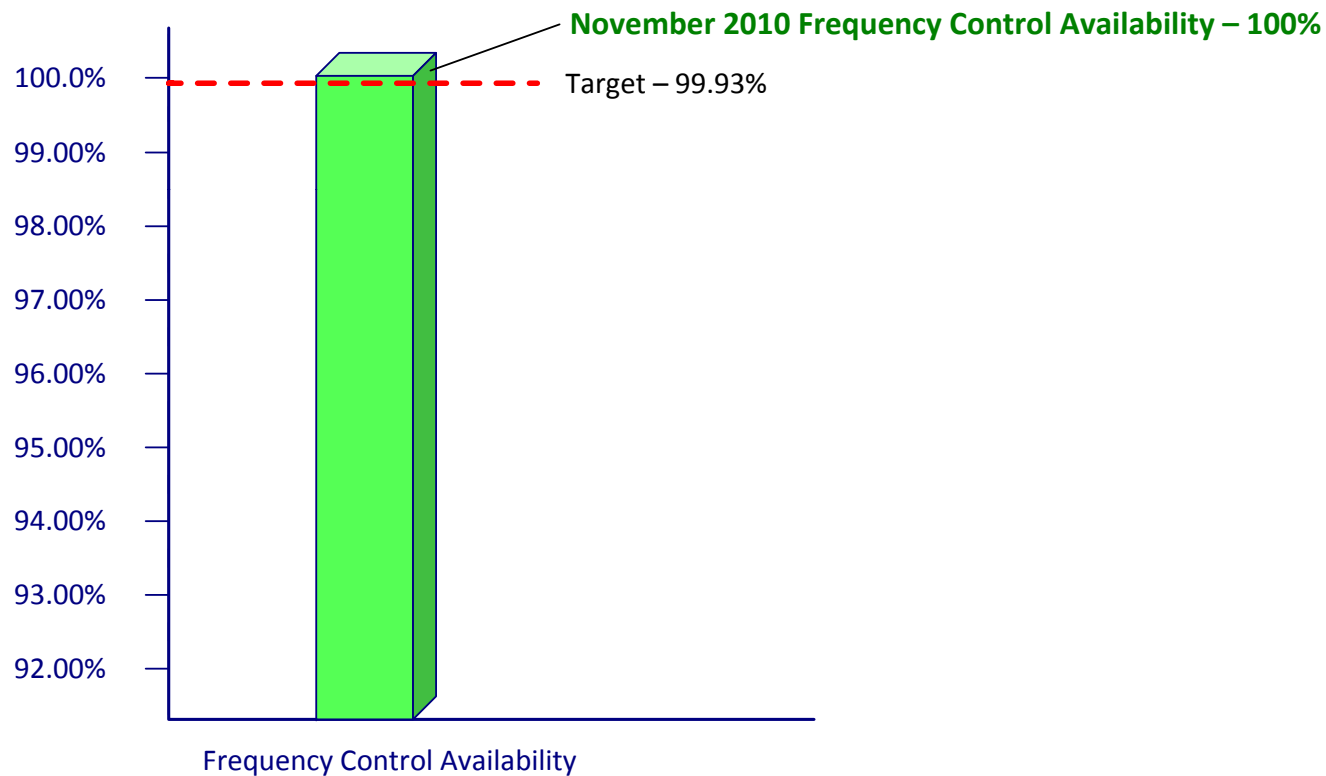
Real Time Balancing Market Availability Summary

November 2010 Real Time Balancing Market Availability Summary

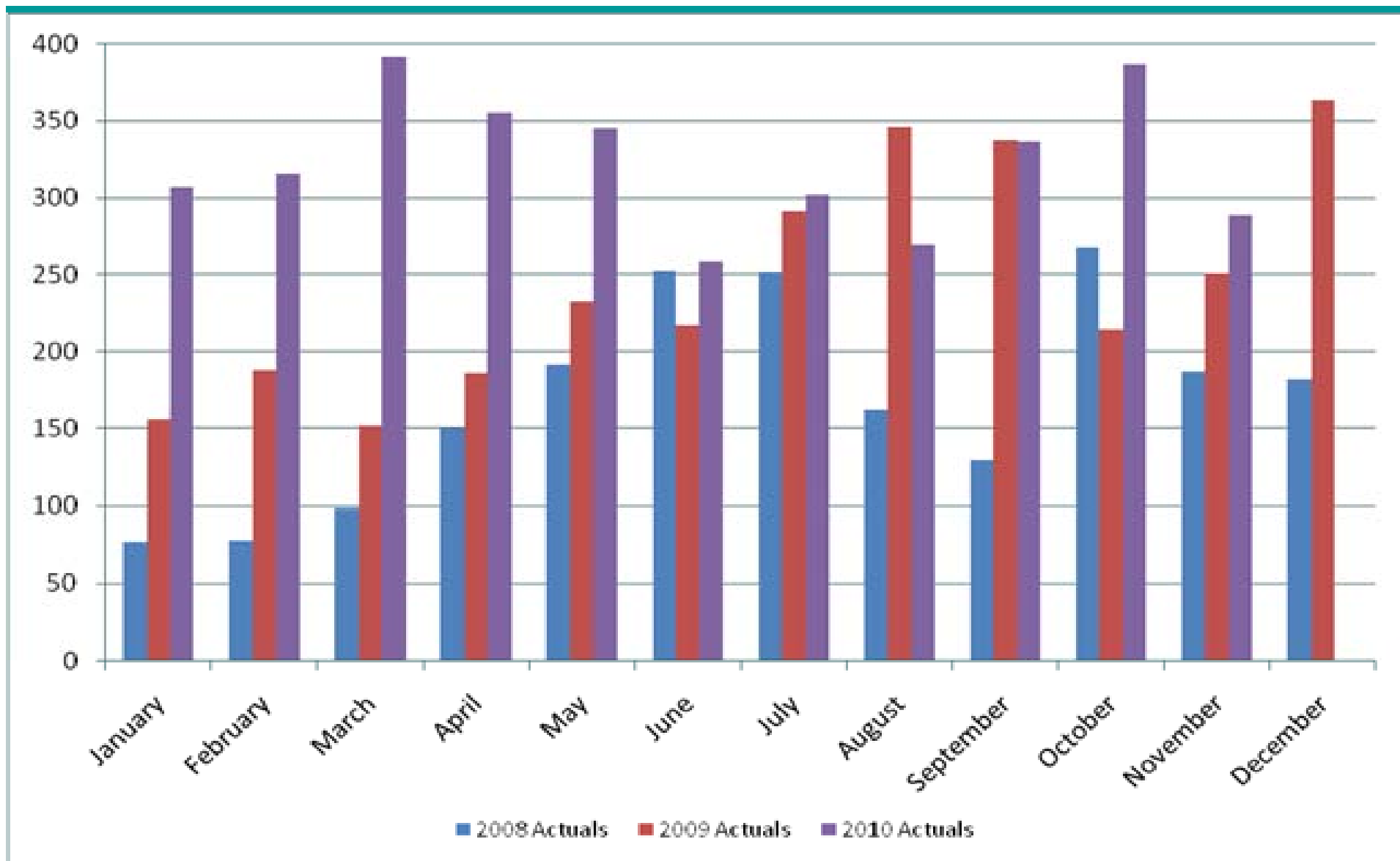


Frequency Control Availability Summary

November 2010 Frequency Control Availability Summary



Release Management Metrics (3-Year Releases by Month)



Release Management Metrics (Nodal vs. Zonal Releases)

