



AEMO WA Operations Report

Australian Energy Market Operator (AEMO)
July 2018

Public

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Table of Contents

1	Operational Issues.....	4
1.1	GRMS ORIGINATING ISSUES.....	4
1.1.1	WA FTP PARTICIPANT FILE ACCESS ISSUES (IR-AEMO-0112)	4
1.2	MARKET ORIGINATING ISSUES	4
1.3	OPERATIONAL RISKS.....	4
2	GRMS Scheduled / Unscheduled Events	5
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 is one GRMS operational issue to report this month.

1.1.1 WA FTP PARTICIPANT FILE ACCESS ISSUES (IR-AEMO-0112)

On Friday 27th July 2018 at 2:50pm, the Help Desk received a call from a participant indicating that they were having access issues when attempting to retrieve files from their participant "out" folder. The Help Desk investigated. The IIS services were restarted but this did not resolve the issue. Help Desk investigation identified that a change made to the WA FTP server under CR/AEMO- W/0152 as part of the "Filemover" implementation had impacted access permissions to participant files in their "out" folders. A workaround was applied on Friday that enabled participants to retrieve their files and the issue was fully resolved on Saturday 28th July 2018 at 2:30pm when the correct permissions were applied to the participant folder structure.

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	26-Jul-2018	17:15	180	CR/AEMO-W/0149

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) = 180 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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