



# AEMO WA Operations Report

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

## Security Classification

## Authorisation

**Client Name** Australian Energy Market Operator (AEMO)  
 GRMS (WA) Operations  
**Report Title** AEMO WA Operations Report  
**Reporting Period** August 2017  
**Project Reference** 00048513  
**Version Date** 13 September 2017  
**Version Number** V1.0  
**Provided By** CGI Technologies and Solutions Australia Pty Ltd.  
 ABN 39 001 260 699

### Contact

*Name* Geraldine Mauro  
*Title* Operations Manager  
*Telephone* 02 8062 3324  
*Email* Geraldine.Mauro@cgi.com

### Approved by

*Name* Cathy Langman  
*Title* Regional Delivery Manager (NSW)

Version no.	Date	Change details	Author
0.1	12 September 2017	Draft for Review	Geraldine Mauro
1.0	13 September 2017	Release version	Cathy Langman

	Company	Name(s)	Company

Copyright © CGI Technologies and Solutions Australia Pty Ltd. 2015

This report and its contents are the confidential property of CGI Technologies and Solutions Australia Pty Ltd.. This report is prepared for the sole and exclusive use of GRMS (WA) Operations and therefore, is considered to be proprietary by CGI Technologies and Solutions Australia Pty Ltd.. It may not be made available to anyone other than the addressee or persons within the addressee's organisation who are designated to read this report; nor may it be copied, reproduced, modified, altered, or circulated to any third party, in any form or media, without the prior written consent of CGI Technologies and Solutions Australia Pty Ltd.

All rights are reserved.

## Security Classification

---

# Table of Contents

<b>1</b>	<b>Operational Issues.....</b>	<b>4</b>
1.1	GRMS ORIGINATING ISSUES.....	4
1.2	MARKET ORIGINATING ISSUES.....	4
1.3	OPERATIONAL RISKS.....	4
<b>2</b>	<b>GRMS Scheduled / Unscheduled Events .....</b>	<b>5</b>
2.1	SCHEDULED EVENTS.....	5
2.2	UNSCHEDULED EVENTS.....	5
2.3	SYSTEM AVAILABILITY SUMMARY .....	5

---

# 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 are no GRMS operational issues to report this month.

## 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
WA GRMS	Microsoft Security Patching	29-Aug-2017	17:00	180	CR/AEMO-W/0054

### 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

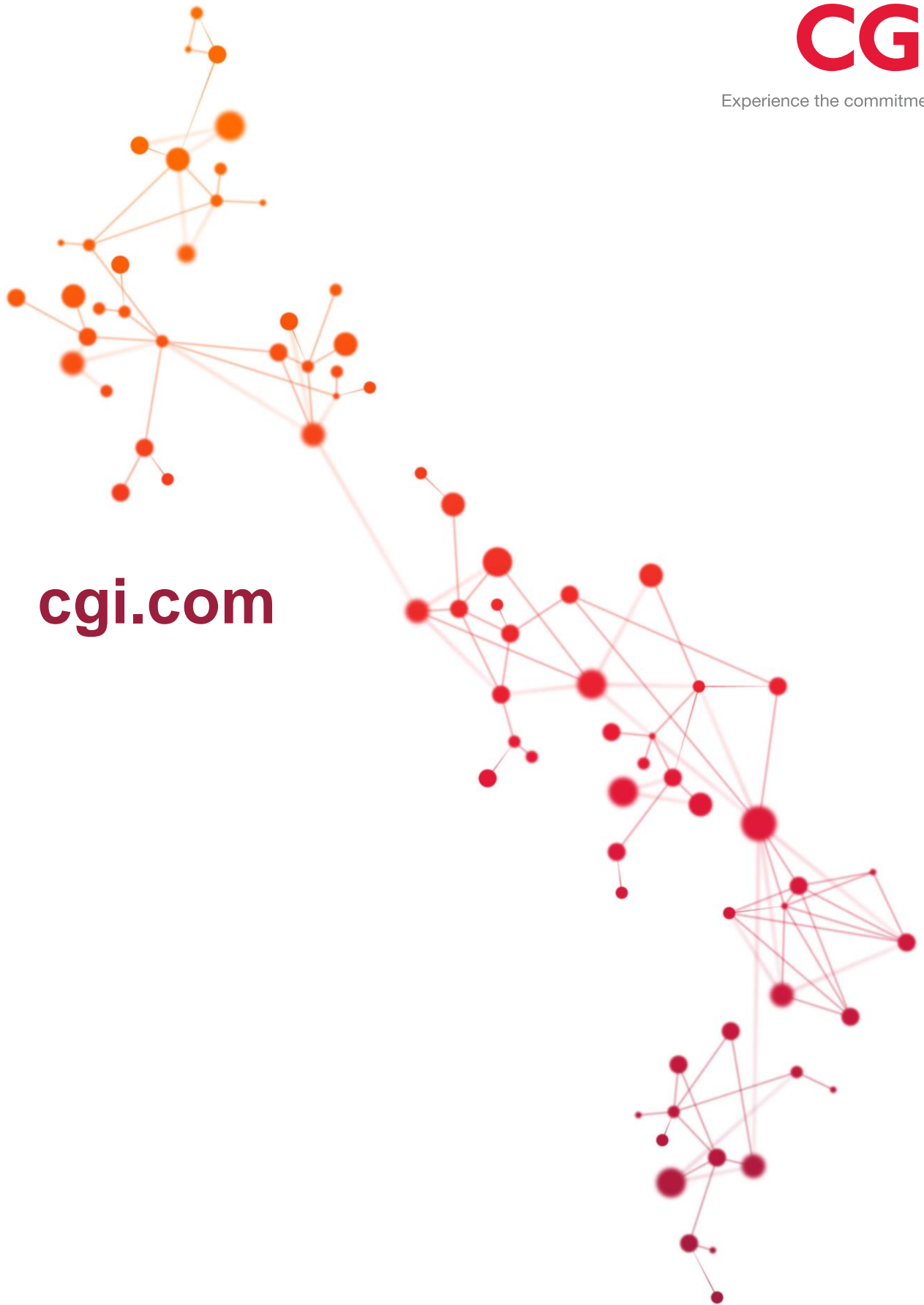
(Based on 20hrs per day 03:00 until 23:00 each day)

GAPS (Intervals of unscheduled downtime) = 0 minutes

SAM (Scheduled & Agreed Maintenance) = 0 minutes

The SLA requires market system availability of 99.6%

The 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%**



**cgi.com**

## Security Classification