



# AEMO WA Operations Report

**Australian Energy Market Operator (AEMO)  
November 2021**

**Public**

## Authorisation

**Client Name** Australian Energy Market Operator (AEMO)  
 GRMS (WA) Operations  
**Report Title** AEMO WA Operations Report  
**Reporting Period** November 2021  
**Project Reference** 300000000034963  
**Version Date** 8 December 2021  
**Version Number** V1.0  
**Provided By** CGI Technologies and Solutions Australia Pty Ltd.  
 ABN 39 001 260 699

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Version no.	Date	Change details	Author
0.1	2 December 2021	Draft for Review	Nallina Luckshman
1.0	8 December 2021	Final version	Cathy Langman

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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 MARKET OUTAGE BETWEEN 18<sup>TH</sup> AND 19<sup>TH</sup> NOV – IR-AEMO-0137

At 9:07 AEDT on 19<sup>th</sup> November 2021, while performing the daily health checks, the Help Desk observed that no AseXML messages had been processed between the FRC Hub and the WAGMO gateway since 4pm on 18<sup>th</sup> November 2021. The Help Desk commenced investigation of the incident. The Network Engineer confirmed that the status of internet networks was fully operational. The CGI Application specialist, investigating the incident, identified that the Production webMethods gateway IP address was not being resolved for the DNS domain "grms.net.au". Further investigation and communication with the Domain Name Registry provider confirmed that the DNS "grms.net.au" registration had lapsed. CGI reactivated the domain name "grms.net.au" and at 12:21pm on 19<sup>th</sup> November 2021 connection between the FRC Hub and the WA market gateway was restored.

The incident appears to breach the WA RMP 14(1)(b) which references the FRC Hub Terms and Conditions. It is considered that the two clauses, 4.1.2, covering the rectification of an incident within the specified timeframe and 4.1.3 specifying the requirement to send a notification within the specified timeframe were breached in this incident.

## 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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## 1.4 Operational Matters

There are no operational matters to report this month.

## 1.5 Disaster Recovery Testing

Industry Disaster Recovery Testing was carried out in the WA market on Wednesday, 17<sup>th</sup> November 2021. The testing was not completed successfully. CGI encountered an issue with the replication process that was caused by a mismatch in the data from the replicating Virtual Machine (VM) in the Production environment to the placeholder VMs in the Disaster Recovery environment.

The Infrastructure team recreated the VM spaces in the WA Disaster Recovery environment and tested the replication process. CGI is confident that the action taken by the Infrastructure team has resolved the issue that prevented a successful execution of the WA Industry Disaster Recovery test on 17<sup>th</sup> November 2021.

CGI has rescheduled the WA Disaster Recovery Test for 15<sup>th</sup> January 2022.

## 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	Disaster Recovery Testing	17-Nov-21	17:30	120	CR/AEMO-W/0424
WA GRMS	Microsoft Security Patching	4-Nov-2021	17:15	30	CR/AEMO-W/0422

### 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
WA GRMS	Market Outage	18-Nov-21	16:00	981	IR-AEMO-0137

### 2.3 System Availability Summary

During the month, there were 30 days resulting in the following availability metrics as defined in the SOSA:

- TPA (Total Possible Availability) = 36,000 minutes
- (Based on 20hrs per day 03:00 until 23:00 each day)
- GAPS (Intervals of unscheduled downtime) = 981 minutes
- SAM (Scheduled & Agreed Maintenance) = 150 minutes

The SLA requires market system availability of 99.6%

The WA Market system was available for a total of **35,019** minutes once scheduled and agreed maintenance is excluded. This equates to an overall availability of 97.27%

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