Information Technology and Facilities Report

Richard Morgan

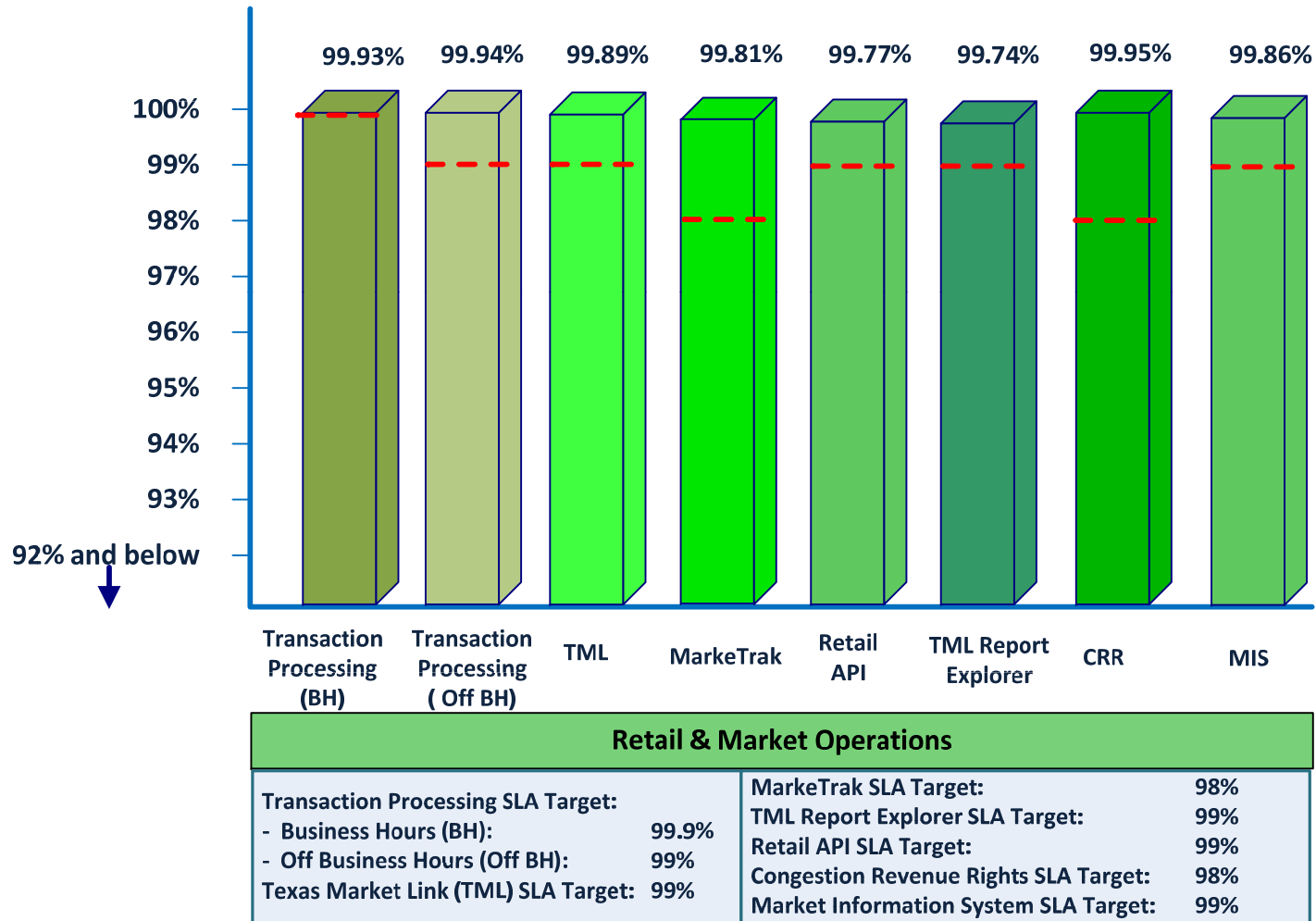**Vice President & Chief Information Officer**

Board of Directors Meeting

July 19, 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 met all SLA targets

- **Core Systems Planned Failover (6/7)**
  - Completed with only two missed SCED intervals

- **MIS/MIR Systems Planned Failover (6/8)**
  - Completed with no issues

- **Facilities**
  - Met Center Control Room/Data Center lease did not meet prospective tenant's objectives
  - Will continue to pursue other tenants and alternatives

- **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
  - Control Room in Bastrop on schedule to be ready for use by July 22nd

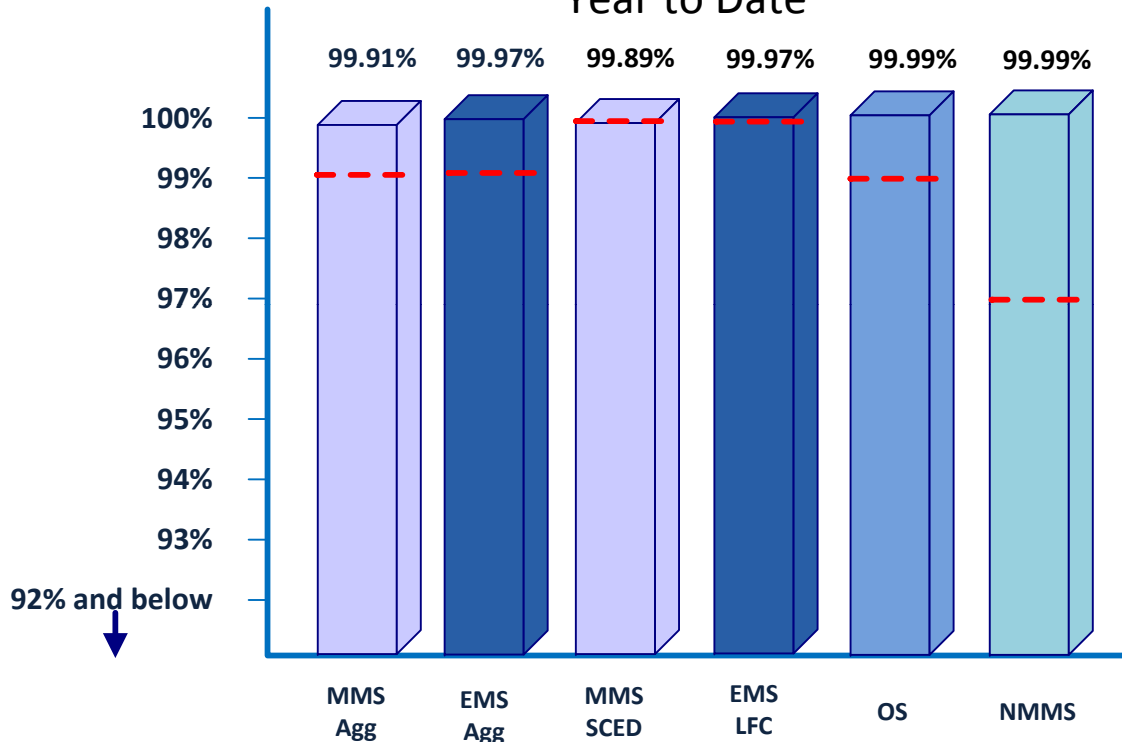# 2011 Net Service Availability (Retail and Market Ops)

2011 Net Service Availability
Year to Date

	Transaction Processing (BH)	Transaction Processing (Off BH)	TML	MarkeTrak	Retail API	TML Report Explorer	CRR	MIS
	99.93%	99.94%	99.89%	99.81%	99.77%	99.74%	99.95%	99.86%

Retail & Market Operations			
Transaction Processing SLA Target:		MarkeTrak SLA Target:	98%
- Business Hours (BH):	99.9%	TML Report Explorer SLA Target:	99%
- Off Business Hours (Off BH):	99%	Retail API SLA Target:	99%
Texas Market Link (TML) SLA Target:	99%	Congestion Revenue Rights SLA Target:	98%
		Market Information System SLA Target:	99%

2011 Net Service Availability (Grid Ops)

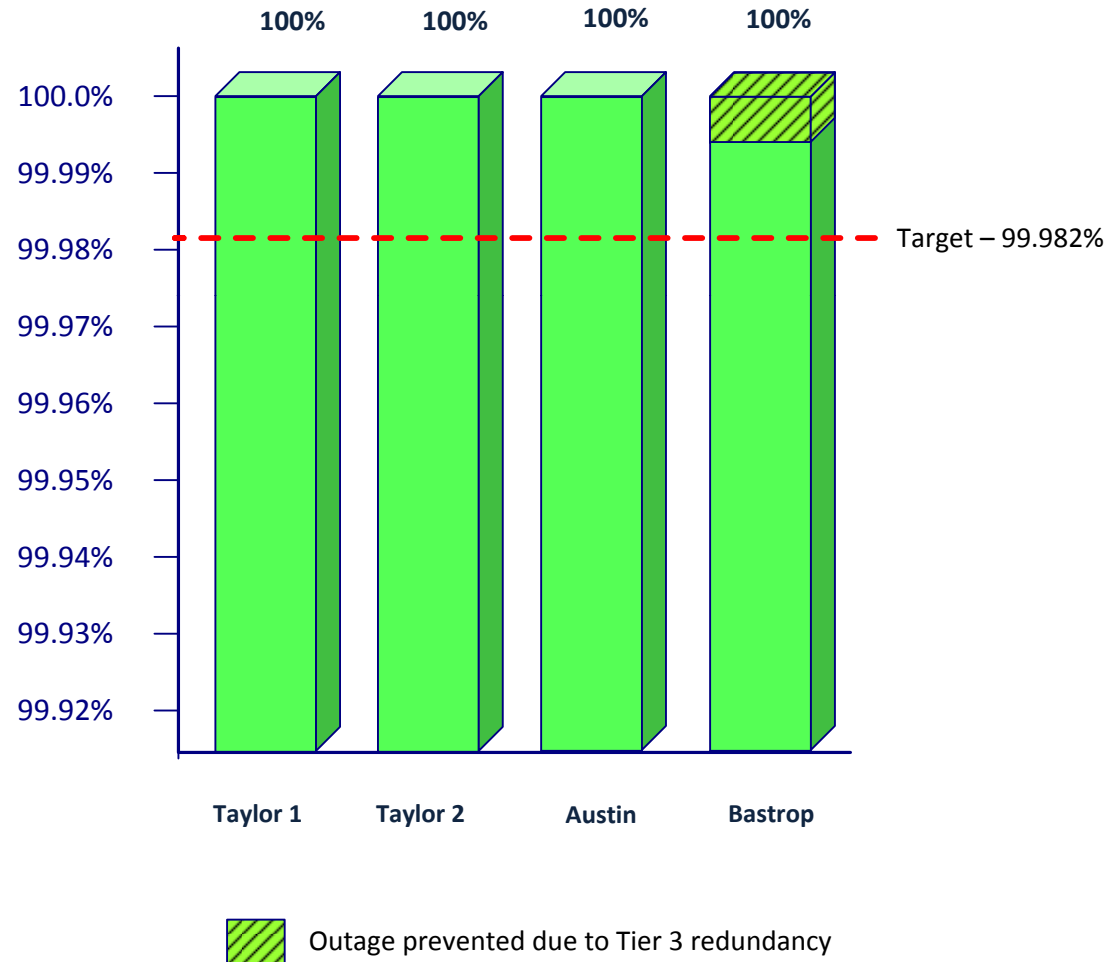## 2011 Net Service Availability
Year to Date

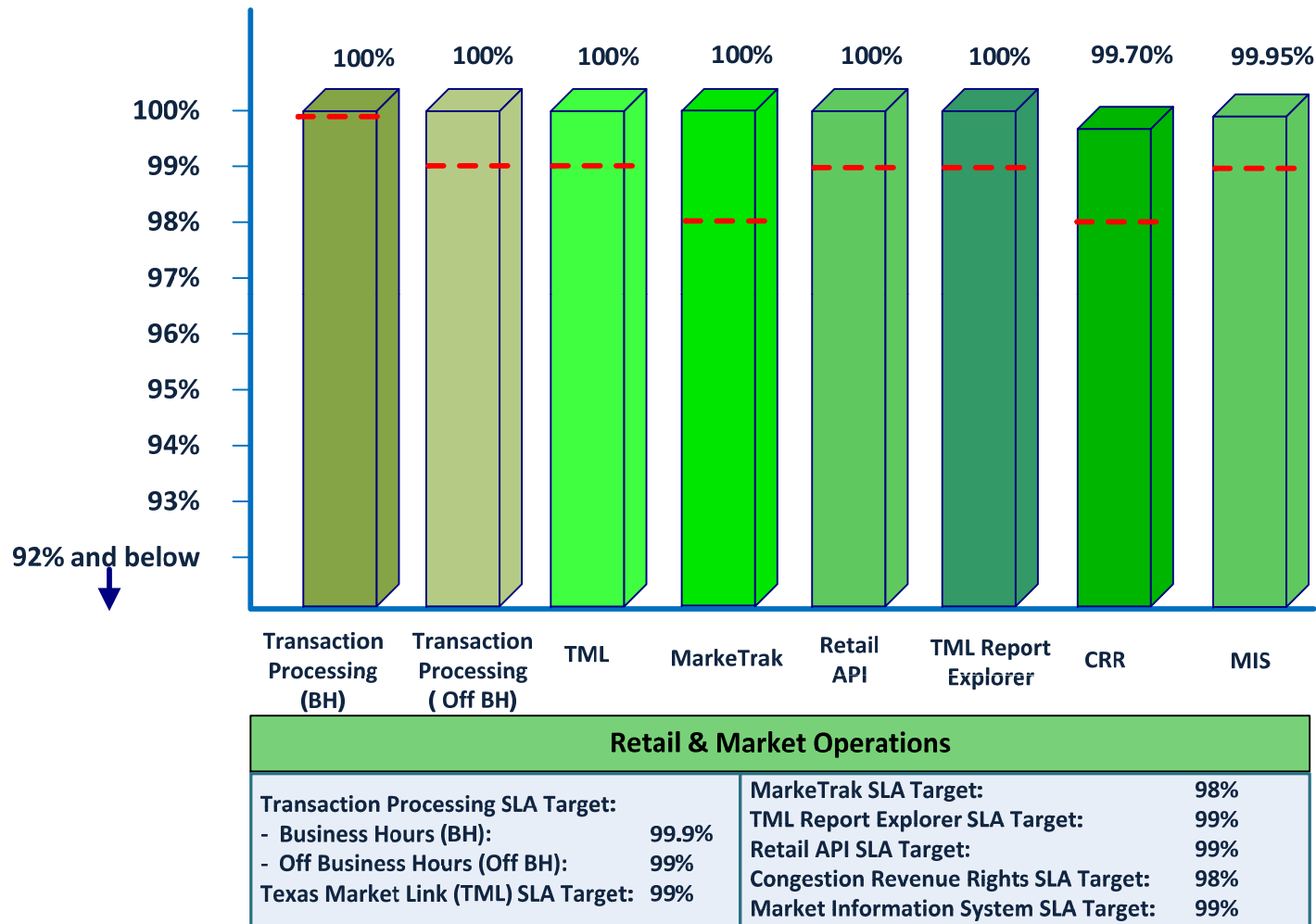| Grid Operations	
MMS Aggregate SLA Target: 99%	EMS LFC Target: 99.93%
EMS Aggregate SLA Target: 99%	Outage Scheduler Target: 99%
MMS SCED SLA Target: 99.93%	NMMS Target: 97%

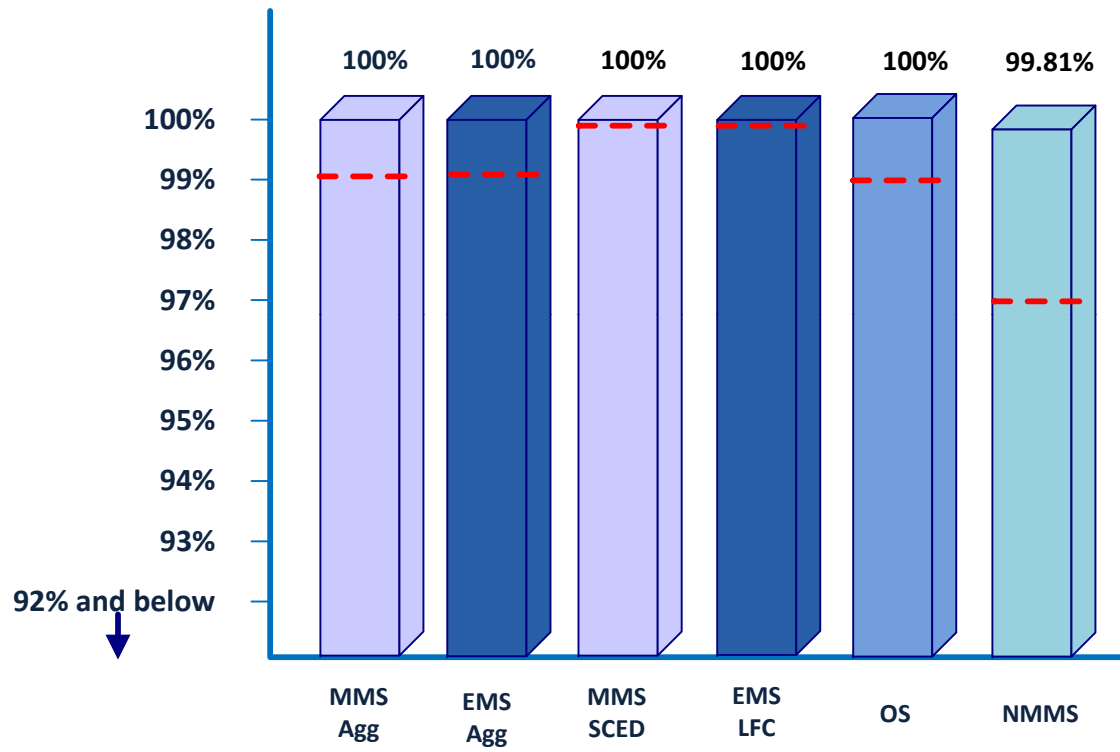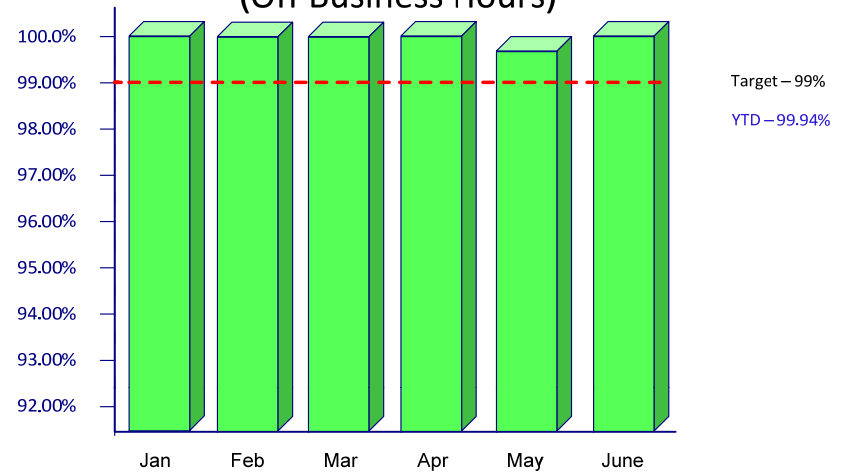# 2011 Data Center Availability

2011 Data Center Availability
Year to Date

Target – 99.982%

Outage prevented due to Tier 3 redundancy

June 2011 Net Service Availability

Bar chart showing:

Service	Availability
Transaction Processing (BH)	100%
Transaction Processing (Off BH)	100%
TML	100%
MarkeTrak	100%
Retail API	100%
TML Report Explorer	100%
CRR	99.70%
MIS	99.95%

Retail & Market Operations

Transaction Processing SLA Target:
- Business Hours (BH): 99.9%
- Off Business Hours (Off BH): 99%
Texas Market Link (TML) SLA Target: 99%

MarkeTrak SLA Target: 98%
TML Report Explorer SLA Target: 99%
Retail API SLA Target: 99%
Congestion Revenue Rights SLA Target: 98%
Market Information System SLA Target: 99%

June 2011 Net Service Availability

June 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%

June 2011 Data Center Power Availability

June 2011 Data Center Availability

Bar chart showing data center availability for Taylor 1, Taylor 2, Austin, and Bastrop, each at 100%. Y-axis ranges from 99.92% to 100.0%. Target — 99.982% shown as red dashed line.

Legend: Outage prevented due to Tier 3 redundancy
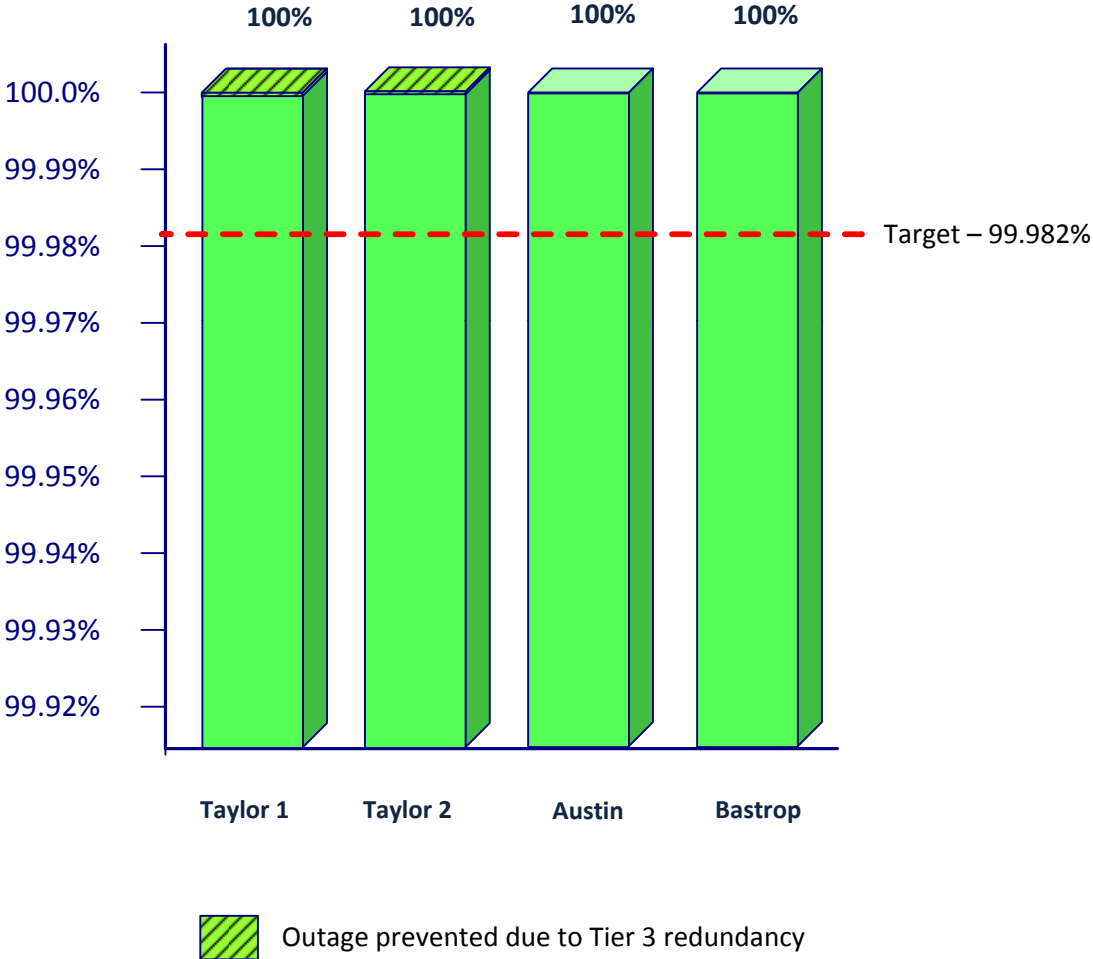
YTD Availability – Retail Market IT Services

Retail Transaction Processing (Business Hours)

Target – 99.9%
YTD – 99.93%
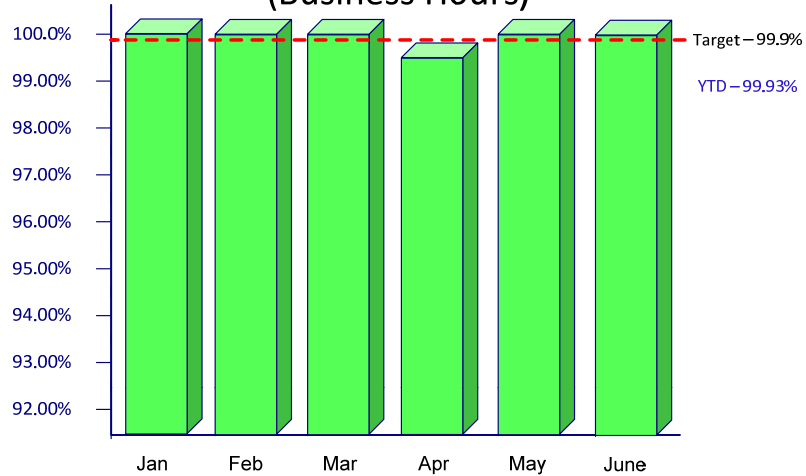
Retail Transaction Processing (Off Business Hours)

Target – 99%
YTD – 99.94%

Texas Market Link

Target – 99%
YTD – 99.89%

MarkeTrak

Target – 98%
YTD – 99.81%
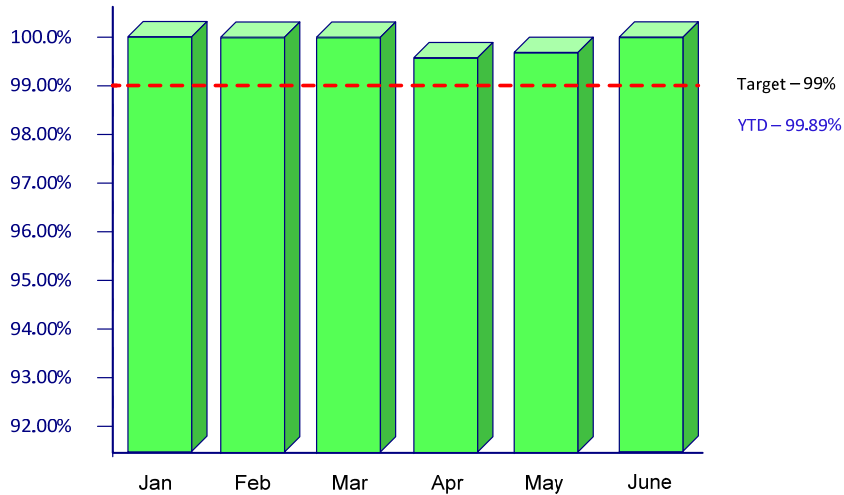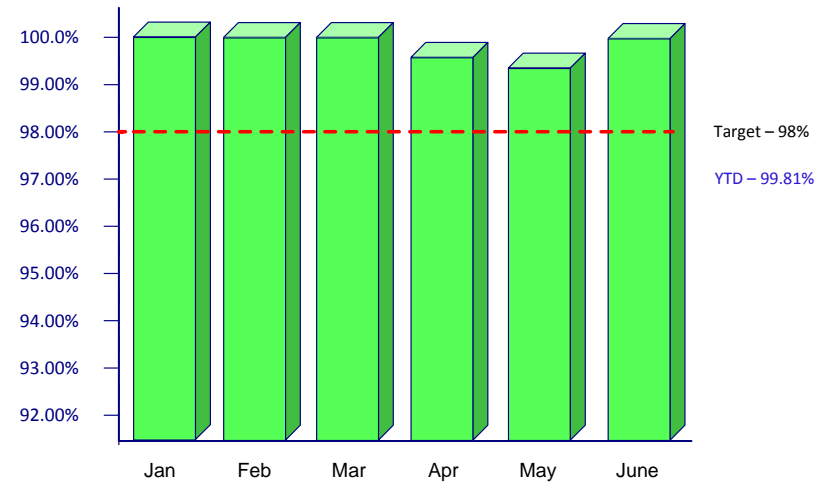
YTD Availability – Market Operations

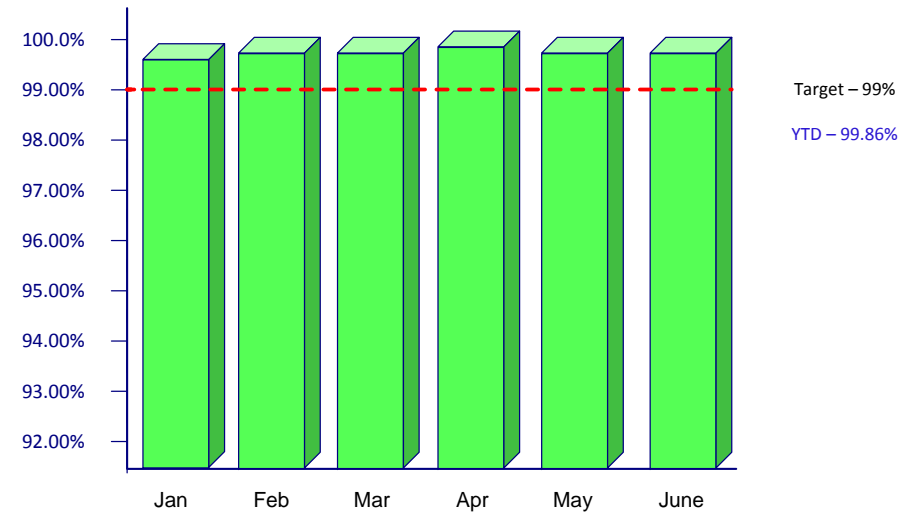Retail API chart — Target – 99%, YTD – 99.77%
TML Report Explorer chart — Target – 99%, YTD – 99.73%
Congestion Revenue Rights chart — Target – 98%, YTD – 99.95%
Market Information System chart — Target – 99%, YTD – 99.86%
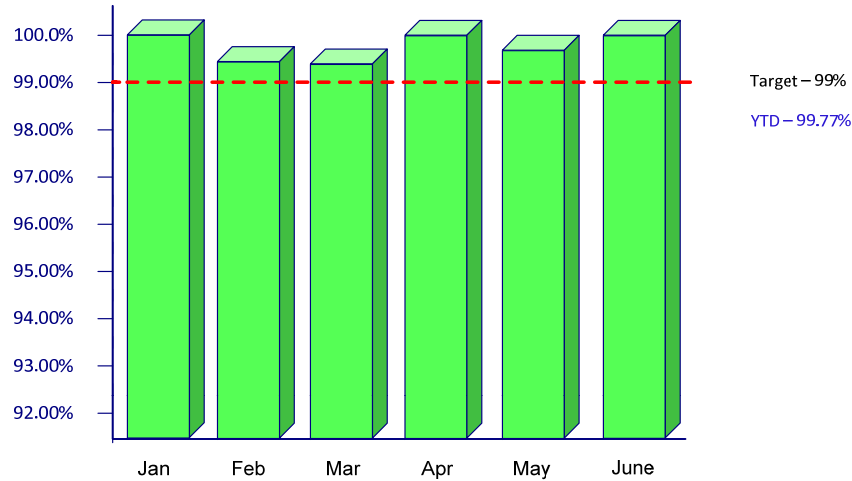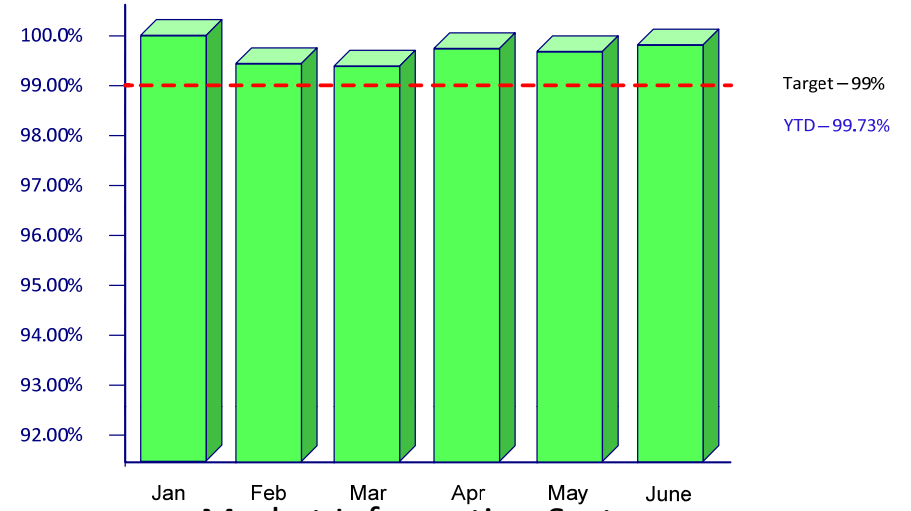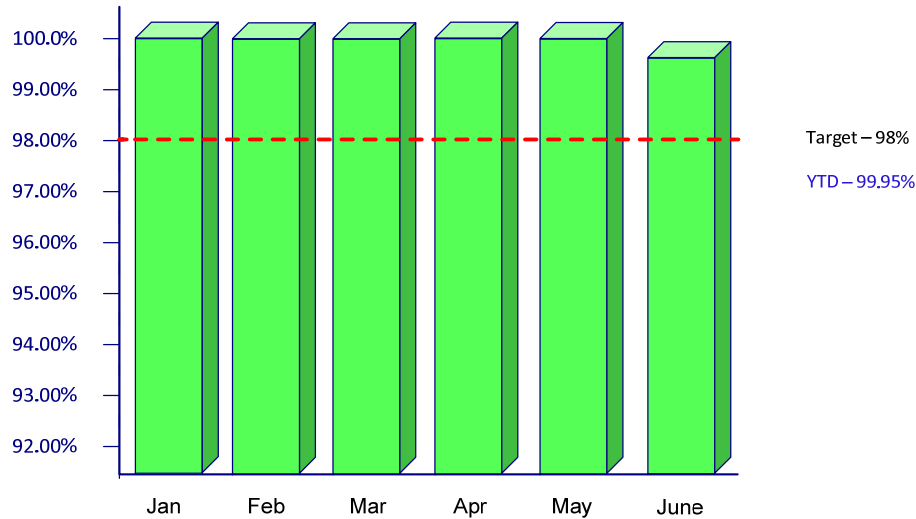
YTD Availability – Grid Operations IT Services

SCED

Target – 99.932%

YTD – 99.89%

LFC

Target – 99.932%

YTD – 99.97%

Network Model Management System

Target – 97%

YTD – 99.99%

Outage Scheduler

Target – 97%

YTD – 99.99%
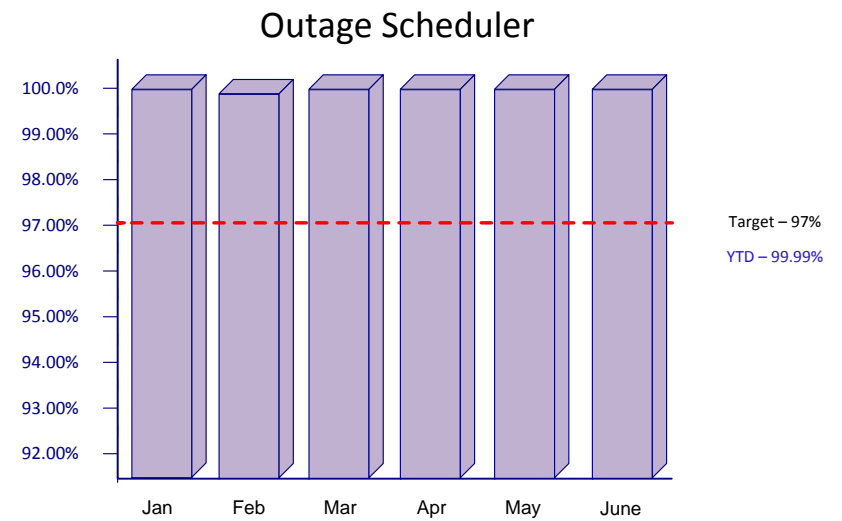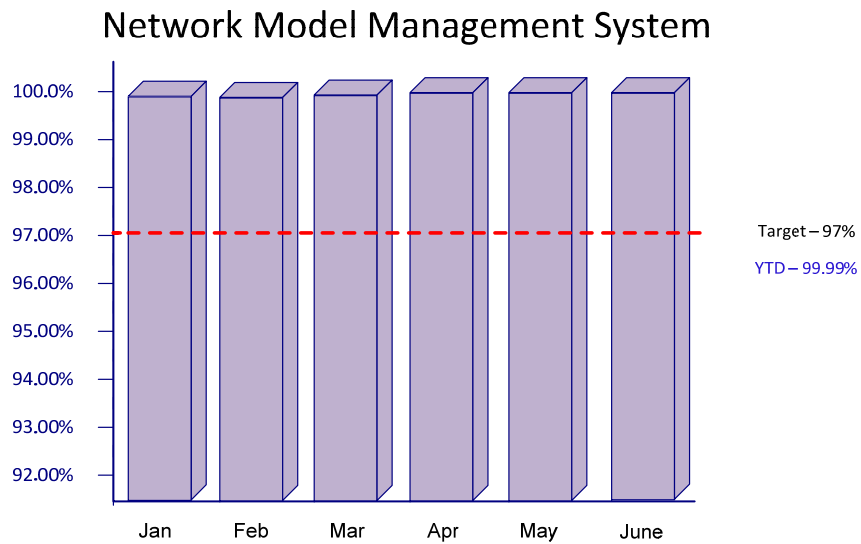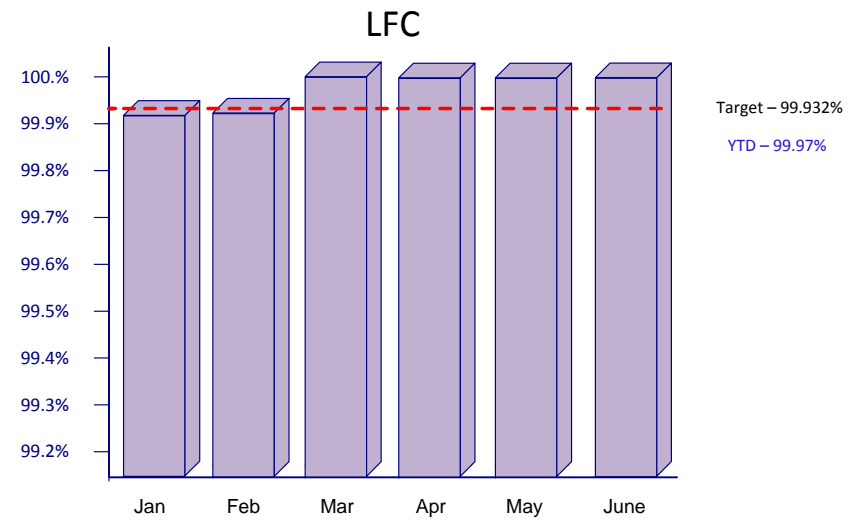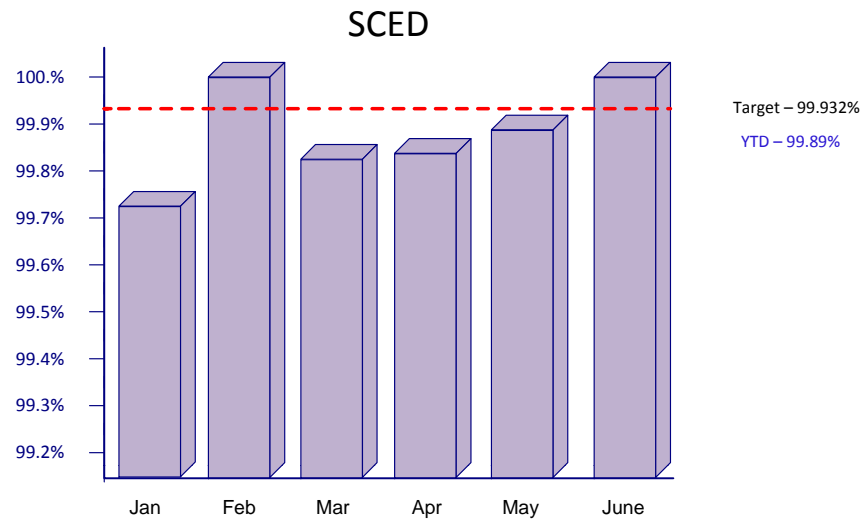
CRR Availability

June 2011 CRR Availability Summary

6/29 (130 minutes) – Planned database upgrade
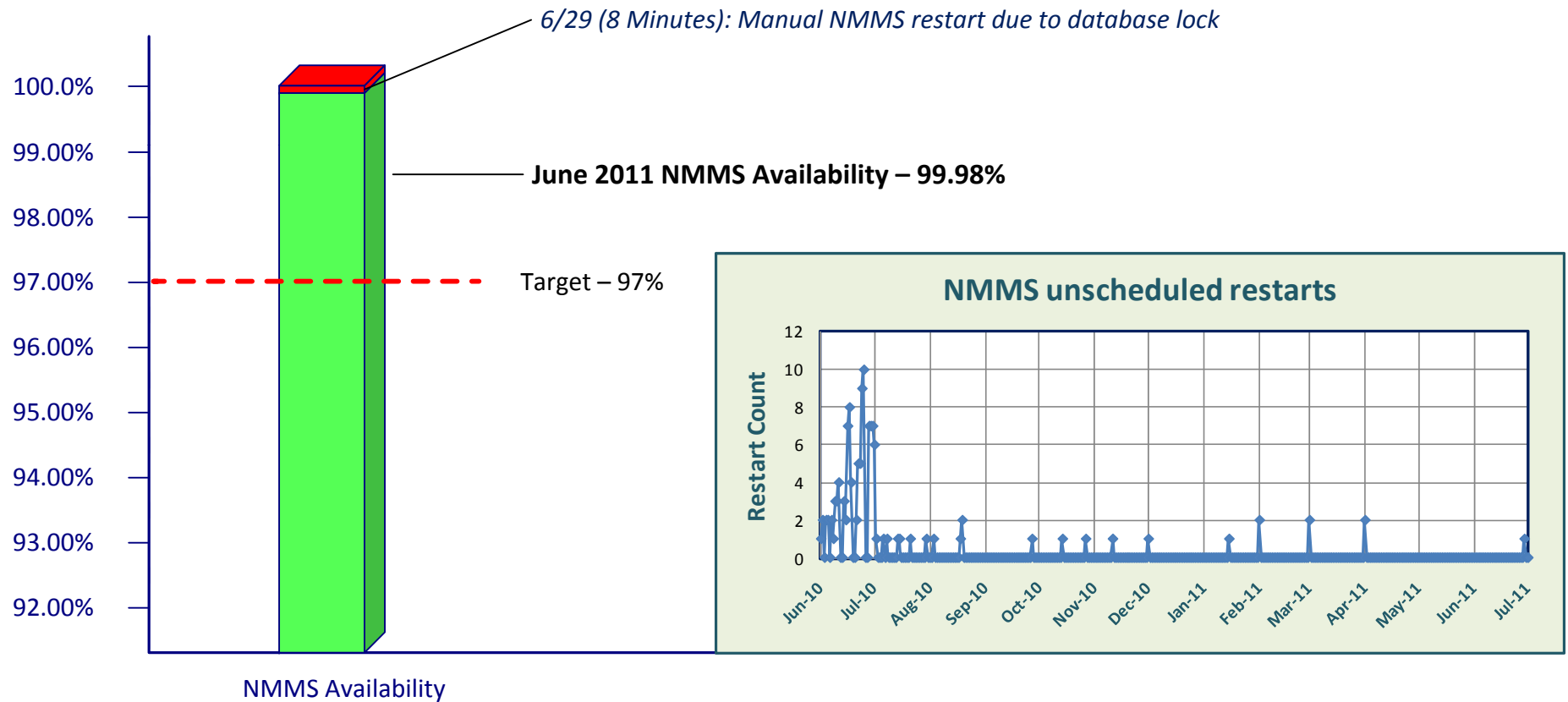
Target – 98%

June 2011 CRR Availability – 99.70%

MarkeTrak Availability
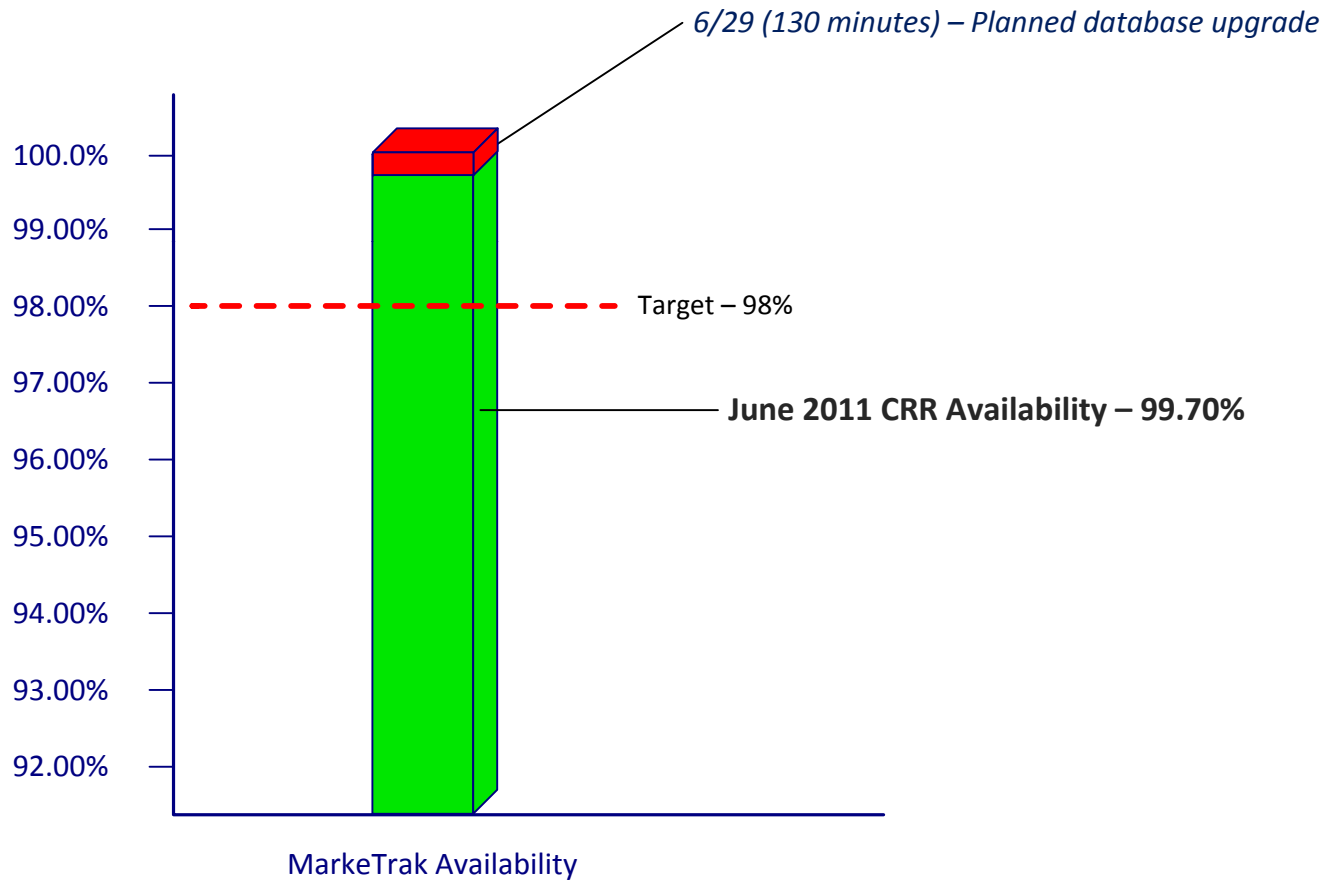
Network Model Management System

June 2011 Network Model Management System (NMMS)
Availability Summary

6/29 (8 Minutes): Manual NMMS restart due to database lock

June 2011 NMMS Availability – 99.98%
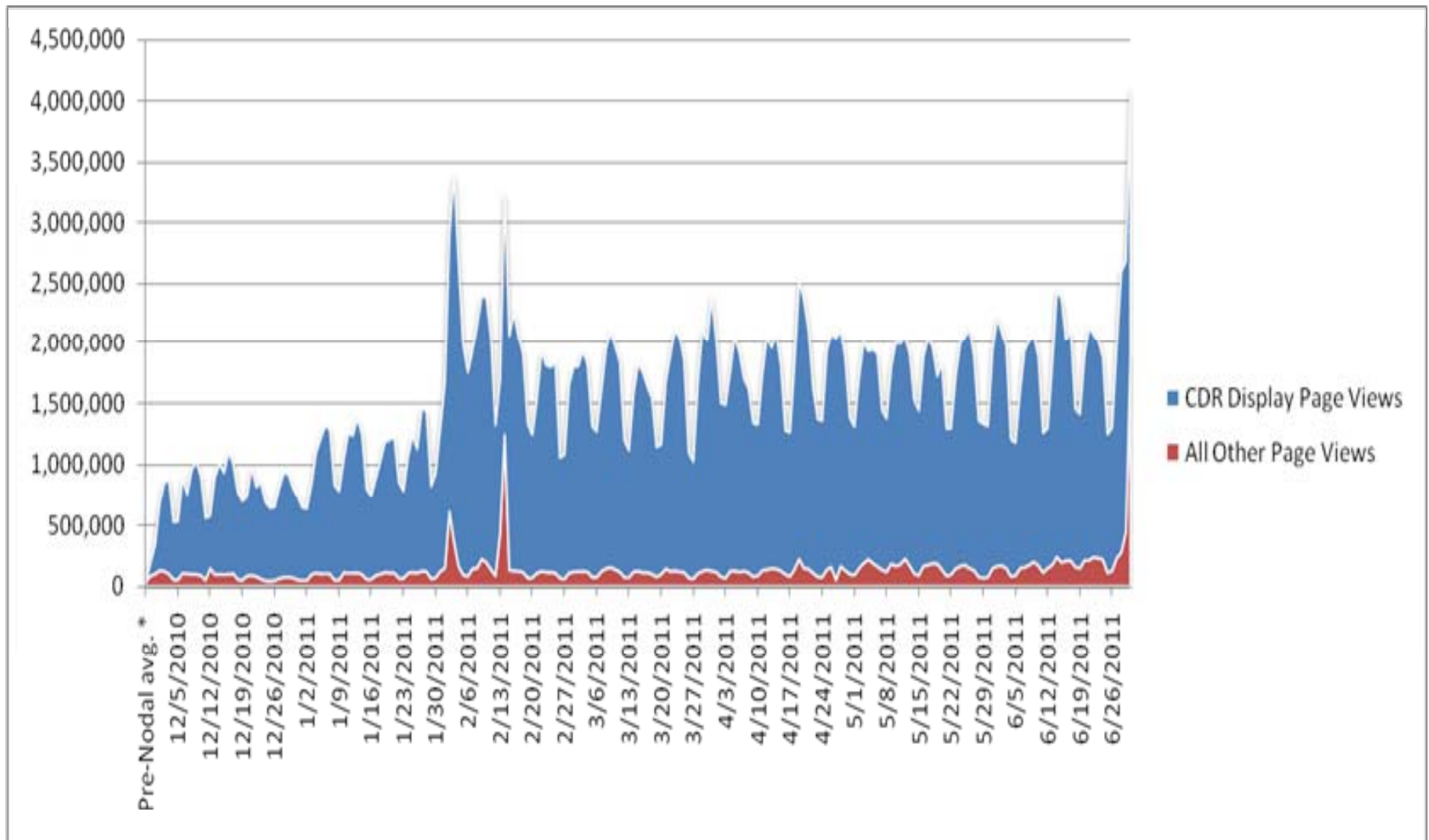
Target – 97%

NMMS Availability

Release Management Metrics (Releases)
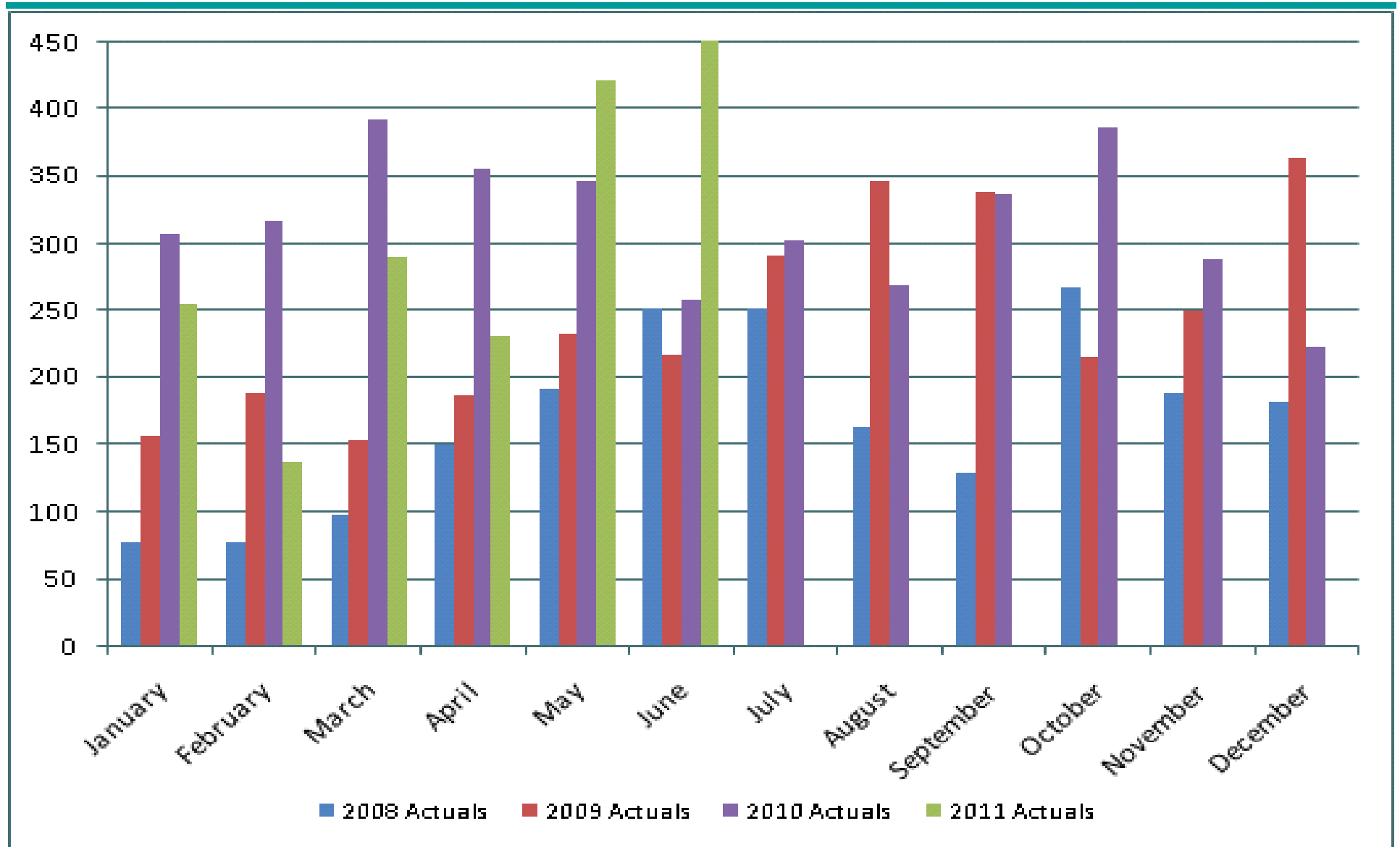
Release Management Metrics (Changes)
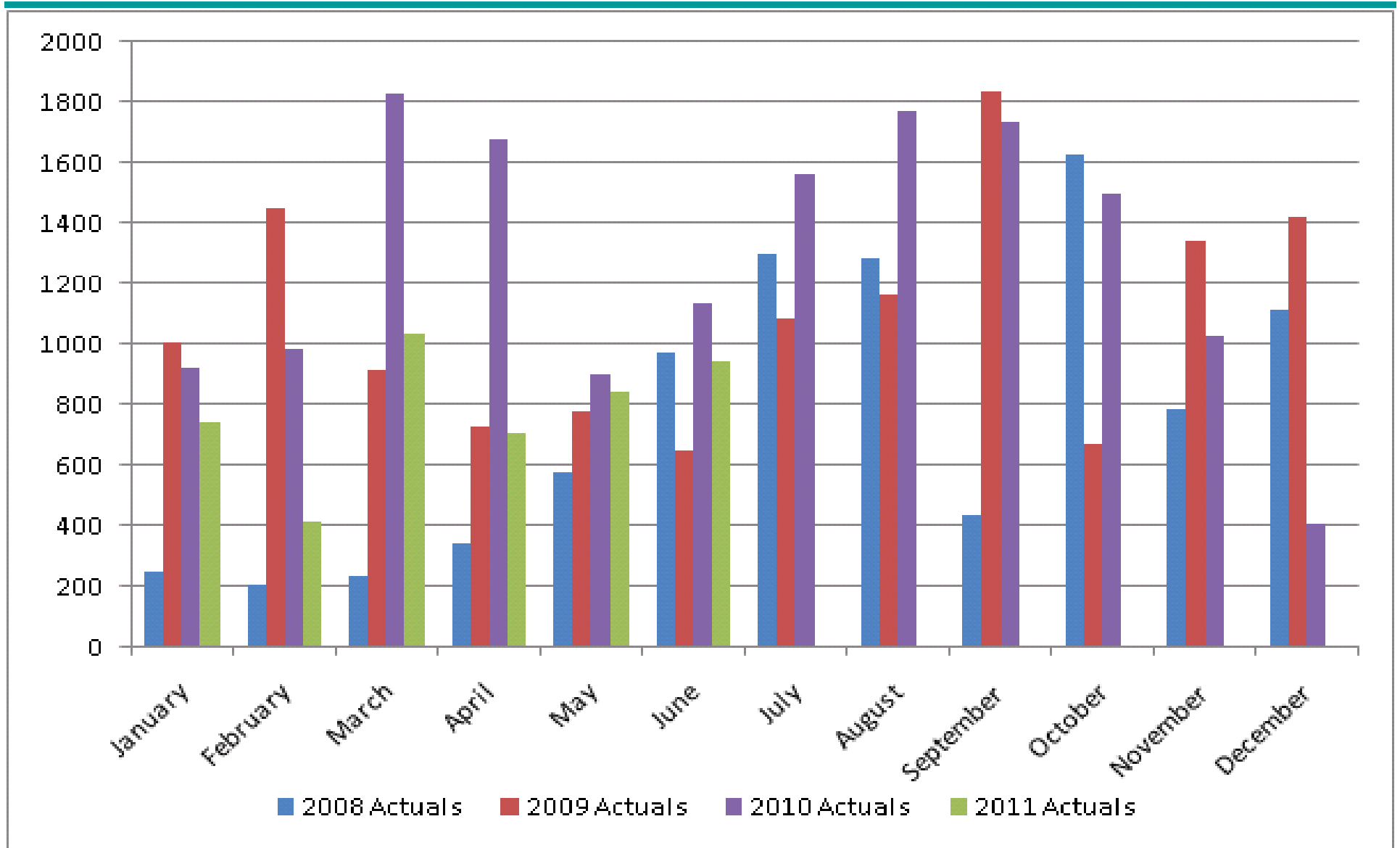
ERCOT Public Website Metrics (June 2011)

ERCOT Public Website Metrics (June 2011)

ERCOT.com Page Views