

An abstract graphic consisting of numerous orange and red dots of varying sizes connected by thin lines, forming a complex network that flows from the top left towards the bottom right of the page.

AEMO WA Operations Report

Australian Energy Market Operator (AEMO)
August 2023

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 originating issues to report this month.

1.1.1 WA PARTICIPANT FTP CONNECTIVITY ISSUES

On 15th August 2023, the Help Desk was notified of FTP connectivity issues being experienced by WA participant, Synergy Energy. CGI's Network Engineer investigated the incident and determined that it appeared to be a firmware bug, similar to that experienced by WA participants in July 2021. CGI's Network Engineer failed over from the primary to the backup firewall as a workaround for this incident. Participant connectivity was restored.

In July 2021, the CGI Network Engineer, having raised an incident with the firewall supplier, Cisco, upgraded the firewall firmware to 9.14.3, the latest version that supported the legacy encryption, 3DES, still in use by some participants. CGI noted at that time, it would be necessary to raise a project to upgrade all participants connecting to the WA FTP servers to a current encryption such as aes256.

The incident on 15th August 2023, and a subsequent incident on 4th September 2023, has caused CGI to escalate the project for the upgrade of all participants to aes256 encryption and to then update the firewall firmware to the latest Cisco firmware version for the firewall as a permanent resolution for this incident.

A problem management record PR202301 has been created to track and manage this issue.

The Change Request CR259 – Firewall firmware upgrade is in preparation by CGI at this time.

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.

1.4 Operational Matters

There are no operational matters to report this month.

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	24-Aug-23	17:15	30	CR/AEMO-W/0576

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 100.00%

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