



AEMO WA Operations Report

Australian Energy Market Operator (AEMO)
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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 two GRMS operational issues to report this month.

1.1.1 75 LATE WA TFR-CONF-NOTF TRANSACTIONS ON 18TH MAY 2019

In the early morning of Saturday, 18th May 2019, the Help Desk On-Call received alerts from the WA GRMS indicating that there were delays in sending messages through the WAGMO gateway. The Help Desk investigated the issue and identified that the webMethods Connection Pool was exhausted. The Help Desk restarted the webMethods application and the messages started to be sent. The issue continued over the weekend and the Help Desk restarted the webMethods application to enable pending messages to be sent. On the morning of Monday 20th May, when the issue was observed, the Help Desk did a webMethods database restart to resolve the incident. CGI continued to investigate the incident and put in place a workaround procedure to ensure that when the issue arose, the webMethods application was restarted and the messages were able to be sent. CGI analysis on 6th June, identified that a market participant's behaviour in responding to messages from WAGMO was a contributory factor to the issue. The issue ceased on the evening of Thursday 6th June without any action on the part of CGI technical teams. The Help Desk provided AEMO with an incident report, IR-AEMO-0117.

1.1.2 LATE WA NOTIFICATIONS AND MED. PRI. ACKS ON 31ST MAY 2019

In the early morning of Friday, 31st May 2019 the Help Desk On-Call received alerts from the WA GRMS indicating that there were delays in sending messages through the WAGMO gateway. The Help Desk investigated the issue and identified that the webMethods Connection Pool was exhausted. The Help Desk restarted the webMethods application and the messages started to be sent. The Help Desk monitored the outgoing messages to confirm that they were being processed.

The Health Checks on the following day identified that there were 6 late TFR-CONF-NOTF notifications for 31st May. SLA reporting for May identified 28 Medium Priority Acknowledgements that had not been sent out within 4.5 hours and had breached WA RMP clause 11.1.

CGI continued to investigate the incident and had a workaround in place with the aim of preventing a recurrence of this incident. The Help Desk provided AEMO with an incident report IR-AEMO-0118

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	5-Jun-19	17:15	30	CR/AEMO-W/0223

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) = 30 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%**

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