



# Information Technology Report

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**ERCOT Public**

**December 12-13, 2011**

# Highlights

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## **Data Center Relocation**

- Production systems activated in the new TCC3 Data Center
- New data centers, Bastrop and TCC3, are now in full production mode
- Tremendous effort: Facilities, Information Technology, and Business Integration

## **Service Availability – November met all SLAs**

- ✓ Market Operations IT systems met all SLA targets
- ✓ Market Data Transparency IT systems met all SLA targets
- ✓ Grid Operations IT systems met all SLA targets
- ✓ Retail Market IT systems met all SLA targets

## **Service Availability – October missed 1 SLA**

- ✓ Market Operations IT systems met all SLA targets
- ✓ Market Data Transparency IT systems met all SLA targets
- ✗ Retail Market IT systems missed SLA target
- ✓ Grid Operations IT Systems met all SLA targets

# Highlights Cont'd

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## **Missed October SLA related to Data Center Relocation**

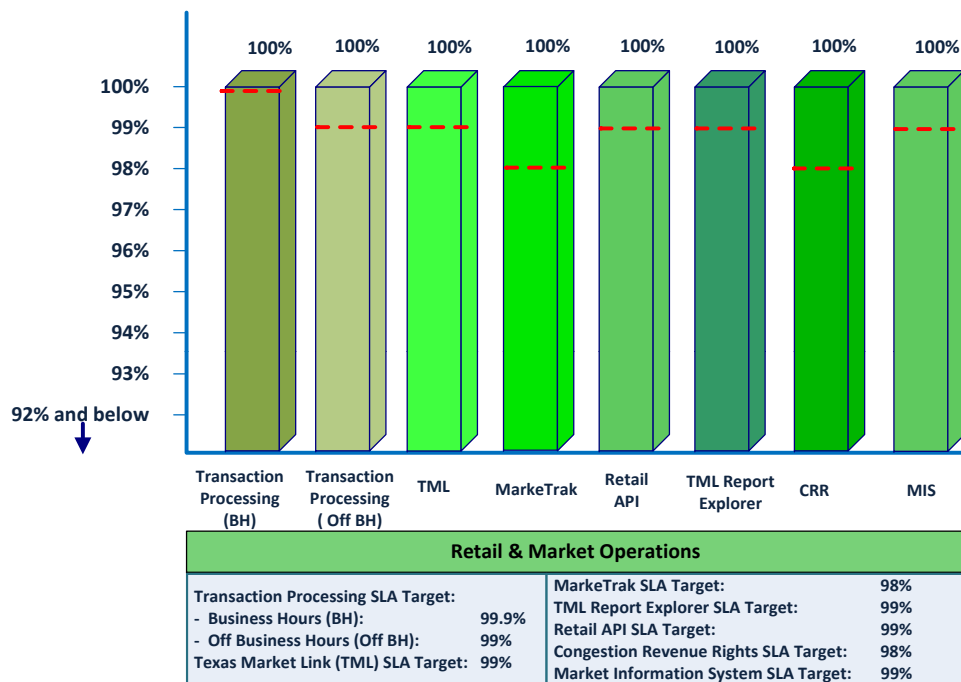
- Retail System Disaster Recovery Build - Data was copied to the DR site at Bastrop but one of the steps caused a database to be non-responsive. Retail processing was affected for 29 minutes (10/19)
- This was a one time transaction with different names in the test environment – no action required

## **Other items to note**

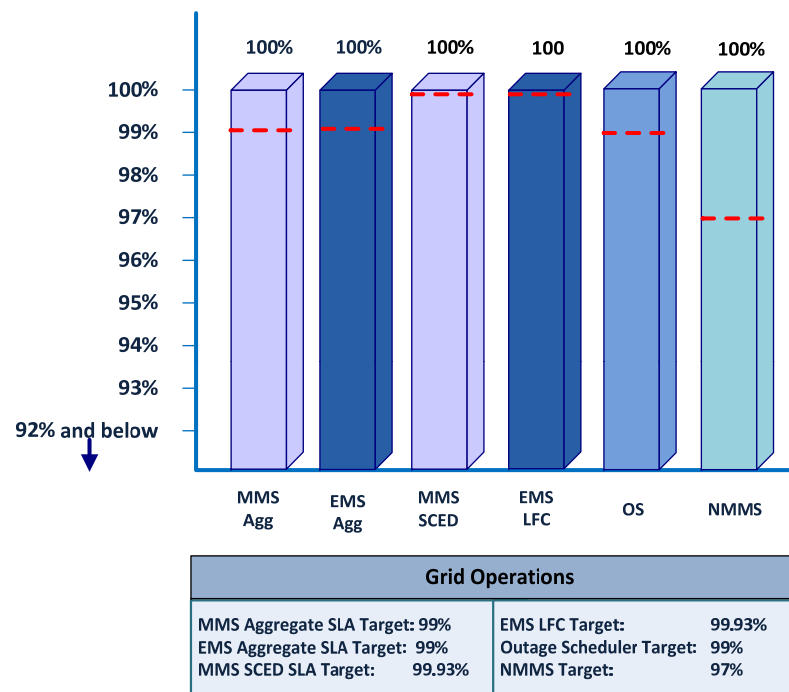
- NMMS Model database load error (human) caused a 9-minute LFC outage
  - Database replication was initiated early, leading to locked database (10/25)
  - Process improvements identified
- Data Center Relocation - Retail System move from TCC1 to TCC3
  - Configuration error led to 5,361 transactions (type867) to miss timeline (10/31)
  - A Web component was missed in the move which made MPs unable to access TML extract scheduling (10/31)
- Retail processing slowed down when MP sent 30,000 incorrectly formatted transactions (11/1)
  - MP corrected issue, ERCOT may add message rejects for this issue
  - Intermittent slow response for approx. 3 hours
- Daylight Savings Time (DST) issue during hour 25 on (11/7)
  - Load Forecast did not process 25<sup>th</sup> hour correctly resulting in zero load forecast for SCED
  - Issue was corrected, price corrections were issued
  - Working through long-term issue with vendor

# 2011 November (Retail and Ops)

November 2011 Net Service Availability



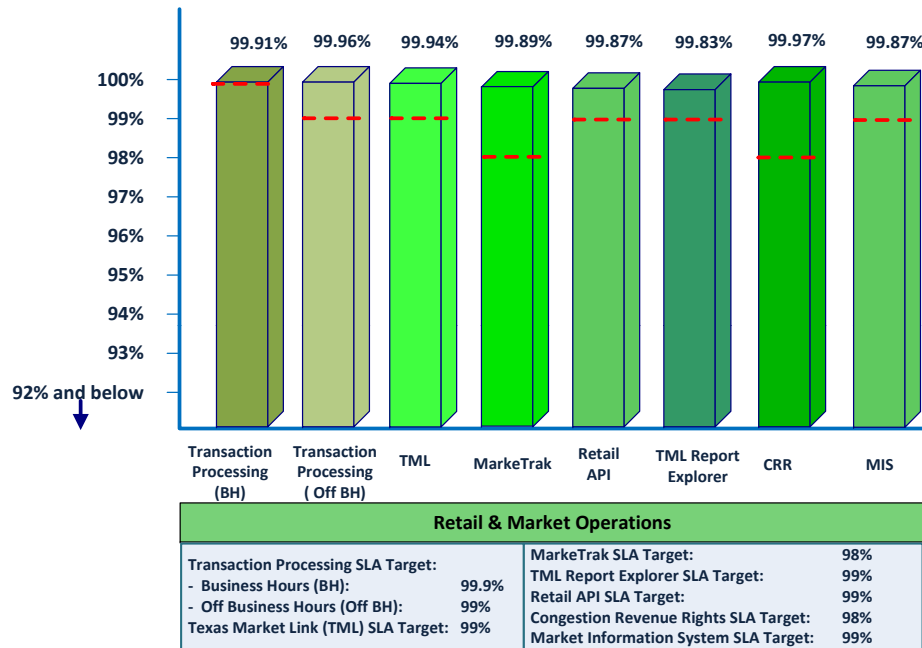
November 2011 Net Service Availability



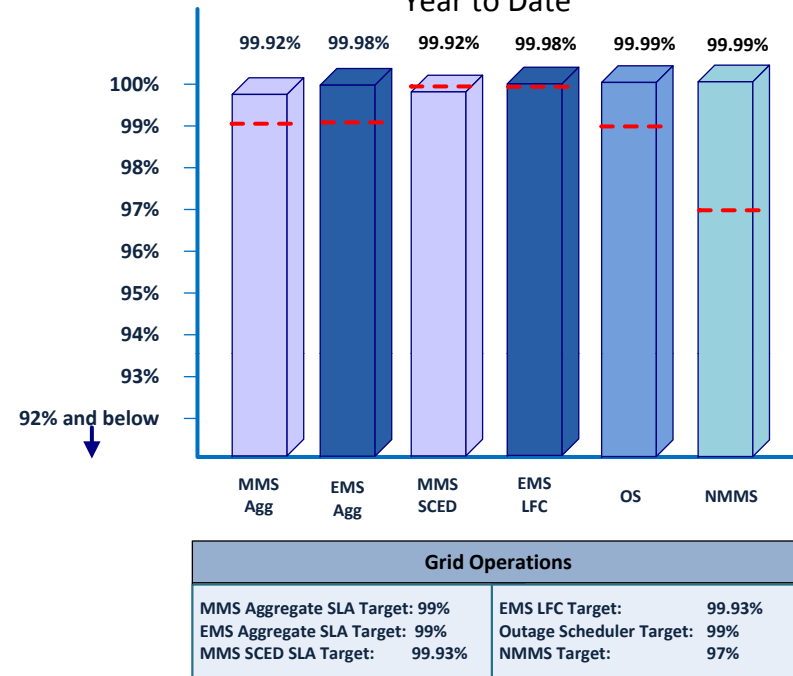
- SLAs met in November

# 2011 Summary Year to Date (Retail and Ops)

2011 Net Service Availability  
Year to Date

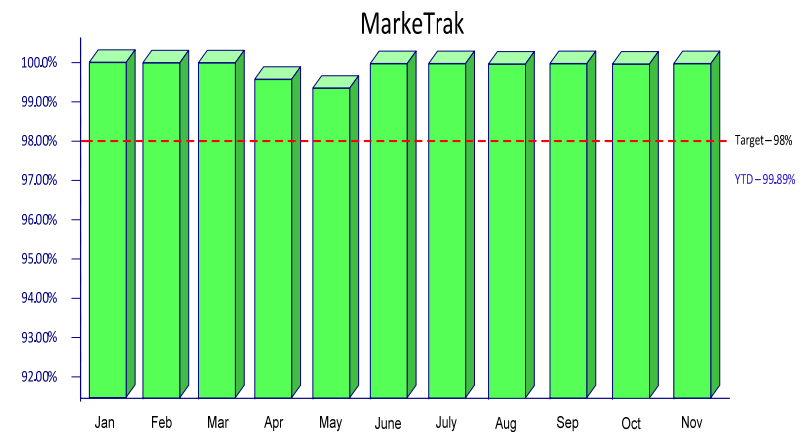
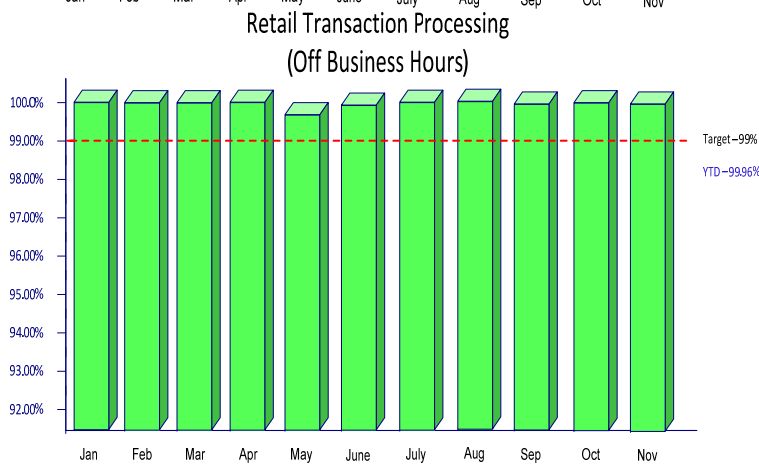
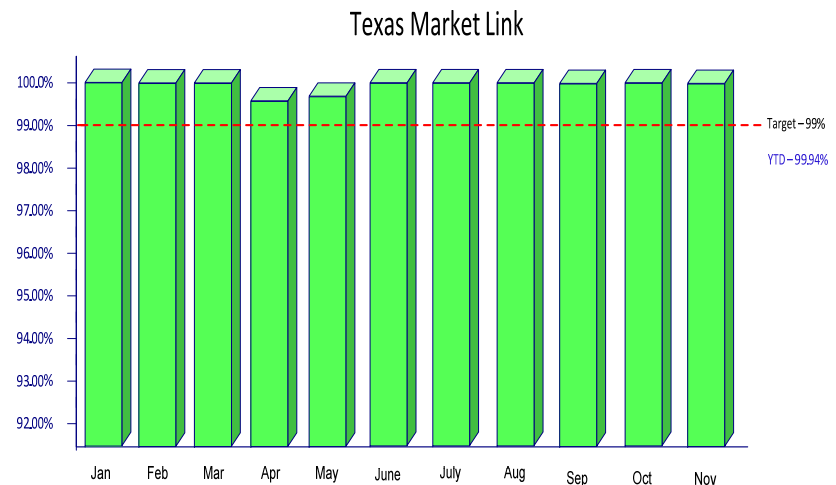
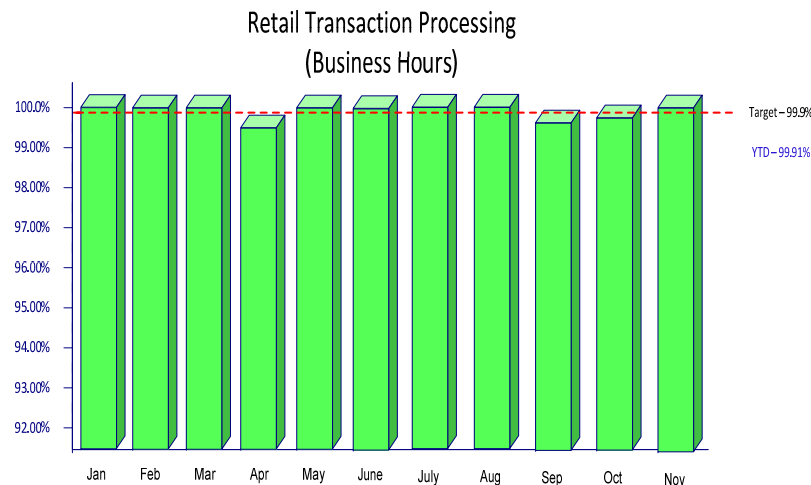


2011 Net Service Availability  
Year to Date



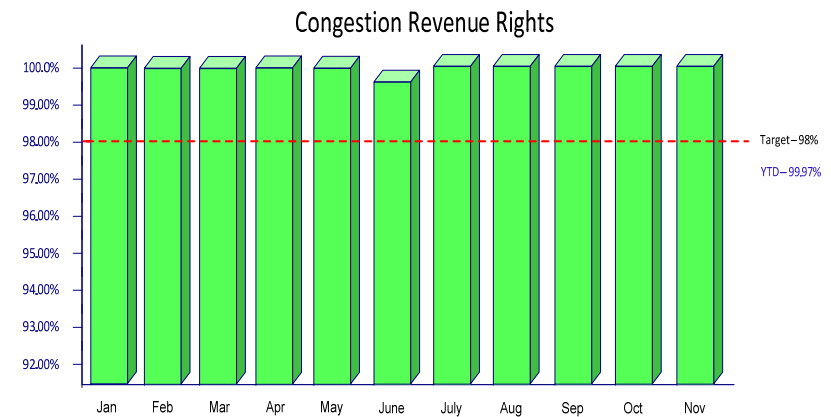
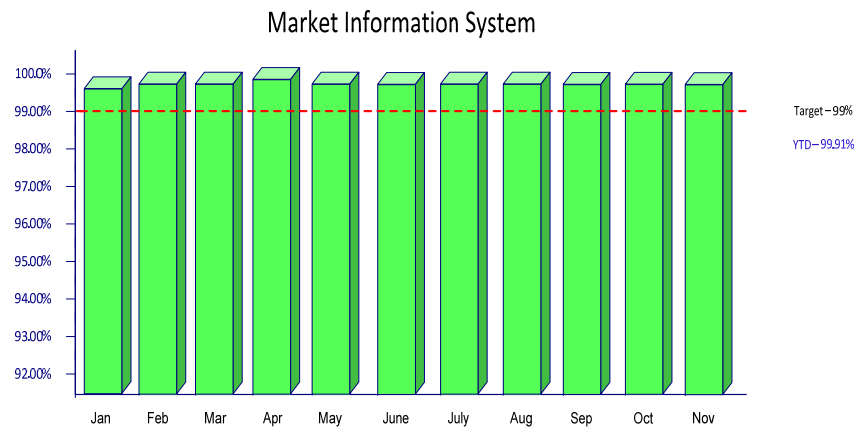
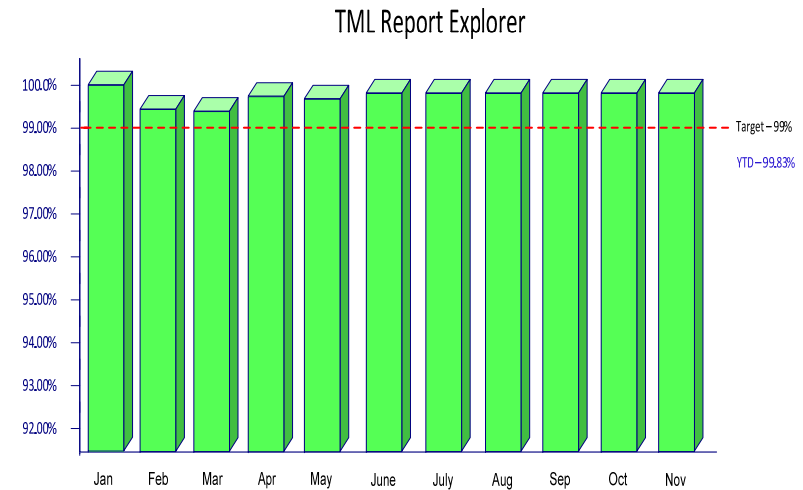
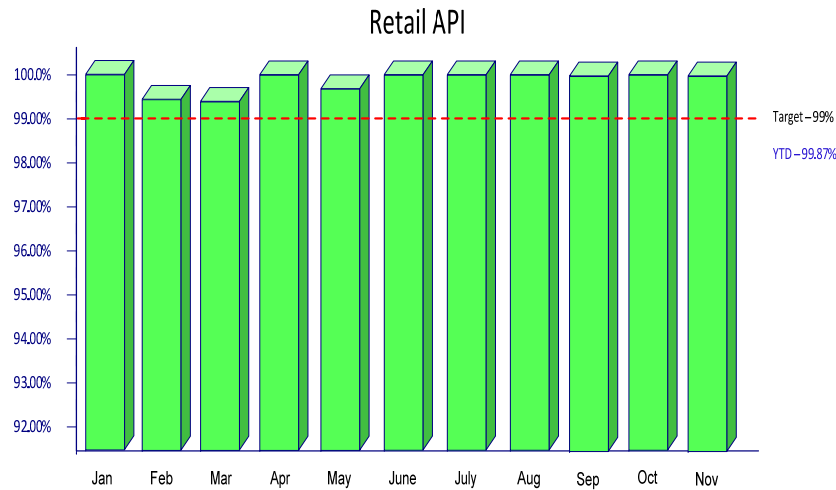
- MMS SCED below target SLA but with significant improvements over time
- Other SLAs met

# 2011 Trend - Retail IT Services



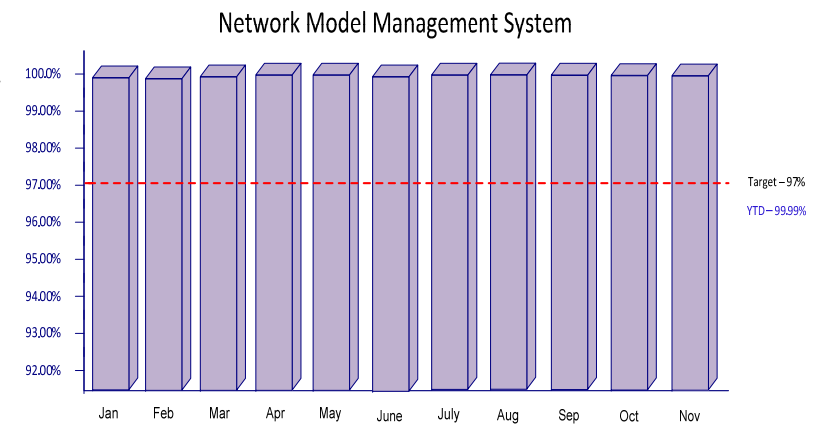
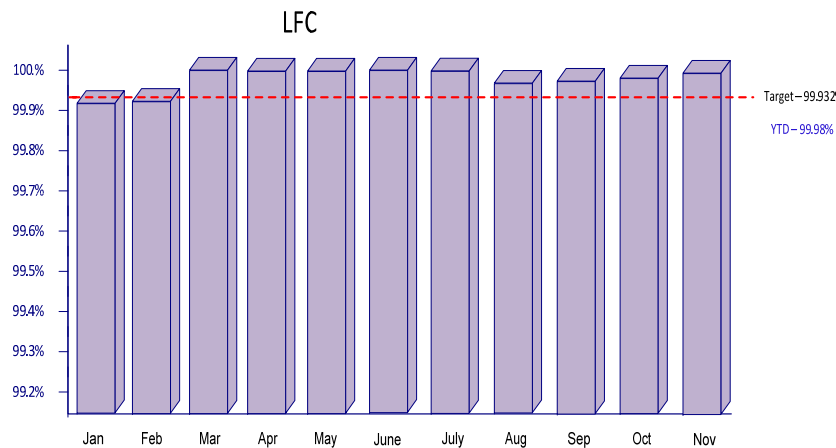
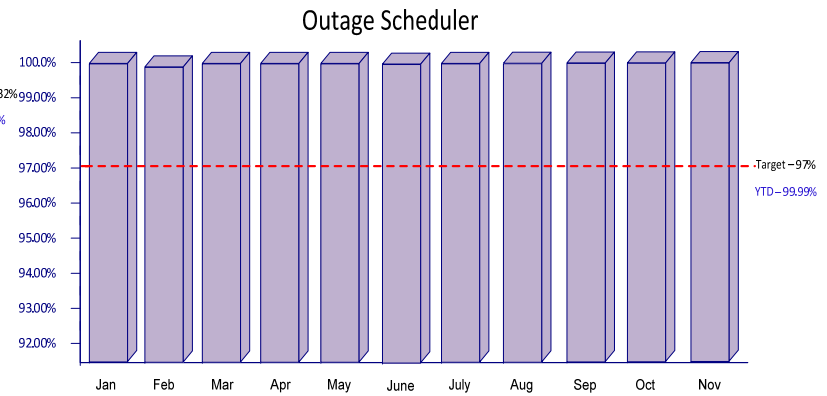
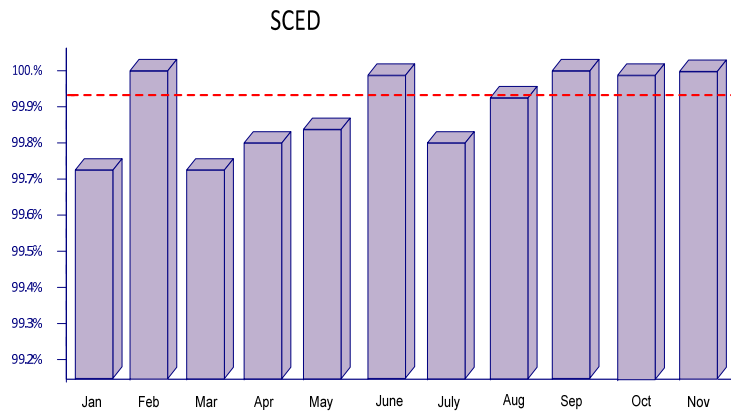
- SLAs met in November
- October Retail Transaction SLA impacted by Data Center Relocation

# 2011 Trend – Market Operations IT Services



- All SLAs met in November

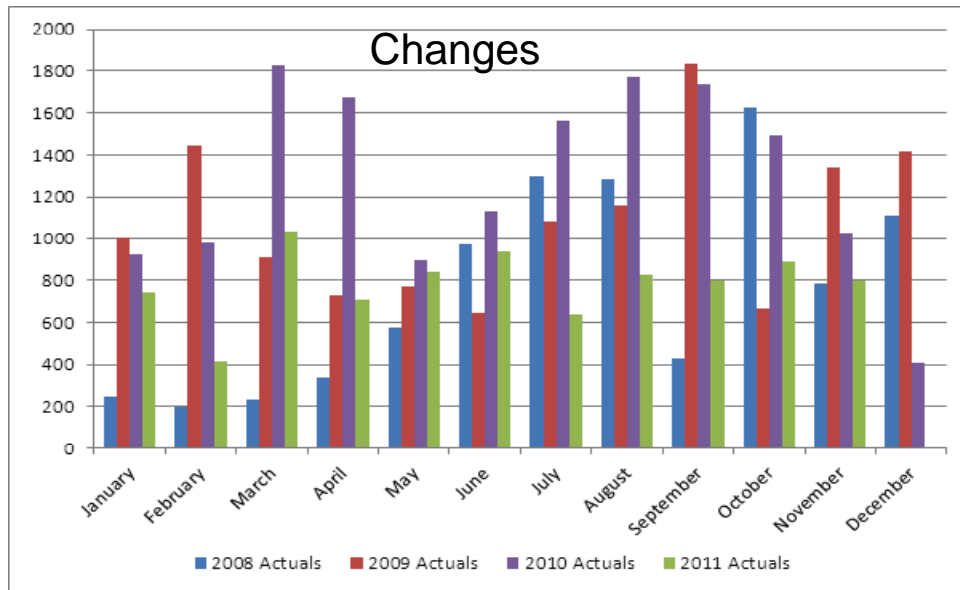
# 2011 Trend - Grid Operations IT Services



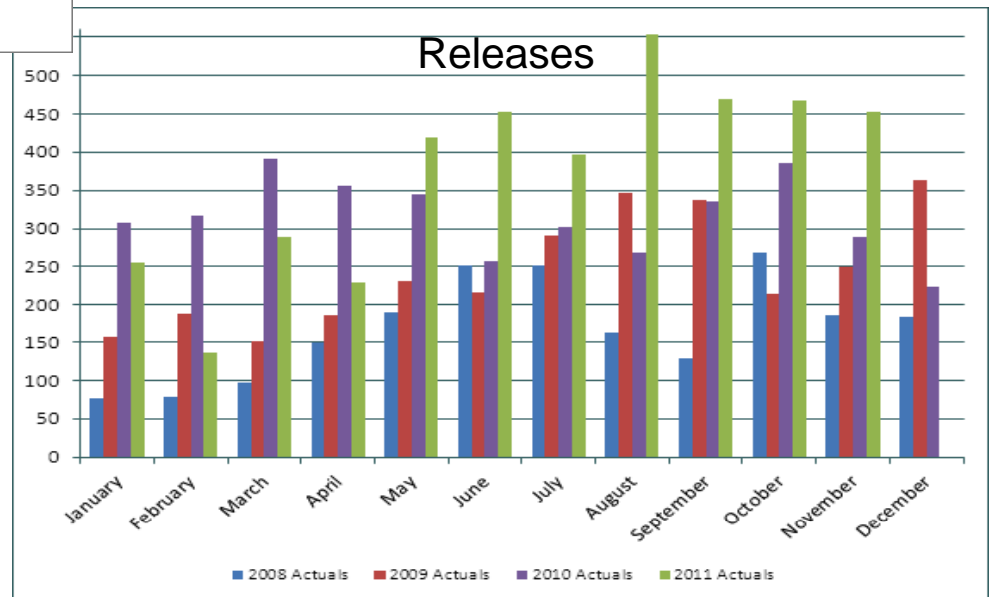
- MMS SCED SLA below target but improving. Hardware, software and processes improved



# Release Management Metrics



- Number of changes down from Nodal last year
- Increased Releases from Data Center Relocation



# ERCOT Public Website Metrics

www.ERCOT.com Usage

