



# Information Technology and Facilities Report

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Vice President & CIO

**ERCOT Board of Directors**  
**January 18, 2011**

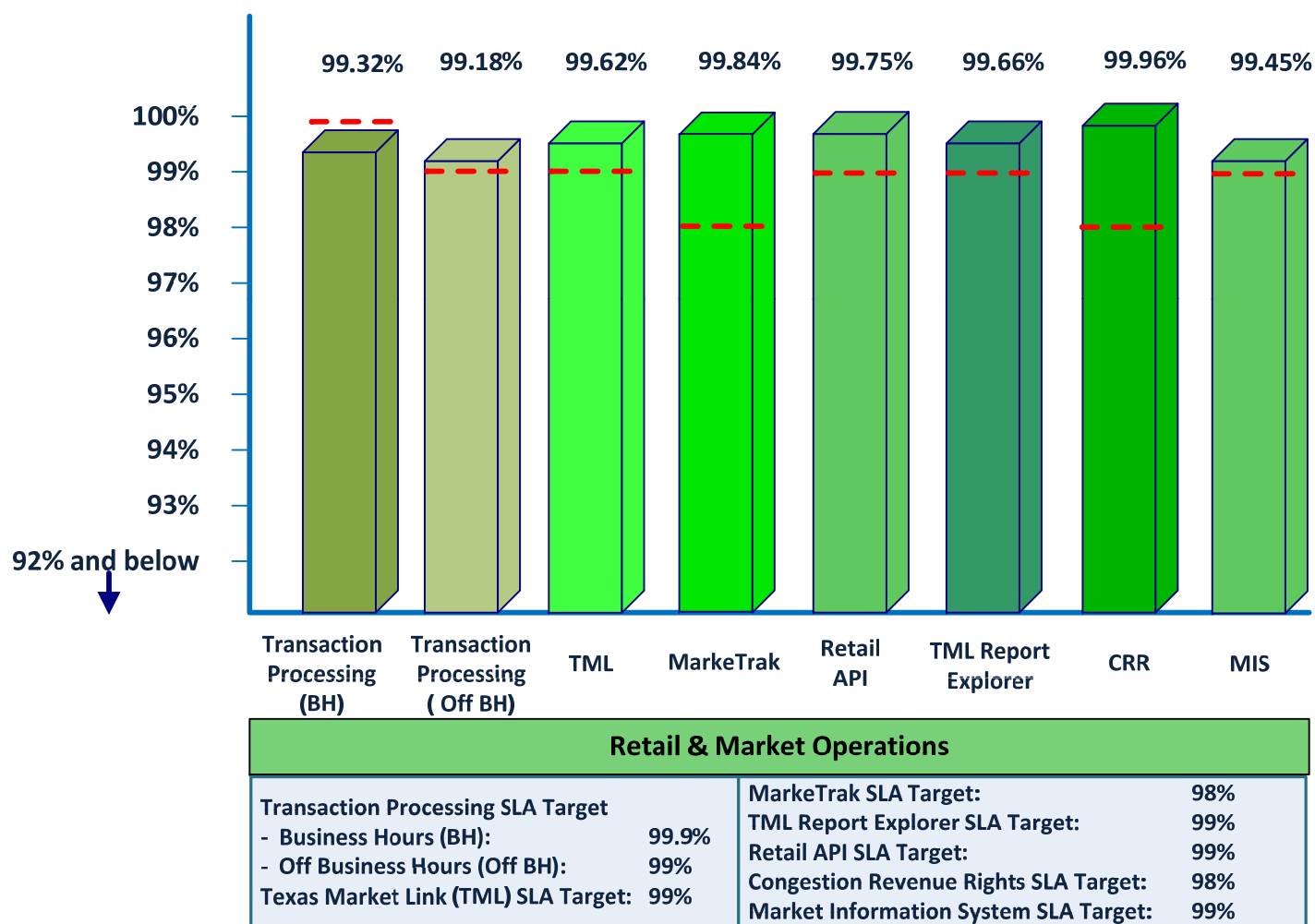
# Highlights

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- **Service Availability:**
  - Retail and Market Operations SLA targets were met for all systems except for off-business hours retail transaction processing
  - Nodal Market Systems missed one SLA target (MMS SCED)
- **Market Management System Backup Issues (12/10)**
  - Multiple data backup jobs running in parallel caused performance degradation on the Market database
  - 27 SCED intervals (155 minutes) were missed during the degradation and two HRUC runs failed
  - Data backup process changes have been implemented and backup schedules adjusted to reduce resource contention
- **Hardware Failure and Site Failover (12/11)**
  - Failed memory in a major server frame in the Taylor Data Center caused an extended outage of several applications and delayed some Nodal market business processes
  - Outage period 719 minutes
  - Implementing architectural improvements for Nodal market business processes

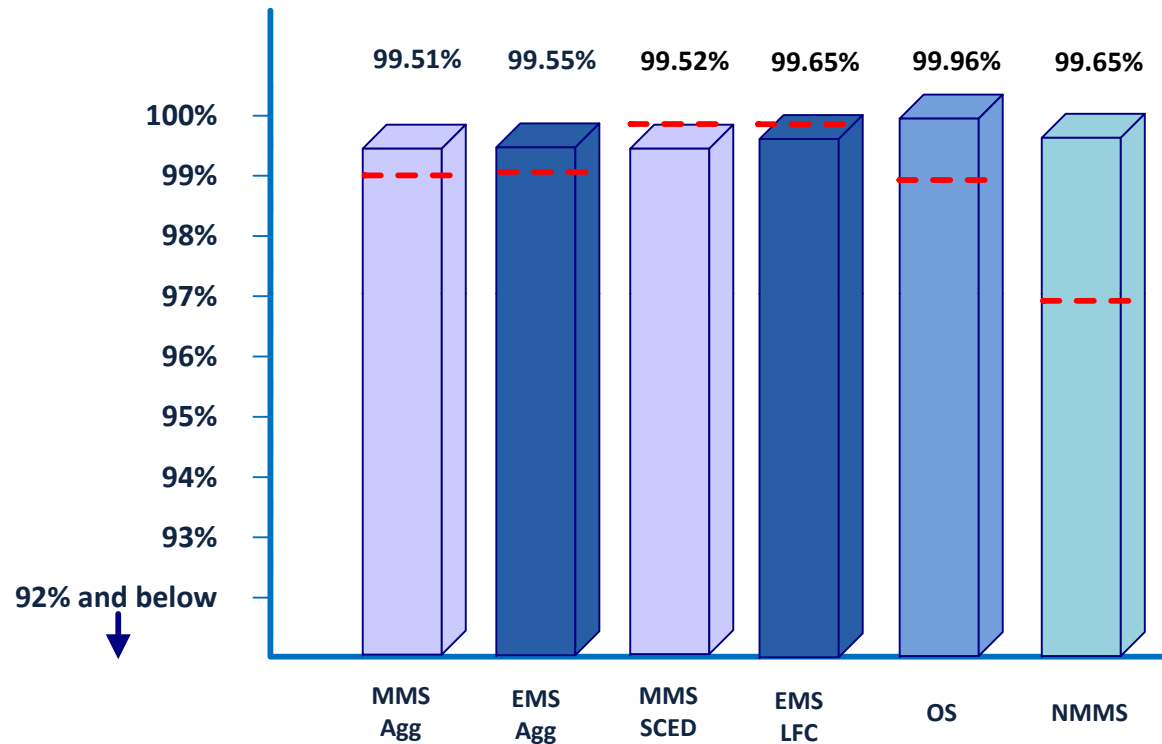
# 2010 Net Service Availability (Retail and Market Ops)

## 2010 Net Service Availability Year to Date



# 2010 Net Service Availability (Grid Ops)

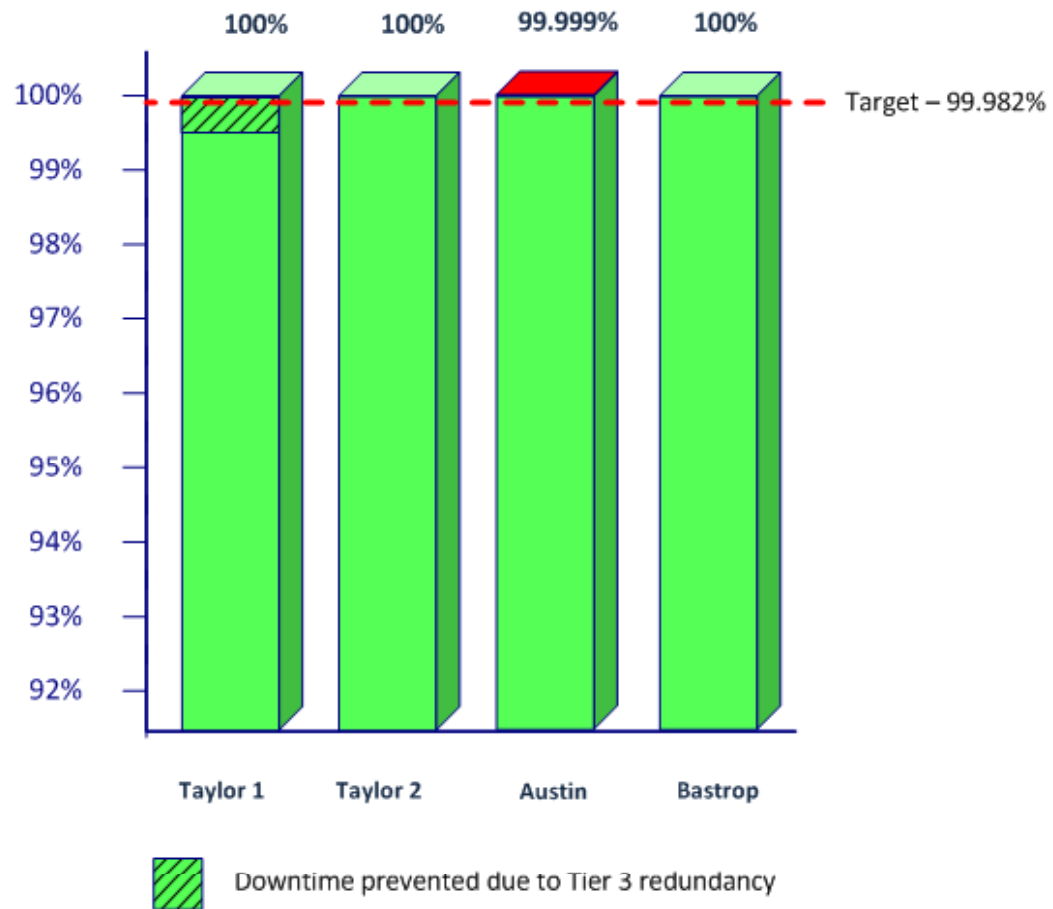
## 2010 Net Service Availability Year to Date



Grid Operations		
MMS Aggregate SLA Target:	99%	
EMS Aggregate SLA Target:	99%	
MMS SCED SLA Target:	99.93%	
EMS LFC Target:		99.93%
Outage Scheduler Target:		99%
NMMS Target:		97%

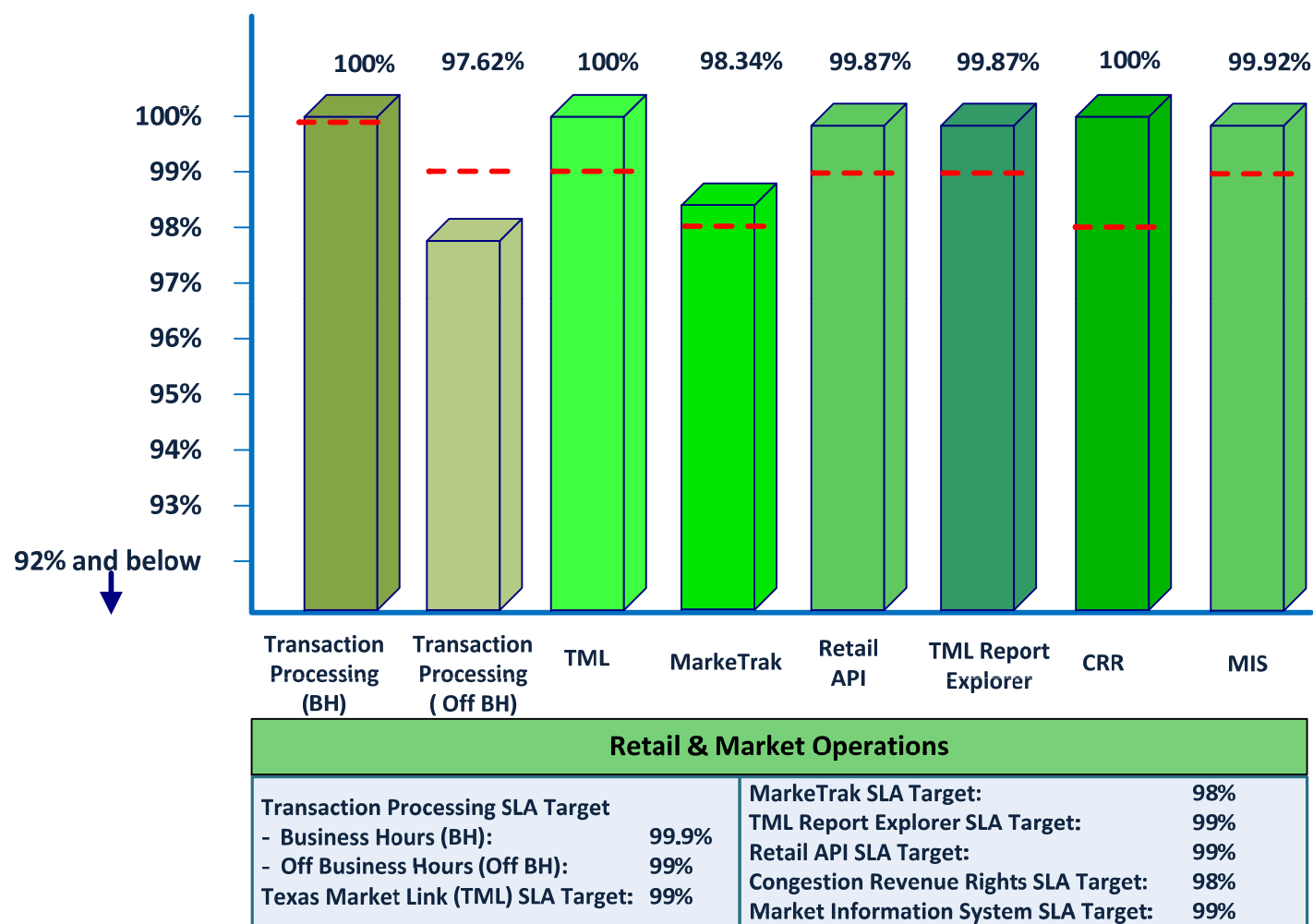
# 2010 Data Center Availability

## 2010 Data Center Availability Year to Date



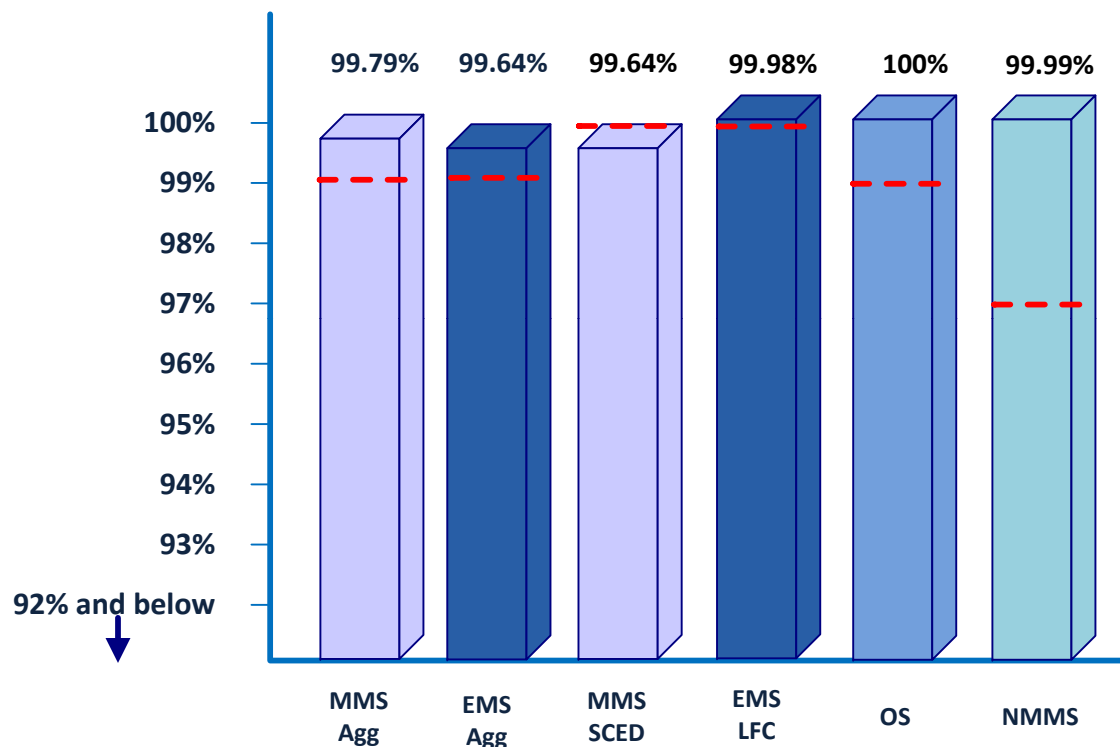
# December 2010 Net Service Availability

## December 2010 Net Service Availability



# December 2010 Net Service Availability

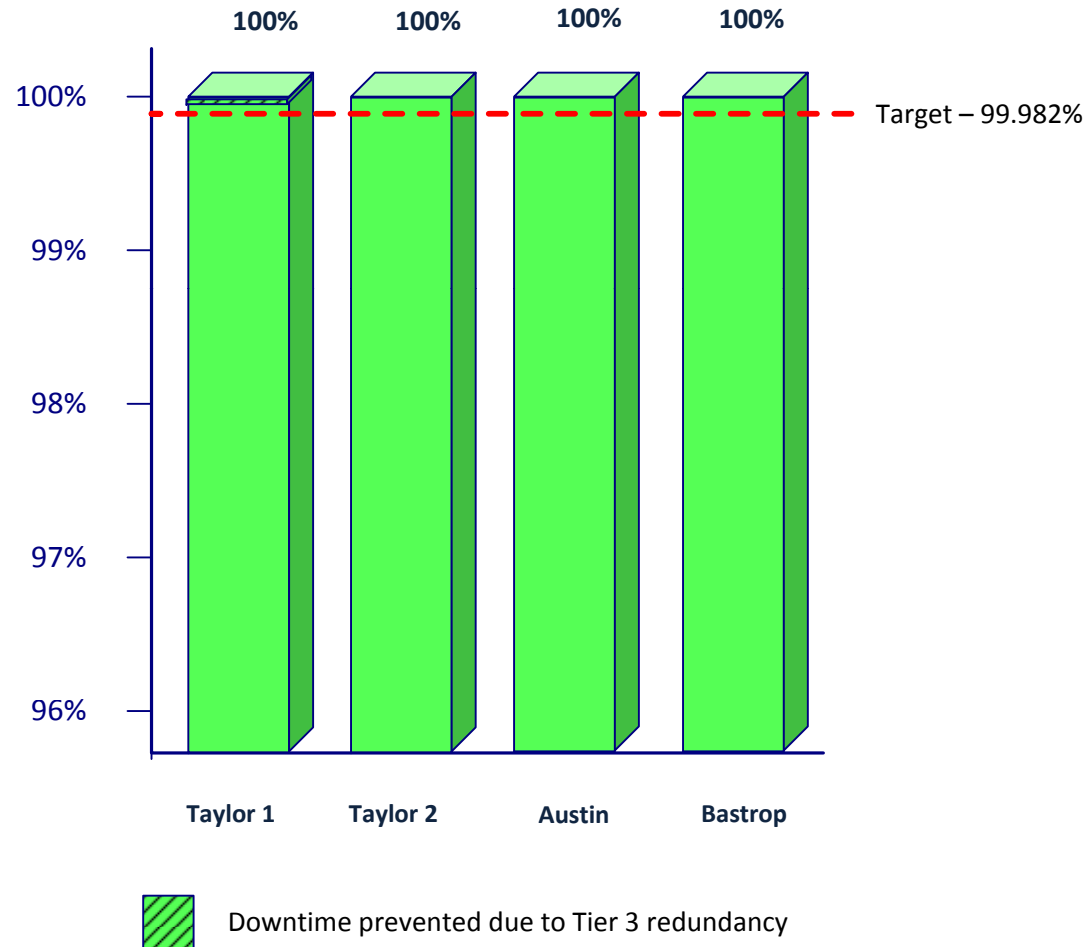
## December 2010 Net Service Availability



Grid Operations			
MMS Aggregate SLA Target: 99%		EMS LFC Target:	99.93%
EMS Aggregate SLA Target: 99%		Outage Scheduler Target:	99%
MMS SCED SLA Target: 99.93%		NMMS Target:	97%

# December 2010 Data Center Power Availability

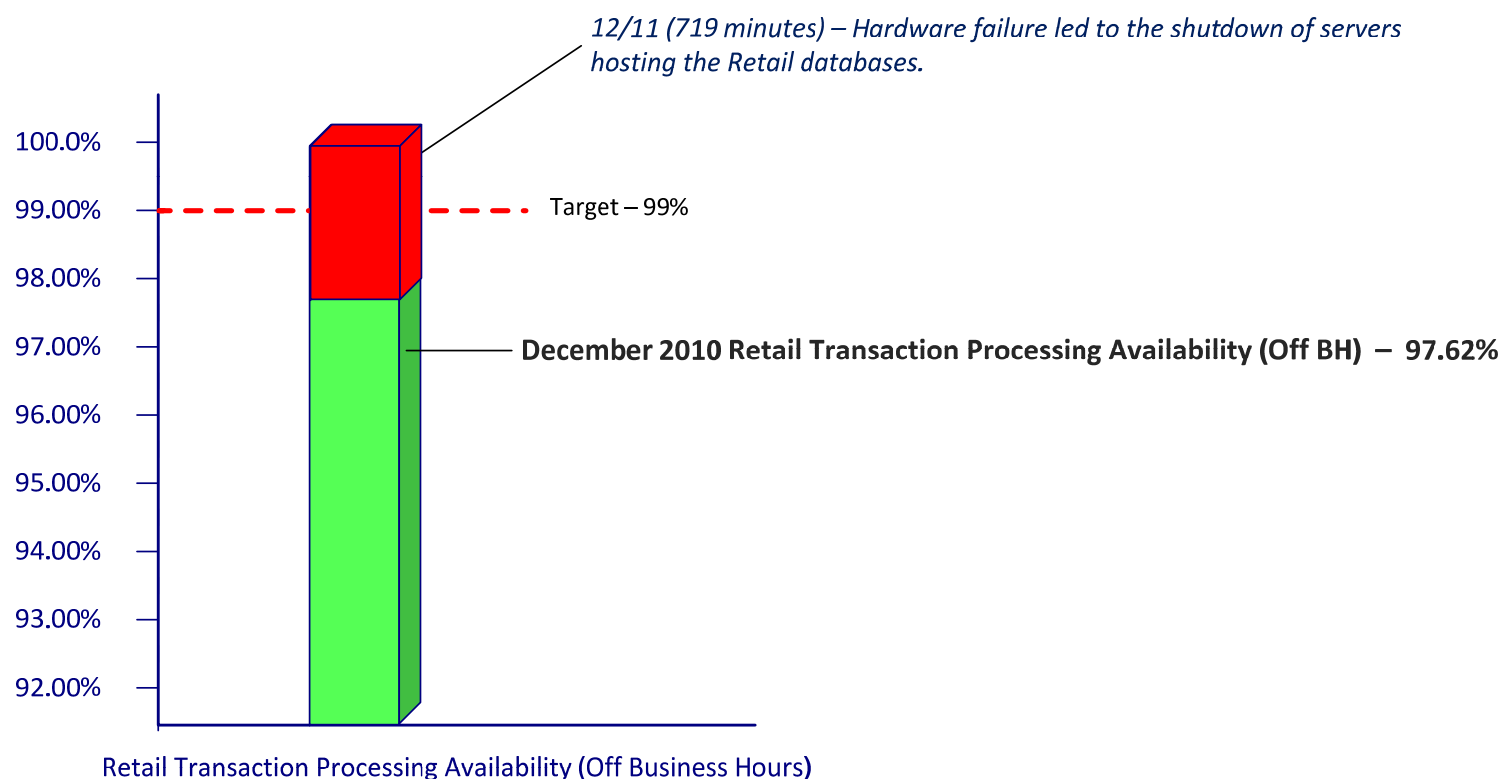
## December 2010 Data Center Availability





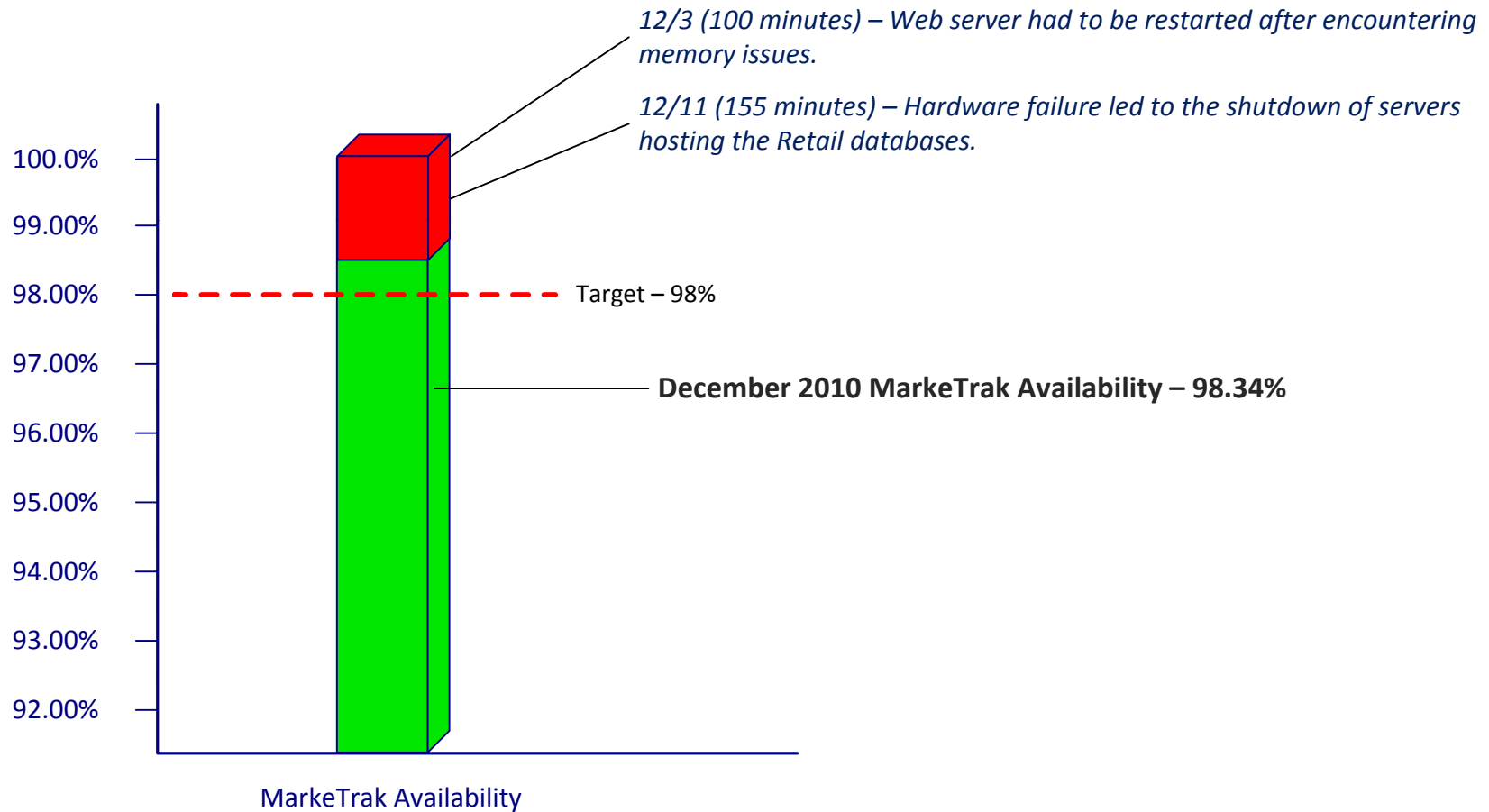
# Retail Transaction Processing Availability Summary (cont'd.)

## December 2010 Retail Transaction Processing Availability Summary (Off Business Hours)



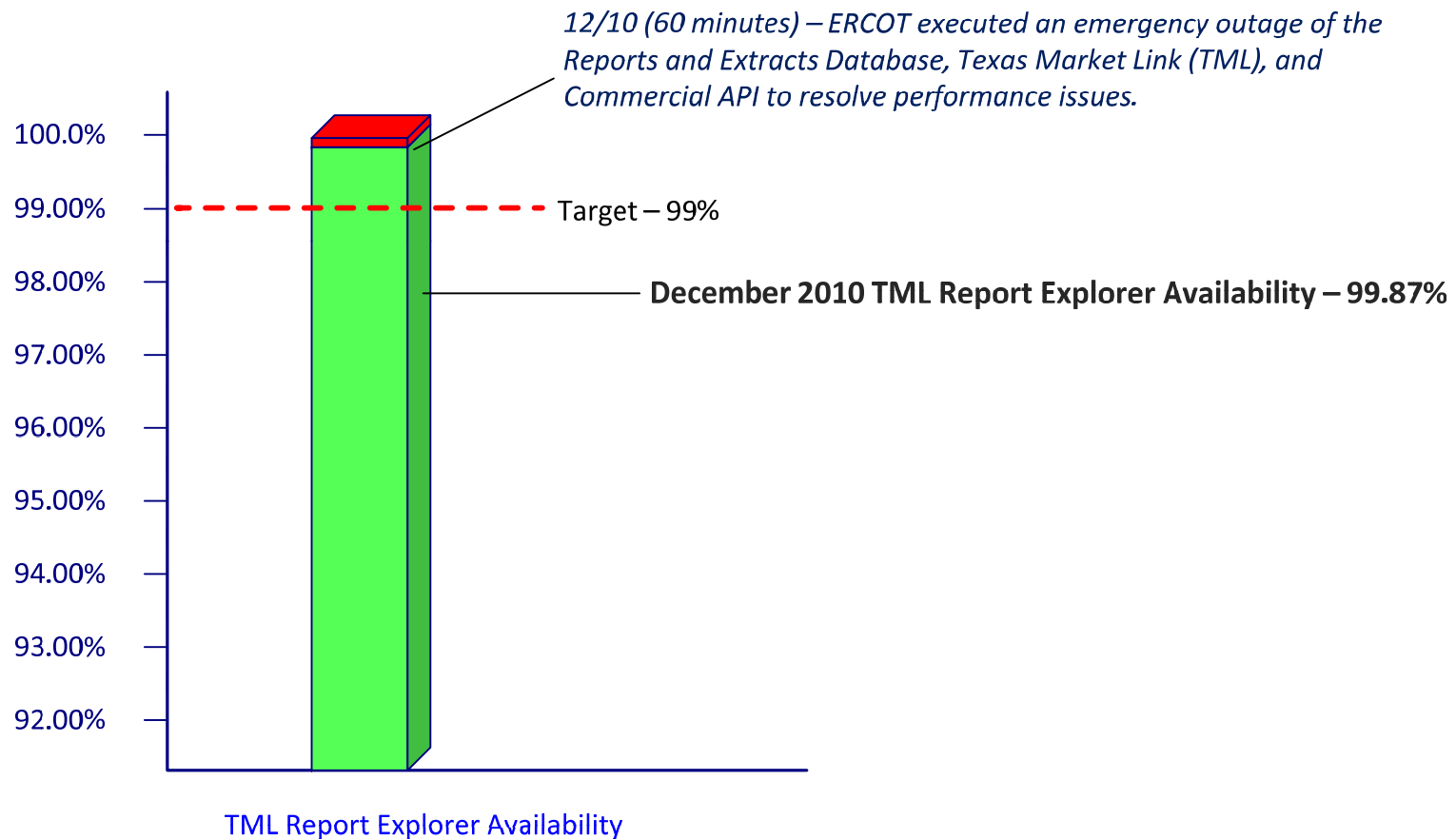
# MarkeTrak Availability Summary

## December 2010 MarkeTrak Availability Summary



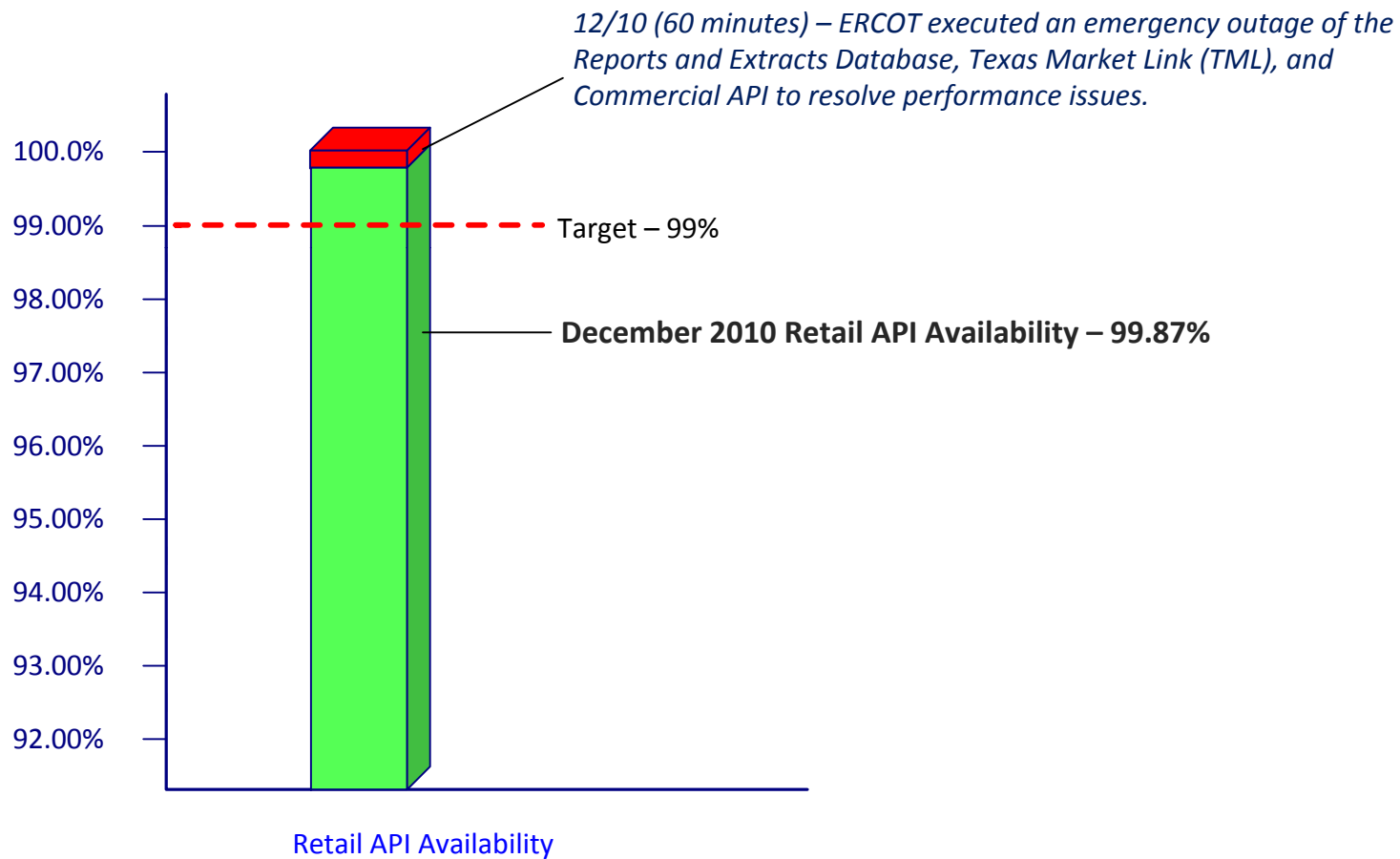
# TML Report Explorer Availability Summary

## December 2010 TML Report Explorer Availability Summary



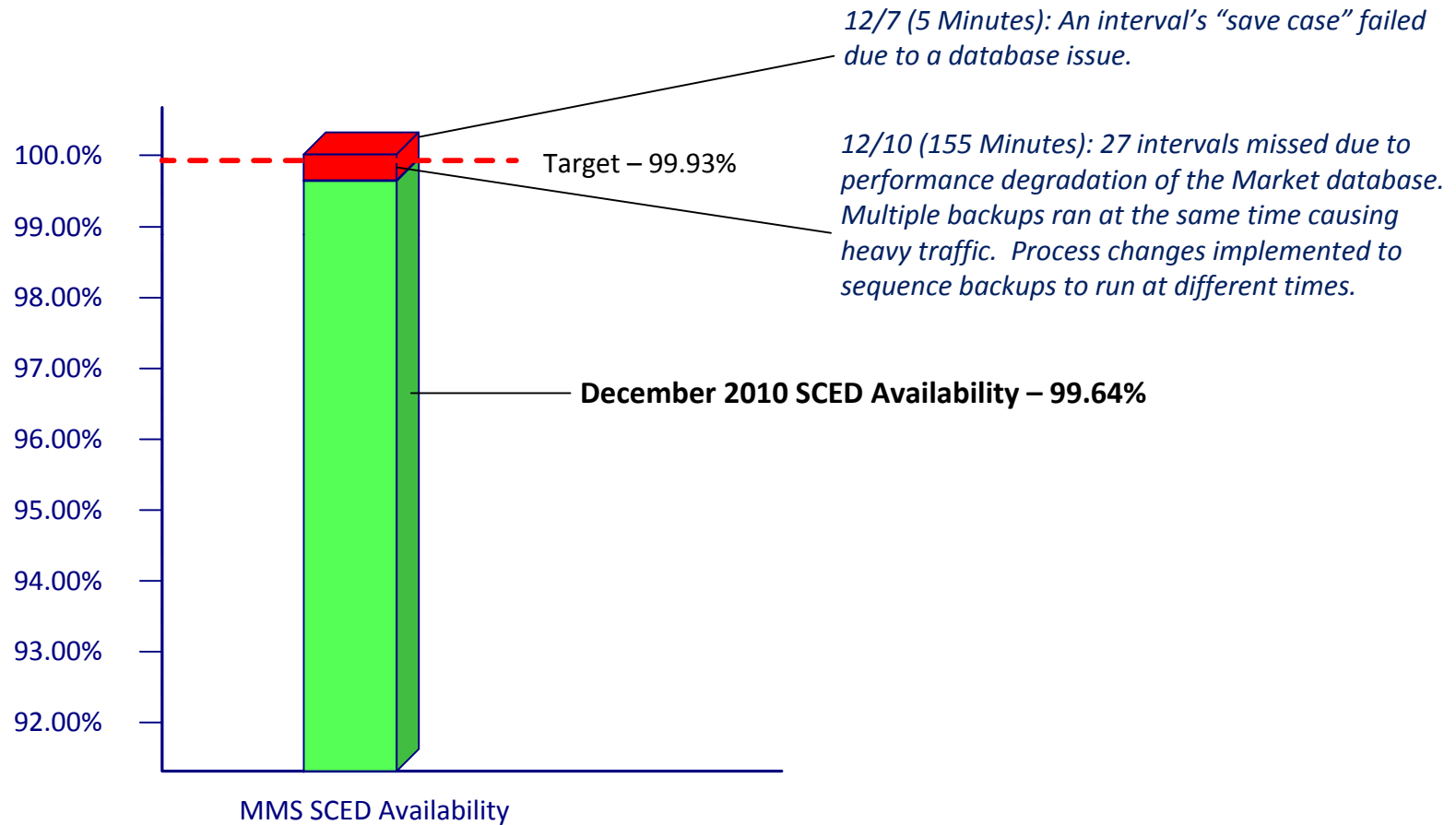
# Retail API Availability Summary

## December 2010 Retail API Availability Summary



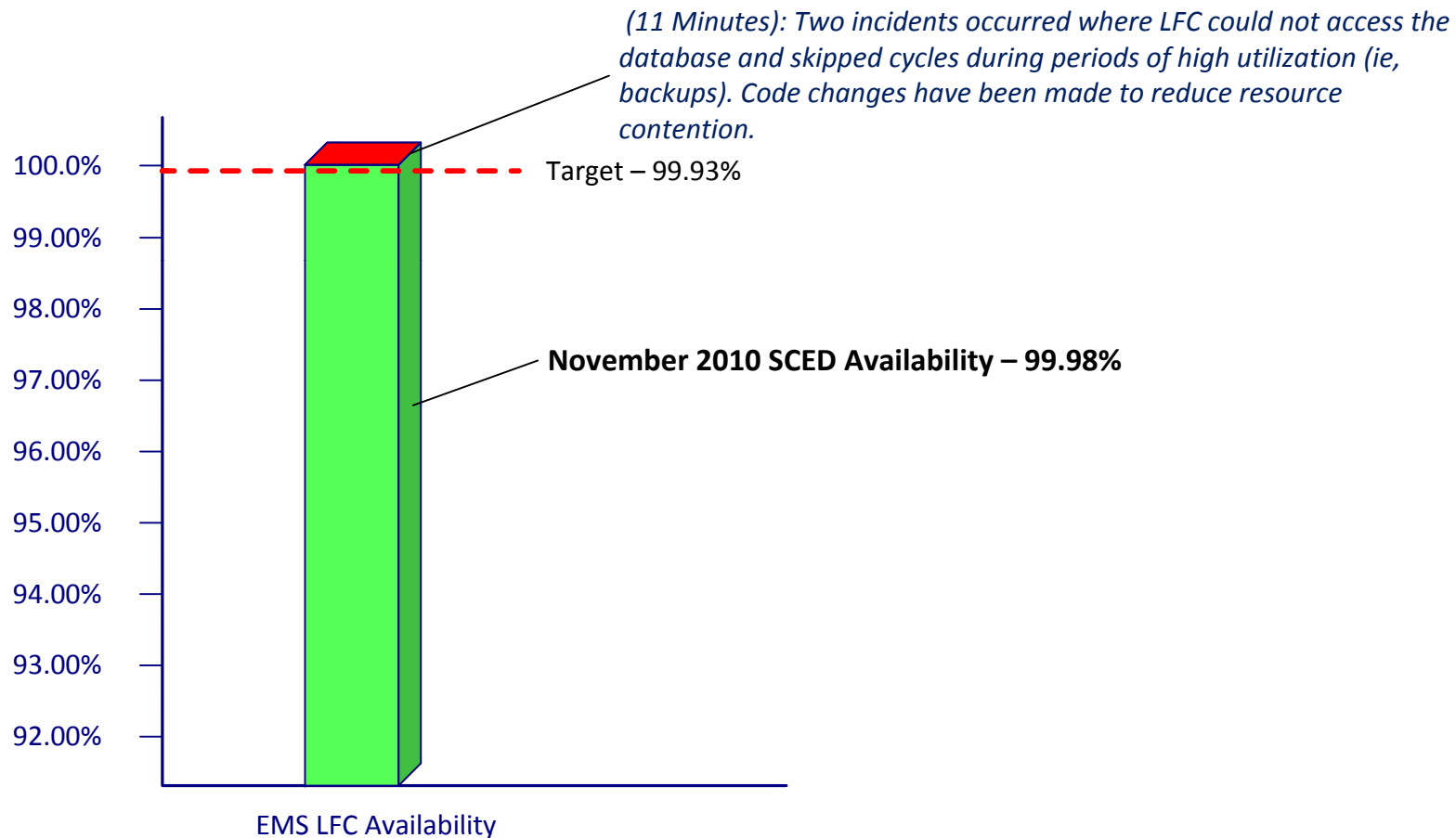
# MMS SCED Availability Summary

## December 2010 MMS SCED Availability Summary



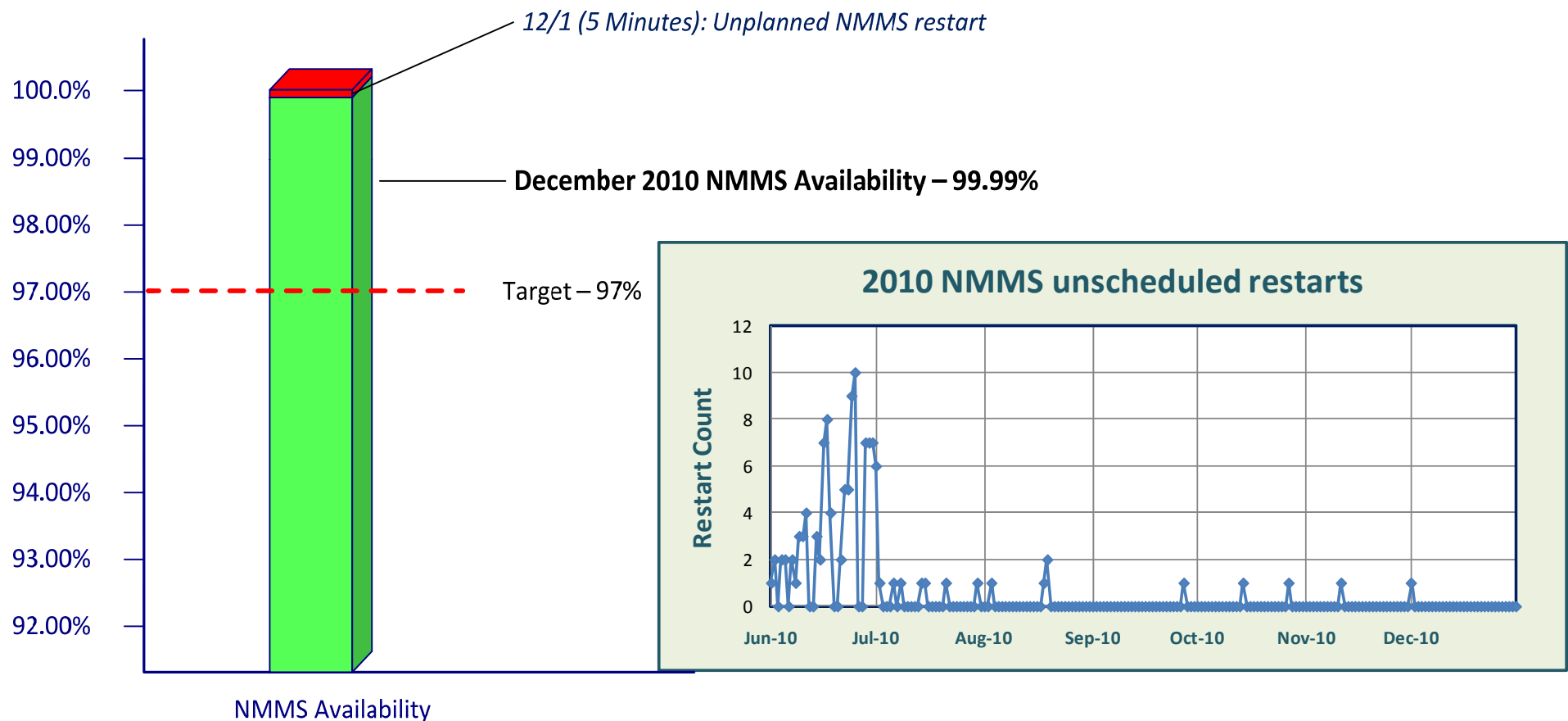
# EMS LFC Availability Summary

## December 2010 EMS LFC Availability Summary

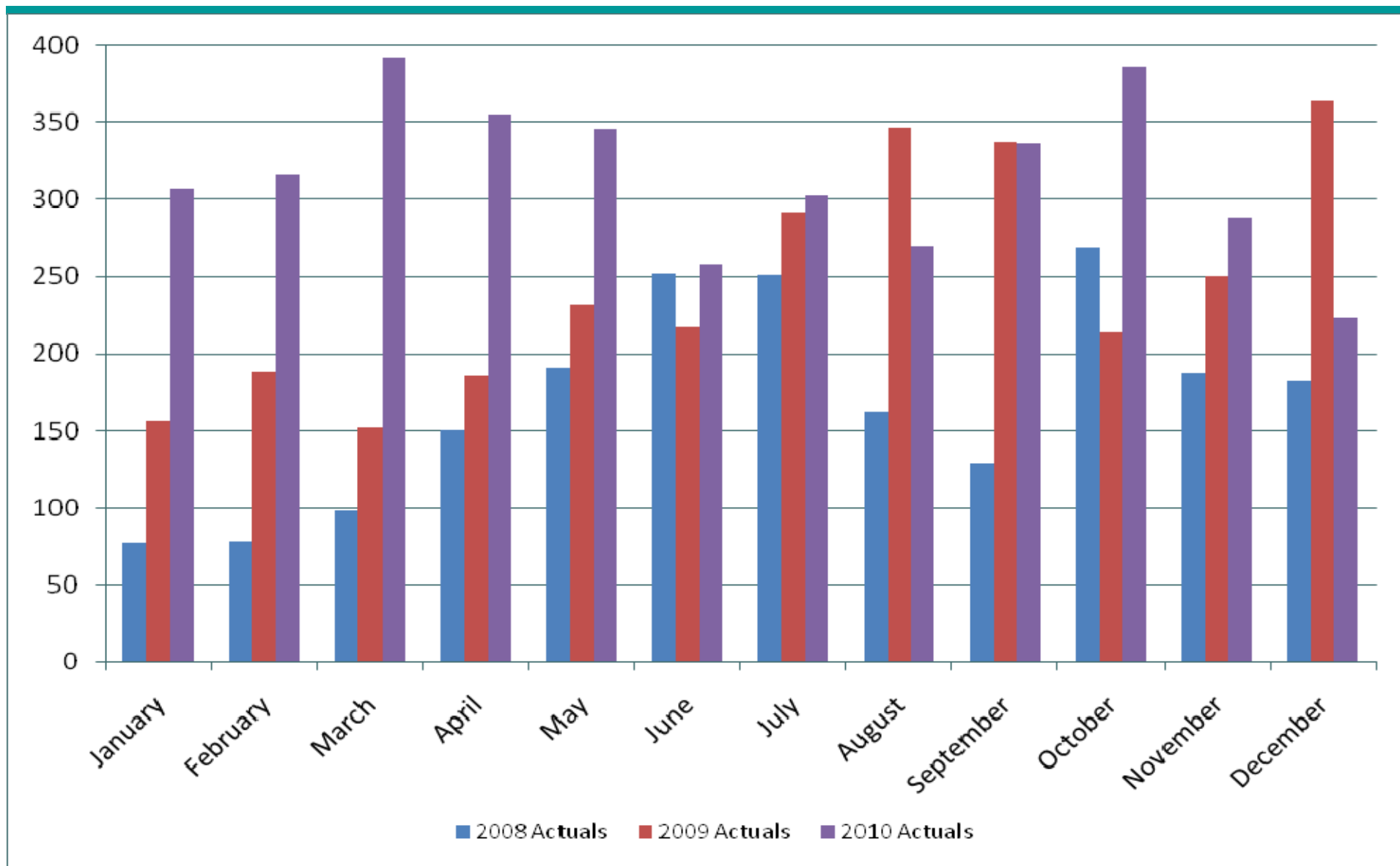


# Network Model Management System

## December 2010 Network Model Management System (NMMS) Availability Summary

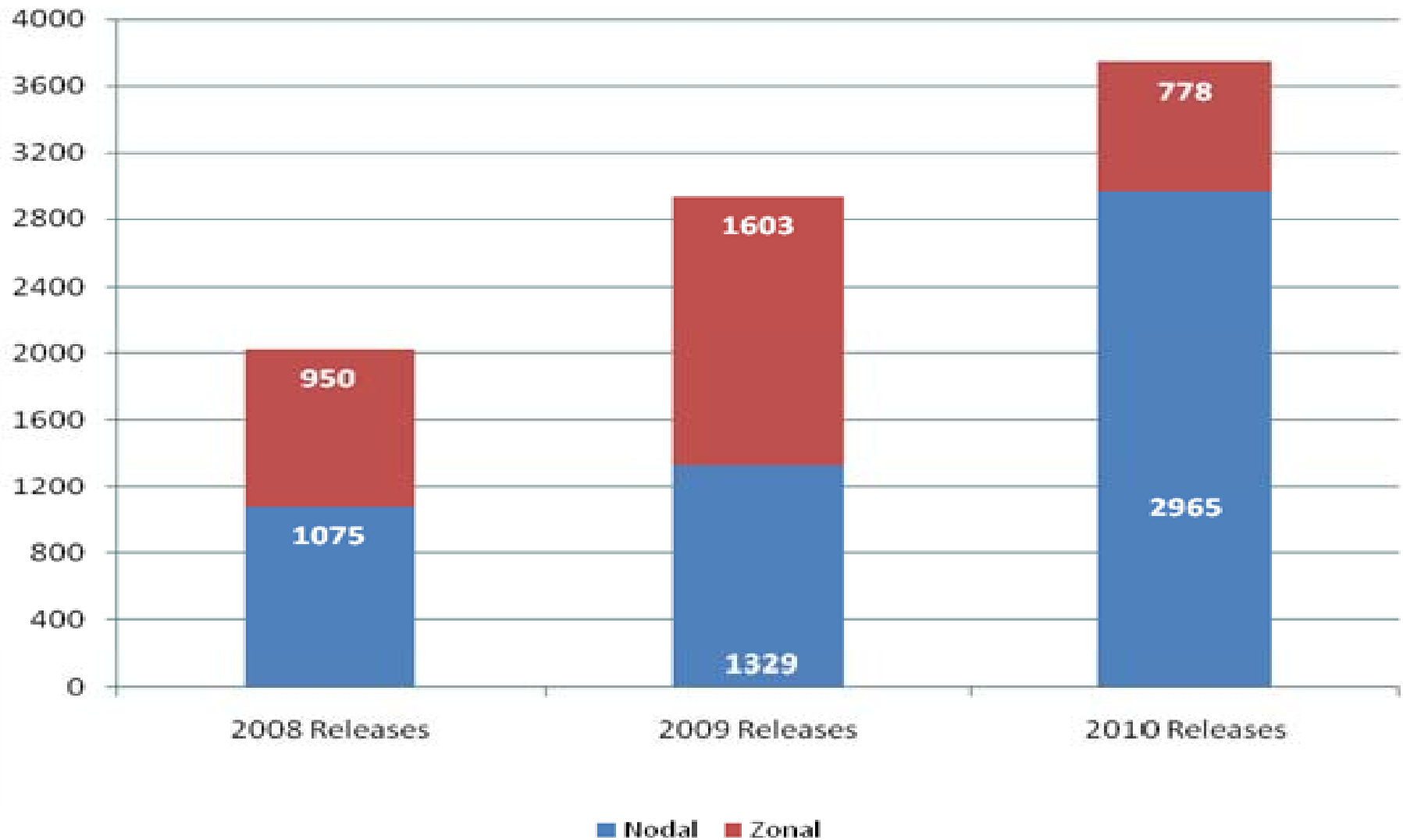


## Release Management Metrics (3-Year Releases by Month)





## Release Management Metrics (Nodal vs. Zonal Releases)



## ERCOT Public Website Metrics (December 2010)

Website Profiles							
Name↑	Reports	Status	Visits	Avg. Time on Site	Bounce Rate	Completed Goals	<div>Visits</div> <div>% Change</div>
http://faq.ercot.com UA-460876-6							
★ faq.ercot.com	<a href="#">View report</a>	✓	941	00:01:45	51.97%	0	↓ -36.68%
http://nodal.ercot.com UA-460876-5							
★ nodal.ercot.com	<a href="#">View report</a>	✓	5,350	00:02:34	47.25%	0	↓ -58.12%
http://planning.ercot.com UA-460876-7							
★ planning.ercot.com	<a href="#">View report</a>	✓	1,704	00:04:30	25.23%	0	↓ -12.03%
http://search.ercot.com UA-460876-8							
★ search.ercot.com	<a href="#">View report</a>	✓	5,026	00:03:15	50.36%	0	↓ -15.07%
http://www.ercot.com UA-460876-2							
★ www.ercot.com	<a href="#">View report</a>	✓	85,495	00:02:27	57.33%	0	↓ -16.57%