



Information Technology and Facilities Report

Richard Morgan
Vice President & CIO

ERCOT Board Meeting
June 21, 2011

Highlights

- **Service Availability:**
 - ✓ Market Operations IT systems met all SLA targets
 - ✓ Market Data Transparency IT systems met all SLA targets
 - ✓ Retail Market IT systems met all SLA targets
 - ✗ Nodal Market IT Systems missed one SLA target (MMS SCED)
 - SCED intervals not completed during planned site failover (5/11) and database upgrade (5/22) led to 99.88% availability (target is 99.932%)
- **Retail Planned Maintenance Overrun (5/1)**
 - Maintenance activities on 5/1 overran the allotted window by 101 minutes
 - Database maintenance took longer than anticipated due to time required to copy data from Production to the Test environment
 - All components of Retail Market IT Services were affected – TML, MarkeTrak, API, and Retail Transaction Processing
- **Core Systems Planned Failover (5/11)**
 - Five SCED intervals not completed due to failover
- **Real-time and Day-ahead Market database maintenance (5/22)**
 - Database upgrade implemented and a total of 12 SCED intervals did not complete during the maintenance
 - Required extended known outage window – SLA does not allow for any planned outage downtime although a notice was sent to the market prior to maintenance

Highlights Cont'd

June Update

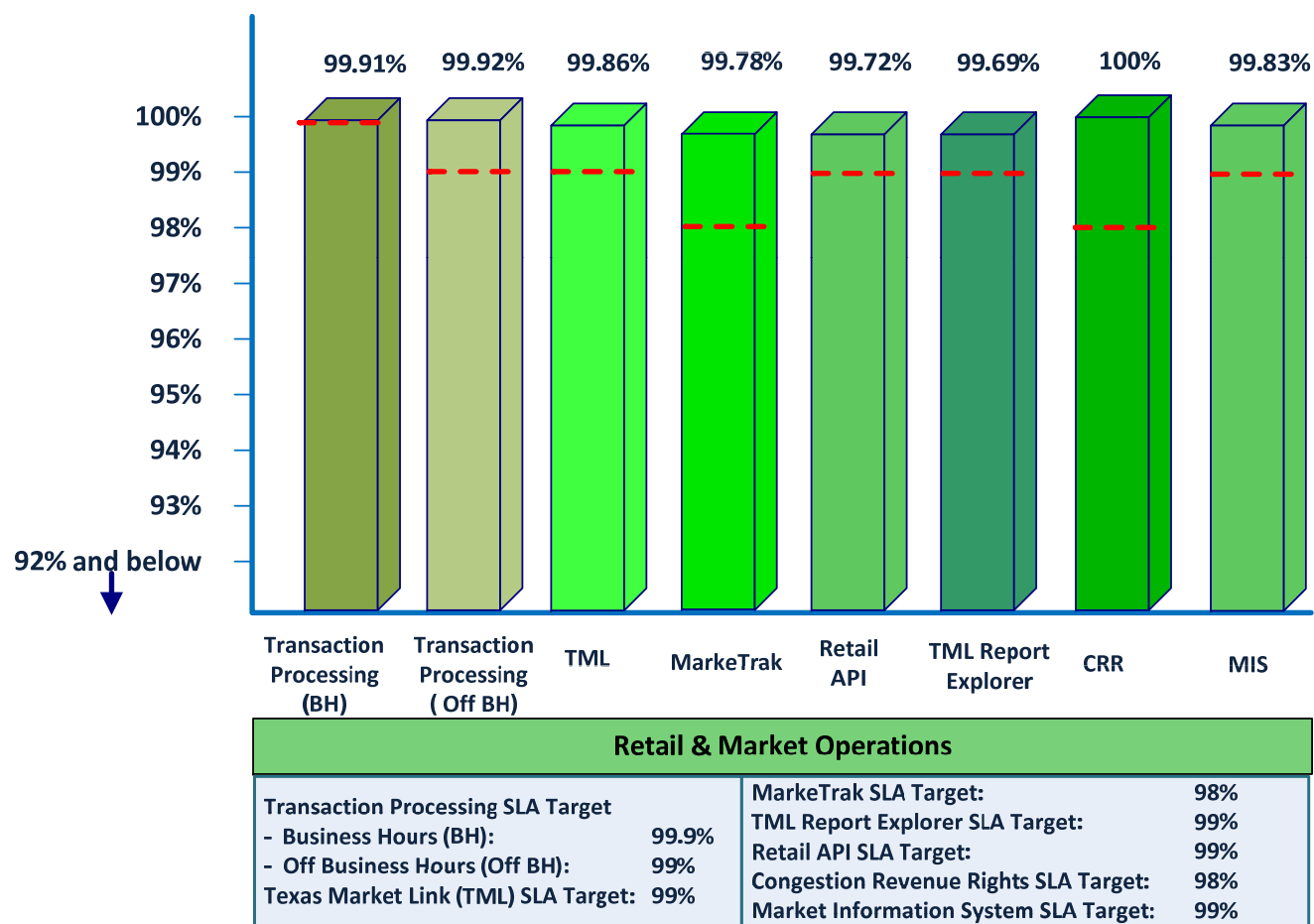
- **Core Systems Planned Failover (6/7)**
 - Completed with only two missed SCED intervals
- **MIS/MIR Systems Planned Failover (6/8)**
 - Completed with no issues

Data Center Migration

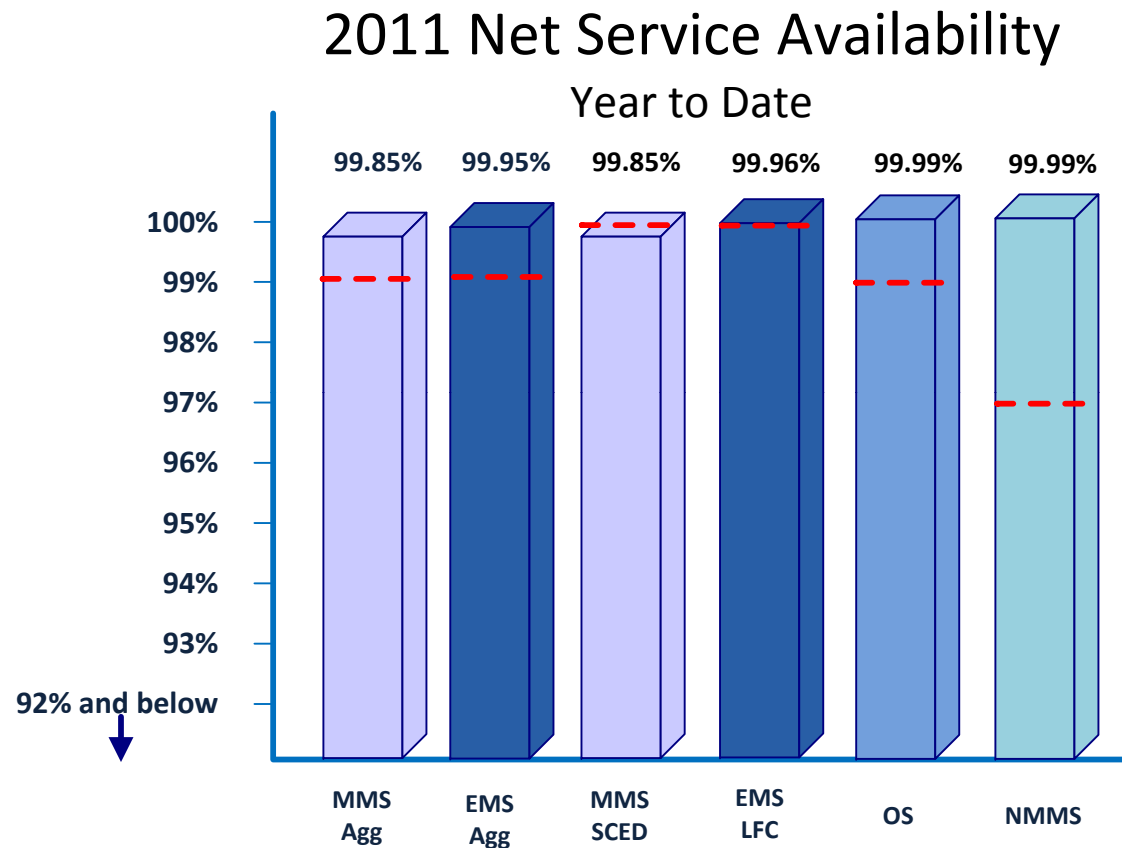
- Corporate environment move continues with no impact to overall project schedule
- Development, Test, Production systems and Bastrop Control Room are all on schedule or have started early

2011 Net Service Availability (Retail and Market Ops)

2011 Net Service Availability Year to Date



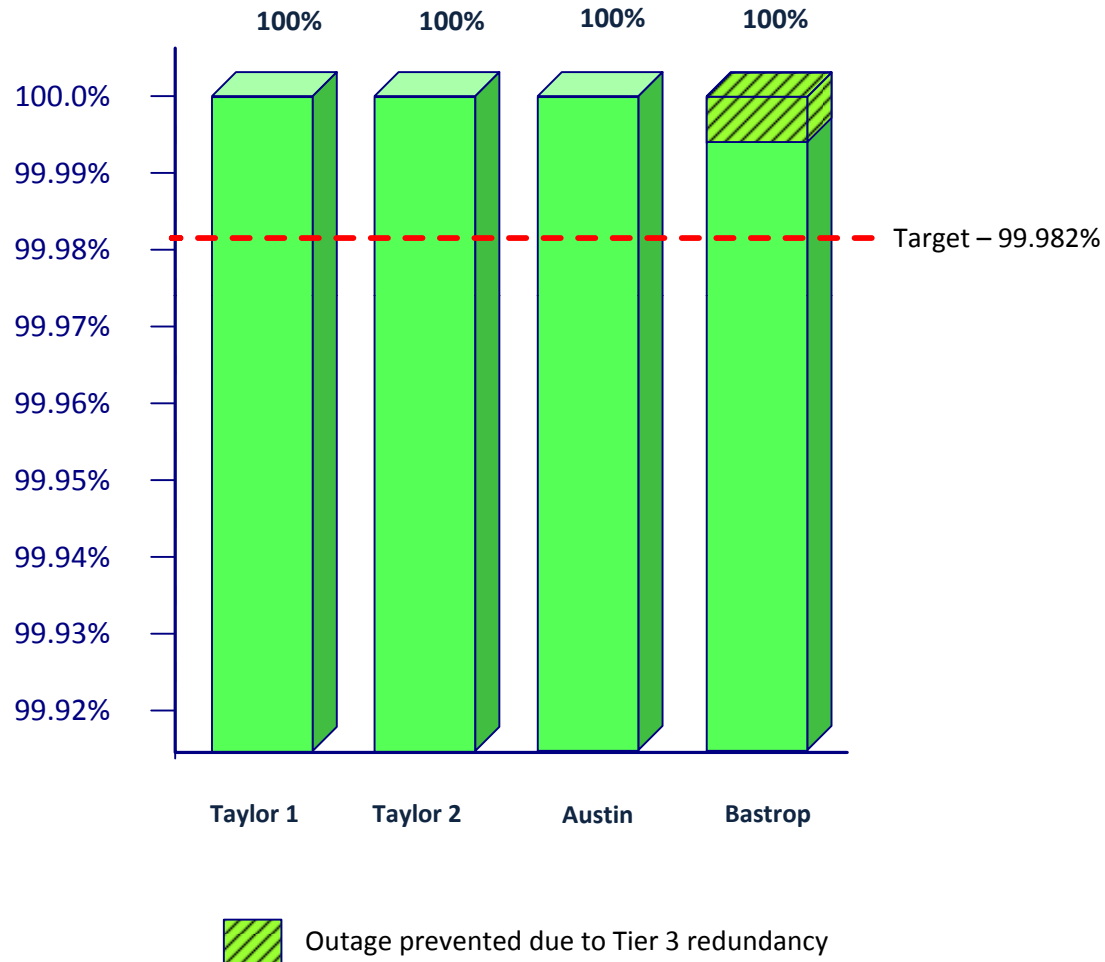
2011 Net Service Availability (Grid Ops)



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%

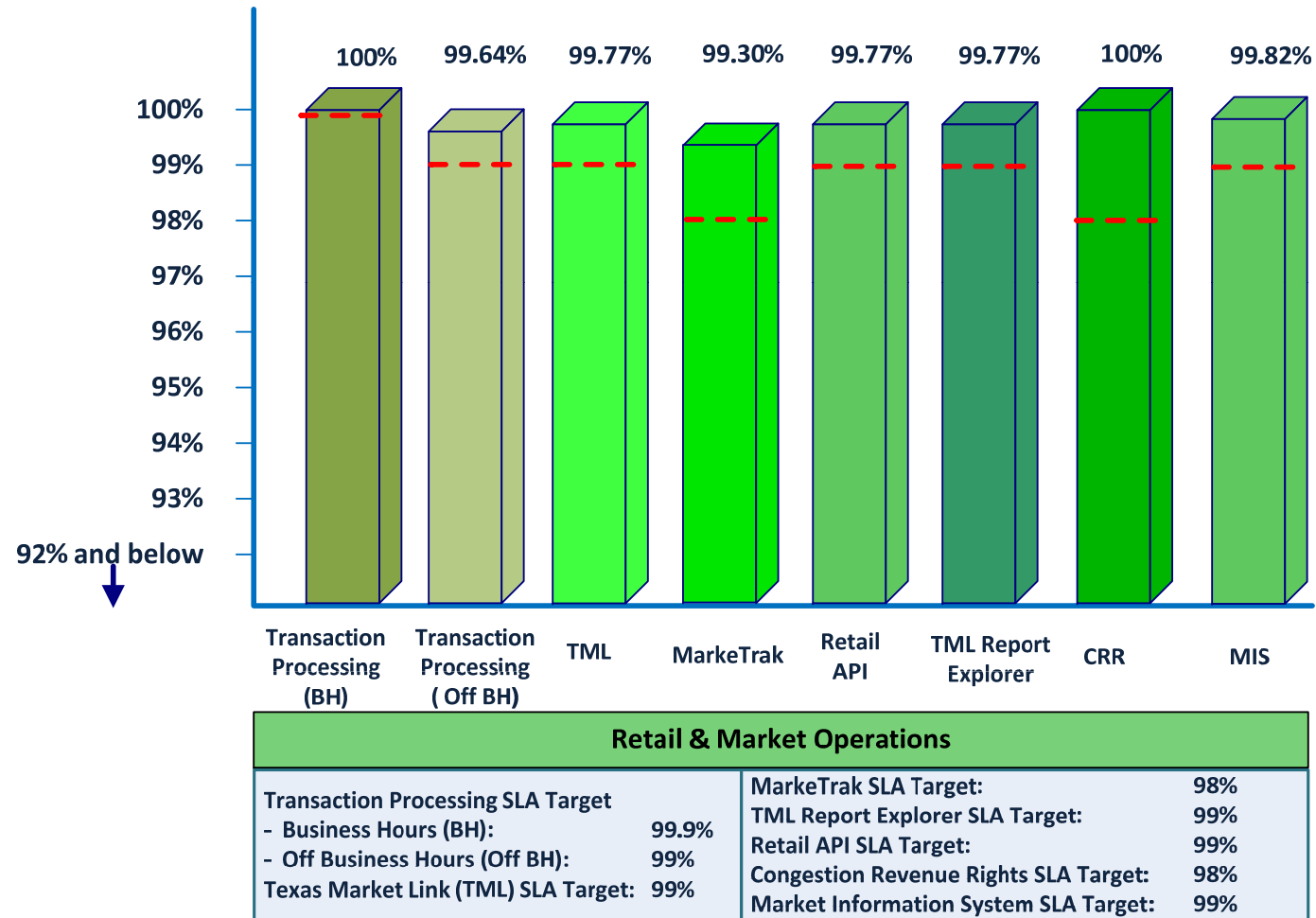
2011 Data Center Availability

2011 Data Center Availability Year to Date



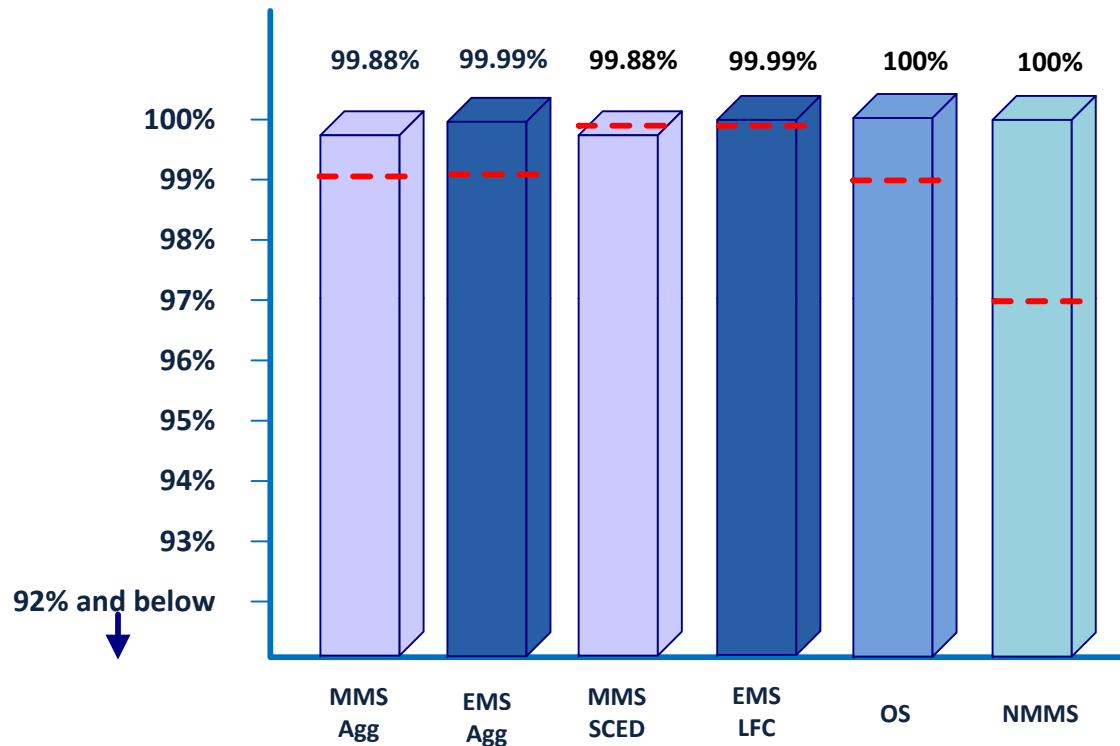
May 2011 Net Service Availability

May 2011 Net Service Availability



May 2011 Net Service Availability

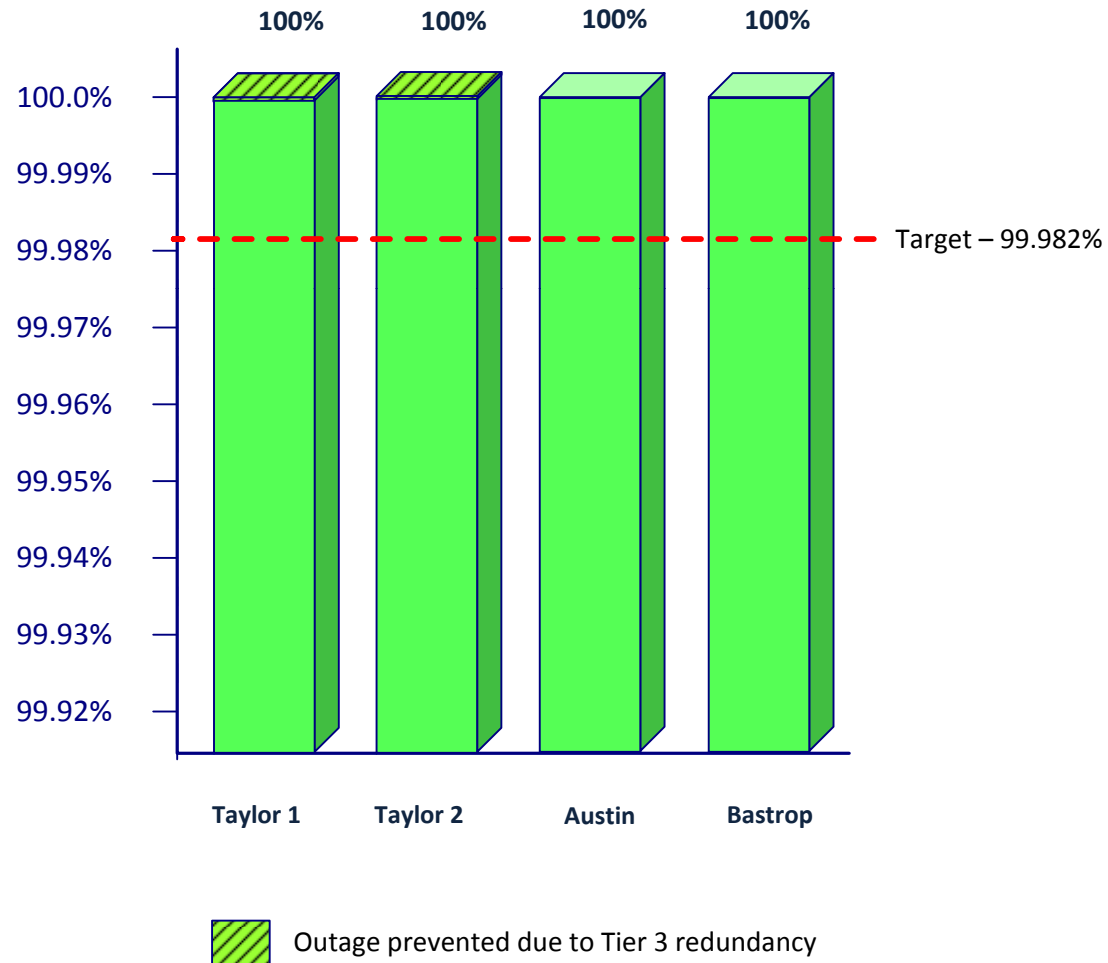
May 2011 Net Service Availability



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%

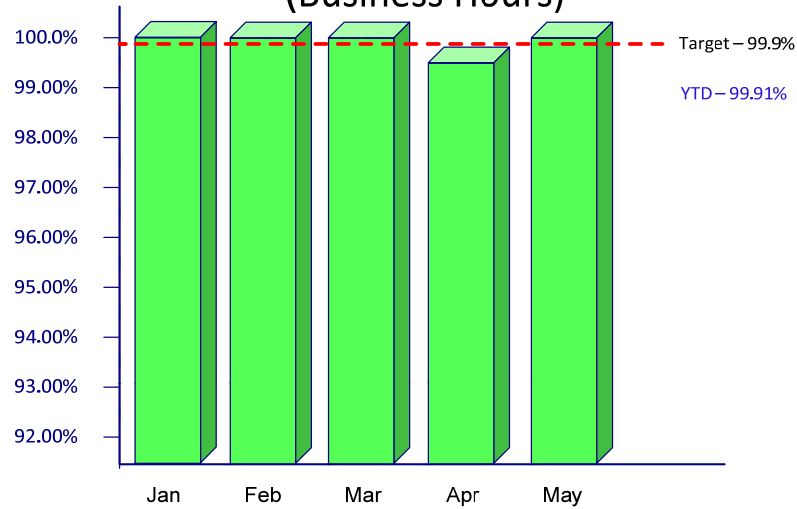
May 2011 Data Center Power Availability

May 2011 Data Center Availability

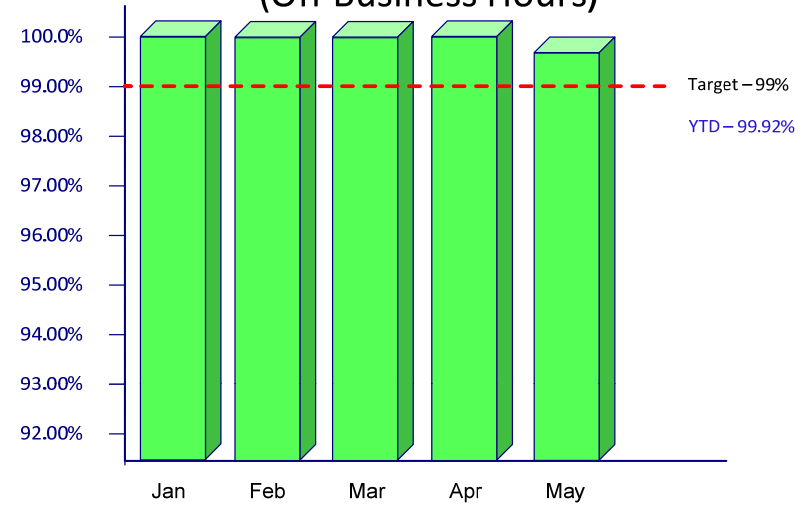


YTD Availability – Retail Market IT Services

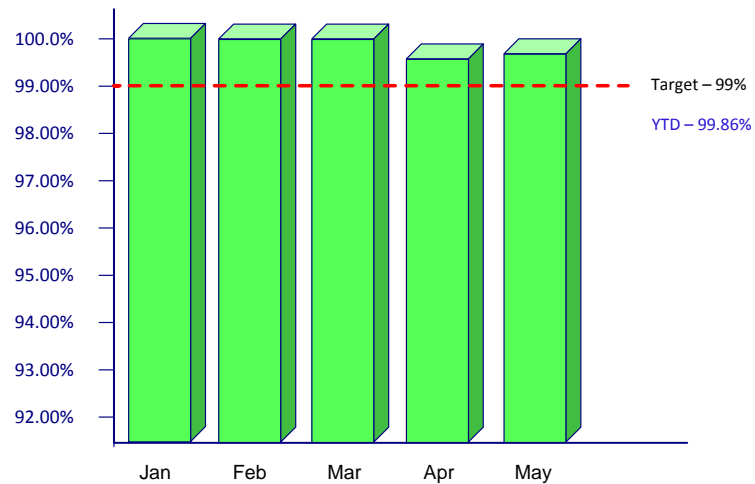
Retail Transaction Processing (Business Hours)



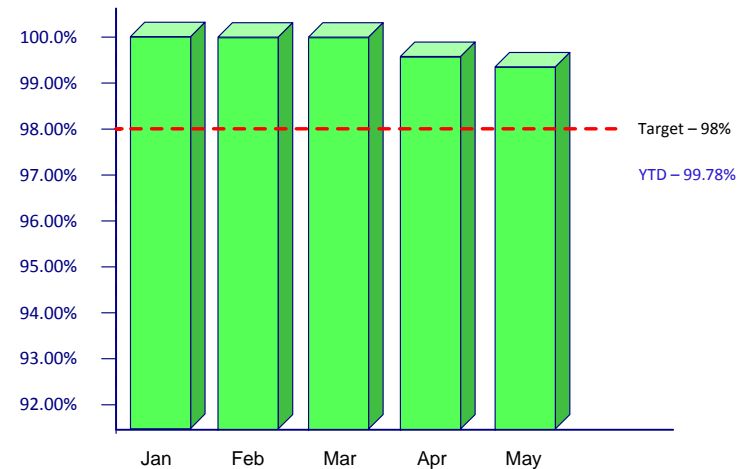
Retail Transaction Processing (Off Business Hours)



Texas Market Link

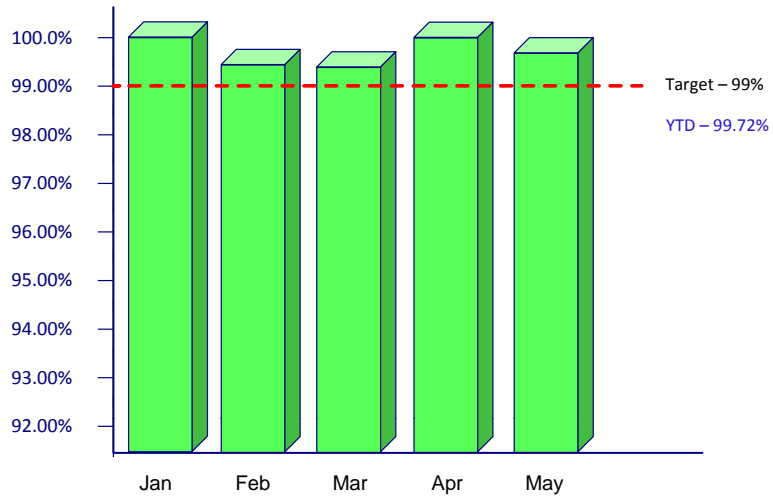


MarkeTrak

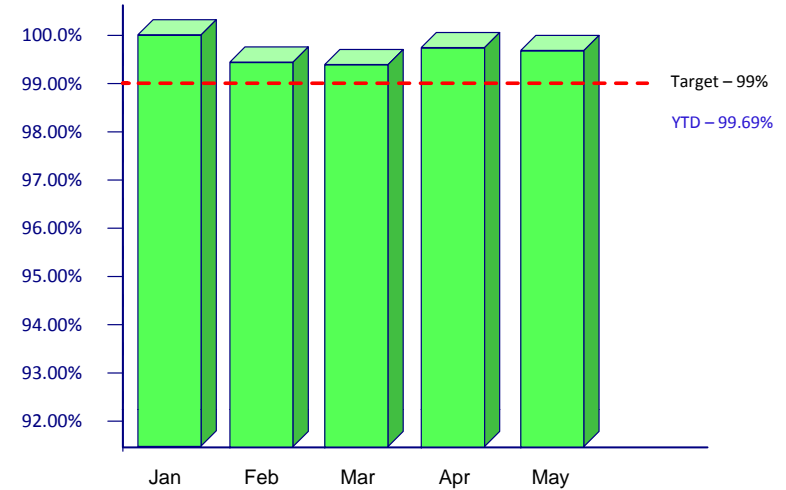


YTD Availability – Market Operations

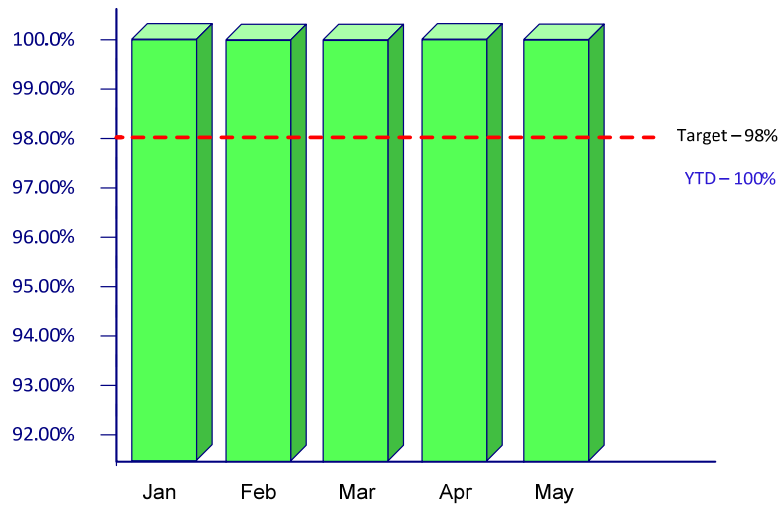
Retail API



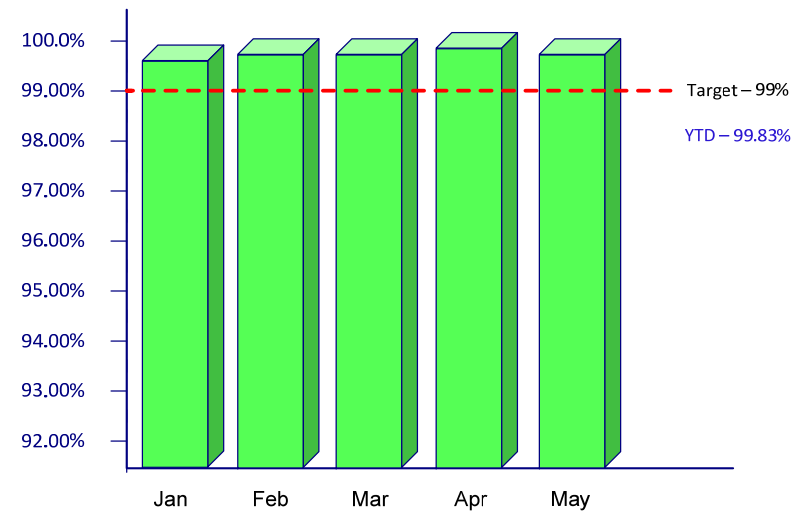
TML Report Explorer



Congestion Revenue Rights

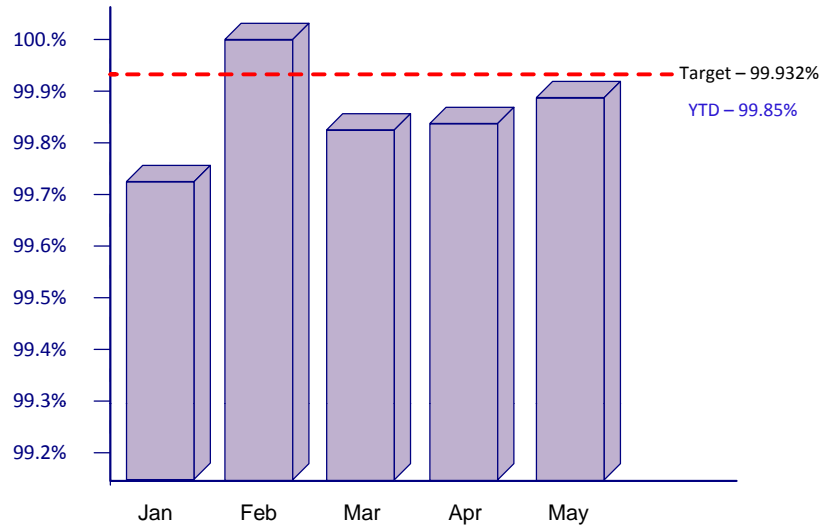


Market Information System

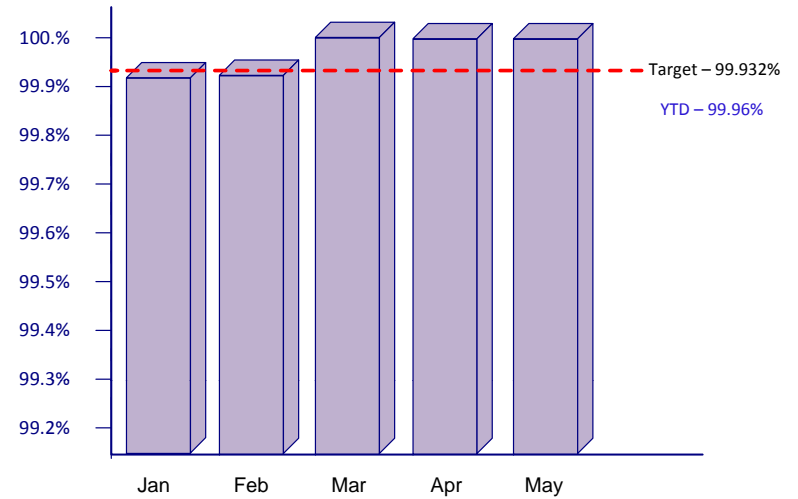


YTD Availability – Grid Operations IT Services

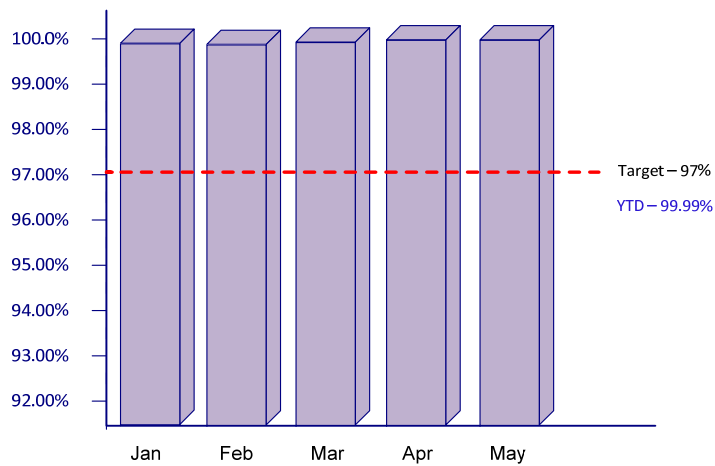
SCED



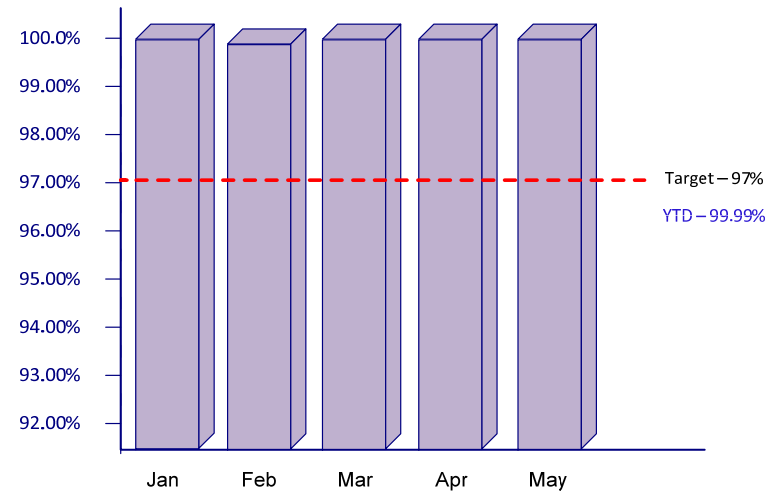
LFC



Network Model Management System

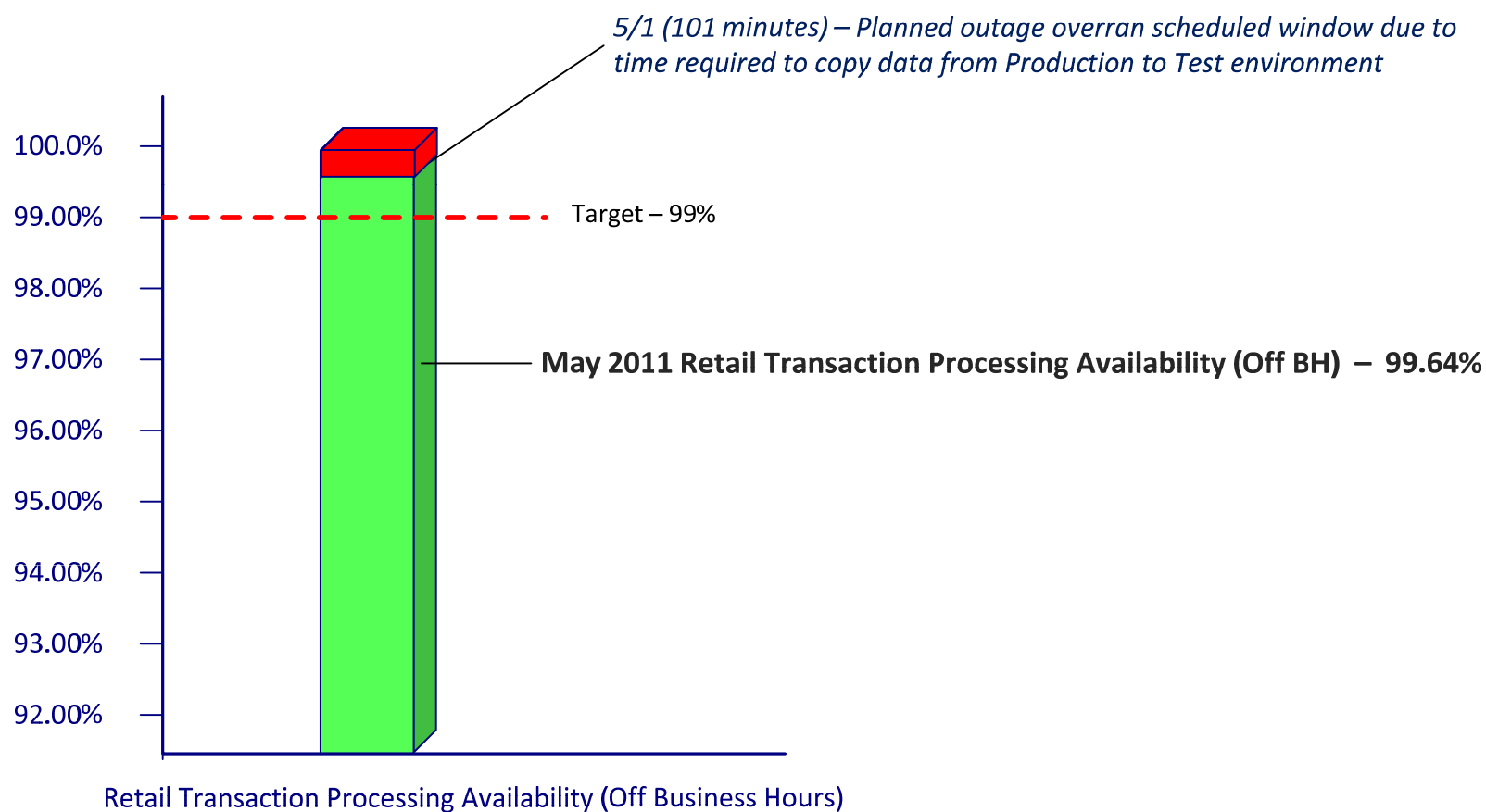


Outage Scheduler



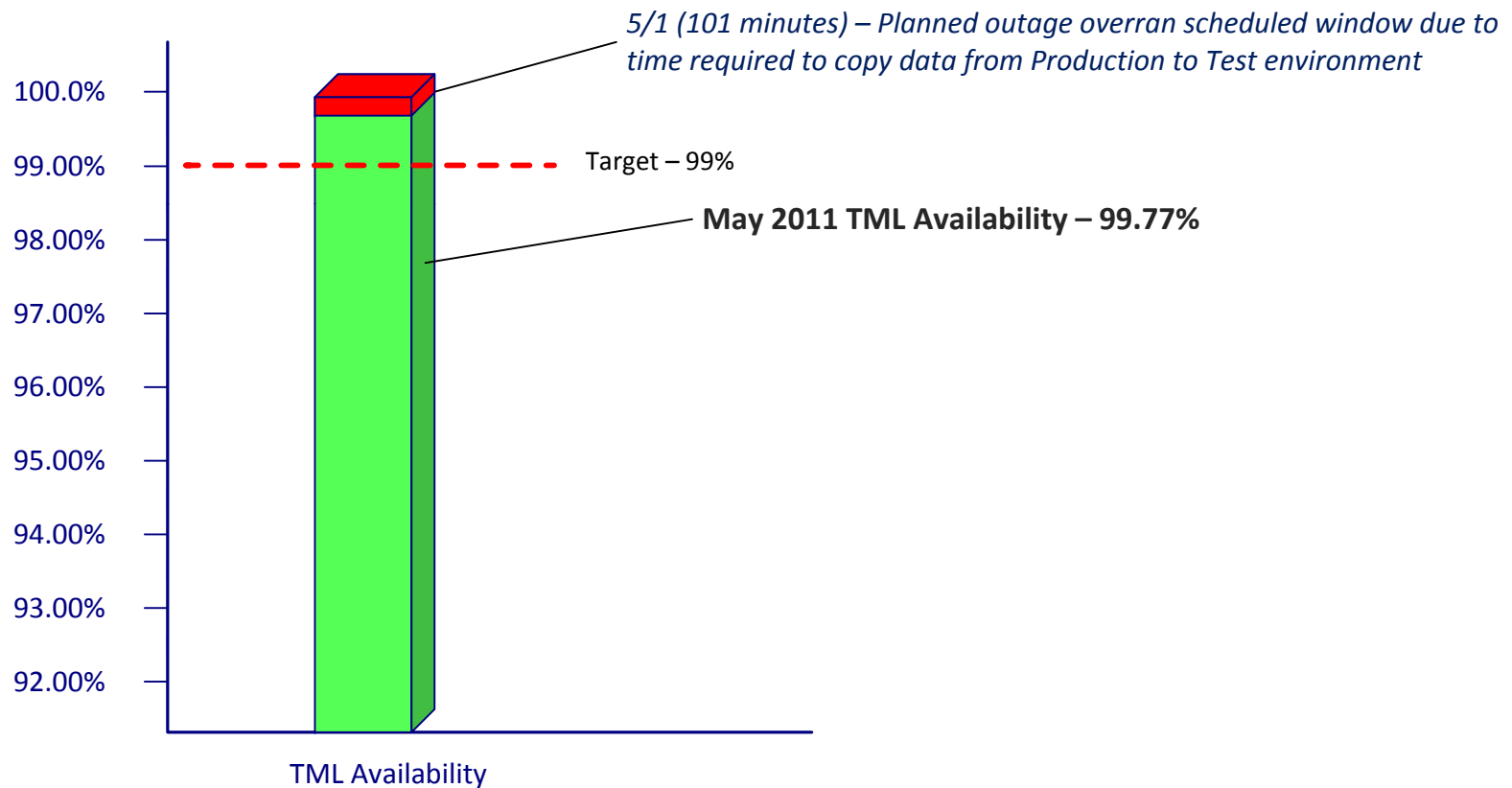
Retail Processing (Off Business Hours) Availability

May 2011 Retail Transaction Processing Availability Summary (Off Business Hours)



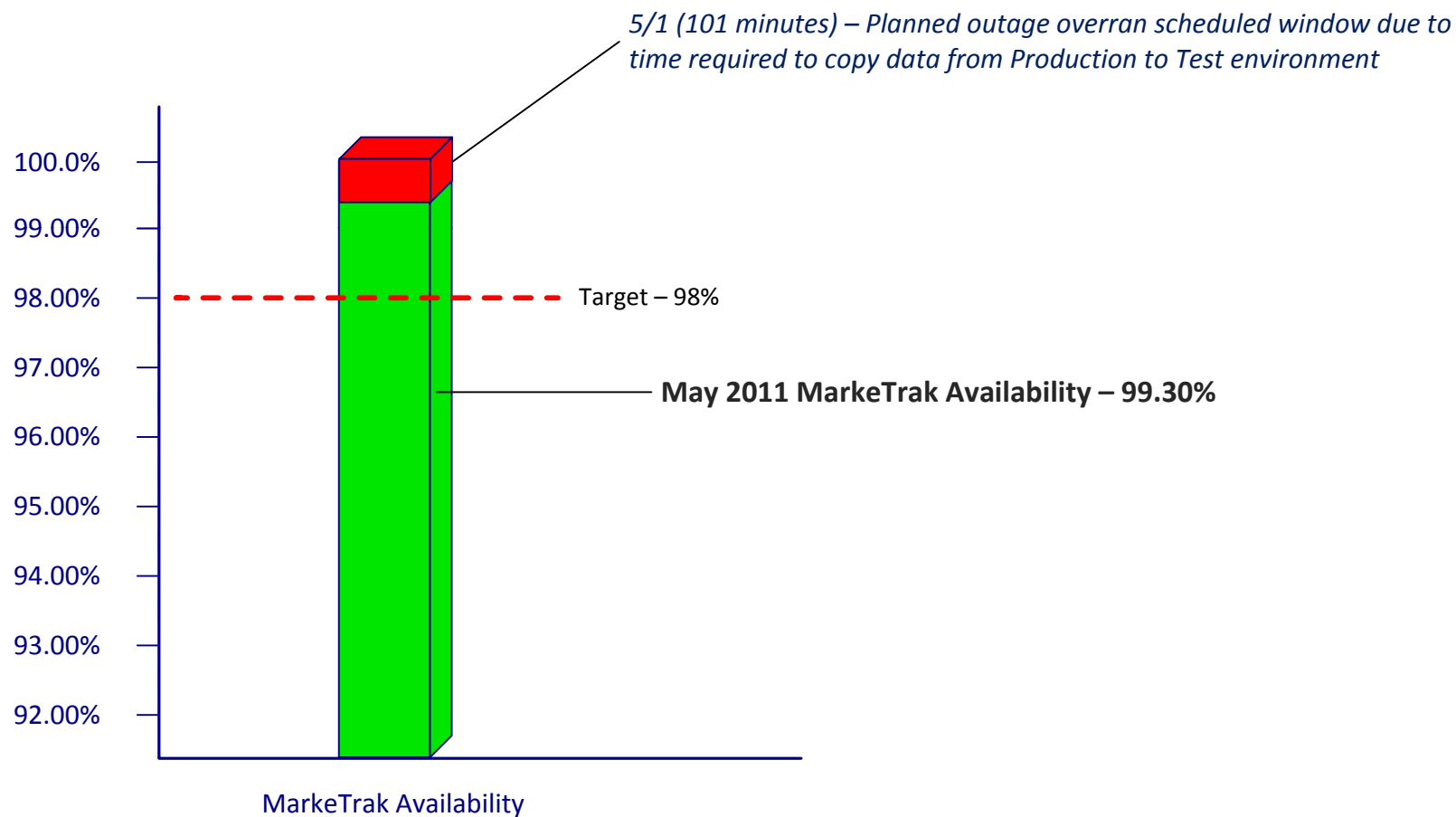
TML Availability

May 2011 TML Availability Summary



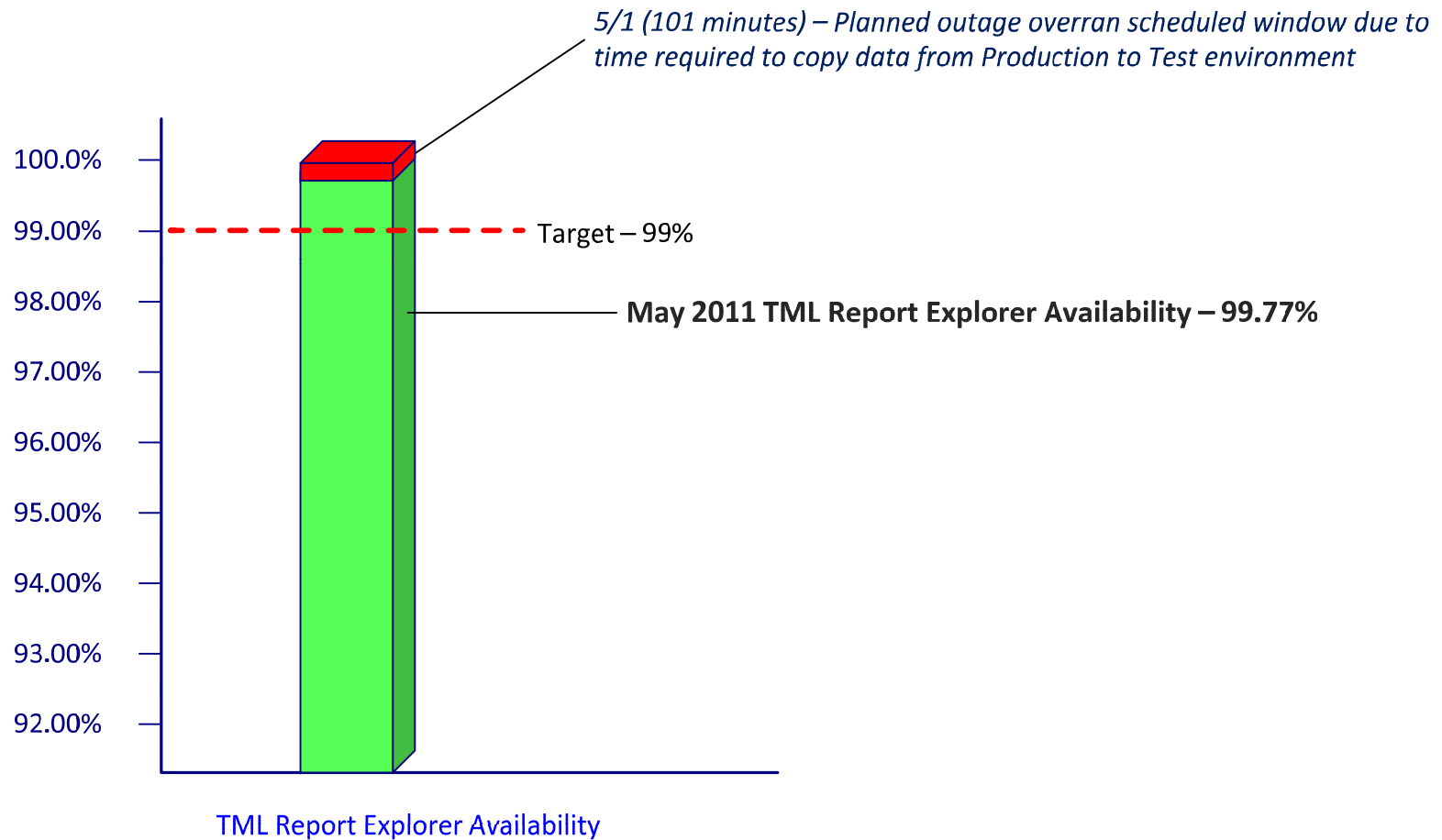
MarkeTrak Availability

May 2011 MarkeTrak Availability Summary



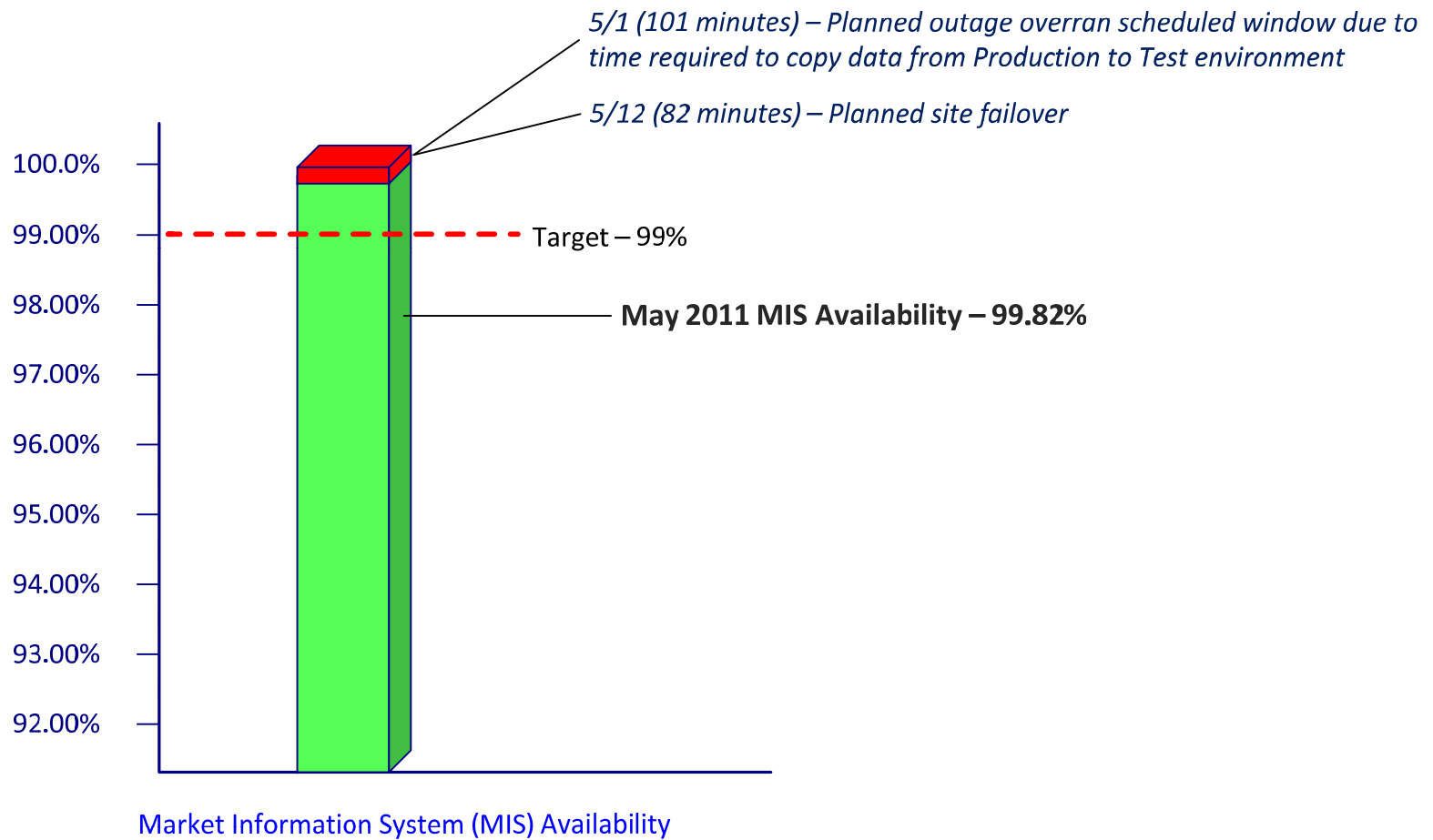
TML Report Explorer Availability

May 2011 TML Report Explorer Availability Summary



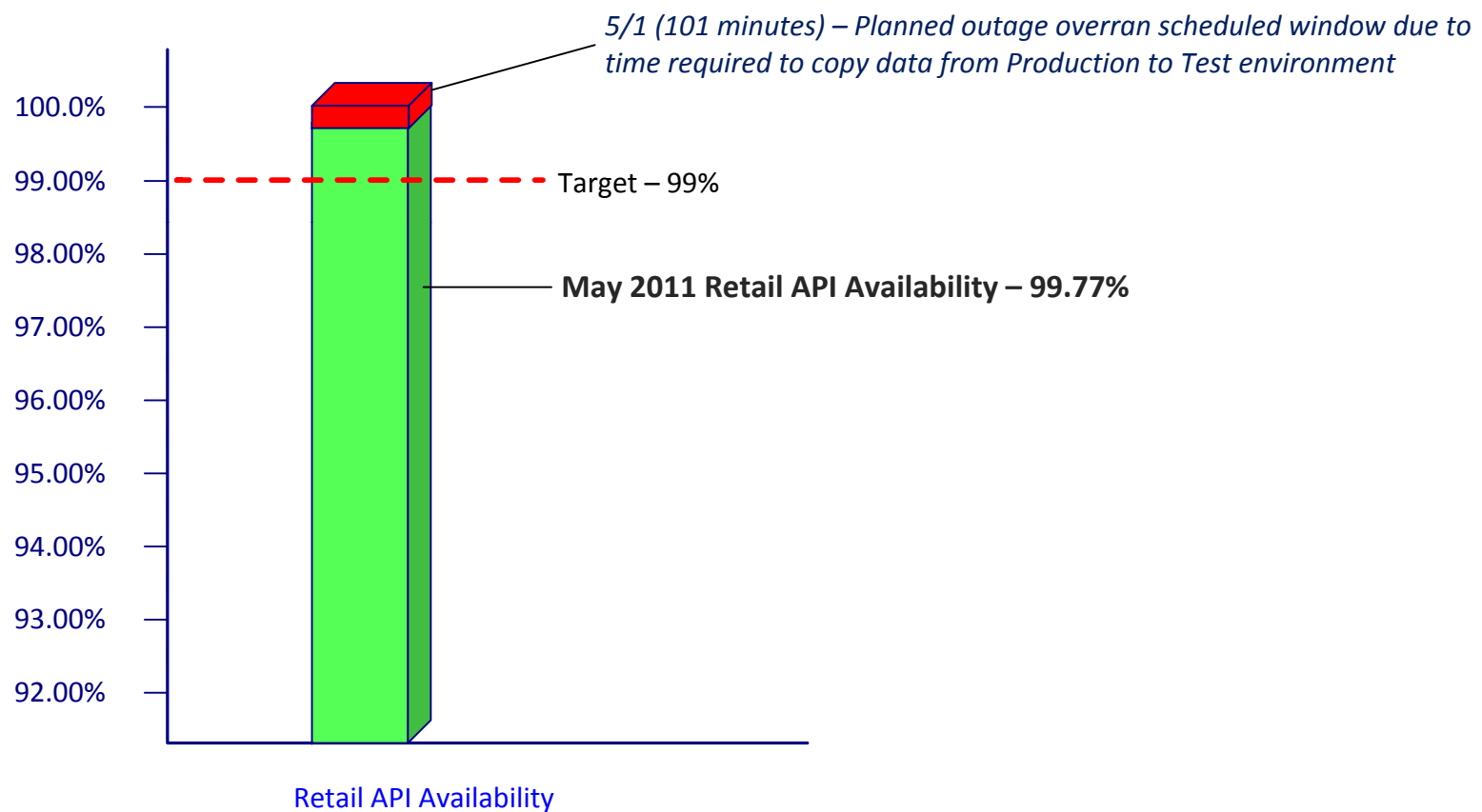
MIS Availability

May 2011 MIS Availability Summary



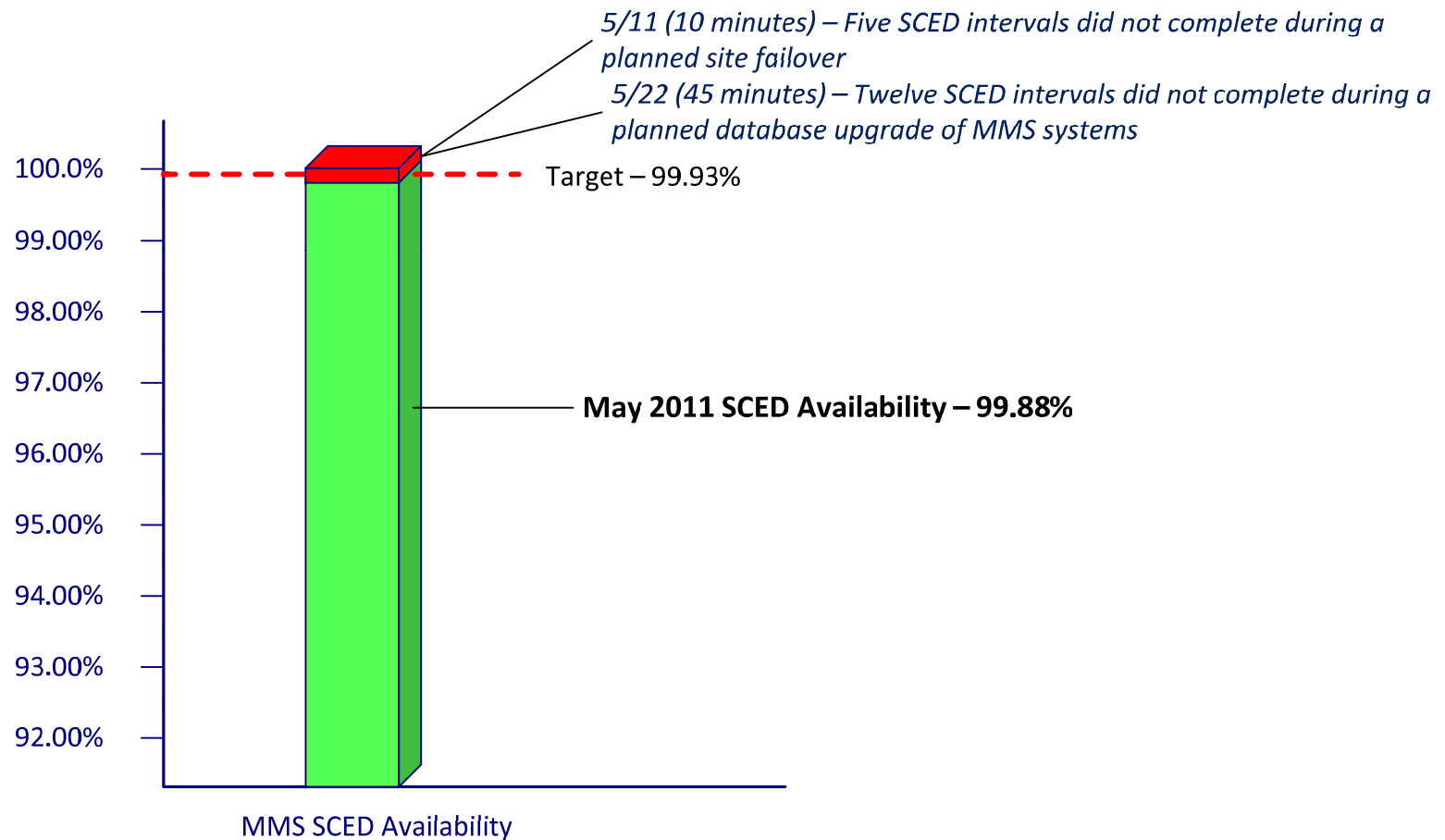
Retail API Availability

May 2011 Retail API Availability Summary

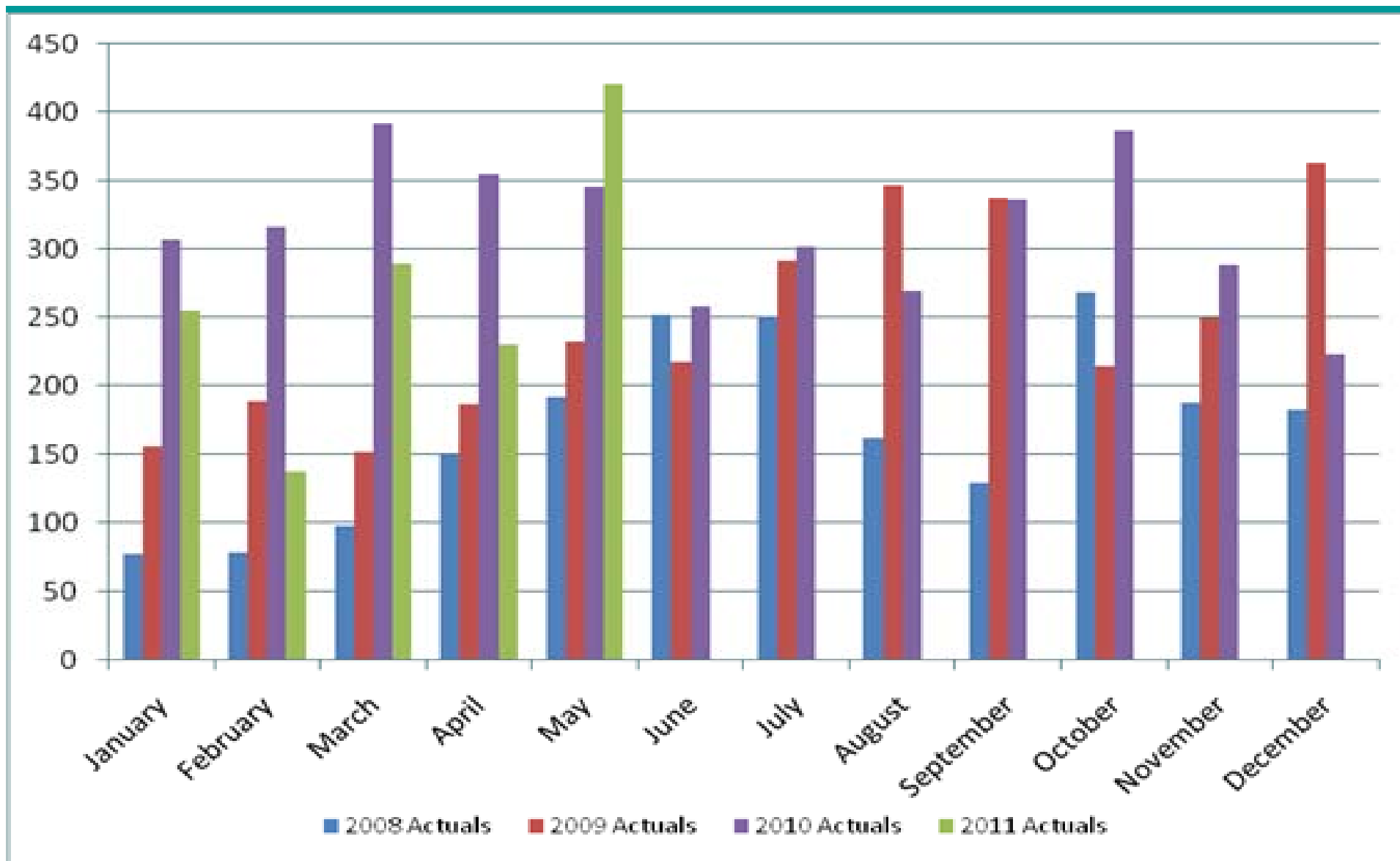


MMS SCED Availability Summary

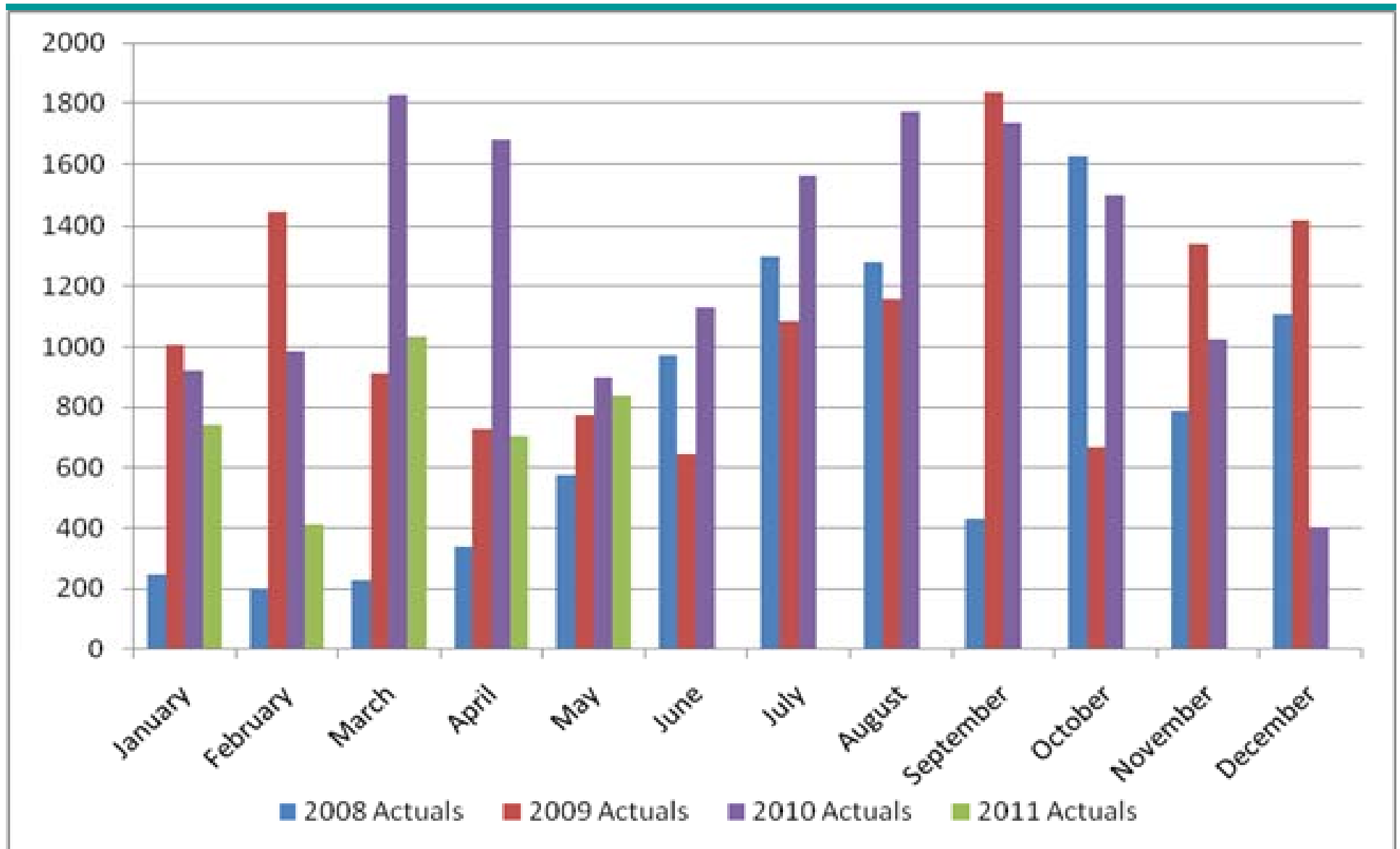
May 2011 MMS SCED Availability Summary



Release Management Metrics (Releases)



Release Management Metrics (Changes)



ERCOT Public Website Metrics (May 2011)

Name↑	Reports	Status	Visits	Avg. Time on Site	Bounce Rate	Completed Goals	Visits % Change	Actions
http://faq.ercot.com UA-460876-6								
★ faq.ercot.com	View report	✓	831	00:01:34	52.95%	0	↓ -3.37%	
http://search.ercot.com UA-460876-8								
★ search.ercot.com	View report	✓	5,820	00:03:25	50.00%	0	↑ 4.47%	
http://www.ercot.com UA-460876-2								
★ www.ercot.com	View report	✓	107,994	00:03:01	59.65%	1	↑ 5.42%	