



# Information Technology and Facilities Report

Richard Morgan  
Vice President and Chief Information Officer

Board of Directors Meeting  
August 16, 2011

# Highlights

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- **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)
    - 18 total SCED intervals were missed during July resulting in 99.856% availability

## Planned Outages

- **Core Systems Planned Failover (7/12)**
  - Completed with only two missed SCED intervals
- **MIS/MIR Systems Planned Failover (7/13)**
  - Completed with no issues
- **EMS database upgrade (7/23)**
  - Total of eleven SCED intervals held during upgrade

## Unplanned Outages

- **Missed one SCED interval due to high database server CPU utilization (7/11)**
  - Increased the number of allocated CPUs; continue to monitor and investigate
- **Missed four SCED intervals due to loss of synchronization (7/21 – 7/23)**
  - Storage array issues have been corrected but final root cause investigation is not complete

# Highlights Cont'd

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- **Data Center Migration**

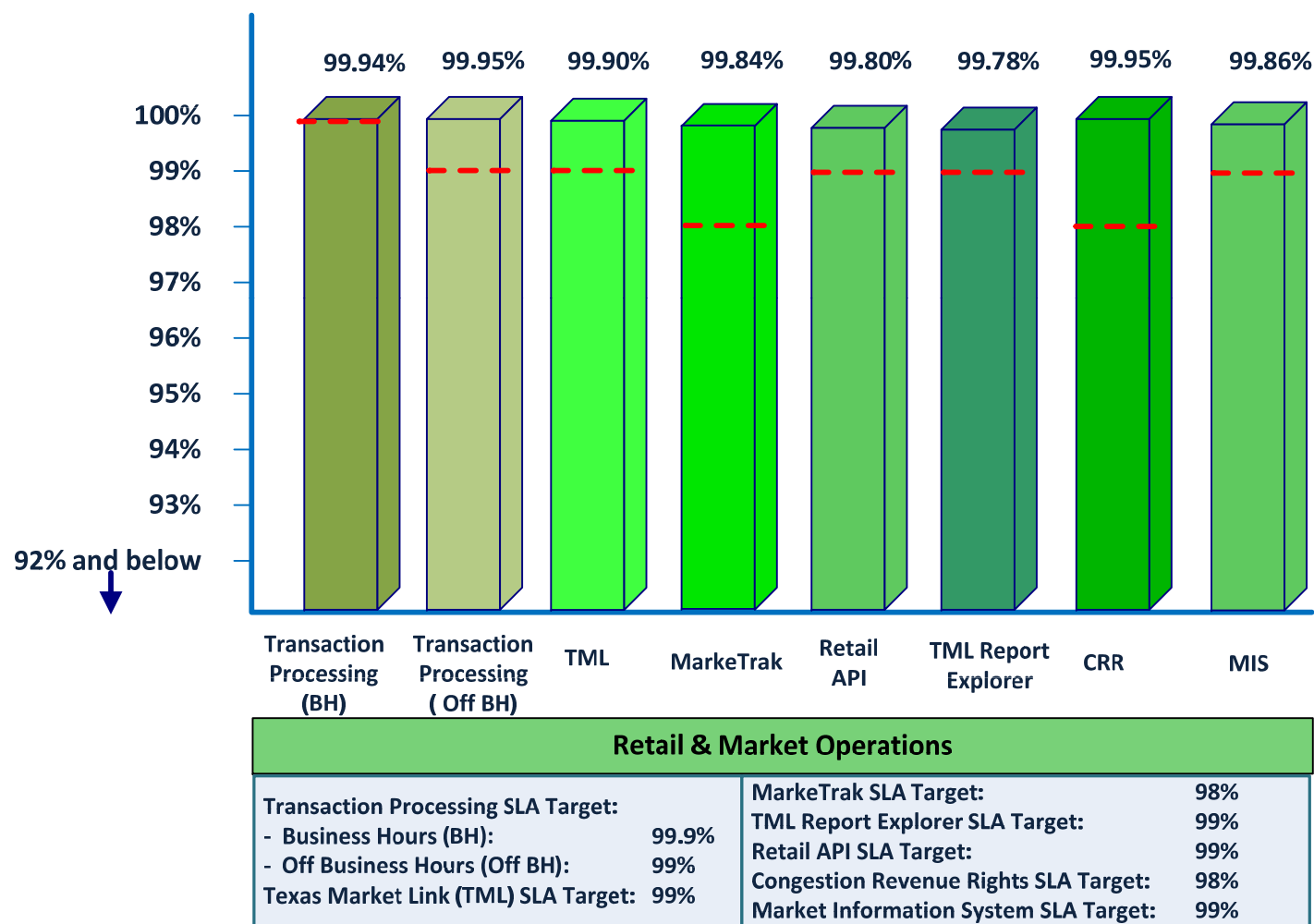
- ✓ Network relocation completed successfully
- ✓ Austin Control Room
  - Relocated to Bastrop
  - First production operation was July 28<sup>th</sup> - Evening shift
- Preparing for Austin EMS/MMS system migration in August
- Taylor Test environment moved successfully
- Disaster Recovery environment in progress, scheduled for October completion

- **Facilities**

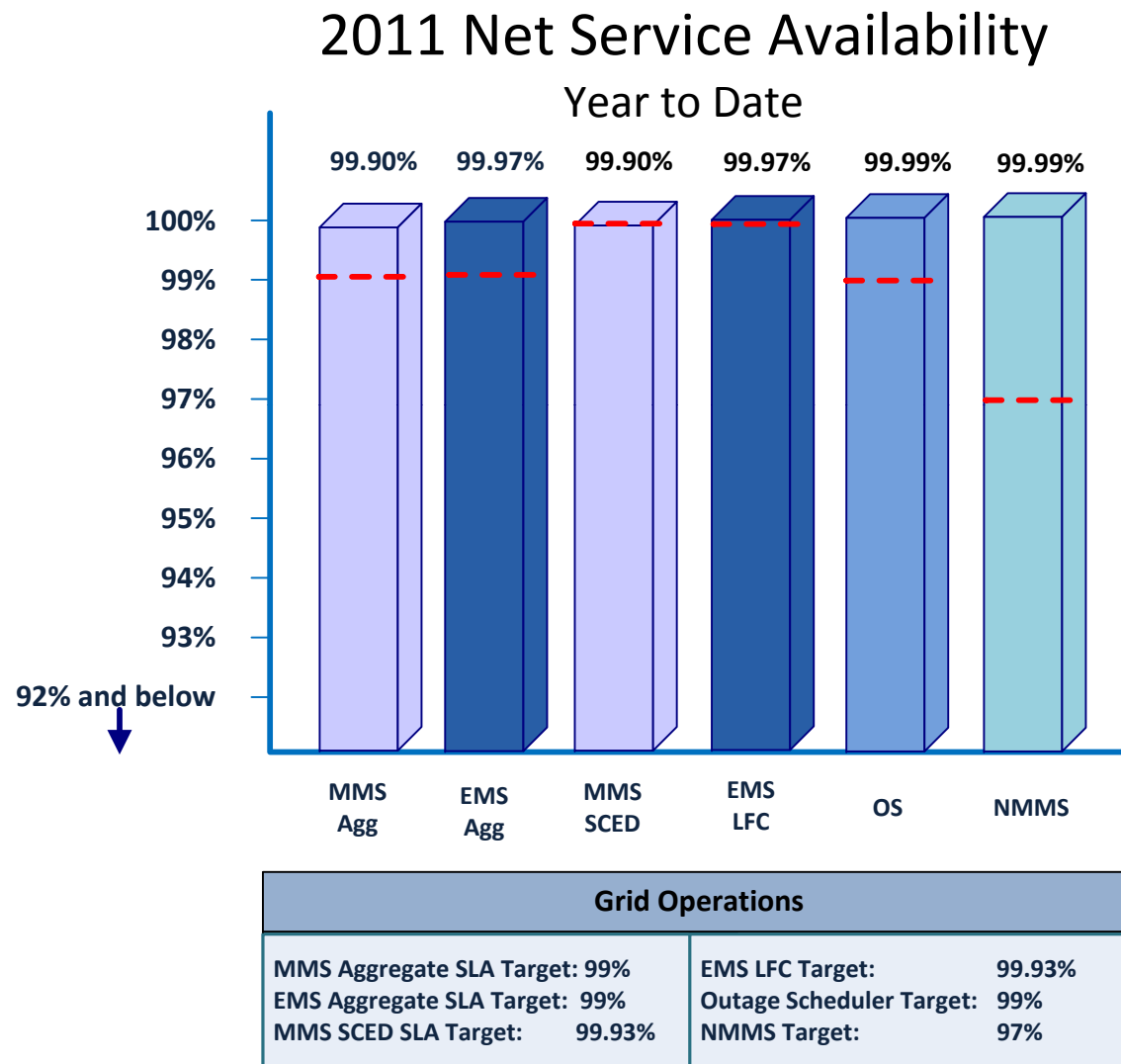
- Energy Emergency Alerts – ERCOT conservation measures
  - Implemented plan to use diesel generators in secondary data centers
  - Reduced load to the grid by 1.1 MW

# 2011 Net Service Availability (Retail and Market Ops)

## 2011 Net Service Availability Year to Date



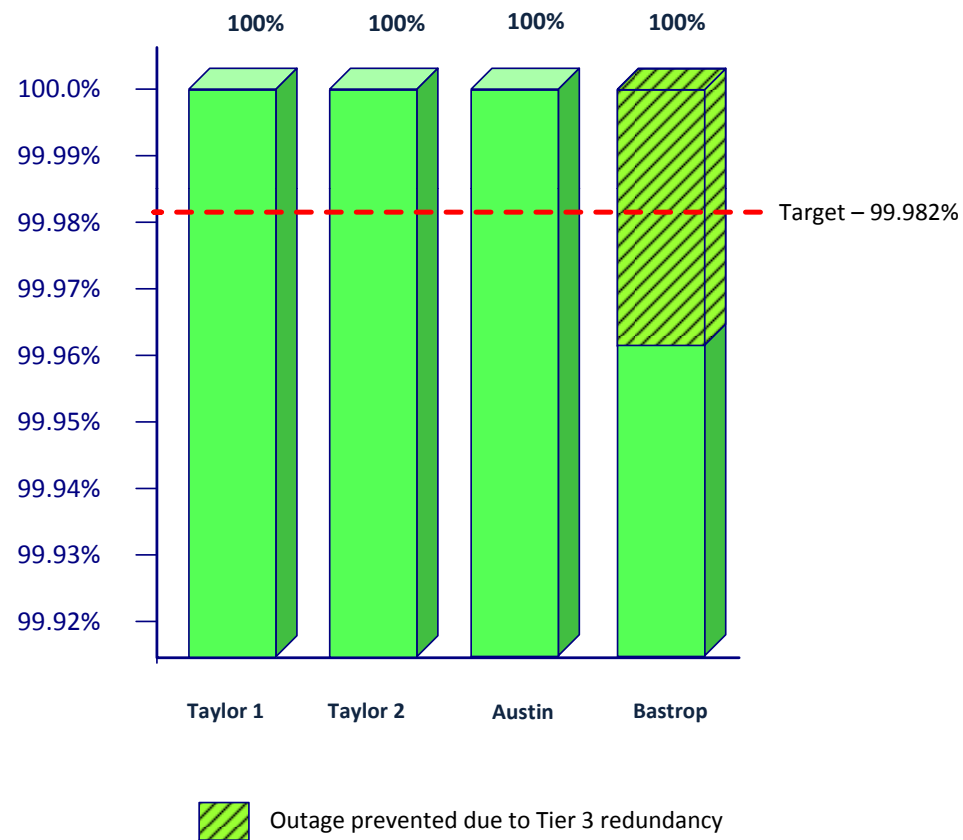
# 2011 Net Service Availability (Grid Ops)



# 2011 Data Center Availability

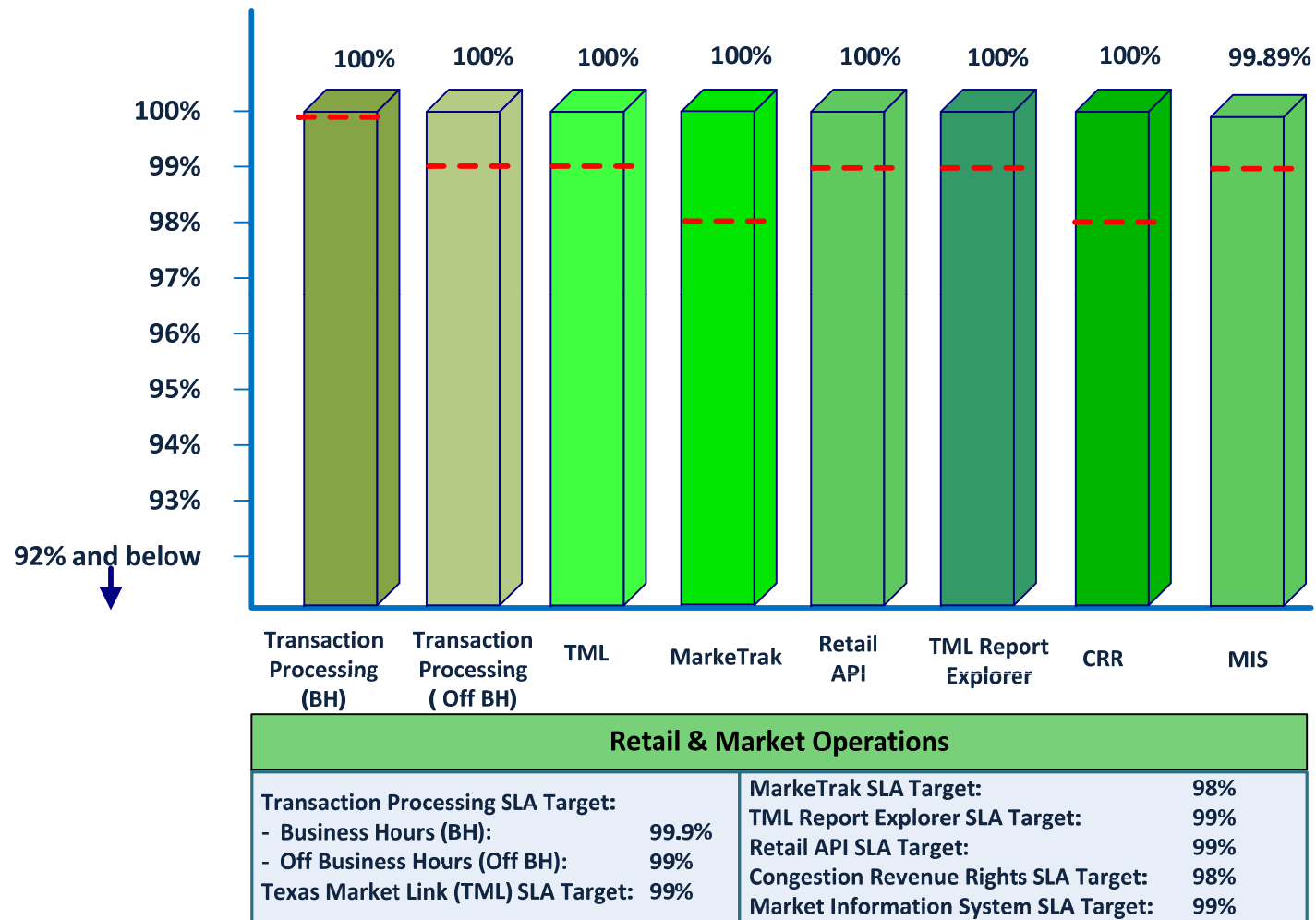
## 2011 Data Center Availability

Year to Date



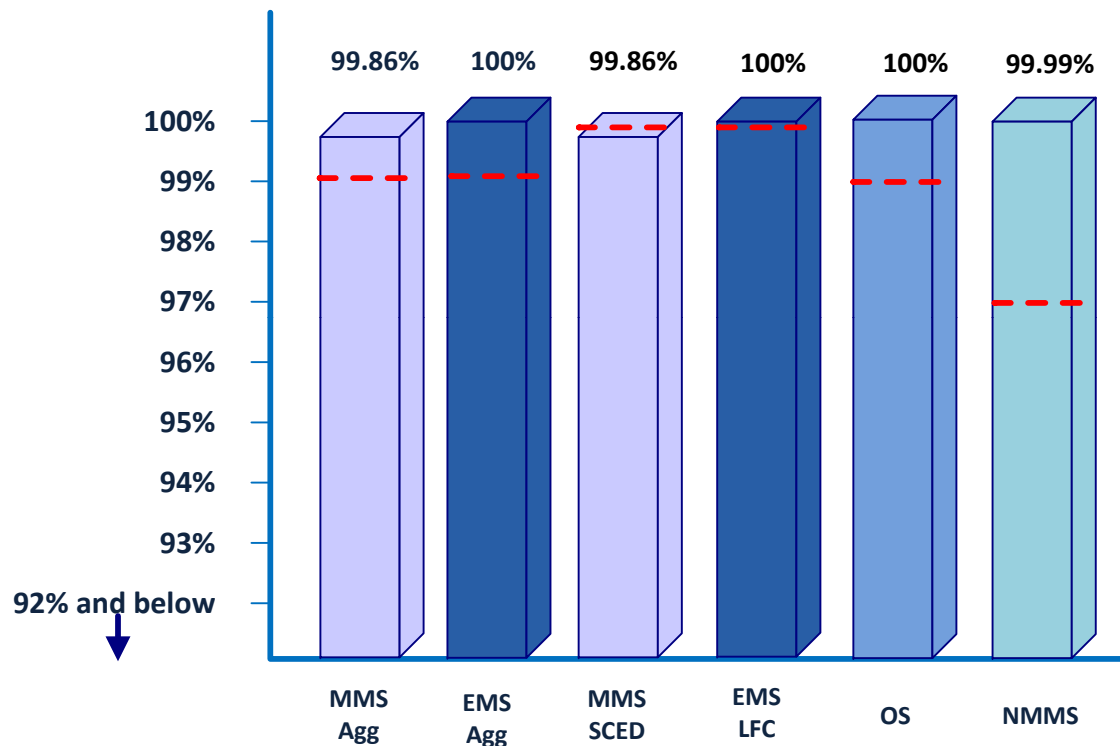
# July 2011 Net Service Availability

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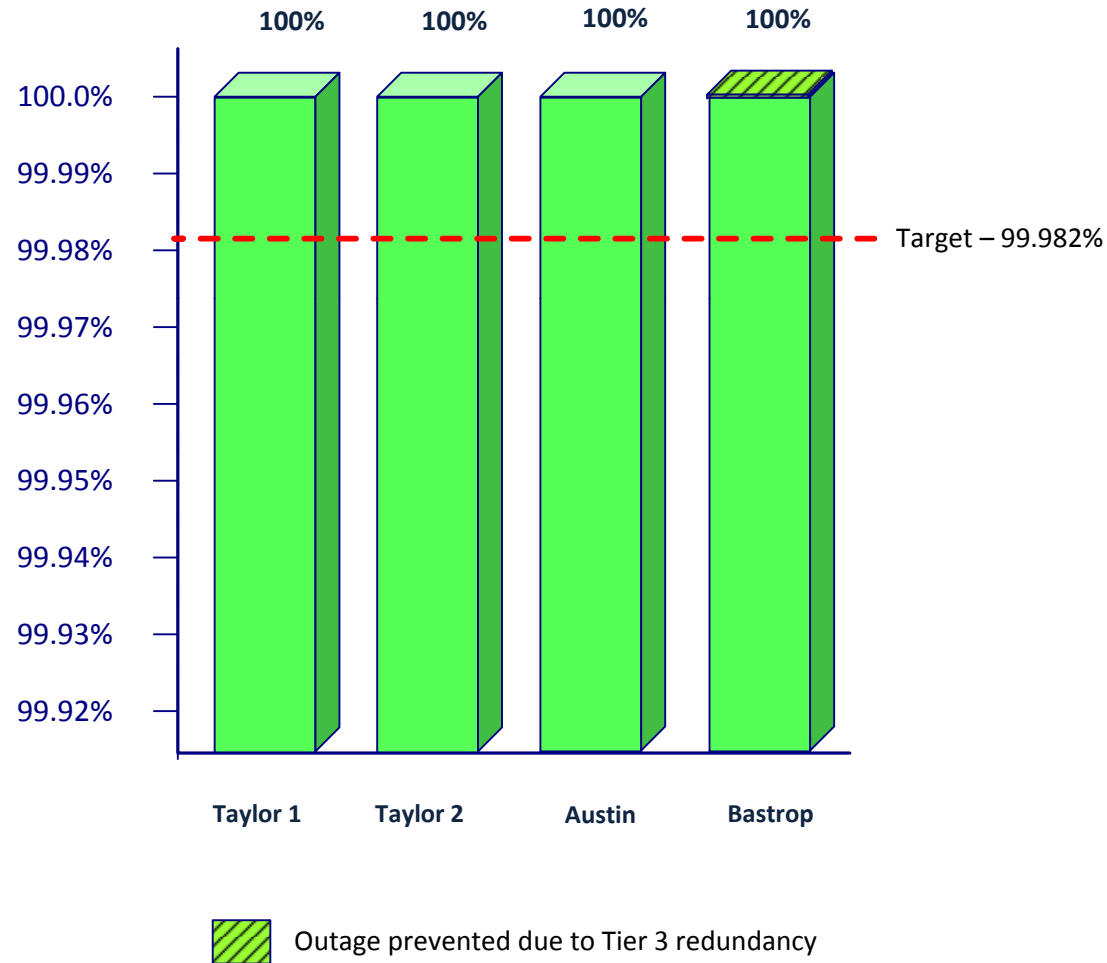


Grid Operations			
MMS Aggregate SLA Target: 99%		EMS LFC Target:	99.93%
EMS Aggregate SLA Target: 99%		Outage Scheduler Target:	99%
MMS SCED SLA Target:	99.93%	NMMS Target:	97%



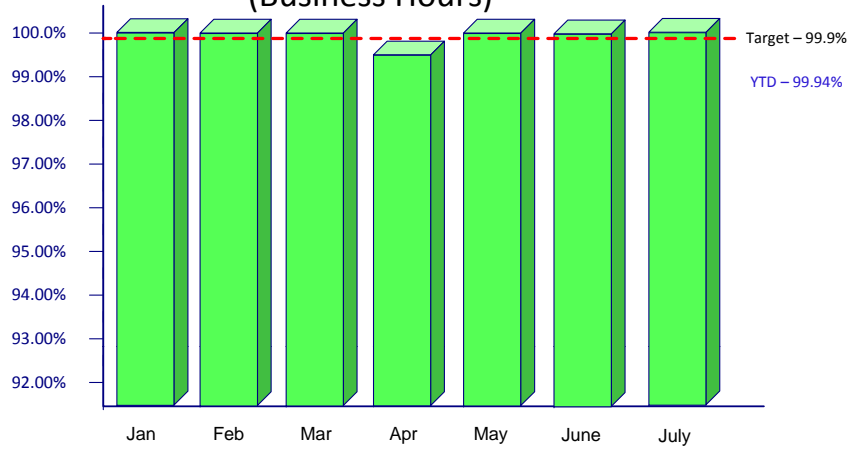
# July 2011 Data Center Power Availability

## July 2011 Data Center Availability

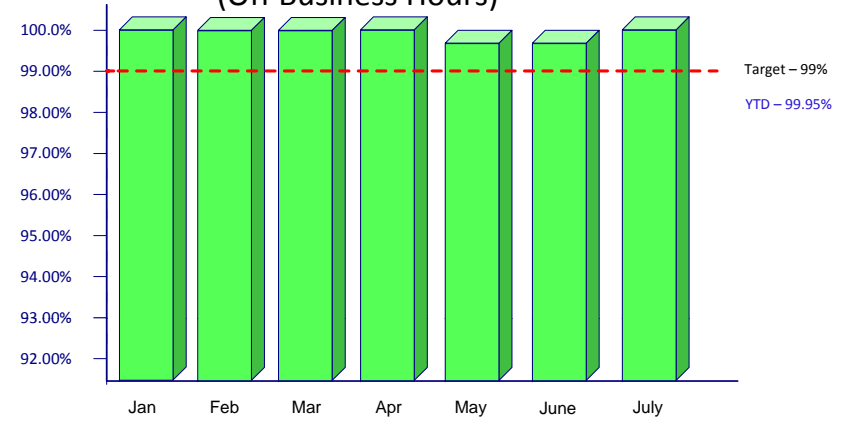


# YTD Availability – Retail Market IT Services

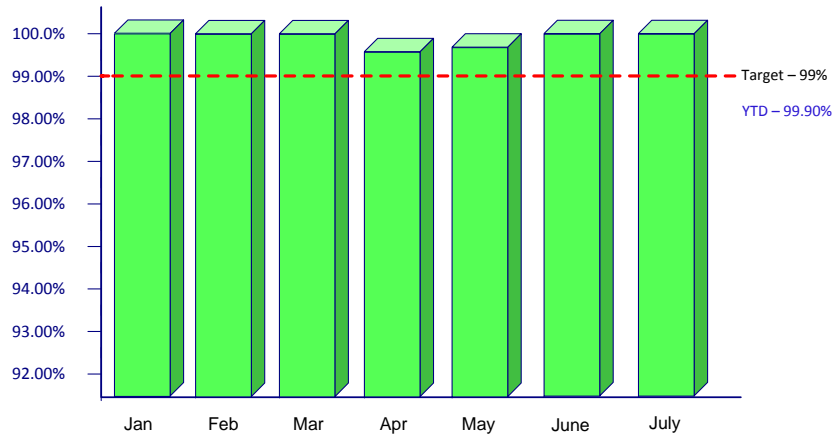
Retail Transaction Processing  
(Business Hours)



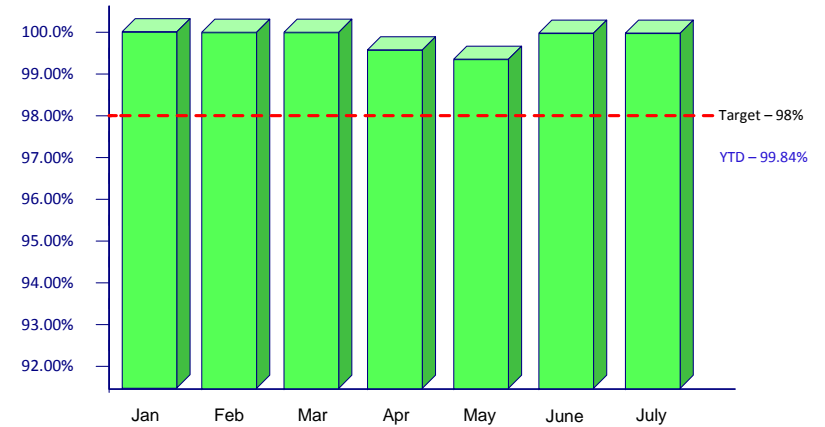
Retail Transaction Processing  
(Off Business Hours)



Texas Market Link

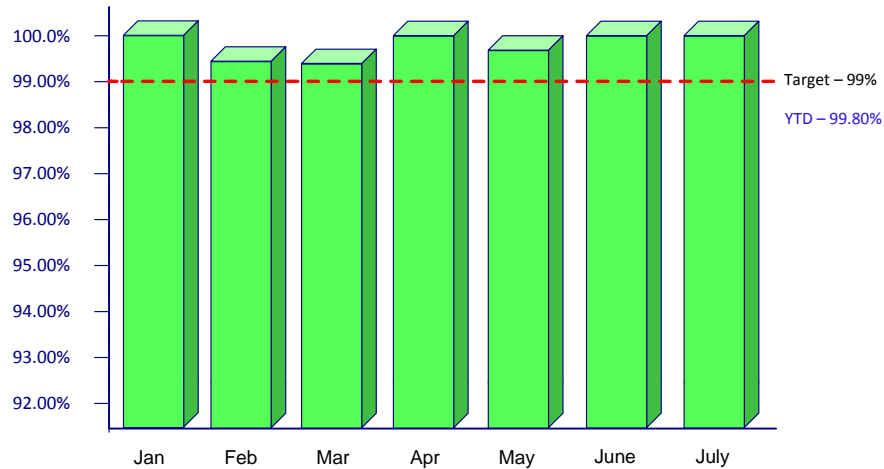


MarkeTrak

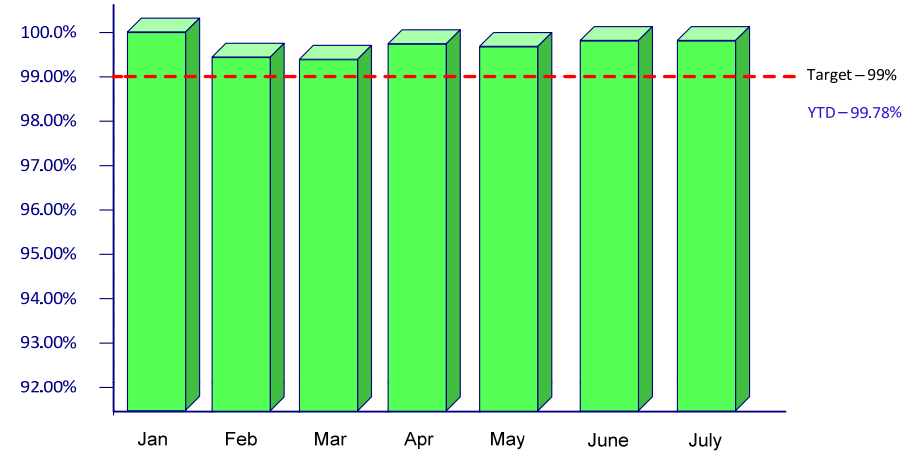


# YTD Availability – Market Operations

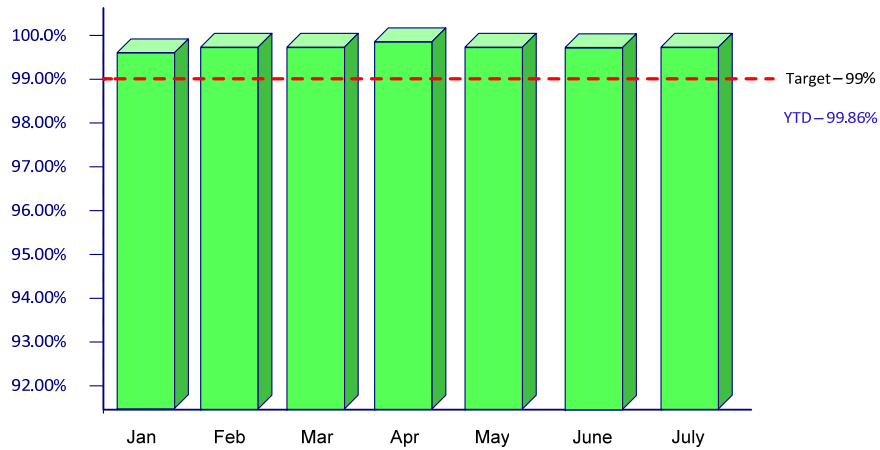
## Retail API



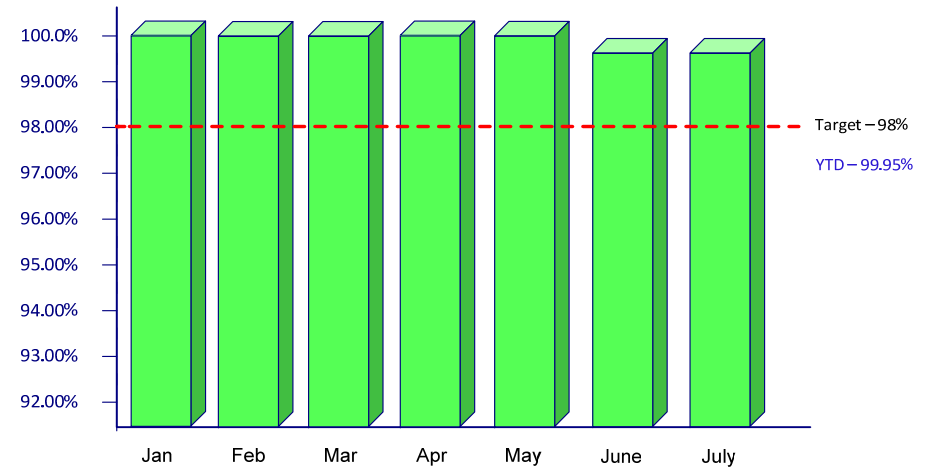
## TML Report Explorer



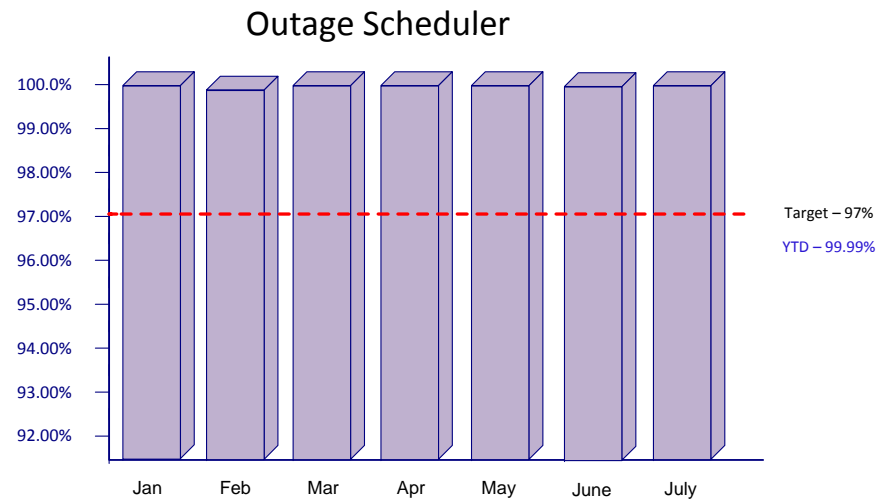
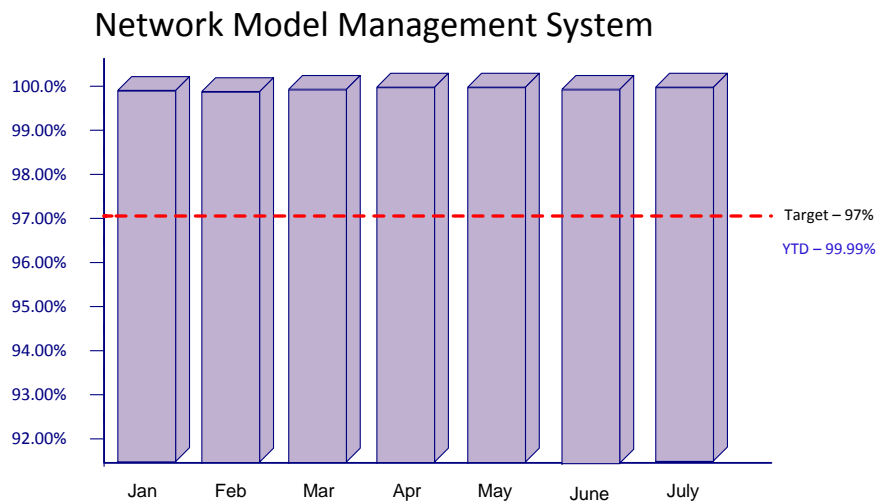
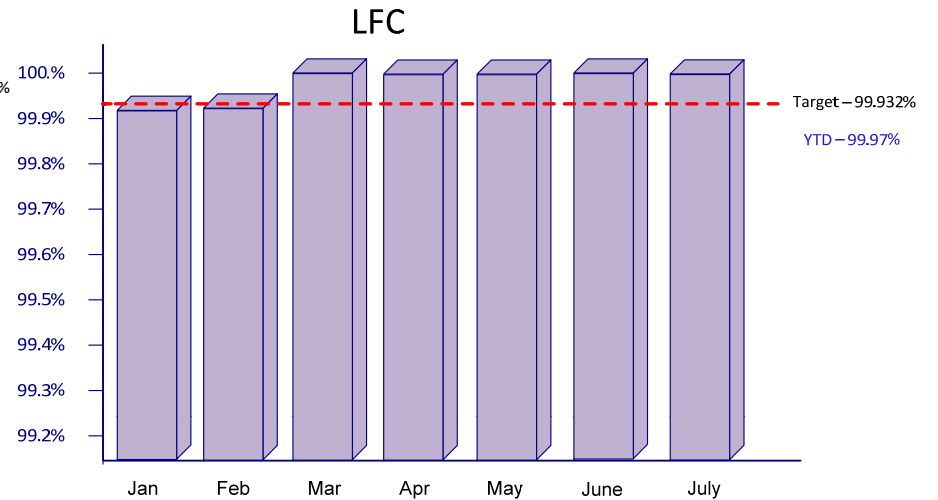
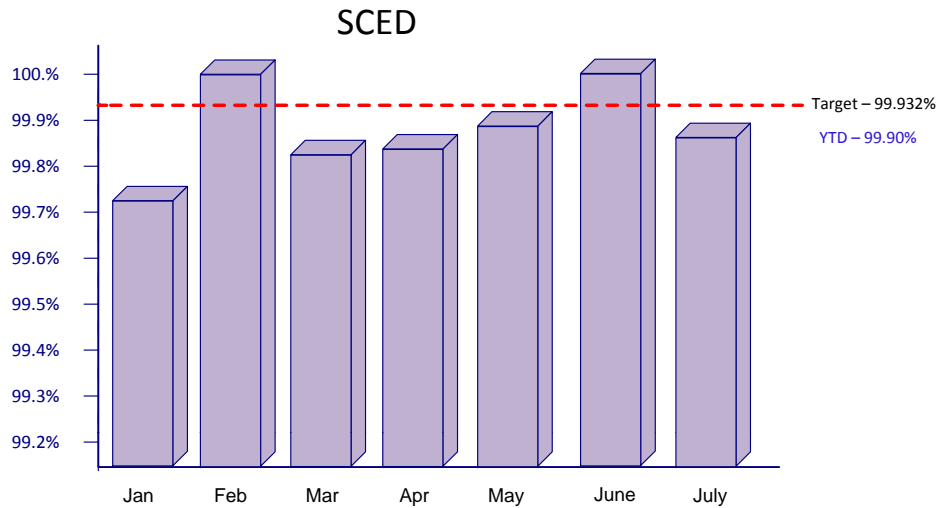
## Market Information System



## Congestion Revenue Rights

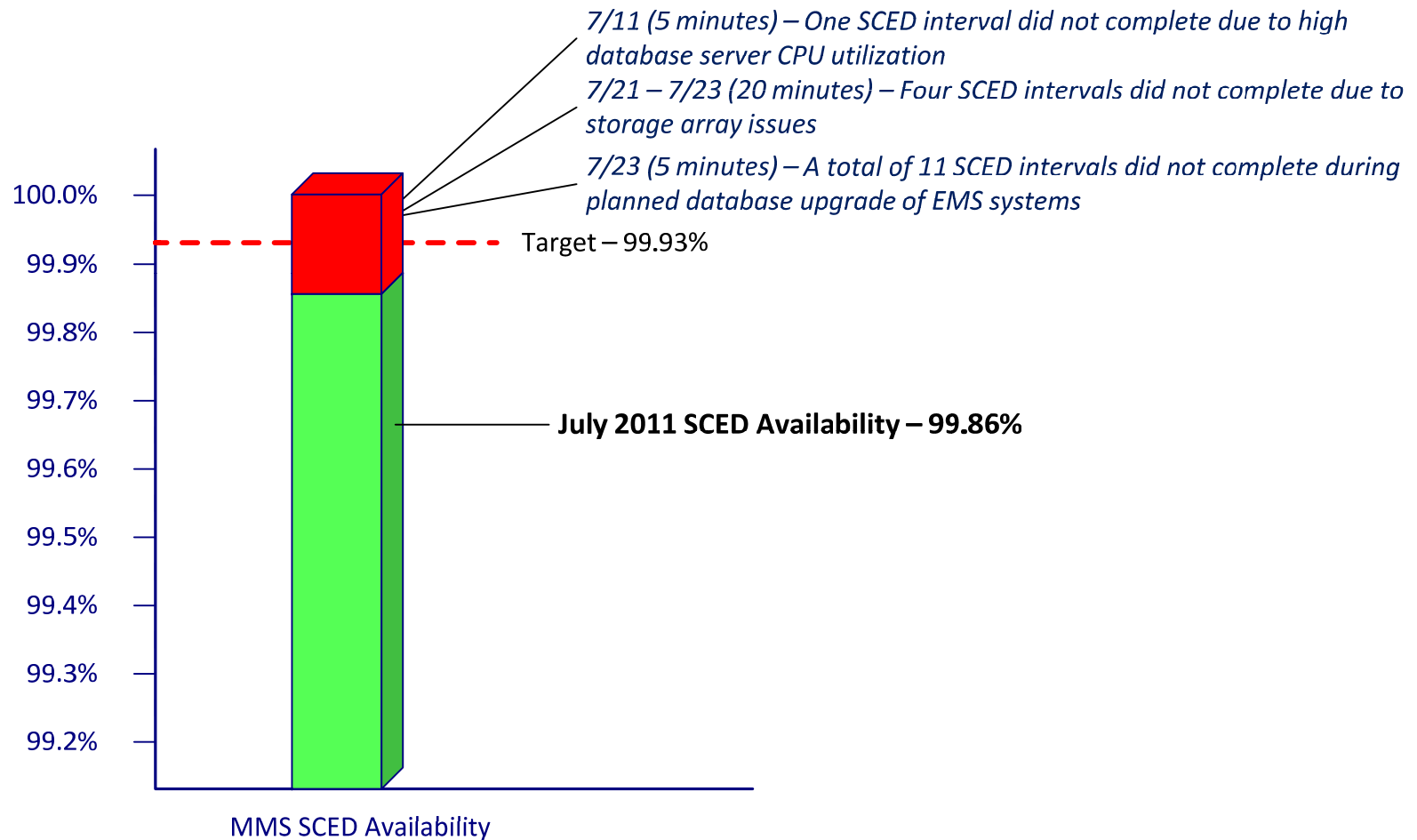


# YTD Availability – Grid Operations IT Services



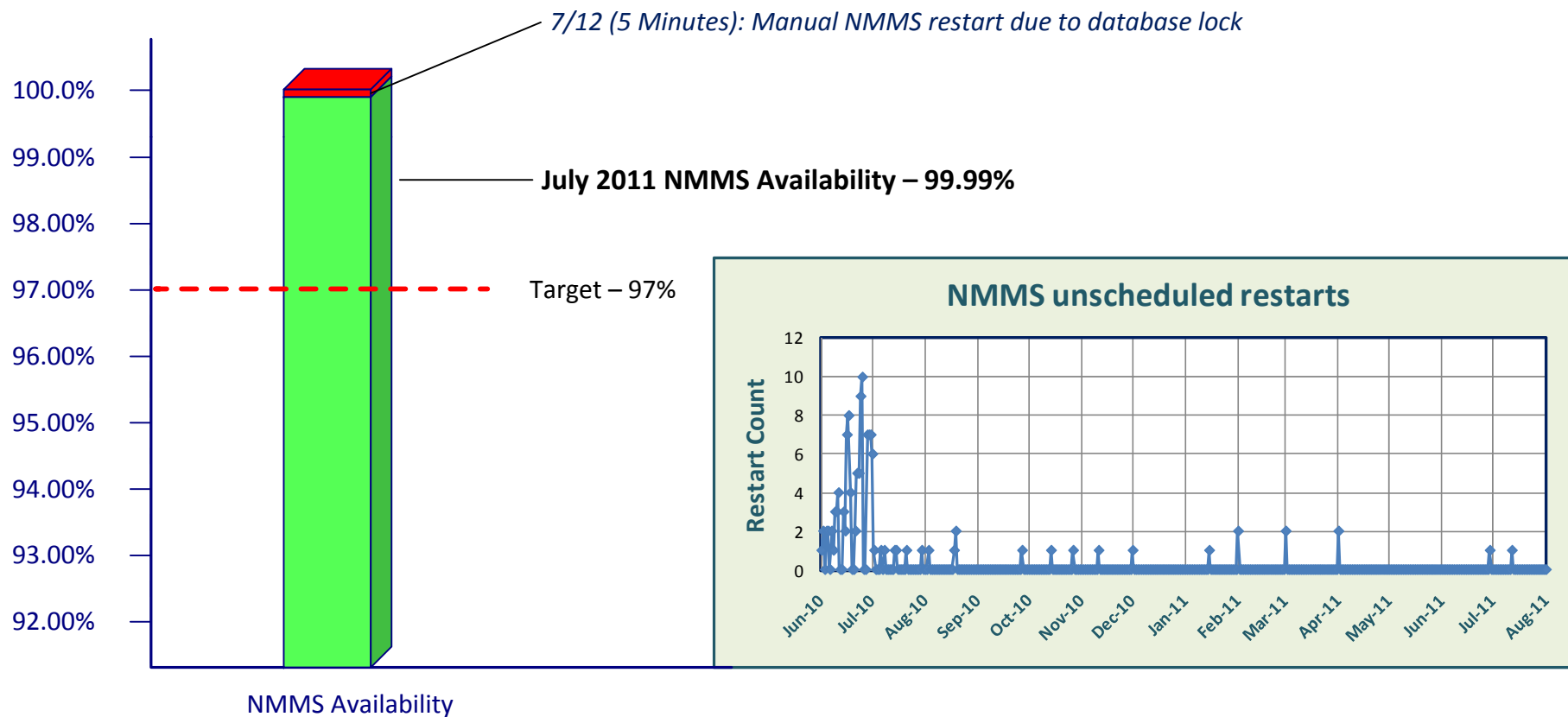
# SCED Availability

## July 2011 MMS SCED Availability Summary

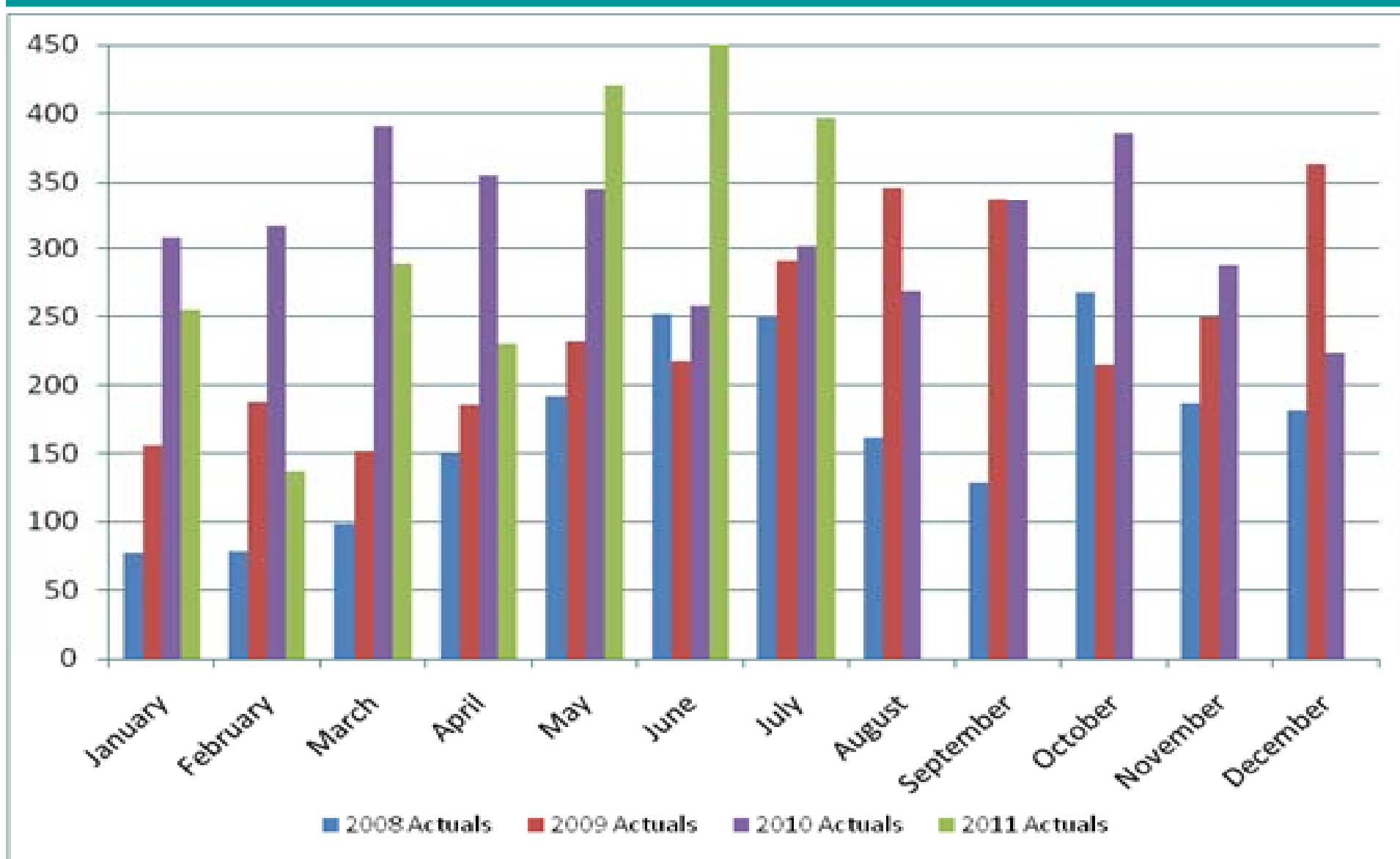


# Network Model Management System

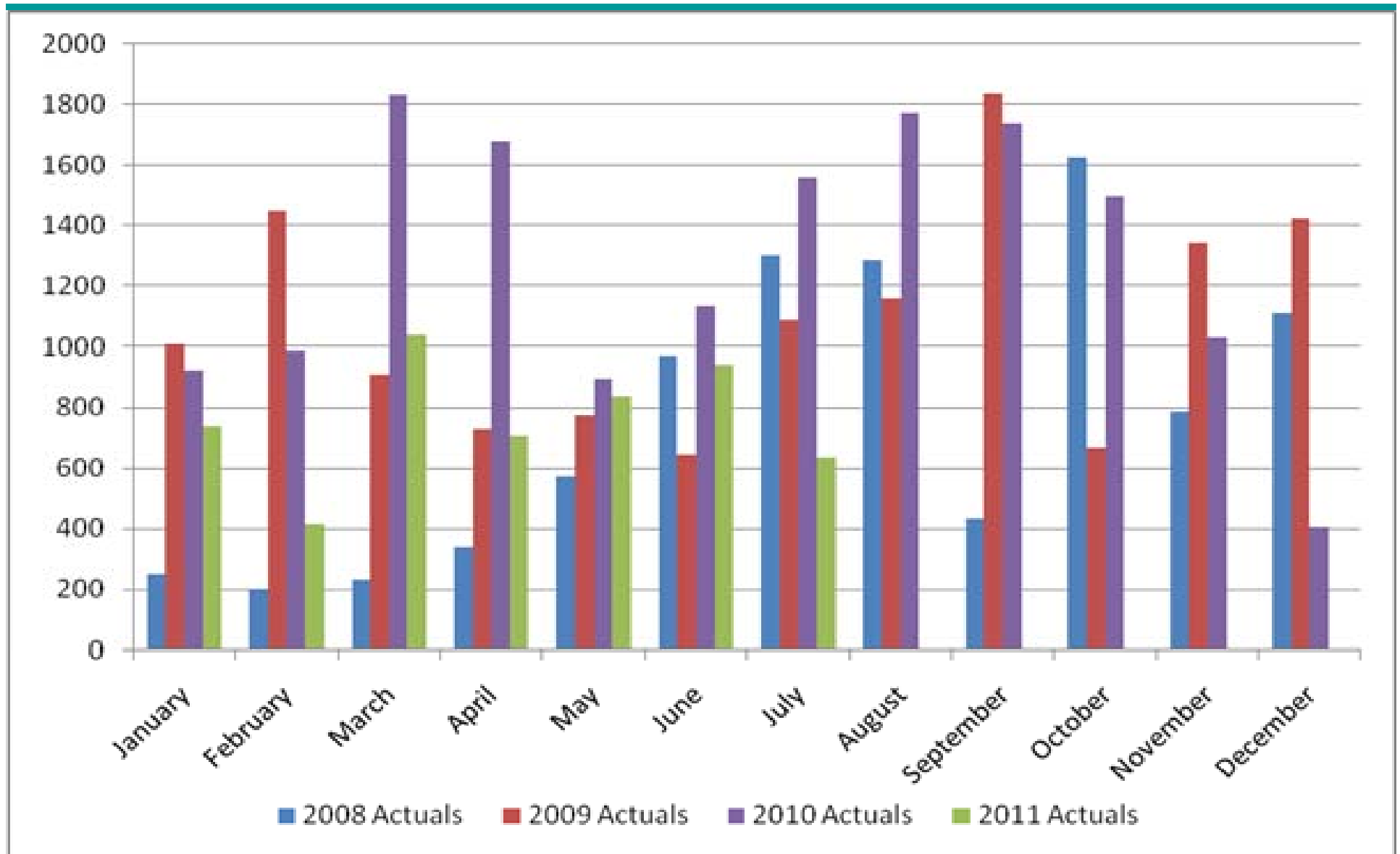
## July 2011 Network Model Management System (NMMS) Availability Summary



## Release Management Metrics (Releases)

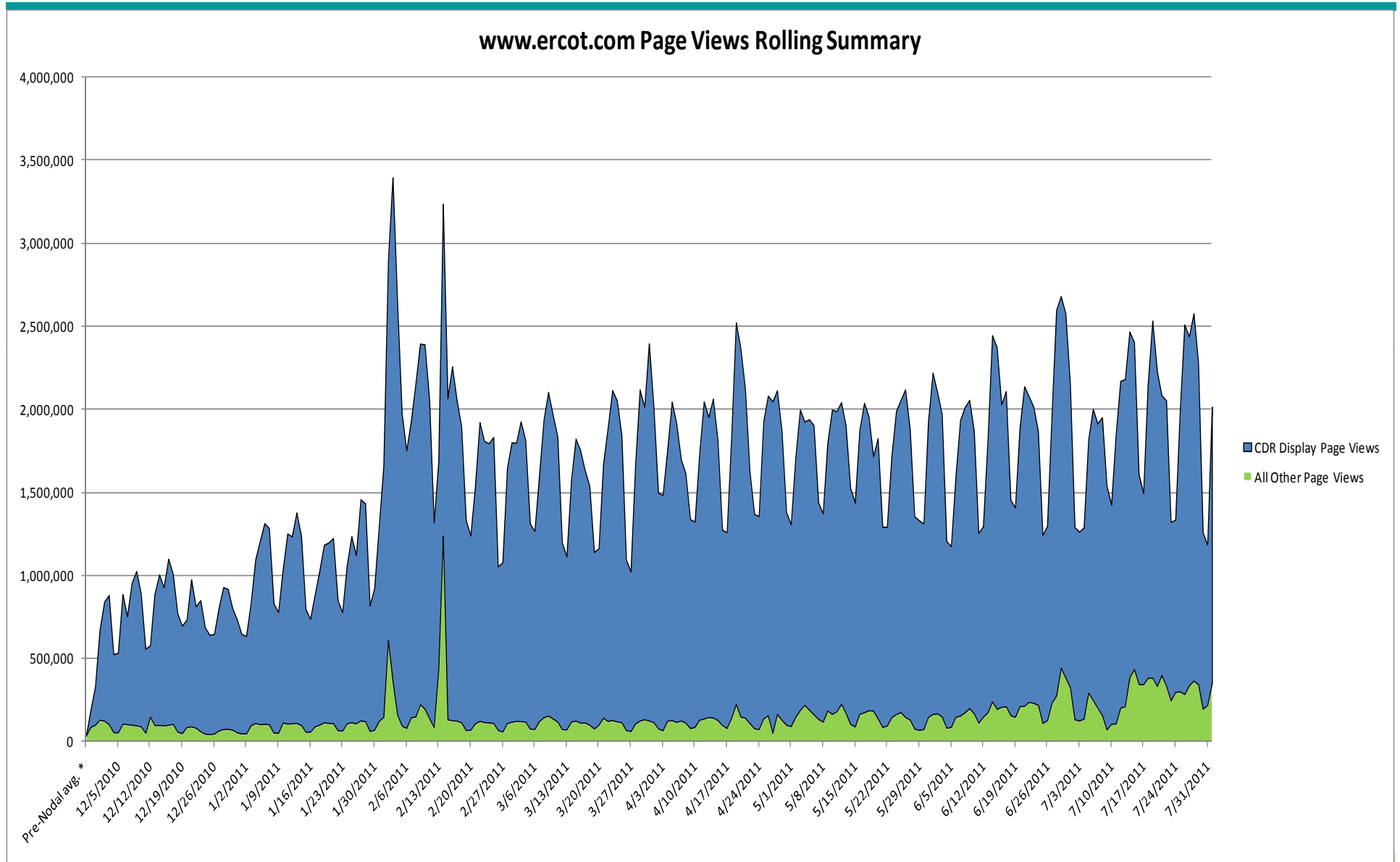


## Release Management Metrics (Changes)





# ERCOT Public Website Metrics (July 2011)



# ERCOT Public Website Metrics (July 2011)

www.Ercot.com Usage

