



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 are three GRMS operational issues to report this month.

1.1.1 WA GRMS MARKET REPORTS DELIVERED LATE ON 1ST JUNE 2019

At 2pm AEST on Saturday, 1st June 2019, the Help Desk On-call team member received an alert indicating that the DEE_EST (Estimation process) workflow in the WA GRMS had not finished. The Help Desk investigated the DEE_EST application logs and found no indication of any processes running in the log for 1st June 2019. The Help Desk escalated the incident to Service Management and a decision was made to restart the application and database server. This was completed at 4pm AEST and application processing was observed in the log files. At 5pm the Help Desk confirmed that the WA market reports had gone out and the DEE_RECON (Reconciliation process) workflow was in progress. A notification email was sent to WA market participants at 5:10pm AEST. 81 Medium Priority Acknowledgements also exceeded the 270 mins allowed for delivery because of this incident. Analysis of the incident determined that the services on the WA GRMS had been interrupted by a backup process running on the last Friday of the month. CGI added alarming to alert Help Desk team members in the case of a recurrence of this incident. The Help Desk provided an incident report IR-AEMO-0119.

1.1.2 24 MED PRI ACKS DELIVERED LATE ON 4TH JUNE 2019

At 7:53pm AEST on Thursday, 4th June 2019, the Help Desk received an alert indicating that there were out-pending messages not sent in the last 3.5 hours.

The Help Desk investigated the incident and found that the Oracle connection pool was exhausted and the Send_AseXML process was stuck in a "Running" state. The Help Desk restarted the webMethods application and the messages were sent out. The Help Desk monitored the application logs to confirm that all the messages were being processed. CGI considers that this incident was related to the WA GRMS performance issues that started on Saturday, 18th May 2019 and continued until 6th June 2019. No systemic issue was identified in the WA GRMS. CGI identified an extended AseXML acknowledgment time for participant messages and implemented a daily report to monitor this participant behaviour as a possible indicator to a recurrence of this incident. The Help Desk provided an incident report IR-AEMO-0122.

1.1.3 37 WA MED PRI ACKS DELIVERED LATE ON 29TH JUNE 2019

At 5:46am on Saturday, 29th June, the WA GRMS sent out an alert indicating that there had been no processing of the DEE_HOUR workflows for 2 hours. The Help Desk investigated the Application logs and determined that the WA GRMS had not been processing from about 9pm on Friday, 28th June.

The Help Desk restarted the WA GRMS Application server and normal processing was resumed. The Help Desk monitored the application logs to confirm that normal processing has been restored.

It was determined that the backup process that runs on the last Friday of the month had caused the application services to cease processing. CGI has identified that the backup process changes made to resolve the incident at the end of May had been triggered unexpectedly, causing this incident to recur. The Infrastructure Support team have removed all historical backup processes and created a new backup process that will ensure there is not a recurrence of this incident. CGI is investigating additional alarming to ensure that the Help Desk is alerted earlier if there is a recurrence of this incident. The Help Desk provided an incident report IR-AEMO-0121.

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	10-Jul-19	17:15	30	CR/AEMO-W/0237

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%**

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