



AEMO WA Operations Report

Australian Energy Market Operator (AEMO)
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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 operational issue to report this month.

1.1.1 NETWORK OUTAGE AT MACQUARIE DC (IR-AEMO-0116)

On Monday, 25th March 2019 at approximately 2.30pm the Helpdesk was alerted to an incident that participants were unable to send and receive data through the FTP and webMethods gateways.

The Helpdesk commenced investigation and determined that the local FTP was available but the external link for FTP was not accessible. The CGI Network Comms team investigated the traffic on the external internet and confirmed that there was an issue with the Macquarie internet connection. The incident was reported to Macquarie Telecom who confirmed that a local network cabling issue at the MDC IC1 had caused the outage. A faulty patch panel was identified and the cabling technicians implemented new cable runs, by-passing the intermediate patch panel, to resolve the issue and restore communications. The Gateway became available to participants at 4.45pm on 25th March 2019.

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 | 3-Apr-19 | 17:15 | 30 | CR/AEMO-W/0209 |

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 |
|---------|--------------------------------|-------------|-------|------|--------------|
| WA GRMS | Network/Internet Outage at MDC | 25-Mar-2019 | 14:15 | 150 | IR/AEMO/0116 |

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) = 150 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 **37,050 minutes** once scheduled and agreed maintenance is excluded. This equates to an overall availability of **99.6%**

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