

# REMCo Operations Report

**Retail Energy Market Company (REMCo)**  
**May 2016**

## Security Classification

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## Authorisation

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### Contact

*Name* Geraldine Mauro  
*Title* Operations Manager  
*Telephone* 02 8062 3324  
*Email* Geraldine.Mauro@cgi.com

### Approved by

*Name* Cathy Langman  
*Title* Regional Delivery Manager (NSW)

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	Company	Name(s)	Company

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# 1 Operational Issues

This section of the report outlines any operational issues encountered by the GRMS or the operational team during the month which either impacted, or had the potential to impact the delivery of WA GRMS services.

## 1.1 GRMS Originating Issues

This section describes operational issues which originated from the GRMS and had a direct impact either on the WA market, CGI's service levels or REMCo's adherence to the Retail Market Rules (RMR).

There is one GRMS operational issue to report this month.

### 1.1.1 WEBMETHODS AND FTP SERVERS NOT ACCESSIBLE ON 19<sup>TH</sup> MAY2016

Participants experienced issues connecting to the GRMS between 10:49am and 11:20am (AEST) on the 19<sup>th</sup> May, 2016. Investigations confirmed that the webMethods and FTP servers were not accessible because the firewall had entered a frozen state and device connections were not being processed.

The firewall was restarted by the Communications Technician, connections to the REMCo WebMethods and FTP servers were restored, and participants were able to connect to the GRMS.

A replacement firewall is being retained in hot standby to replace the current firewall should there be a recurrence of the issue.

CGI has provided REMCo with an incident report, IR-REM-0021.

## 1.2 Market Originating Issues

This section describes operational issues which originated from outside the bounds of the GRMS which caused subsequent market impact or required significant input from the CGI operational team to resolve. Market originating issues may also have had an impact on CGI's service levels and REMCo's adherence with the RMR although in most cases, CGI will claim concession from service failures resulting from issues described in this section.

There are no Market originating issues to report this month.

## 1.3 Operational Risks

Operational risks are situations which, if not managed appropriately may become operational issues which have the potential to impact CGI, REMCo or the WA market. Current risks which CGI are managing and of which REMCo should be aware are described below.

No new operational risks have been identified.

## 2 GRMS Scheduled / Unscheduled Events

### 2.1 Scheduled Events

The following table details all scheduled events that may have affected GRMS availability during the calendar month. Events were performed during agreed downtime periods and therefore were implemented with minimal impact to participants.

Scheduled events which have the potential to impact participants are planned to take place outside of WA business hours on a best endeavours basis or at a time agreed with participants. Times shown are EST. It should be noted that only those events which involve the ebXML or FTP gateways have an impact on the market from an availability perspective.

Name	Description	Date	Time	Mins	Ref
WA GRMS	Microsoft Security Patching	30-May-2016	17:00	180	CR/REM/0335

### 2.2 Unscheduled Events

The following table details unscheduled events for the calendar month. Outage minutes exclude time during agreed maintenance periods. It should be noted that only those events which involve the ebXML or FTP gateways have an impact on the market from an availability perspective.

Name	Description	Date	Time	Mins	Ref
Gateway	Firewall unavailable	19-May-16	10:49	31	IR/REM/0021

### 2.3 System Availability Summary

During the month, there were 31 days resulting in the following availability metrics as defined in the SOSA:

TPA (Total Possible Availability) = 37,200 minutes

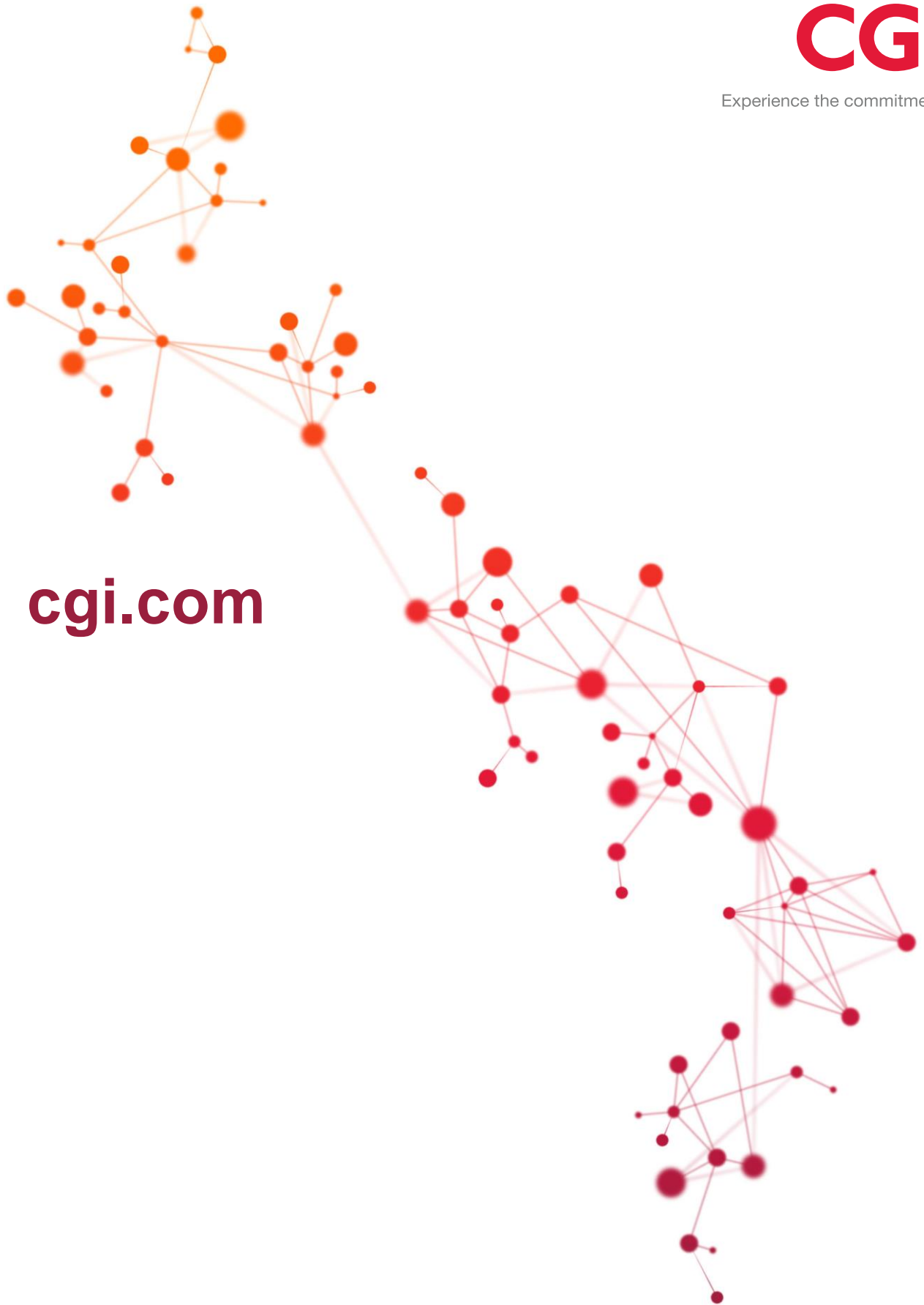
(Based on 20hrs per day 03:00 until 23:00 each day)

GAPS (Intervals of unscheduled downtime) = 0 minutes

SAM (Scheduled & Agreed Maintenance) = 180 minutes

The SLA requires market system availability of 99.6%

The market system was available for a total of **37,169 minutes** once scheduled and agreed maintenance is excluded. This equates to an overall availability of **99.91%**



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