



Information Technology Report

ERCOT Public

February 21, 2012

Highlights

Service Availability – SLA's met 100% in January

- ✓ 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
- ✓ Grid Operations IT Systems met all SLA targets

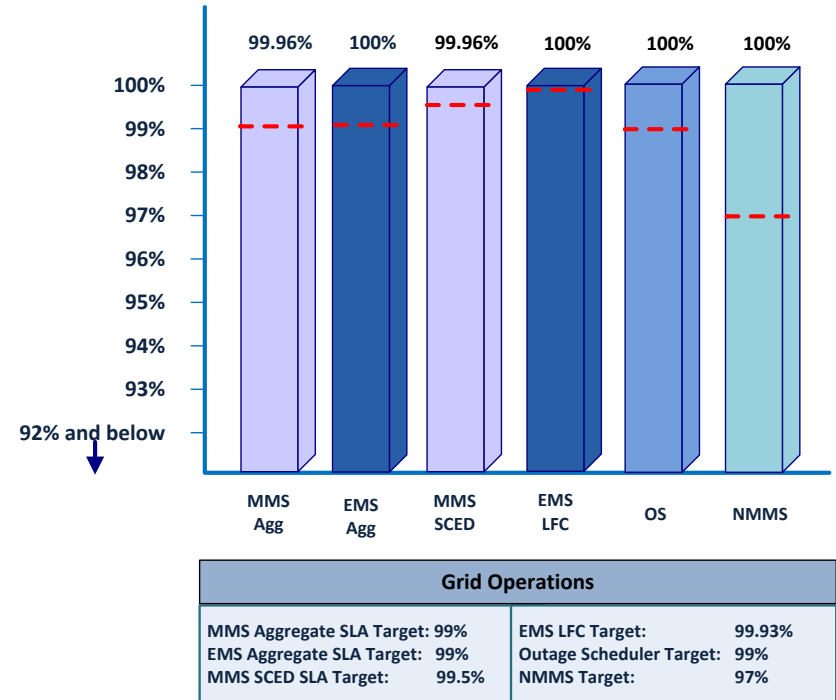
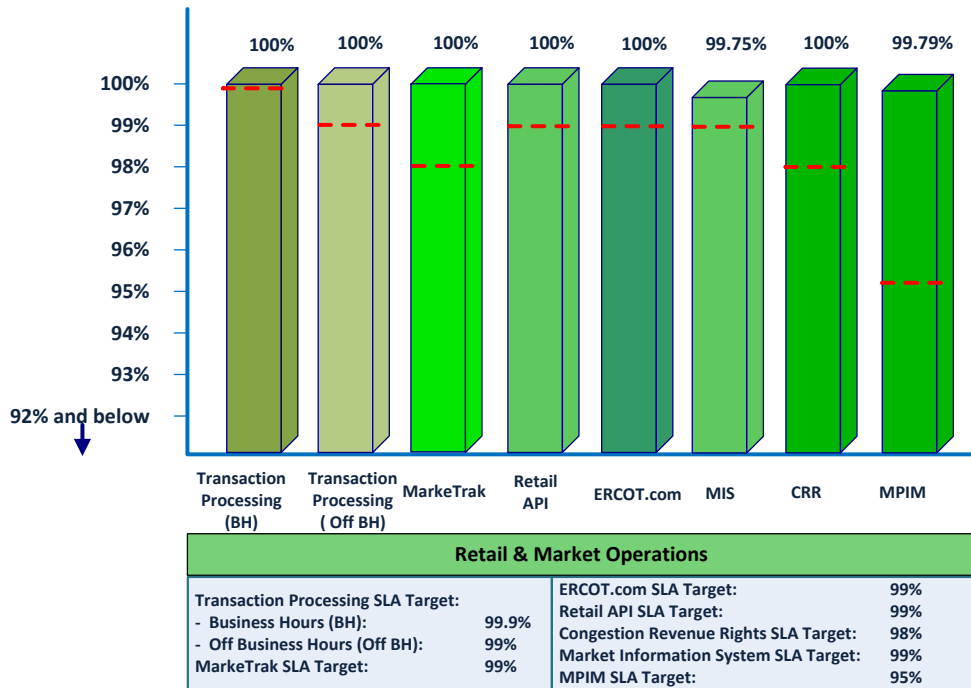
• Notable January Incidents:

- A data management process issue caused four Security Constrained Economic Dispatch (SCED) intervals to be missed (1/7)
 - Root Cause: SCED was configured to purge network models over 7 days old, the active model aged to 8 days for the 1st time since go-live. The active model was purged and SCED missed four intervals.
 - Corrective Action: Pointed SCED to a valid network model and changed the archive configuration to 30 days.
 - Long term Corrective Action: Add monitor and alert services. Improve design to point to a valid model if this error occurs.
- CPU usage and workload caused Market Participant report requests to be slow or non-responsive (1/26 and 1/31)
 - Root Cause: Slow system performance (high CPU usage) on a shared server led to a backlog of report requests.
 - Corrective Action 1/26: Performance adjustment on the Database (Profile usage changed) to reduce CPU usage
 - Corrective Action 1/31: Directed report queries to the alternate database server (Bastrop) with additional CPU capacity
 - Long Term Corrective Action: Permanent reconfiguration completed to ensure CPU availability in both Bastrop and Taylor
- A change for the Data Center relocation project caused a 90 minute unplanned outage of Market Participant Identity Management and made logins unavailable (1/31)
 - Root Cause: A step to modify database pointers was missed during the Data Center Migration of the Identity Management function.
 - Corrective Action: The routing pointers were corrected, accesses were reinstated, and service was restored

- **Notable February Incident:**

- Eight SCED intervals were missed. The Data Center Relocation project decommissioned a server in the old data center that was being used for locating and routing services. The decommission caused eight SCED intervals to be missed until service was restored. (2/2)
 - Root Cause: A Domain Name Server that directs communications on the network was decommissioned so it could be removed from the old data center. When it was removed, the Market Management System (SCED) and a report server did not migrate to a new domain server as expected. SCED and report functions could not resolve the location of necessary services and became inoperative.
 - Corrective Action: The domain name server was restored to production.
 - Long Term: Work with vendors and Infrastructure teams to modify processes that ensure Domain servers are isolated prior to decommission

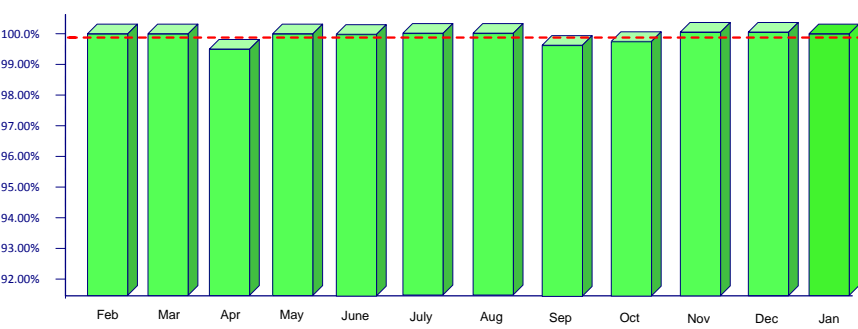
2012 January (Retail and Ops)



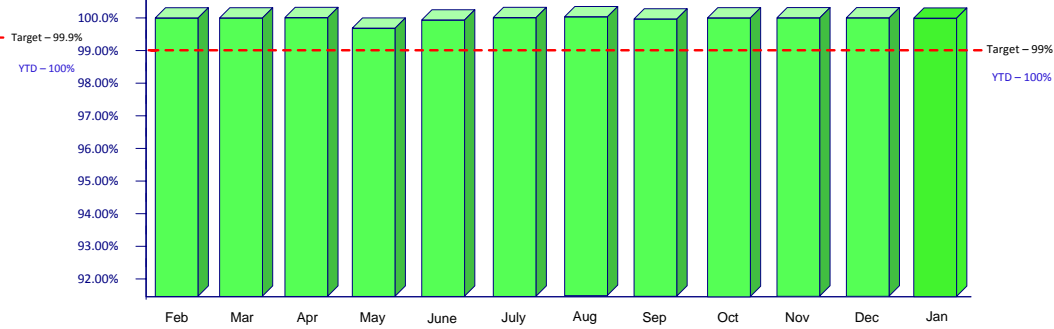
- 100% SLAs met in January

12-month Trend - Retail Market

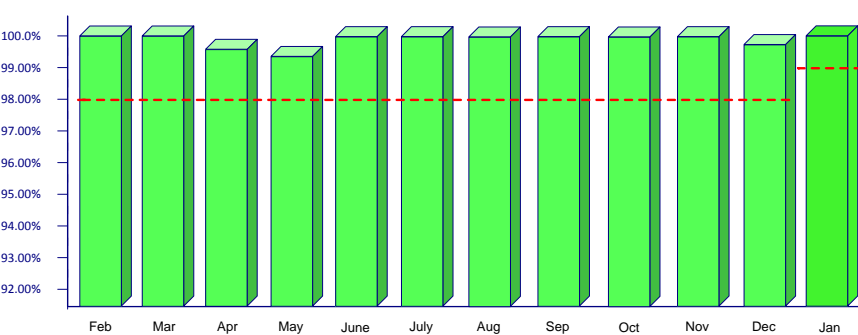
Retail Transaction Processing
(Business Hours)



Retail Transaction Processing
(Off Business Hours)

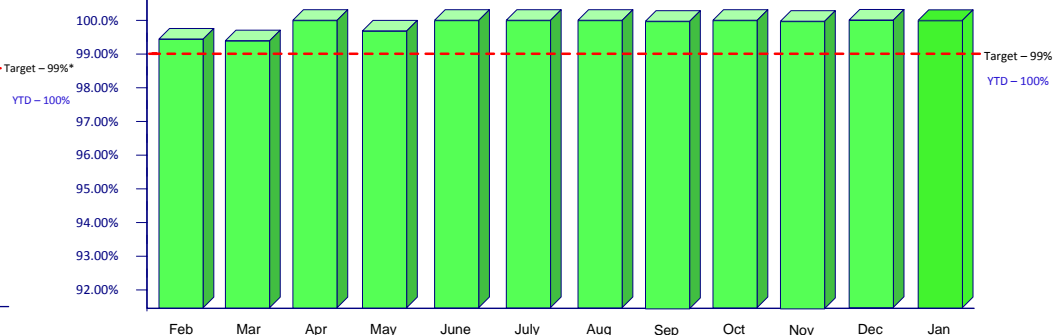


MarkeTrak



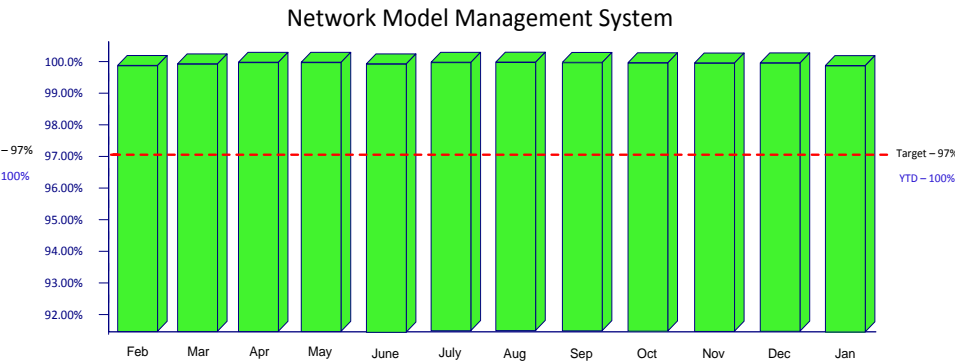
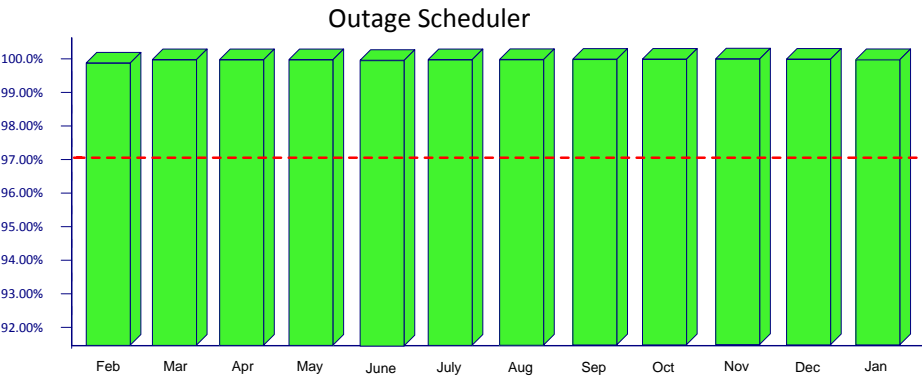
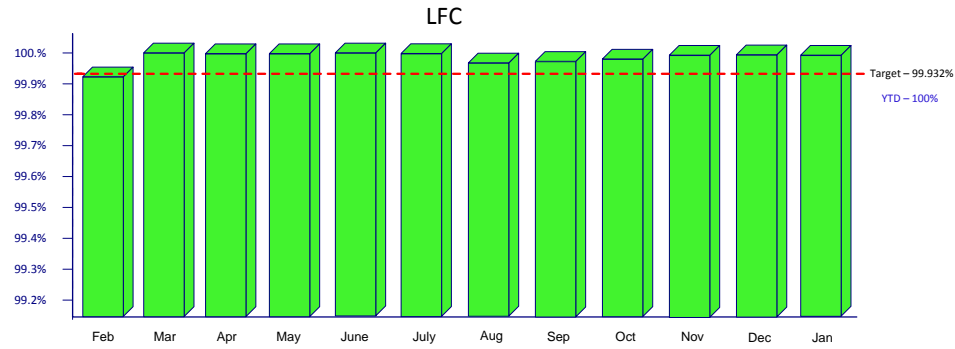
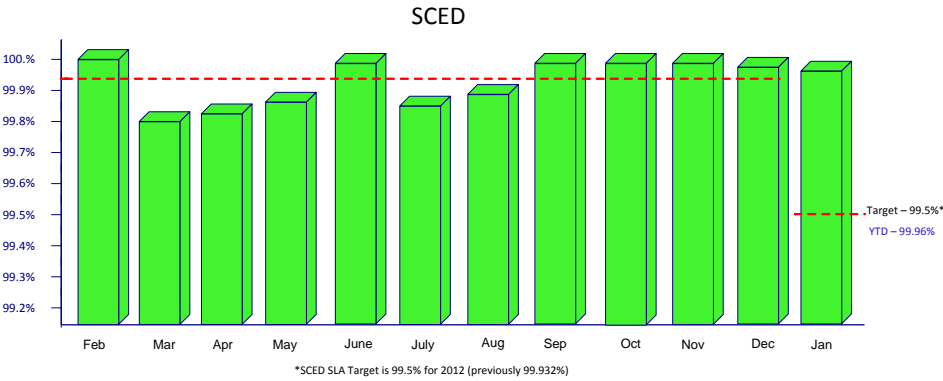
*MarkeTrak SLA Target is 99% for 2012 (previously 98%)

Retail API



- All SLAs met in January. Trend remains positive.

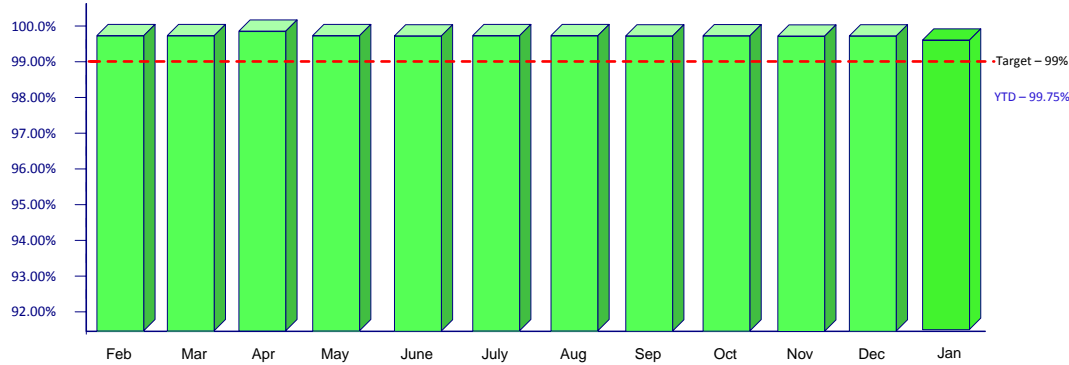
12-month Trend - Grid Operations



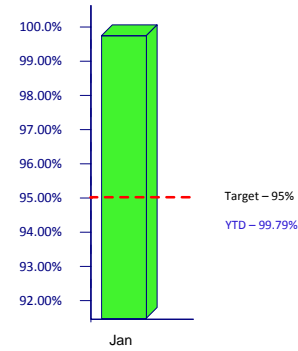
- SCED SLA trend has improved. SCED SLA met the last 5 consecutive months.

12-month Trend – Market Operations

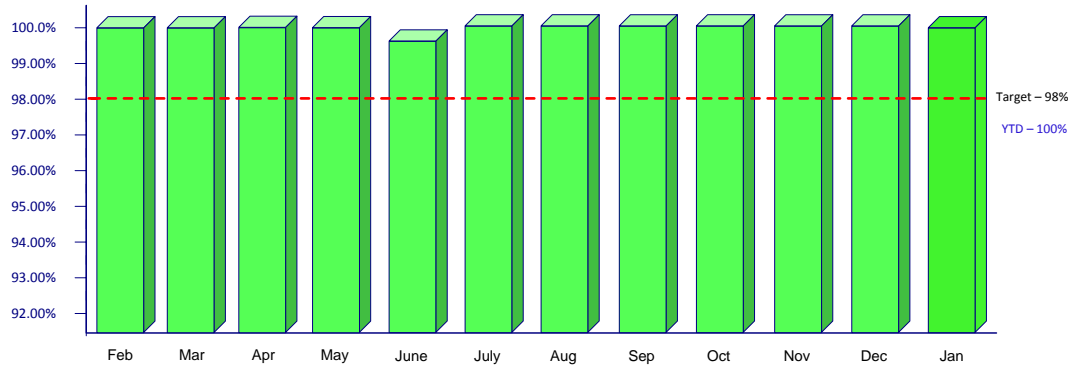
Market Information System



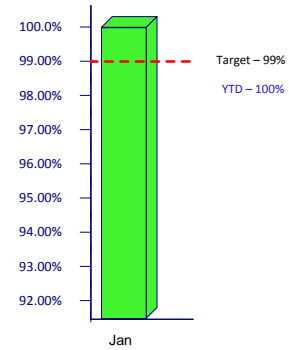
MPIM



Congestion Revenue Rights

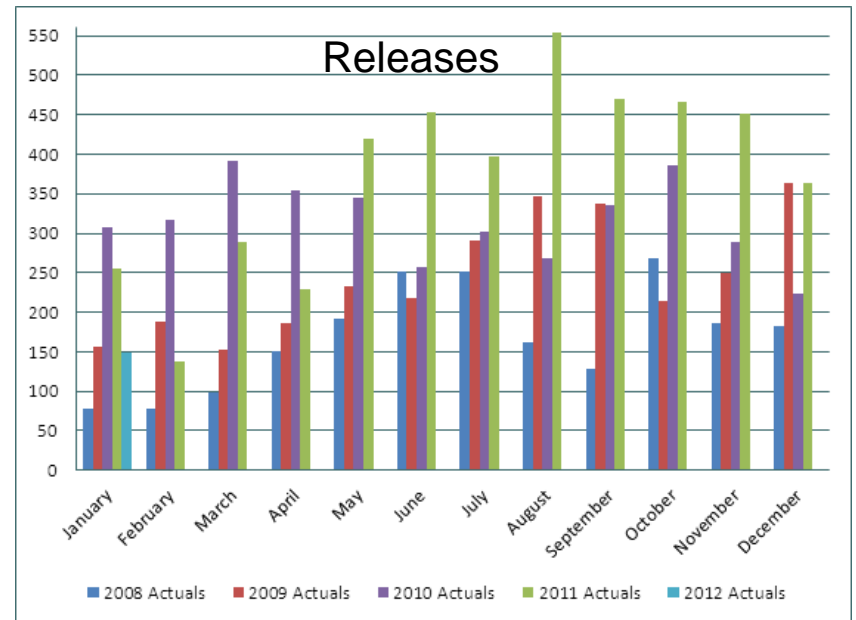
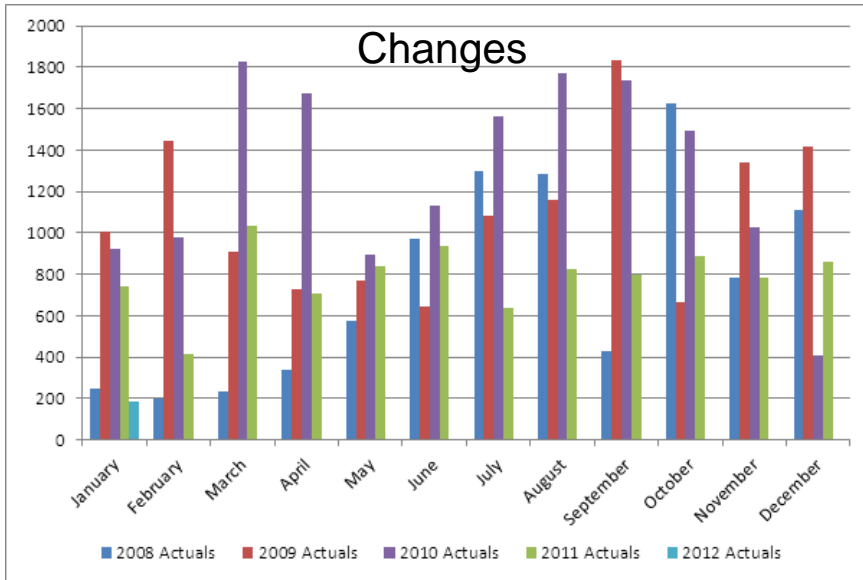


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Release Management Metrics



ERCOT Public Website Metrics

www.ERCOT.com Usage

