Electricity Authority

Service Report and User Guide

May 2017

Prepared by Jade Operations

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OPERATIONAL ITEMS

Performance Standards

Measurement	Requirement	Actual	Met	Ref
Number and detail of service Provider Code or agreement breaches and details	Report delivered to Authority detailing breaches	0	Yes	Schedule 2 Non-functional requirements 5.2 table 1
Disaster recovery and backup obligations			Yes	Schedule 2 Non-functional requirements Section 7 (7.1 and 7.4)
Number and details of participant rule breaches	Report on 1st business day delivered to Authority SFTP directory	01Jun17 at 03:19	Yes	
Maximum number of concurrent users for month		1966	Yes	Schedule 2 Non-functional requirements 2.7
During regular service hours (0730 hours to 1930 hours each day), the provider must ensure that the system is available to participants for no less than 99.9 per cent of the time in any one month. This statistic considers that planned, pre-approved, non-urgent maintenance outages are not included in the calculation of availability		99.93%	Yes	Schedule 2 Non-functional requirements 5.2 table 1
Outside regular service hours (between 1930 hours and 0730 hours) the provider must ensure that the system is available to participants for no less than 98.0 per cent of the time in any month. This statistic considers that planned outages will not count against availability level targets.		99.69%	Yes	Schedule 2 Non-functional requirements 5.2 table 1
The Registry must use its best endeavours to provide a service availability of 99.8 per cent or better, with nil or minimal outages.		99.81%	Yes	

Measurement	Requirement	Actual	Met	Ref
Unless otherwise approved in writing in advance by the Authority (such timely approval not to be unreasonably withheld) there must be no more than two planned outages per month, one of which is reserved for the monthly production release of software. Each planned outage must be at a time to be agreed by the parties and be no more than 2 hours in duration. Any planned outage of more than 2 hours duration must have the prior approval of the Authority, such timely approval not to be unreasonably withheld. Approved, pre-planned outages do not count against service level targets.		1) Scheduled outage 23 May for DR test (Akl-Chc) 2) Scheduled outage 25 May for DR test (Chc-Akl) 3) Scheduled outage 28 May for production application deploy.	Yes	Schedule 2 Non-functional requirements 5.3
Service response time of transactions sampled at regular intervals (every 1–5) minutes as agreed between the Authority and the Provider) during regular service hours for the system at the delineation point of the system to external communications providers			Yes	Schedule 2 Non-functional requirements 5.2 table 1
96% of all sampled transactions will have a response time of less than 2 seconds for all the components managed by the system at the delineation point of the Registry network. Longest time period in seconds Percentage of transactions exceeding 2 seconds		<2 =99.76% 75.45 0.24%	Yes	Schedule 2 Non-functional requirements 5.2 table 1
90% will have a response time of less than 1 second for all the components managed by the system at the delineation point of the Registry network Percentage of transactions exceeding 1 second		<1 =99.33% 0.67%		Schedule 2 Non-functional requirements 5.2 table 1
Number of password lockout alerts. Investigation of all repeated lockout alerts required.		0		Schedule 2 Non-functional requirements 25.1 (n)
Help desk available	7:30 to 19:30 hours each business day	100%	Yes	Clause 11.20
Registry reports to participants day 1 09:00	09:00 hours on the first business day of the month	31May2017 21:40	Yes	Clause 11 of Schedule 11.1
Issuing of confirmation notices within 4 hours of receipt of information provided			Yes	Clause 11.21
Number of ICP's changing traders	16:00 on the 6th business day of the month		Yes	Clause 11.23

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Measurement	Requirement	Actual	Met	Ref
Such other information as may be agreed from time to time between the Registry and the Board	16:00 on the 6th business day of the month		Yes	Clause 11.23
Reports to the clearing manager and systems manager by 16:00 on first business day of the month	16:00 on first business day	01Jun2017 00:29	Yes	Clause 11.24
By 16:00 on 4th business day deliver to the reconciliation manager the ICP days report	16:00 on 4th business day	07Jun2017 02:21	Yes	Clause 11.26
By 16:00 on 4th business day deliver to the reconciliation manager the loss factors report	16:00 on 4th business day	02Jun2017 00:00	Yes	Clause 11.26
By 16:00 on 4th business day deliver to the reconciliation manager the balancing area report	16:00 on 4th business day	02Jun2017 00:00	Yes	Clause 11.26
By 16:00 on 4th business day deliver to the reconciliation manager the half hour identifiers report	16:00 on 4th business day	07Jun2017 05:20	Yes	Clause 11.26
By 16:00 on 1st business day deliver to the market administrator (Authority) a report summarising events that have not been notified to the Registry with specified time frames	16:00 on 1st business day	01Jun2017 00:01	Yes	Clause 11.27
User requested registry reports Longest time period for a report Count of the number of reports exceeding 4 hours	Within 4 hours of request	28hrs 34mins 13	No	Schedule 2 Non-functional requirements 5.2 table 1
Notifications or change within the Registry to participants affected	Same day		Yes	Clause 11.29
Registry to publish Schedule of loss category code and loss factors	Within one day of notification of change		Yes	Clause 22 of Schedule 11.1
Registry to publish Schedule of mapping between NSP's and balancing areas	Within one business day of notification of change		Yes	Clause 24 of Schedule 11.1
Registry to publish Schedule of all NSP identifiers and supporting information	Within one business day of notification of change		Yes	Clause 30 of Schedule 11.1

Adhoc Reporting Statistics

Report	Run	Complete	Average time (seconds)
Distributor Maintenance	1200	1200	17.9
Loss Factor Maintenance	1	1	1.3
Metering Maintenance	4087	4087	4.9
NSP Mapping Maintenance	34	34	9.3
Price Category Maintenance	3	3	1.1
Report - Breach Current	331	331	2.5
Report - Current Details	168	168	629.0
Report - Distributor Annual Levy Report	1	1	6363.1
Report - Event Detail	28268	28268	144.0
Report - File Handler Status	17	17	0.4
Report - ICP List	3653	3653	389.4
Report - Loss Factor Codes	2	2	16.6
Report - Maintenance Breach	838	838	2.5
Report - Metering Installation Information	86	86	1667.0
Report - Missing Metering Data	10	10	847.3
Report - NSP Mappings	5	5	7.4
Report - Switch Breach History	175	175	58.1
Report - Trader Annual Levy Report	1	1	11466.7
Request - Notify NMR Resend	2	2	0.5
Request - Notify Resend	4	4	3.2
Request - Switch Resend	114	114	0.4
Switch AC	748	748	0.8
Switch AN	9464	9464	0.9

Report	Run	Complete	Average time (seconds)
Switch AW	2633	2633	2.6
Switch CS	10228	10228	4.3
Switch MN	438	438	2.2
Switch NT	16189	16189	0.7
Switch NW	2745	2745	0.6
Switch RR	1048	1048	0.4
Trader Maintenance	1347	1347	30.5
Totals	83840	83840	70.8
Number of Reports successfully Re-Processed	28		

Batch File Statistics

Total	Complete	Completed by 07:30	Not completed by 07:30
81992	81992	81978	14

| Details of Batch File Reports not completed by 07:30 Report | Event Detail Participant ████ Arrival: 01/05/2017 15:55:58 Start: 01/05/2017 15:57:06 End: 02/05/2017 13:29:06 Elapsed: 77519.3 seconds Processor: DFP7 Report - Event Detail Participant: ████ Arrival: 03/05/2017 13:18:17 Start: 03/05/2017 13:18:21 End: 04/05/2017 10:09:20 Elapsed: 75059.0 seconds Processor: DFP5 Report - Event Detail Participant: ████ Arrival: 23/05/2017 15:18:54 Start: 23/05/2017 15:19:18 End: 25/05/2017 07:53:47 Elapsed: 146068.4 seconds Processor: DFP5 Report - Event Detail Participant ████ Arrival: 24/05/2017 09:27:57 Start: 24/05/2017 10:36:16 End: 26/05/2017 03:05:18 Elapsed: 145741.6 seconds Processor: DFP2 Report - Event Detail Participant ████ Arrival: 24/05/2017 12:50:36 Start: 24/05/2017 12:50:47 End: 25/05/2017 14:21:19 Elapsed: 91831.2 seconds Processor: DFP6 Report - Event Detail Participant: ████ Arrival: 24/05/2017 18:27:23 Start: 24/05/2017 23:33:56 End: 26/05/2017 07:10:11 Elapsed: 113775.0 seconds Processor: DFP3 Report - Event Detail Participant ████ Arrival: 24/05/2017 13:28:28 Start: 25/05/2017 06:21:51 End: 25/05/2017 17:21:46 Elapsed: 39595.6 seconds Processor: DFP0 Report - Event Detail Participant ████ Arrival: 24/05/2017 18:30:32 Start: 25/05/2017 18:49:37 End: 26/05/2017 00:27:44 Elapsed: 20287.1 seconds Processor: DFP0 Report - Event Detail Participant: ████ Arrival: 25/05/2017 18:36:47 Start: 26/05/2017 07:45:17 End: 26/05/2017 09:06:32 Elapsed: 4875.3 seconds Processor: DFP8 Report - ICP List Participant: ████ Arrival: 04/05/2017 12:25:09 Start: 12/05/2017 08:07:57 End: 12/05/2017 08:50:30 Elapsed: 2553.4 seconds Processor: DFP7 Report - ICP List Participant ████ Arrival: 24/05/2017 17:27:38 Start: 24/05/2017 23:05:09 End: 25/05/2017 10:16:07 Elapsed: 40257.7 seconds Processor: DFP8 Report - ICP List Participant: ████ Arrival: 24/05/2017 13:28:31 Start: 25/05/2017 17:22:03 End: 25/05/2017 18:49:36 Elapsed: 5253.5 seconds Processor: DFP0 Report - ICP List Participant: ████ Arrival: 24/05/2017 18:30:36 Start: 26/05/2017 00:27:47 End: 26/05/2017 00:42:05 Elapsed: 857.9 seconds Processor: DFP0 Report - ICP List Participant ████ Arrival: 25/05/2017 18:36:50 Start: 26/05/2017 08:00:22 End: 26/05/2017 08:12:57 Elapsed: 755.2 seconds Processor: DFP0 |

Provider Code or agreement breach

Date	Number and detail of Provider Code or agreement breaches and details (ref Schedule 2 Non-functional requirements 5.2 table 1)
	Nil

Other Information

The following reports/files are supplied to the Authority by the 6th business day of each month (unless otherwise specified) to the SFTP server:

- ICP's energised, de-energised, decommissioned and switched by Retailer and NSP
- ICP's energised, de-energised, decommissioned and switched by Retailer
- ICP's energised, de-energised, decommissioned and switched by Distributor
- Report PR-130 as defined in functional specification
- Details of participant rule breaches (supplied on first business day)
- Details of participant switch breaches (supplied on first business day)

Business Continuity Plan Test

The following annual tests were completed in April 2017 (Jade Tracker #637123 refers);

1. Testing of the phone system by enacting call plan 5 and placing a test call to the line then immediately restoring to call plan 4.

2. Placing 2 test calls to the people below advising them that this is a test call to confirm contactability in a Business Continuity event

a) Grant Benvenuti - Manager Market Operations - 04 460 8849 or 027 652 4854

b) Jade BCM Manager.

3. Have a Jade Developer log in from home to confirm connectivity.

Summary of Incidents

There were two incidents involving the DR test on 23/24 May. An Incident report has been sent to the Electricity Authority i.e.

1) On 23rd May at 9:30pm there was a scheduled DR test in which the production system was moved from Auckland to Christchurch (required to be done 6 x monthly). Following the move there was an issue with participants unable to connect to the Electricity Authority website. This was resolved at 00:45.

2) On 24th May at 08:00am participants were again unable to connect to the Electricity Authority website. This was resolved at 08:30am.

Software Related Fixes and Enhancements

ID	Description	Response
ER-631	Extended response from file audit search screen due to 17 year date range. Date range limited to 1 year	Patched in release 17.05 (28/05/2017)
ER-648	String too long in CSV formatter due to length 66 file name, field previously truncated result, modified to cater for 262 characters (from 62)	Patched in release 17.05 (28/05/2017)
ER-641	The recent web service (April CR-1199) amended to return the original audit identifier when displaying event information from reversed events	Patched in release 17.05 (28/05/2017)
CRCON-1001 enhanced audit logging Enhancements to Registry auditing and logging of failed logon attempts. Specifically, to record excessive lockouts (i.e. max "x" lock outs in "y" period) and subsequent alerting to the Registry administrator for further investigation		
CRCON-1005 extended documentation Addition of a FAQ and trouble-shooting guide		
CR-1200 Search by property name Provide property name as a independent searchable key when performing an address search. Note there is an index rebuild required to fully activate this functionality. This will be progressed in the week following the release.		

Data Fixes

Number and details of incidents requiring data fixes. There were none this month.

ID	Description	Severity	Response

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Schedule of Issues Raised

A summary of faults raised during the month.

ID	Description	Severity	Response
ER-661	Post code leading zero	Low	Unresolved
ER-660	Admin application file search for Processed file not working	Low	Unresolved
ER-659	Remove old CR-1176 code	Low	Unresolved
ER-658	Grace logon and UAT/Developer access to non production systems	Low	Unresolved
ER-657	Object not found cancelling back to NT switch form	Low	Unresolved
ER-656	Add "User deactivated" to admin app status	Low	Unresolved
ER-655	Install heartbeat in web application	Low	Unresolved
ER-654	Consolidate use if Registry Administrator or Operator in Func Spec	Low	Unresolved
ER-653	User Manual updates	Low	Unresolved
ER-652	CR CON-1002 Password Reset	Low	Unresolved
ER-651	CR CON 1001 Enhanced Audit Logging	Low	Unresolved
ER-650	Fix an instance of ICPAddressSearch with an invalid object reference to an ICP	Low	Unresolved
ER-649	CON 1005 - Extended Documentation changes	Medium	Fixed
ER-648	String too long in CSV formatter affecting report output	Medium	Fixed
ER-647	LIS report returning invalid ICPs	Medium	Fixed
ER-646	Typo in ICP calculation text	Low	Unresolved

Database Transactions Production
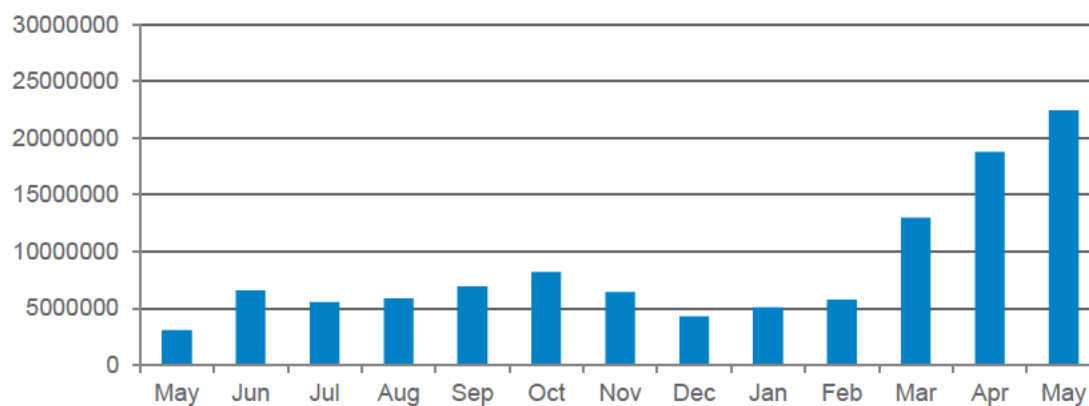
Transaction Volumes

Transaction name	This Month	Last Month	Percentage Change
All Transactions	22,439,835	18,759,824	20%

Database Size Production (GB)
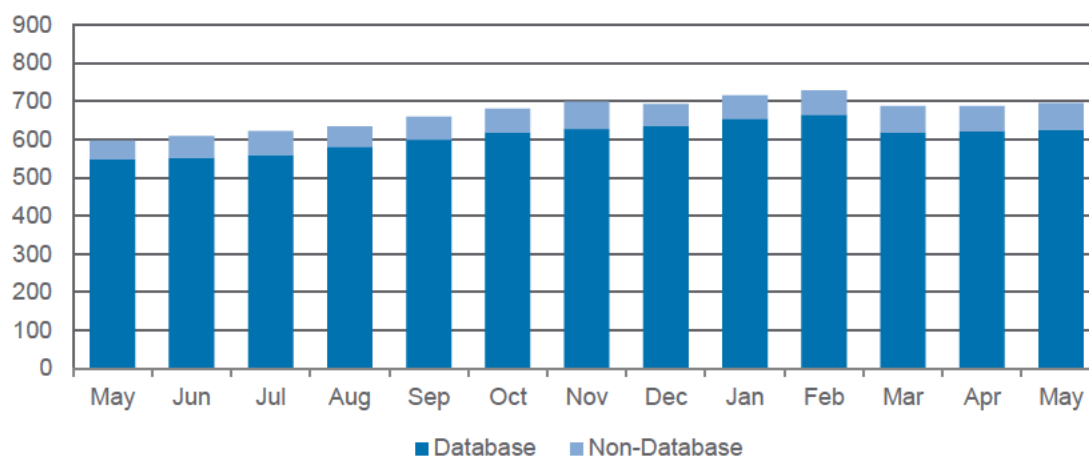
Database Growth

Class	This Month MB	Last Month MB	Change MB
Database	640,626	633,841	6,785
Non-database	71,157	70,004	1,153
Total	**711,783**	**703,845**	**7,938**

Service Disruptions

There were two recorded operational incidents during the period. Scheduled outages are excluded from the calculation of the Availability Percentage.

Performance Measure	
Availability	99.81%
Number of Scheduled Outages	3
Number of Unscheduled Outages	2
Last Unscheduled Outage	May 2017

Application Release Activities

Day	Detail	Duration hh/mm	Authoriser
28May17 23:00-23:14	Production deploy 17_05	00:14	Grant Benvenuti

Other Activities

Day	Detail	Duration hh/mm	Authoriser
23May17 21:30 – 00:45	DR test (Akl-Chc)	03:45	Grant Benvenuti
25May17 22:00 – 23:02	DR test (Chc-Akl)	01:02	Grant Benvenuti

Backup Performance Production

The backup requirements were met this month.

Backup Type	Run days	Run Time	Expected Duration hh/mm	Tape Restore Test Date
Disk	ALL	20:00	01:45	15May17
Tape	ALL	01:00	05:00	

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Electricity Authority Contact Information

Contact for day-to-day procedures or any unexpected events.

Contact Name / Role	Contact Details
Manager Market Operations	Grant Benvenuti P: 04 460 8849 M: 027 652 4854 E: grant.benvenuti@ea.govt.nz

Automated Fault Escalation Profiles – Priority A Incidents

In the event of a "priority A incident" where the hardware or the application has an unscheduled outage the Electricity Authority has advised that escalation via email or text is not required.

However, if there is an unusually long outage impacting participants, Grant Benvenuti requires to be contacted.

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Status of Functional Specification

(i.e. a report on the status of the functional specification);

Version 22.19 released to Production 02 June.

Status of CR's and SDA's

(i.e. a summary report of the status of all CRs and SDAs);

CR Identifier	Description	Status
CR-1202	Smart Notifications	Jade: Solution proposal preparation
CR-1201	Transfer EIEP files to the Authority	Authority: Solution proposal agreed. F.Spec amendments with Authority for review
CR-1197(I182)	EIEP hub access for non-participants	Authority: draft proposal stage for review
CR-1195	Distributor switching	On hold. Awaiting results of Authority consultation
CR-1194	NSP Table entry delete	On hold. Waiting on response from the Authority
CR-1192	Audit compliance reporting	Jade: Solution proposal preparation
CR-1180	Switch Breach Analysis	Jade/Authority: solution proposal but questions outstanding

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Design Consultation

This is outside the normal CRs and pertains more to design work required by market design.

Design consultation chargeable hours

Resource	Hours this month	Hours to date – since 01 May 2017
Project Management/Architect/Consultant/Designer		
Development		
All other roles		
Total	**0**	**0**

Provider initiated Audits

(i.e. essentially the annual audits. Also, any other audit (relevant to the registry) Jade has initiated. Does not include CRs.);

Not applicable for this month.

Breaches

(i.e. breaches of the Act, regulations, Code, or agreement made by the Provider or users - not identifying individual users);

Nil

Code Changes to be considered

(i.e. events that may highlight an area where a change to the Code may need to be considered);

Not applicable this month

User Group Meetings

(i.e. a summary of any user group meetings held and the items discussed);

There was no user group meeting this month.