

# AEMO WA Operations Report

**Australian Energy Market Operator (AEMO)**  
**June 2017**

## Security Classification

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## Authorisation

**Client Name** Australian Energy Market Operator (AEMO)  
GRMS (WA) Operations  
**Report Title** AEMO WA Operations Report  
**Reporting Period** April 2017  
**Project Reference** 00048513  
**Version Date** 14 July 2017  
**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	14 July 2017	Draft for Review	Geraldine Mauro
1.0	14 July 2017	Release 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 issues to report this month.

### 1.1.1 DELAYED WA REPORTS ON 16<sup>TH</sup> JUNE 2017 (IR-AEMO-0087)

The delivery of WA Gas Market Reports for gas day 15<sup>th</sup> June 2017 were delayed on 16<sup>th</sup> June 2017.

#### Market Impact:

- 15 BID-PUB reports breached RMR 286
- 15 MCP-TANUSA reports breached RMR 288(1)
- 15 MCP-TSS reports breached RMR 287(1)
- 27 SHGA reports breached RMR 252(2)
- 16 SRQ reports breached RMR 299(1)
- 18 SS reports breached RMR 300(1)
- 7 UETW reports breached RMR 300(2)(f)
- 6 UHSA reports breached RMR 252(1)(c)
- 5 USS reports breached RMR 300(2)(a)

#### SLA Impact:

The reports below failed SLA primary KPI thresholds:

- 15 BID-PUB reports failed SLA primary thresholds
- 15 MCP-TANUSA failed SLA primary thresholds
- 15 MCP-TSS failed SLA primary thresholds
- 27 SHGA failed SLA primary thresholds (Same KPI as UHSA)
- 16 SRQ reports failed SLA primary thresholds
- 18 SS reports failed SLA primary thresholds
- 7 UETW reports failed SLA primary thresholds
- 6 UHSA reports failed SLA primary thresholds (Same KPI as SHGA)
- 5 USS reports failed SLA primary thresholds

The Help Desk was alerted to an issue with the delivery of the WA Gas Market reports on 16<sup>th</sup> June 2017. On investigation it was determined that the Apps server time had been set to AEST when it was built as a Virtual server on 14<sup>th</sup> June 2017. CGI notified participants of the incident, changed the time on the server and re-ran calculations for gas day 15<sup>th</sup> June 2017. WA Gas Market reports were issued to participants at 3:40pm, 40 minutes after the 5 hours after the start of the gas day, being the time allowed for with the delivery of the reports. AEMO and participants were notified of the issuing of the reports.

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## 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:** Microsoft Security Patching was postponed in June 2017 as part of the Change Freeze associated with the CGI Disaster Recovery system relocation on 26<sup>th</sup> and 27<sup>th</sup> June 2017. July's patching will include any patches from June 2017.

### 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 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)

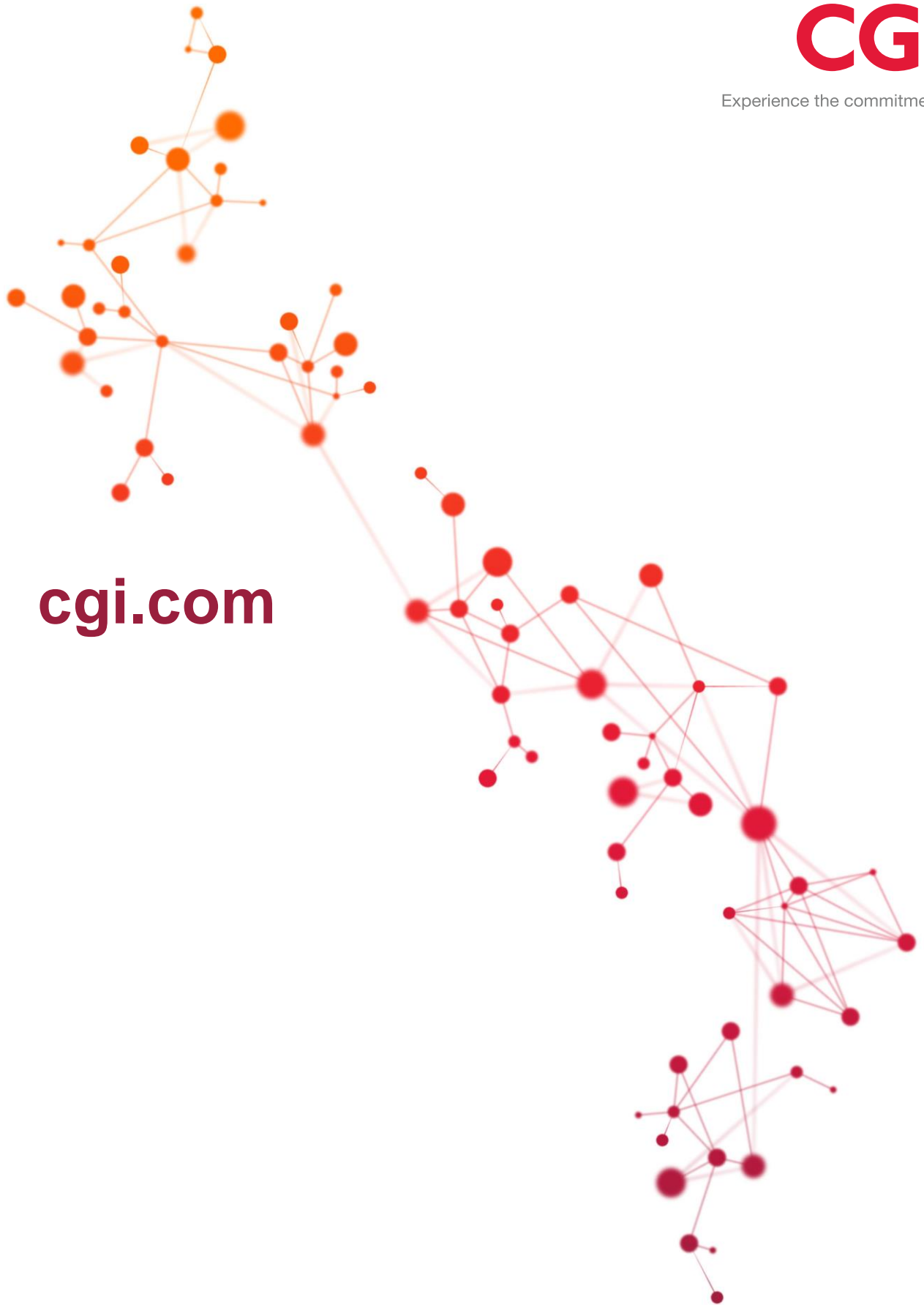
GAPS (Intervals of unscheduled downtime) = 0 minutes

SAM (Scheduled & Agreed Maintenance) = 0 minutes

The SLA requires market system availability of 99.6%

The market system was available for a total of **36,000 minutes** once scheduled and agreed maintenance is excluded. This equates to an overall availability of **100.00%**

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