

# POLICY 020113: ELECTRICITY MARKET MANAGEMENT SYSTEMS ACCESS POLICY AND PROCEDURE

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## POLICY STATEMENT

**Parties requiring access to AEMO’s Electricity Market Management Systems must comply with this policy. Clause 3.19(c) of the Rules requires AEMO, Registered Participants and Metering Providers to comply with these procedures. Other parties who are granted access to AEMO’s Electricity Market Management Systems are required to contract with AEMO that they will comply with these procedures.**

**For the purpose of this Policy, “Participants” applies to Registered Participants, Metering Providers, and other parties contracted with AEMO to comply with these procedures.**

## RATIONALE

AEMO’s Electricity Market Management Systems are key components required to support the operation of the NEM. These systems are used for the transfer of information from participants to AEMO such as Bids, and the dissemination of market information from AEMO to participants such as settlement information, market statistics, and dispatch instructions.

The purpose of this policy is to ensure that the AEMO’s Electricity Market Management Systems, which encompass both computer systems and data networks, are:

- Only used for activities which support the operation of the NEM;
- Used in a way that provides confidentiality of information passing through the systems;
- Used in a way that provides required performance and availability.

## EXEMPTIONS

Participants must gain written approval from AEMO’s Executive General Manager Information Management & Technology for any deviation to this policy that may be required by their organization to support interim arrangements. The period of time approved for interim arrangements will be determined by AEMO’s assessment of the participant request.

## GUIDELINES

***(This guideline section is NOT subject to Rule Enforcement under Clause 3.19.)***

### APPLYING FOR CONNECTIVITY

Participants must apply to AEMO for any new connections or enhancement / modification to existing data network connections.

### PASSWORD MANAGEMENT

- Participants are allocated unique NEM participant identifiers (user id's) and password for access to AEMO's Electricity Market Management Systems. Participants are accountable for all activities performed using their assigned identifier(s), and must protect their identifiers.
- Participants are responsible for changing passwords at least every 90 days.
- Participants are responsible for ensuring passwords are of adequate strength. It is recommended that passwords be a minimum of 12 characters long, and that they include a combination of digits, upper case characters, lower case characters, punctuation characters and special characters.
- Participants are responsible for ensuring that shared identifiers are avoided.
- Participants are responsible for keeping passwords confidential.
- Participants are responsible for ensuring that their organisation's Employee Termination Procedures include the following in relation to the AEMO allocated user id's which are used for accessing AEMO Electricity Market Management Systems.
  - The changing of passwords for AEMO allocated user id's (e.g. MSATS Super User account passwords, and MMS account passwords).
  - The disabling of user id's created by the Participant organisation for internal Participant employee access to AEMO systems (e.g. MSATS).

### SECURITY MANAGEMENT

- Participants are responsible for implementing mechanisms (eg anti-virus software with up-to-date signatures, intrusion detection/prevention systems) to prevent the transmission of malware (virus, worm, Trojan) to AEMO Electricity Market Management Systems.

- Participants are responsible for ensuring they implement mechanisms (e.g. firewalls or appropriately configured routers) to protect their internal networks from unwanted traffic via their connection to NEMNet.

## RULE ENFORCEABLE REQUIREMENTS (RULE CLAUSE 3.19)

### PERMANENT CONNECTION TO AEMO'S ELECTRICITY MARKET MANAGEMENT SYSTEMS

Permanent connections are intended for enterprise wide access with automated data transfers from participant servers.

- Registered participants are entitled to 2 permanent connections (e.g. for the purposes of load balancing, redundancy or prioritisation of transactions) with the condition that any data is downloaded only once from AEMO in line with Electricity Market Data Access Rules. Fee for Service options are available for enhanced services (eg additional connection, bandwidth).
- As existing participant organisations merge, the new participant organisation(s) must rationalise communications connections to NEMNet in line with this policy.
- Participants must ensure that access to AEMO's Electricity Market Management Systems is restricted to secured, dedicated servers. Apart from web-browser connections to web servers, direct access from user workstations is not allowed other than to support remote business continuity requirements.
- Participant connections are to originate only from registered public TCP/IP addresses. These addresses must reside in one or two subnets, with up to 256 IP addresses in each of the subnets. The addresses in each subnet must be contiguous and must be definable by a single subnet mask.
- Unregistered / private TCP/IP addresses must not be visible to AEMO's Electricity Market Management Systems. Where participant organisations choose to use unregistered private IP addresses within their internal networks, they must ensure the addresses are translated to registered public IP addresses for accessing AEMO's Electricity Market Management Systems.
- Where organisations deploy address-modifying / sharing technologies (e.g. NAT, PAT) they must be able to trace end-to-end connectivity to AEMO's Electricity Market Management Systems from their participant server(s) to the AEMO POP. On request from AEMO, participants must immediately provide IP address details of devices accessing AEMO's Electricity Market Management Systems.

- Participants must ensure that traffic from the Internet and their internal networks is isolated from their connection to AEMO's Electricity Market Management Systems.
- Participants must not disrupt the availability of AEMO's Electricity Market Management Systems by utilising inappropriate processes (e.g. repeated pinging, port scans, probes, activities that may resemble hacking) against AEMO's Electricity Market Management Systems or other participants' devices.
- Participants must only monitor the availability of AEMO's Electricity Market Management Systems with products on AEMO's Managed Product list.

## VARIABLE CONNECTION TO AEMO'S ELECTRICITY MARKET MANAGEMENT SYSTEMS

Variable connections are intended for individual user access with manual data transfers from participant workstations.

- Multiple connections are allowed per organisation.
- Participants must ensure that access to AEMO's Electricity Market Management Systems is initiated only from designated user workstations.
- On request from AEMO, based on supplied IP address or connection user ID, participants must immediately identify specific devices accessing AEMO's Electricity Market Management Systems.
- Participants must ensure that traffic from the Internet and their internal networks is isolated from their connection to AEMO's Electricity Market Management Systems.
- Participants must not disrupt the availability of AEMO's Electricity Market Management Systems by utilising inappropriate processes (e.g. repeated pinging, port scans, probes, activities that may resemble hacking) against AEMO's Electricity Market Management Systems.
- Participants must only monitor the availability of AEMO's Electricity Market Management Systems with products on AEMO's Managed Product list.

## MARKET DATA ACCESS

- Participants must respect data access privileges and not attempt to access data they are not authorised or entitled to access.
- Participants must not attempt to gain access to other participants' networks connected to AEMO's Electricity Market Management Systems.
- Participants must not attempt to use other participants' accounts.

- Participants must only use a Single Data Download from AEMO, (i.e. data must be downloaded once only per environment (preproduction / production) for the participant organisation). Any additional data replication required by participants must be done against the Single Data Downloaded and not against AEMO unless approved by AEMO.
- Participants must ensure all products used against AEMO's Electricity Market Management Systems are AEMO approved as per AEMO's Managed Product List.
- Participants must ensure that before introducing new products for use against AEMO's Electricity Market Management Systems that these products are accredited / validated by a AEMO approved Accreditation Organisation (and subsequently added to AEMO's Managed Product List). All costs associated with product accreditation will be the responsibility of the Participant Organisation.
- Participants must ensure that adhoc SQL queries (ie those with user-defined content) are not submitted against AEMO's production Electricity Market Management Systems.
- Participants must ensure that testing of interfacing applications is not permitted against AEMO's production Electricity Market Management Systems.

## SECURITY MANAGEMENT

- Participants must ensure that AEMO's Electricity Market Management Systems are not used for transmission or storage of inappropriate data.
- Participants must contact the AEMO Help Desk if they suspect a virus might have been transported via AEMO's Electricity Market Management Systems.
- Participants must report to the AEMO Help Desk any known or suspected security breaches that could allow unauthorised access to their own or other participant organisations data on AEMO Systems.
- Participants must provide (and regularly update) the AEMO Help Desk with contact details of Specialist Area Managers (database, network and security management) and an IT Manager or equivalent for escalation (e.g. Line Manager for Specialist Areas) to support the reporting, escalation and resolution of identified breaches to this policy.

## RELATED PROCEDURES

- Nil