



Information Technology (IT) Report

Jerry Dreyer
Vice President & Chief Information Officer

Board of Directors Meeting
January 17, 2012

Highlights

Service Availability – Service Levels met 100% in December

- ✓ Market Operations systems met all Service Level Agreement (SLA) targets
- ✓ Market Data Transparency systems met all SLA targets
- ✓ Retail Market systems met all SLA targets
- ✓ Grid Operations Systems met all SLA targets

Notes:

- MarkeTrak experienced a 46-minute outage (12/9)
 - User licenses were added to support an increase in usage
 - The dynamic process to add licenses caused MarkeTrak to be non-responsive
 - System reboot resolved the issue
 - Engaged vendor for long term solution when increasing licenses
- 11 daily Extracts and Reports delayed due to a procedure error during scheduled maintenance (12/9)
 - The error was corrected and posting updated by 10:30 am on 12/10
- One daily report, reflecting the total regulation service deployed, failed to post (12/14-12/18)
 - A scheduled change to the data warehouse (replication) took place during in-flight transactions
 - The timing of the change caused a warehouse data issue that affected the report
 - The data issue was corrected, replication restarted, and the reports began posting again on 12/19
- Two Security Constrained Economic Dispatch (SCED) intervals were missed due to a failed network card (12/29)
 - A hardware error occurred on a network card locking a database pathway for approx. 10 minutes
 - Normal processing resumed after the system identified the fault and removed the pathway from service
 - Vendors engaged to assess long-term fix as the system did not address the fault quickly as expected

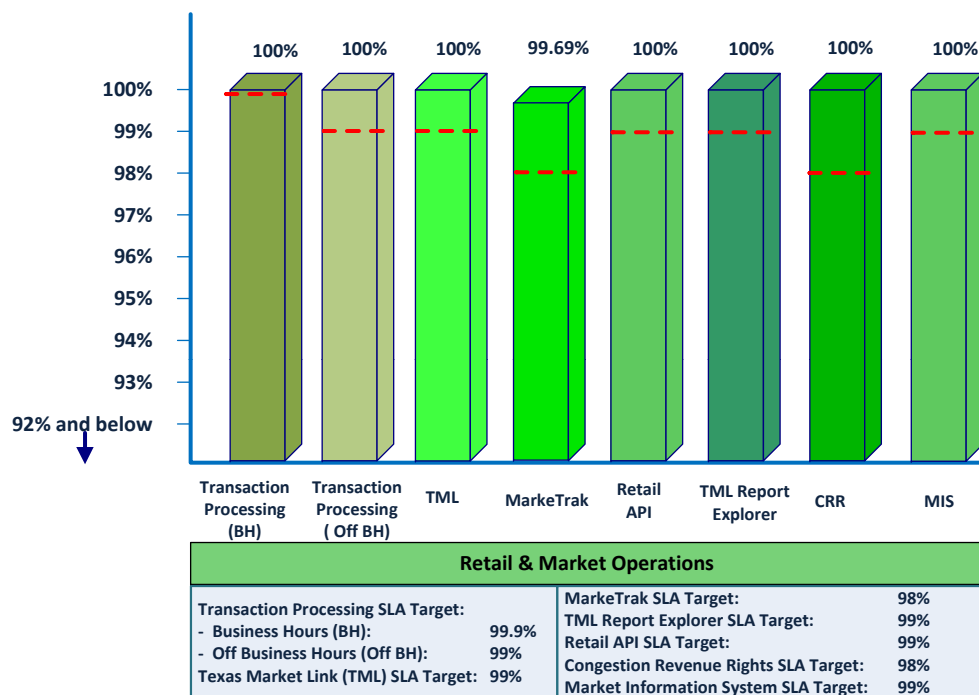
Highlights Cont'd

Other Items

- Texas Market Link (TML) decommissioned on 12/7
 - Increased ERCOT efficiency by consolidating to a single portal (Market Information System), eliminating the need to maintain two systems
- Completed successful Disaster Recovery (DR) test of Retail, Wholesale Settlements, and Market Data Transparency systems in Bastrop Data Center
 - Tested functionality of restoring and running systems from alternate data center

2011 December (Retail and Operations)

December 2011 Net Service Availability



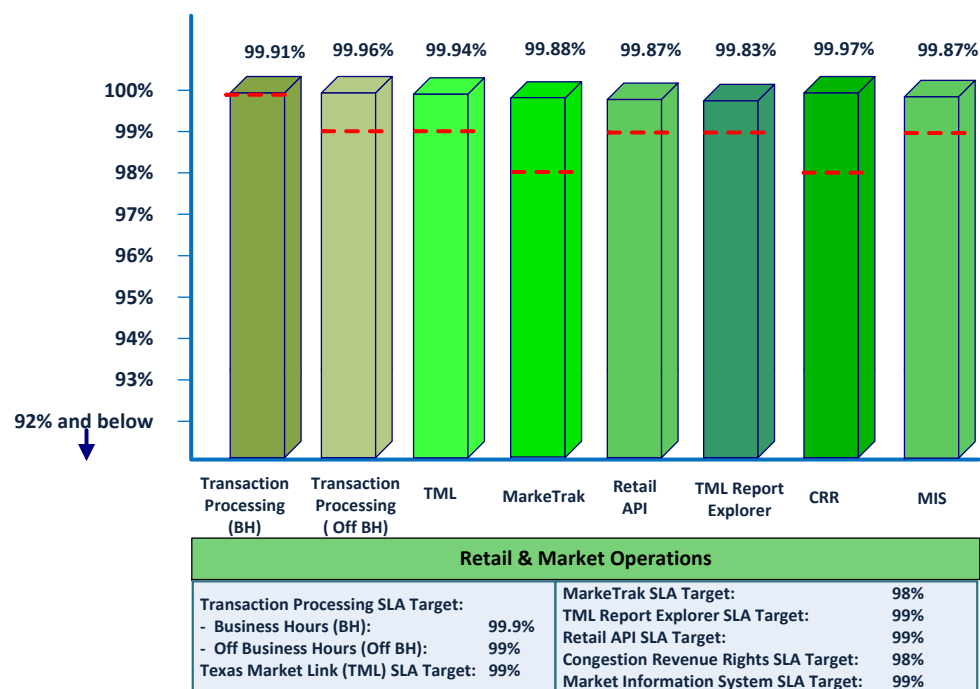
December 2011 Net Service Availability



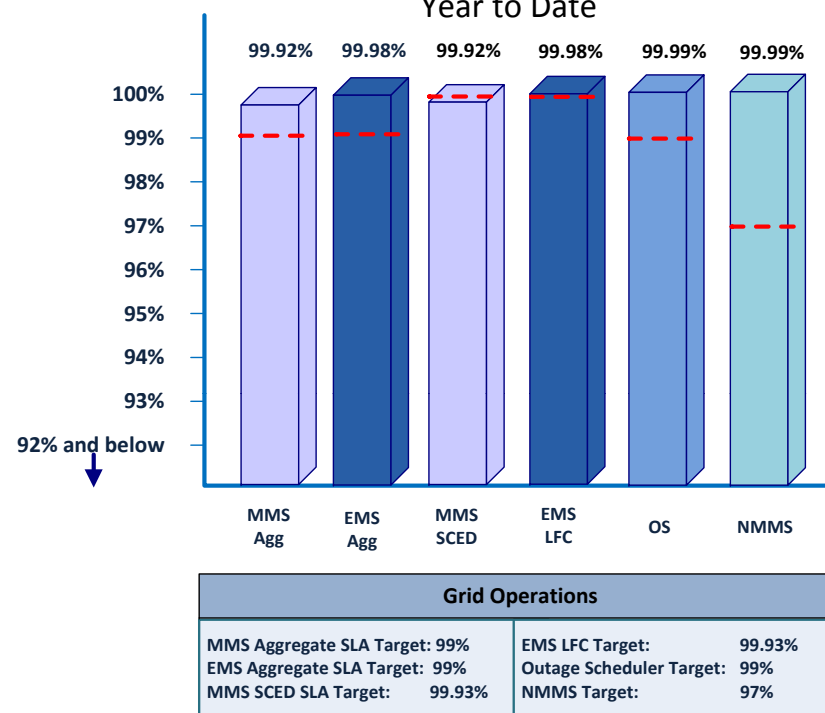
- 100% Service Levels met in December

2011 Summary (Retail and Operations)

2011 Net Service Availability
Year to Date

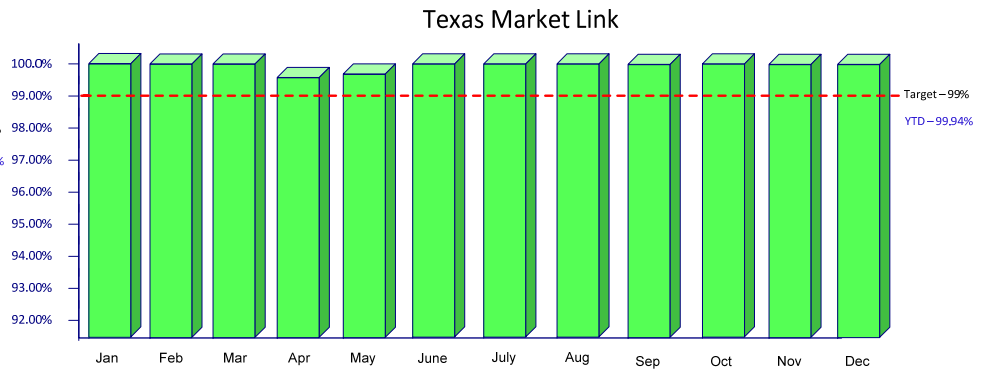
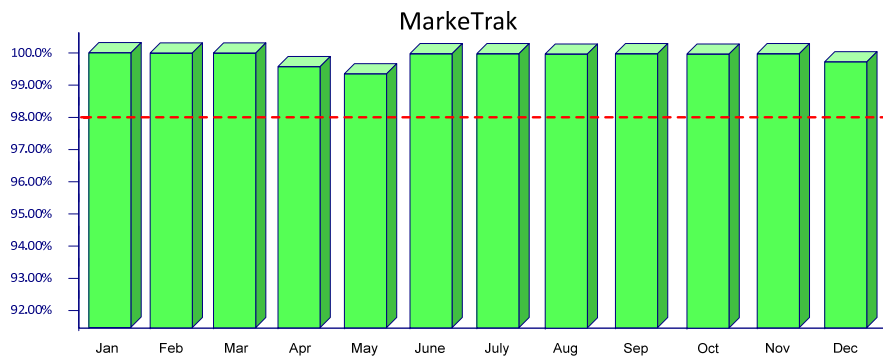
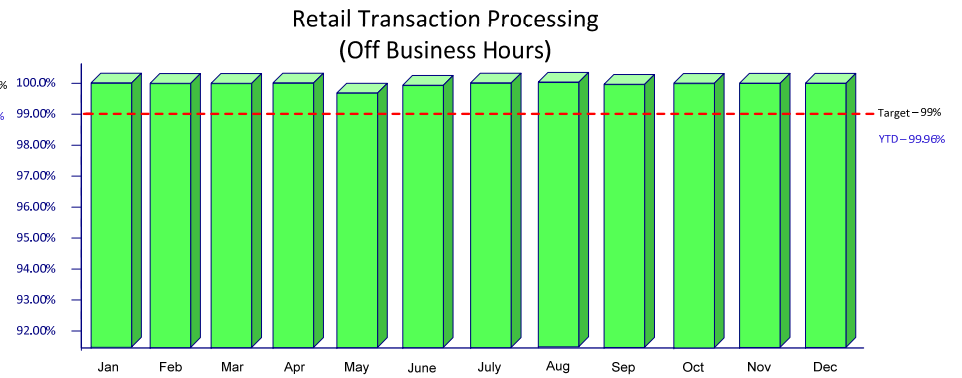
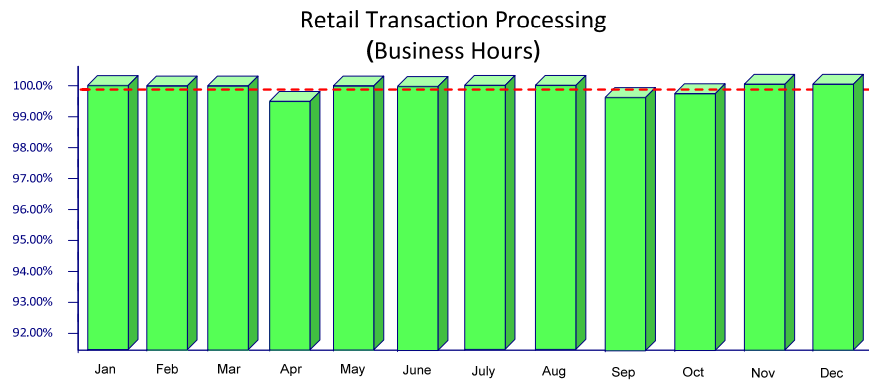


2011 Net Service Availability
Year to Date



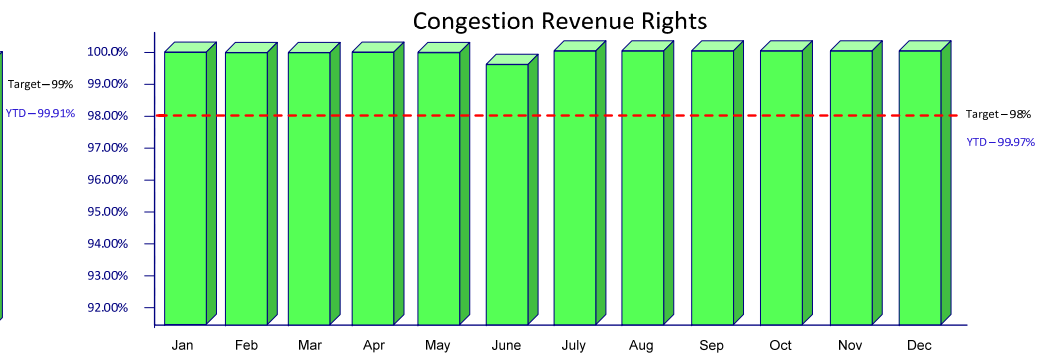
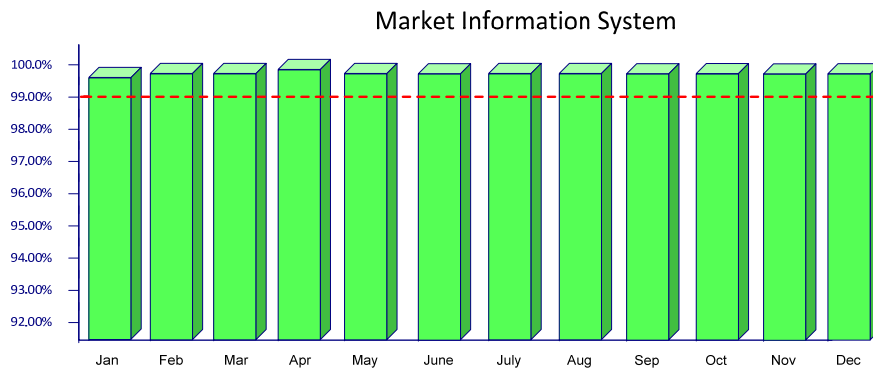
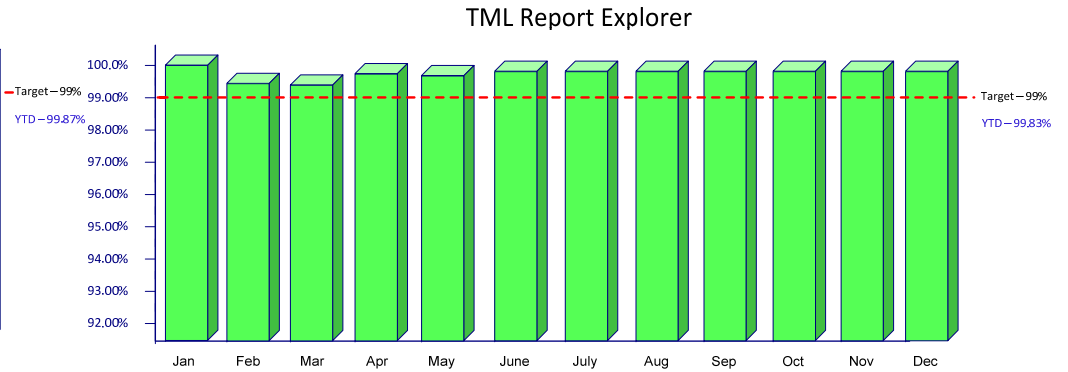
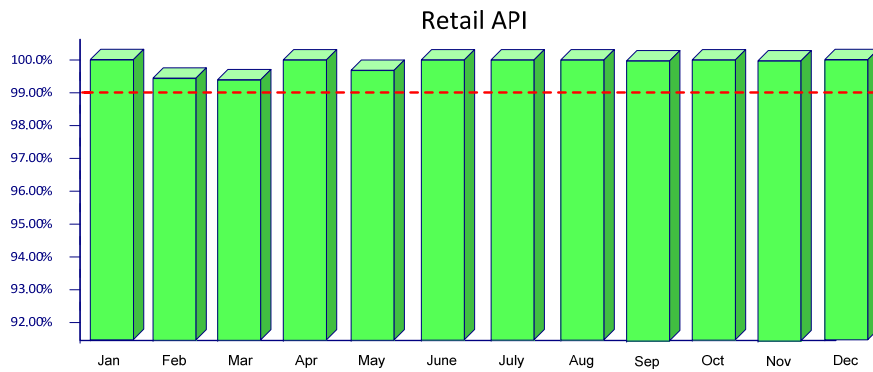
- Market Management System: Security Constrained Economic Dispatch (MMS SCED) was below target SLA for the year but has improved the last 4 months

2011 Trend - Retail IT Services



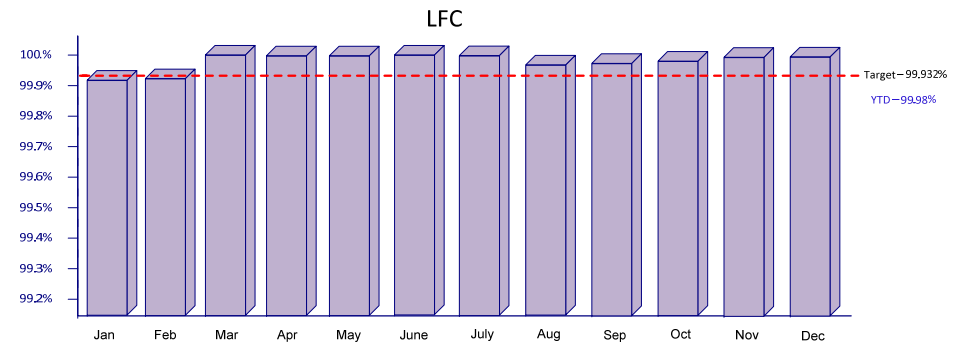
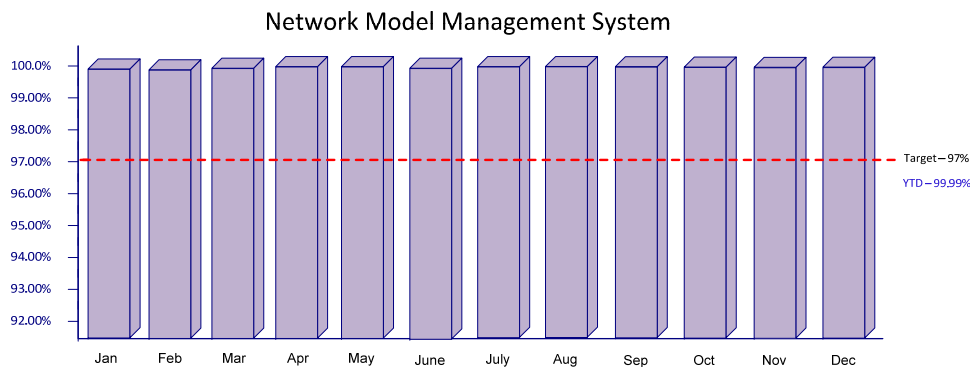
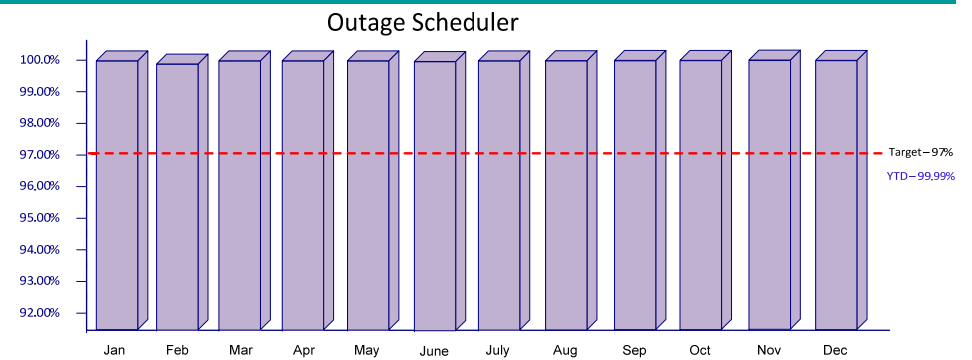
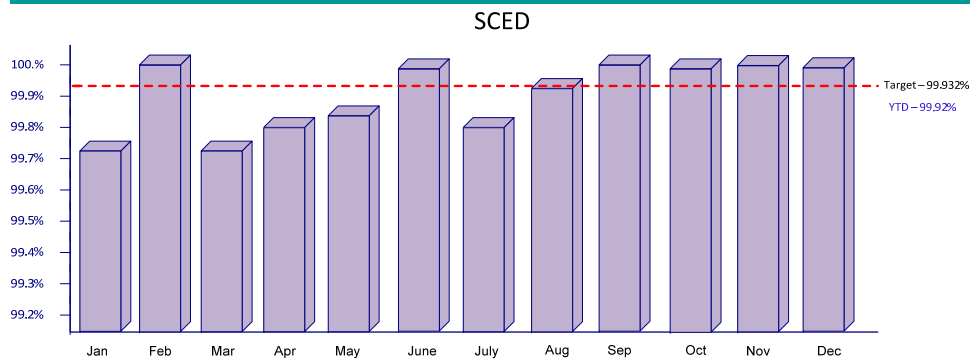
- All Service Levels met in December. Trend remains positive.

2011 Trend – Market Operations IT Services



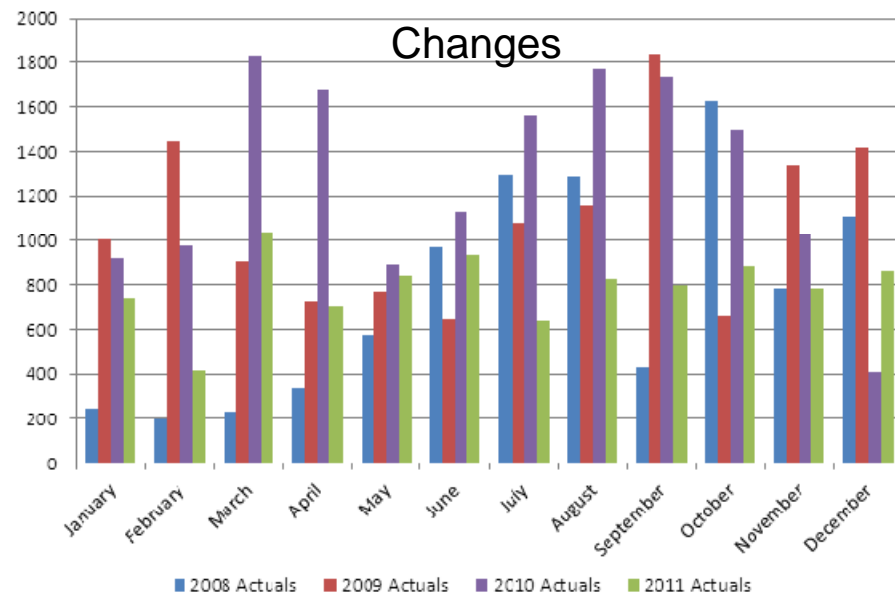
- All Service Levels met in December. Trend remains positive.

2011 Trend - Grid Operations IT Services

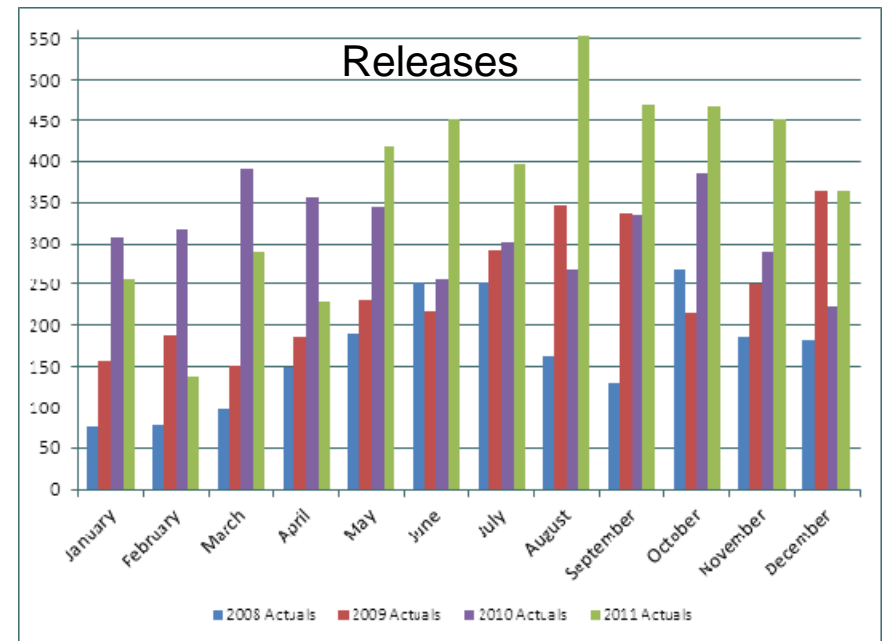


- Security Constrained Economic Dispatch (SCED) Service Level trend has improved.
- SCED SLA met the last 4 consecutive months.

Release Management Metrics



- Number of changes down from Nodal last year
- Increased Releases this year due to Data Center Relocation Project



ERCOT Public Website Metrics

www.ERCOT.com Usage

