

SERVICE MANAGEMENT FORUM

Meeting Minutes

Meeting: Service Management Forum (SMF).
 Date: Tuesday 5 April 2016.
 Time: 9.00 am – 12.30 pm AEST.
 Location: Adelaide, Brisbane, Melbourne, Sydney, and Teleconference.
 Meeting Number: 3.

Attendees:

NAME	COMPANY	LOCATION
Tim Daly (Chair)	AEMO	Melbourne
Kant Uppal	AEMO	Melbourne
Coline Zeuschner	AEMO	Melbourne
Rachael Uhr	AEMO	Melbourne
Janet Mengel	AEMO	Melbourne
David Efron	EnergyAustralia	Melbourne
John Dunn	EnergyAustralia	Melbourne
Rob Wilson	Jemena	Melbourne
Lenard Bull	AEMO	Melbourne
Kant Uppal	AEMO	Sydney
Vipin Mathew	AEMO	Sydney
Sam Bachour	Origin Energy	Sydney
Colin Wright	AEMO	Brisbane
Ingrid Farah	Ergon Energy	Brisbane
Donna Baldwin	Energex	Teleconference
Robert Gubbins	CGI	Teleconference

1 WELCOME AND INTRODUCTIONS

Tim Daly (AEMO) opened the meeting, welcoming participants.

2 MINUTES OF PREVIOUS MEETING AND ACTIONS

The second meeting of the Service Management Forum Minutes, held on 8 September 2015 were confirmed with no amendments from participants. The actions register was reviewed and confirmed.

3 DISCUSSION TOPICS

4 AEMO SUPPORT HUB PRESENTATION

Rachael Uhr (AEMO) provided an update on the review of AEMO’s Support Hub, its role and understanding how this interacts with internal and externally facing stakeholders. The focus of

discussing this item is to seek information and feedback from participants in for AEMO to learn from these experiences and shape how the Support Hub develops in the future.

AEMO is aware that the Support Hub works well with some items, and has challenges in other areas, which has led to an improvement initiative of building a better Support Hub. The focus of this will be on improving the quality of engagement, communication methods and process control. This review commenced in November 2015, and will conclude around June 2016. Key elements include:

- Enhancing stakeholder engagement (including better mapping of systems and processes, examining how the services are delivered, and how to reduce response times).
- Development of an exercise to define the key services, to understand details of what is being completed by Support Hub, as well as how this is being completed. From this performance metrics are be developed to reflect the Support Hubs' deliverables.
- Examining the team structure, including the function of how phone calls and emails are received, as well as how these are processed.
- Setting standards around assets and the service policies with updating of standards and procedures.

Rob Wilson (Jemena) recognised there has been an improvement since 2015, and explained that generally level one or two requests are completed with a quick turnaround, however third levels of support requires follow up on their behalf and suggests that there is an area where responses could be worked on. During previous Service Management forum meetings, AEMO escalation contacts have been confirmed, and these have been useful to Jemena.

Tim Daly (AEMO) added that the performance metrics being developed, has involved KPI dashboards being created, which provides Support Hub and team leads the ability to view and monitor tickets, their progression and age. AEMO anticipates this will help to improve follow up on tickets. Support Hub initially went live with AEMO in April 2015, and since this time there has been work on utilising the system in the most conducive way, with further focus on developing areas of improvement, such as hand over between teams.

John Dunn (EnergyAustralia) advised that it has found out of hours contacts to be the most challenging issue. EnergyAustralia has undergone recent technological and process change, as well as an organisational restructure, which has resulted in loss of knowledge regarding topics such as AEMO's out of hours contacts, how to log or define certain jobs or the use of AEMO specific terms. In order to help with this in the past a quick reference guide, or cheat guide has been useful. AEMO requested examples of situations where quick reference guides would have been useful (**Action 3.1**).

Rob Wilson (Jemena) added that while change requests from AEMO are helpful, the impact may be unclear to new staff members, as they do not define what the outage means or affects. Tim Daly (AEMO) clarified that these notices are reviewed by a number of AEMO representatives, and that it is an item which continues to be worked on, in combination with the Forward Plan of Change being published on the AEMO website over the next couple of weeks.

Ingrid Farah (Ergon Energy) suggested an area for improvement is around the self-help functionality of the Support Hub portal. Tim Daly (AEMO) confirmed that the roadmap for improvement includes self-service functionality, which will permit participants to check tickets without calling the Support Hub.

Further feedback on the Support Hub can be communicated to Rachael Uhr (Rachael.uhr@aemo.com.au).

5 AEMO CHANGE WINDOWS AND MARKET FACING SYSTEMS

Tim Daly (AEMO) revised that the Forum has previously discussed the AEMO Change Windows document which had resulted from the recognition of limited consultation with industry and participants across the appropriate change windows of services and systems. Due to this, a Change Window document has been developed, which contains the main systems interacted with, including current status, patterns of business activity, dependencies, defined maintenance windows, and outage windows. The Change Window has been reviewed, with feedback implemented.

Kant Uppal (AEMO) clarified that the Change Window document had been issued to participants of the September 2016 Service Management Forum, for feedback. Feedback was received from Jemena and APA. This included proposal from Jemena involved the Gas Retail (NSW) and Gas Retail (SA) having outage windows scheduled between 5.30 pm to 11.30 pm daily (or later if required). This was clarified with AEMO's service provider, which determined that 11.00 pm to 3.00 am, overnight from Saturday evening to Sunday morning, would be an available outage window timeframe. AEMO's response regarding APA's submission is to be provided with it directly, following the Forum (**Action 3.2**). Robert Gubbins (CGI) confirmed it was agreeable to the discussed changes.

AEMO has also moved the times for the Electricity Retail (MSATS/ B2B) item, from between 5.00 pm and 7.00 pm to 5.30 pm and 7.30 pm. This has been due to a clash of business processes occurring around 5.00 pm. previously these changes had occurred before the start of the business day, however due to there being a risk of an issue affecting contact centres of electricity retailers, this was moved.

The Change Window document will be finalised as version 1.0, to be published on the AEMO website, along with the Forward Schedule of Change document (**Action 3.3**).

David Efron (EnergyAustralia) asked if the times listed within the Change Windows document would be when future work is completed. AEMO confirmed that it would still be issuing notices, confirming any scheduled change, and the times in which they are to be completed, which it aims to have during the listed maintenance windows (with a minimum two days notices), and outage windows (with notices one week out). AEMO will be aiming to have the Forward Schedule of Change updated with a two week forecast where possible.

6 PARTICIPANT IT CONTACT AND ESCALATIONS

Tim Daly (AEMO) provided details on the requirements for participant IT contacts and escalation contacts, which are initially established during the On Boarding process. AEMO is looking at ensuring these details are updated for primary and secondary IT contacts, as these positions hold specific roles and entitlements.

John Dunn (EnergyAustralia) noted that it recently required urgent updating of its IT contacts due to personnel change, and that AEMO's Support Hub provided fast and efficient service in handling these requests.

Kant Uppal (AEMO) confirmed that further review will be conducted six monthly, and in the future AEMO will be examining self-service options to ease ongoing requirements. In the first round of review 10 Participants have confirmed the authorised IT contacts. Others are requested to confirm it back to AEMO. (**Action 3.4**)

AEMO summarised that participants have an obligation for their own risk profiles, to be proactively updating authorised IT contacts.

7 PUBLISHED FORWARD SCHEDULE OF CHANGE

Tim Daly (AEMO) confirmed the Forward Schedule of Change is to be published on the AEMO website, within the IT change area, and that a notice will be issued to the Service Management Forum participants once this has been completed. The Forward Schedule of Change will aim to be forecasting two weeks at first, with future extension to a one month period.

The Forum reviewed the Forward Schedule of Change document, and agreed it was useful with appropriate data. Any further questions could be raised with the Support Hub or feedback could be issued to Kant Uppal (kant.uppal@aemo.com.au). The Forward schedule of change is available at [AEMO Forward Schedule of Change](#). There will be a separate communication to the SMF pertaining to the FSC.

David Efron (EnergyAustralia) asked if it identified a clash or concern with an item on the Forward Schedule of Change, who should it contact. AEMO confirmed that for a concern, a job could be logged with the Support Hub, and assigned to the Service Management Team of AEMO, for this to be examined and a response provided. If there was a clash identified, AEMO asks that participants let it know as soon as possible, though any scheduled work should be in line with the designated times. Larger work may be required to be held elsewhere.

8 ACTIVE DIRECTORY PROJECT UPDATE

Janet Mengel (AEMO) discussed details of planned works regarding an Active Directory (AD) project. This will involve AEMO updating and consolidating its access system. The impact on participants will be that log in credentials for AEMO IT systems may change, and will likely include consolidation of credentials (within the AD system). The change will be around the suffix of affected accounts, however permissions and access will remain unchanged.

Account details will also be revised, ensuring the details are up to date and for current participants staff only. AEMO requests that IT contacts are kept up to date, to assist with rolling out these changes. This process will also be looking at having self-service access available for account password resets.

Rob Wilson (Jemena) asked if these changes would include service accounts, and if there would be a change to specifications of password time frames and rules. AEMO confirmed this will include service accounts, and that AEMO will attempt to ensure rules are consistent with existing details.

AEMO confirmed future changes will be communicated primarily through the Service Management Forum, including further details of affected programs.

9 EVENT MANAGEMENT APPROACH

Colin Wright (AEMO) provided an update on the Event Management area of AEMO, as it has been working on addressing identified issues, reviewing existing events and built a capacity scorecard with a focus on tactical achievements across platform and application spaces. Internally there has been an increase use of dashboards and reporting tools, reflecting capacity, and resulting an further agility. Looking forward, AEMO is wanting to build maturity to the environment, involving simplification and building linkage to Service Now (moving from manual to automated).

The Forum discussed how other teams were managing with this work, with there being general consensus that they are at the same level, and looking at working on this further.

Tim Daly (AEMO) added that this work is a key focus for service improvement, through from minor, local IT incidents through to highly significant industry or multiple jurisdictional emergency events. Initial event detection is essential, with the appropriate triage and

escalation in place to progress identified issues. Currently the notification process is manual, and AEMO would like to move this to an automated process. The vision from an AEMO perspective, is that an event occurs, that this is entered into Service Now, with notification being visible via a business hub and the monitored Support Hub queue. This would provide an ability to prepare, rather than being reactive to events.

10 MSATS USER ACCOUNT ADMINISTRATION

Tim Daly (AEMO) spoke to the Forum around the Market Settlement and Transfer Solutions (MSATS) user account administration. When registering for the electricity retail market, participants are to confirm details of the Participant Administrator (PA), in order for a PA account to be created for MSATS, which has super-user access. The PA is empowered and obligated to manage user accounts for their participant ID.

AEMO has recently reviewed the user accounts, and has found that there is room for improvement around the management of these user accounts by participants. In order to assist with this, Support Hub is able to provide an MSATS user Report, which reflects all accounts under specific participant ID's. This report may take a couple of days to generate. Key areas of user account administration identified includes risk management, aged accounts, inactive accounts and duplicate accounts.

11 OTHER BUSINESS

The Forum had no other business to discuss.

12 NEXT MEETING

The date of the next Service Management Forum meeting is to be confirmed.

ACTION ITEMS RAISED AT MEETING 3

ITEM	TOPIC	ACTION REQUIRED	RESPONSIBLE	DUE BY
3.1	AEMO Support Hub Presentation.	Participants are to submit examples where quick reference guides would have been useful.	Participants.	April 2016.
3.2	AEMO Change Windows and Market Facing Systems.	AEMO's response regarding APA's Change Window submission is to be provided with it directly, following the Forum.	AEMO.	April 2016.
3.3	AEMO Change Windows and Market Facing Systems.	The Change Window document and Forward Schedule of Change is to be published on the AEMO website, and an email issued to participants confirming when this has been completed.	AEMO.	As soon as possible.
3.4	Confirm authorised IT contacts	If any of the Participant haven't confirmed their IT contacts please reply to AEMO confirming authorised IT contacts at ServiceManagement@aemo.com.au .	Participants	As soon as possible