



# AEMO WA Operations Report

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

## Security Classification

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### 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)

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	Company	Name(s)	Company

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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 are two GRMS operational issues to report this month.

### 1.1.1 DELAYED WA REPORTS ON 11<sup>TH</sup> JULY 2017 (IR-AEMO-0089)

The delivery of WA Gas Market Reports were delayed on 11<sup>th</sup> July 2017.

**Market Impact:**

- 12 OMP-STATUS("final check") reports breached RMR 269(1)(b) by 16 hrs 21mins
- 225 TRF-CONF Notifications breached RMR 103(1)(d) by 10 hrs 11mins

**SLA Impact:**

- 12 OMP-STATUS ("final check") failed SLA Tertiary KPI threshold
- 225 TRF-CONF-NOTF failed SLA Primary and Tertiary KPI threshold of < 300 mins

CGI carried out database maintenance on the WA GRMS database on 11<sup>th</sup> July 2017. After the maintenance a temporary database file went off-line and was not detected in post maintenance health checks. The Database Administrator was alerted to the issue and brought the temporary file online. Transactions were observed to be being processed in the WA GRMS. In the following morning health checks the Help Desk identified that there were on-hold AseXML transactions in the webMethods gateway. The Database Administrator investigated the incident and restarted the gateway database. Normal processing of webMethods transactions resumed. The Help Desk will review all log files for errors after database maintenance and will work to resolve any errors found.

### 1.1.2 DELAYED WA REPORTS ON 18<sup>TH</sup> JULY 2017 (IR-AEMO-0090)

The delivery of WA OMP-STATUS ("first check") market reports were delayed on 18<sup>th</sup> July 2017

**Market Impact:**

- 15 OMP-STATUS ("first check") breached RMR 269(1)(b) by 24mins

**SLA Impact:**

- 15 OMP-STATUS ("first check") reports failed Primary SLA KPI Threshold.

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The WAPREVE1 and WAPRFTP1 encountered an unexpected shutdown. The restart was caused by a loss of the host connection to the data stores. The host then shutdown the virtual machines of the servers to prevent data loss and transferred them to another host then powered back automatically.

The Help Desk detected the restart of the servers and restarted the Gas Market Applications.

This was a known previous issue in the WA Refresh project with the ESXi host running a particular version of vSphere 6.5. This issue was thought to be resolved as the issue had not occurred for over 20 days of operation whereas previously it was disconnecting daily. The original case with VMware support has been reopened to further investigate the cause of this incident.

CGI will monitor host connectivity to the data stores closely for any further occurrences of this incident. To minimise the risk of further outages, only non-critical application and infrastructure VMs will be running on the affected host until it is determined it is safe to move other VMs onto it.

## 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	27-Jul-2017	17:00	180	CR/AEMO-W/0046

### 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

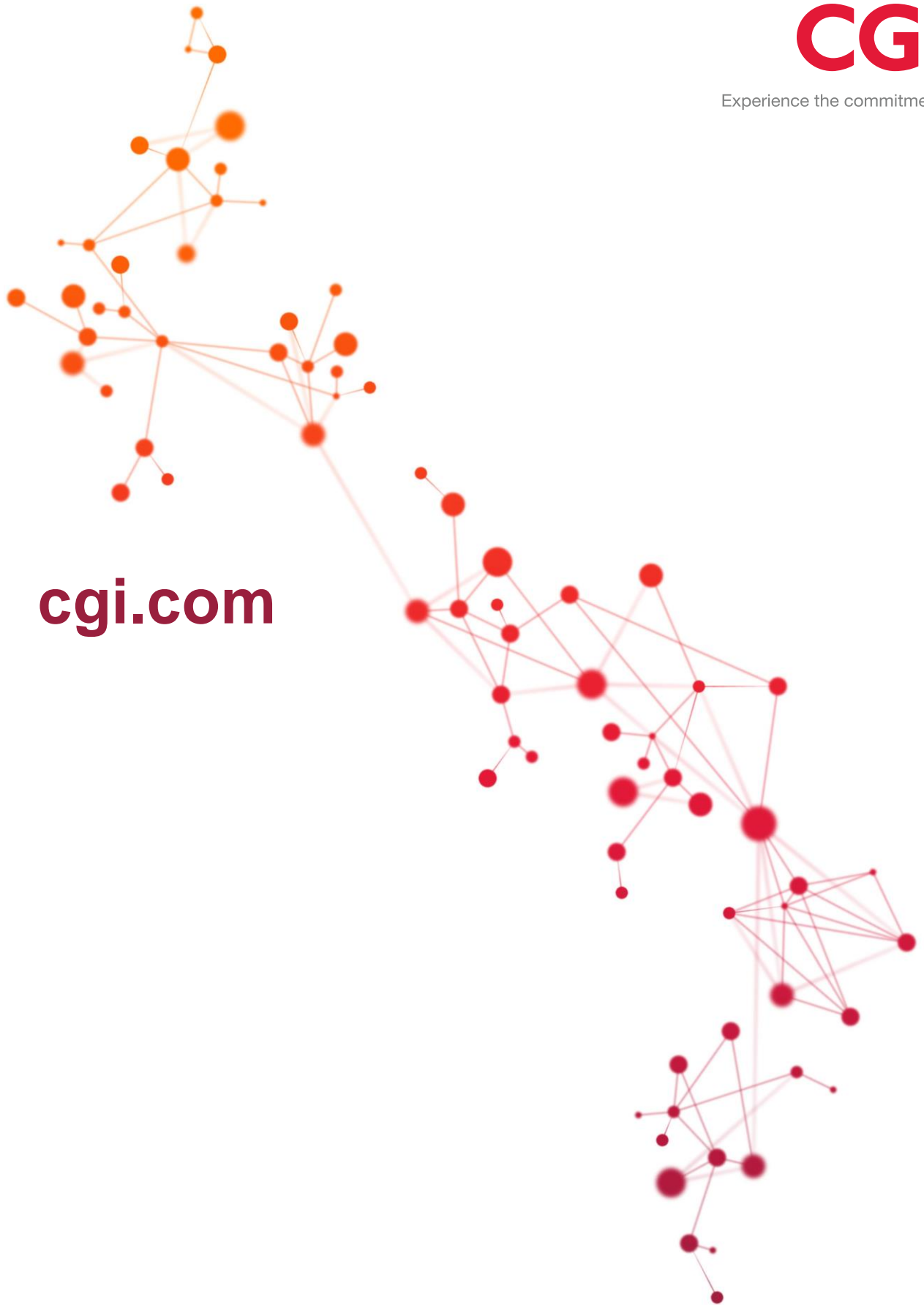
(Based on 20hrs per day 03:00 until 23:00 each day)

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%**



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