

An abstract network diagram consisting of numerous orange and red circular nodes of varying sizes, connected by thin lines. The nodes are distributed across the page, with a higher concentration in the upper left and lower right areas, creating a sense of dynamic connectivity.

AEMO WA Operations Report

Australian Energy Market Operator (AEMO)
November 2023

Public

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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 originating issue to report this month.

1.1.1 WA LATE MARKET NOTIFICATIONS

On 9th November 2023, CGI On-call Help Desk received an alarm for the WA webMethods gateway.

The Help Desk investigated and determined that transactions were not being processed in the WA Application Server.

The Help Desk identified a connectivity issue to the webMethods database. CGI DBA restarted the webMethods database and then the CGI Help Desk restarted the application. On completion of the restart, messages processed successfully and at 11:22pm AEDT the incident was determined to be resolved.

On 10th November, CGI Help Desk received an email from the participants indicating that they have not received outbound transactions from WAGMO.

CGI Help Desk investigated and identified that the Integration services connected to CSV and AseXML had ceased sending transaction notifications to participants. CGI Help Desk restarted the Integration services and transaction notifications commenced processing. At 3:32pm AEDT, CGI Help Desk confirmed that the outbound transactions had been sent to WA participants.

CGI has identified that an Oracle bug possibly caused the initial webMethods database connectivity issue. CGI has applied the Oracle fix on 22nd November 2023 to the WA database.

CGI has created a document detailing that in the case of the restart of the gateway database the integration and application services must also be restarted. In addition to this, Help Desk Health checks have been updated to check and confirm transactions are being processed successfully.

CGI raised a Major Incident Report IR-AEMO-0154 for the incident. See Section 3.1 for details of the proposed actions.

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.

1.4 Operational Matters

There are no operational matters to report this month.

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	07-Dec-23	17:15	30	CR/AEMO-W/0597

NOTE: Transaction Data Purging – No outage required

- WA Transaction Data Purging - 11 December 2023 – CR/AEMO-W/0599

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) = 30 minutes

The SLA requires market system availability of 99.6%

The WA 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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