

# AEMO WA Operations Report

**Australian Energy Market Operator (AEMO)**  
**January 2018**

## Security Classification

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## Authorisation

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## Table of Contents

<b>1</b>	<b>Operational Issues.....</b>	<b>4</b>
1.1	<b>GRMS ORIGINATING ISSUES.....</b>	<b>4</b>
1.1.1	527 WA TFR-CONF-NOTF LATE ON 11 <sup>TH</sup> JAN 2018 (IR-AEMO-00101).....	4
1.2	<b>MARKET ORIGINATING ISSUES .....</b>	<b>4</b>
1.3	<b>OPERATIONAL RISKS.....</b>	<b>4</b>
<b>2</b>	<b>GRMS Scheduled / Unscheduled Events .....</b>	<b>5</b>
2.1	<b>SCHEDULED EVENTS .....</b>	<b>5</b>
2.2	<b>UNSCHEDULED EVENTS.....</b>	<b>5</b>
2.3	<b>SYSTEM AVAILABILITY SUMMARY .....</b>	<b>5</b>

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

There is one GRMS operational issue to report this month.

### 1.1.1 527 WA TFR-CONF-NOTF LATE ON 11<sup>TH</sup> JAN 2018 (IR-AEMO-00101)

The CGI Help Desk received an alarm on 11<sup>th</sup> Jan 2018 at 07:28 indicating that "messages had not been sent within the last 3.5 hours".

The Help Desk investigated the log files and determined that messages were not being processed and that the Oracle database connection pool being used by webMethods was exhausted.

The Help Desk restarted the application to attempt to resolve the incident. The connection pool exhaustion was not resolved. The Help Desk restarted the WebMethods database and the incident was resolved at 08:50.

#### **Market Impact:**

527 WA TFR-CONF-NOTF transactions breached RMP 98(d) or RMP 100(2)(d) by 25 minutes.

#### **SLA Impact:**

527 WA TFR-CONF-NOTF transactions failed below failed SLA Primary thresholds in SLA KPI 8.7.1.

## 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.

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#### **Security Classification**

## 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	29-Jan-2018	17:00	180	CR/AEMO-W/0104

### 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
-	-	-	-	-	-

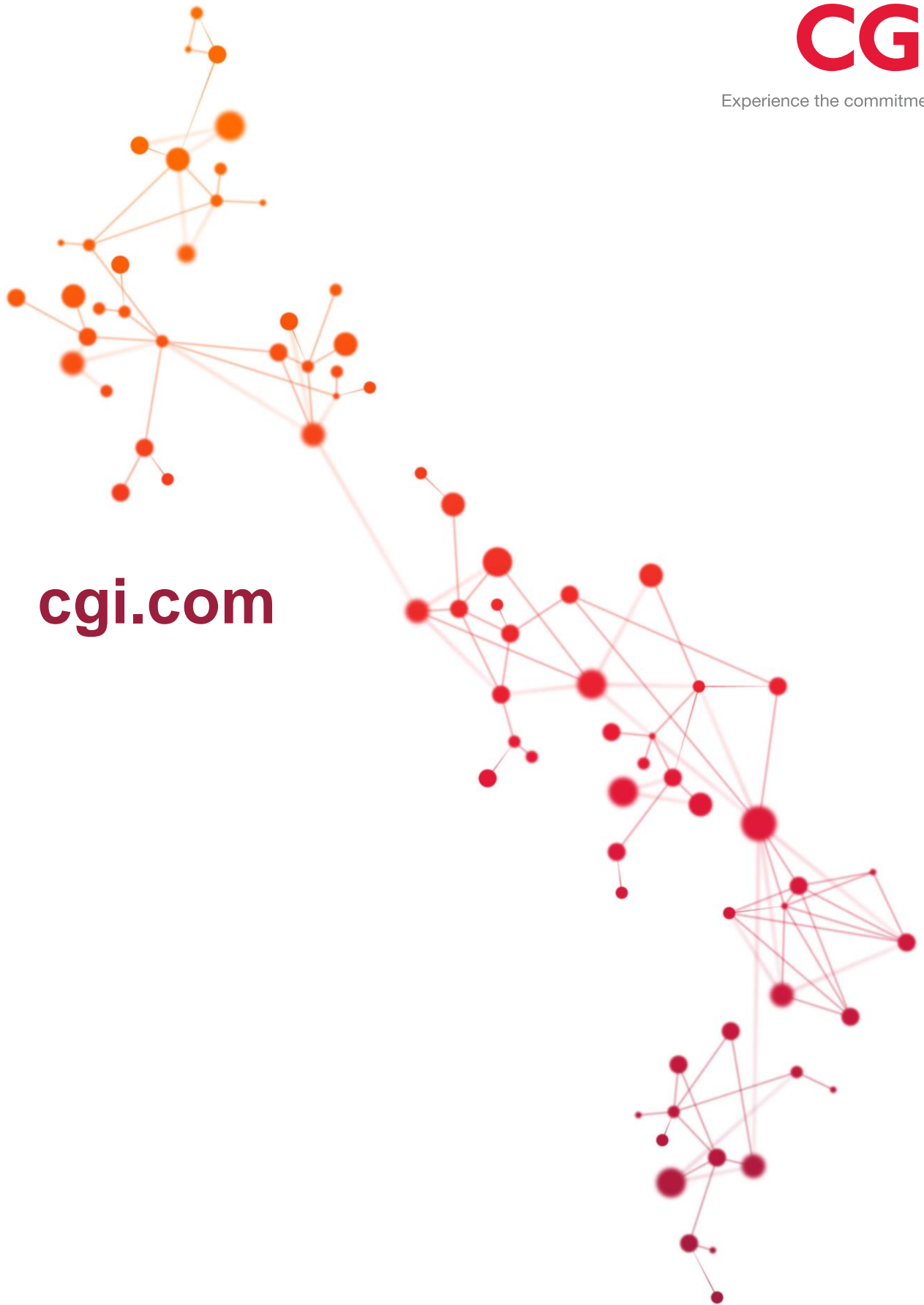
### 2.3 System Availability Summary

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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