



AEMO WA Operations Report

Australian Energy Market Operator (AEMO)
October 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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0.1	8 November 2017	Draft for Review	Geraldine Mauro
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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 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 is one Market originating issue to report this month.

1.2.1 LATE WA MARKET REPORTS ON 25TH OCT 2017

As part of the WA GRMS Hardware Refresh on 25th Oct 2017, CGI, with AEMO's approval re-ran the gas day calculations for 24th Oct 2017 on completion of the Hardware Refresh implementation. This was executed as a final step in confirmation that the data had been transferred successfully to the new WA GRMS. The impact of this re-run was that a second set of market reports were generated for the gas day 24th Oct 2017 and these were detected as late reports by the SLA KPI reporting tool. WA participants received the first set of market reports on 25th Oct 2017 at the normal time.

Market Impact:

There was no market impact.

SLA Impact:

The reports below were flagged as failing SLA thresholds:

- 21 BID-PUB reports failed SLA primary thresholds
- 21 MCP-TANUSA failed SLA primary thresholds
- 21 MCP-TSS failed SLA primary thresholds
- 21 SRQ reports failed SLA primary thresholds
- 24 SS reports failed SLA primary thresholds
- 8 UETW reports failed SLA primary thresholds
- 7 USS reports failed SLA primary thresholds
- 31 SHGA reports failed SLA primary thresholds
- 7 USHA reports failed SLA primary thresholds

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	26-Oct-2017	17:00	180	CR/AEMO-W/0077

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
-	-	-	-	-	-

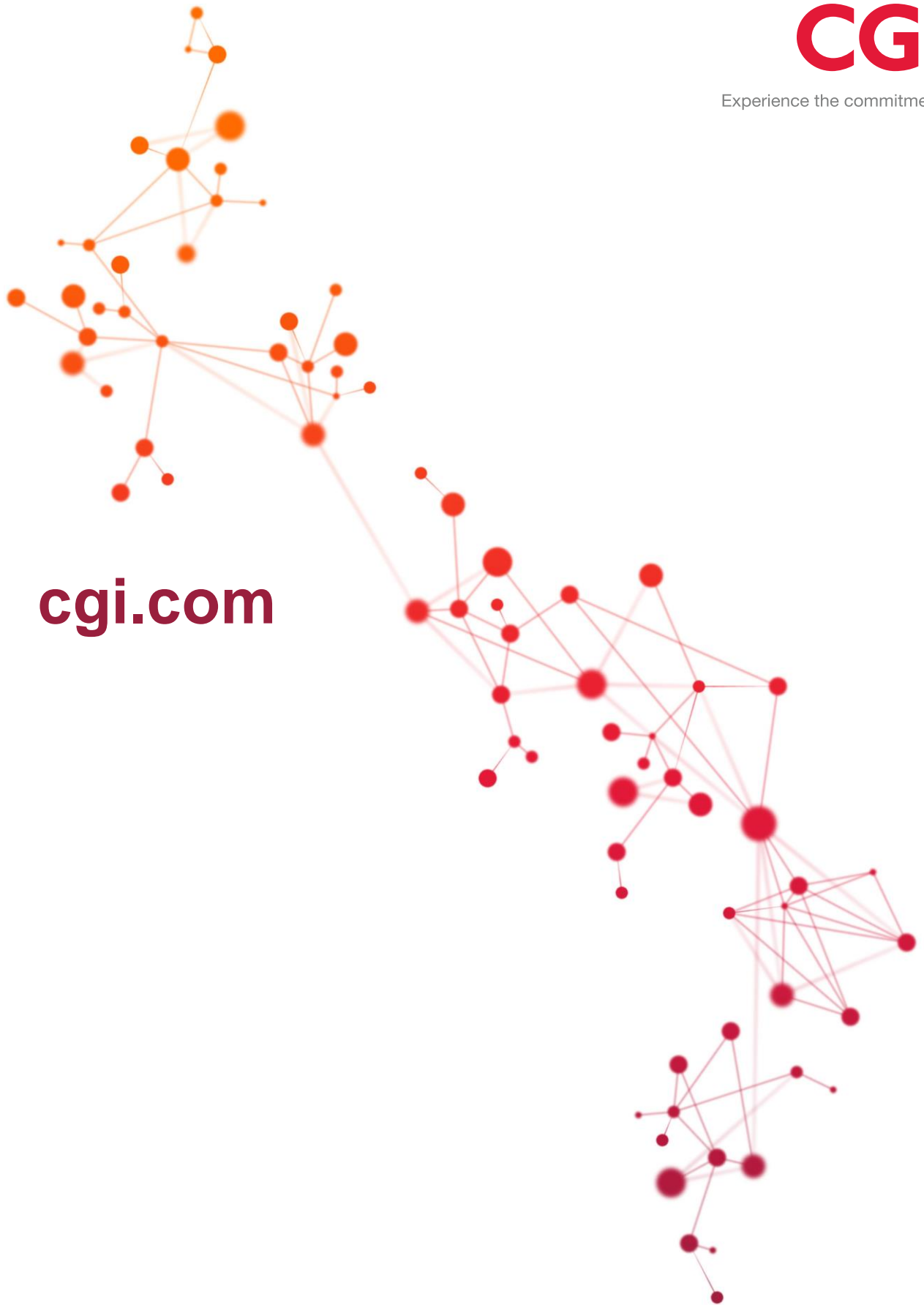
2.3 System Availability Summary

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 WA 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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