



AEMO WA Operations Report

Australian Energy Market Operator (AEMO)
December 2017

Security Classification

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Table of Contents

1	Operational Issues.....	4
1.1	GRMS ORIGINATING ISSUES.....	4
1.1.1	WA OMP-STATUS REPORTS LATE ON 4/12/17 (IR-AEMO-0098)	4
1.2	MARKET ORIGINATING ISSUES	4
1.3	OPERATIONAL RISKS.....	5
2	GRMS Scheduled / Unscheduled Events	6
2.1	SCHEDULED EVENTS	6
2.2	UNSCHEDULED EVENTS.....	6
2.3	SYSTEM AVAILABILITY SUMMARY	6

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 AEMO's adherence to the Retail Market Procedures (RMP).

There is one GRMS operational issue to report this month.

1.1.1 WA OMP-STATUS REPORTS LATE ON 4/12/17 (IR-AEMO-0098)

CGI carried out Microsoft Security Patching on the WA GRMS on 4th December 2017. On completion of the patching the Help Desk experienced difficulties with the webMethods application connecting to the database.

On investigation by the Database Administrator, it was determined that there were two active Oracle listeners on the database server, WAPRDBA03. The listeners were for the Oracle 12.1 and Oracle 12.2 database versions. It was determined that the Oracle 12.1 listener had not been removed when the Oracle 12.2 database was installed. The Database Administrator removed the Oracle 12.1 listener and the webMethods and FTP gateway applications were able to connect to the database.

The delay in starting up the FTP gateway services meant that the OMP-STATUS ("First-check") reports which were due out to participants by 16:00 WST did not go out until 16:17 WST.

CGI have modified its procedures for all patching and maintenance activities on the WA GRMS to include the generating of the OMP-STATUS ("First-check") reports before the activity starts to ensure that any delays in the activity do not result in a Market Rules breach.

Market Impact:

20 OMP-STATUS ("First Check") reports breached RMP 269(1) by 17 mins.

SLA Impact:

20 OMP-STATUS ("First Check") reports failed SLA tertiary KPI threshold.

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 AEMO's adherence with the RMP 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, AEMO or the WA market. Current risks which CGI are managing and of which AEMO 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
-	-	-	-	-	-

Note: There was no Microsoft Security Patching for December 2017, due to the Change Freeze.

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
-	-	-	-	-	-

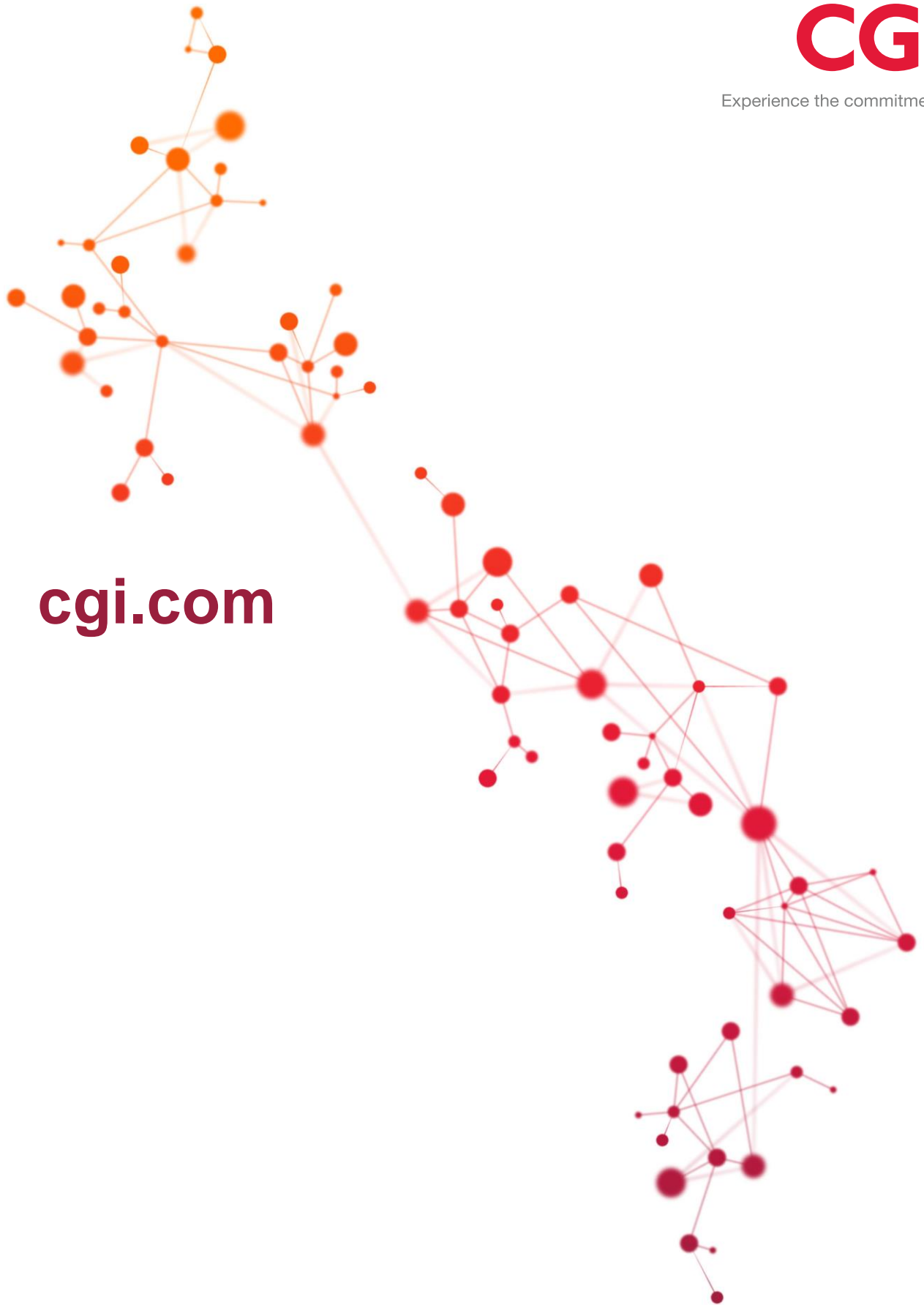
2.3 System Availability Summary

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) = 0 minutes

The SLA requires market system availability of 99.6%

The WA Market system was available for a total of **37,200** minutes once scheduled and agreed maintenance is excluded. This equates to an overall availability of 100.00%



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