

# Retail Market Messaging Incident Report

# Agenda

- Recap of integrated market messaging system
- Incident Overview
- Current Status
- Incident Observations
- Next Steps

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# Next Steps

- Remedial Project Scope and Delivery
  - Delivery of archiving tools for solution overall
  - Contingency solution for possible future events
  - Delivery of reconciliation of physical xml market messages
  - Update of market participants EMMA documentation on housekeeping
  - Communications to market participants on EMMA housekeeping
  - Review of EMMA specification overall for the market.
  - Delivery of messaging enquiry tool ( MET ) for central messaging hub
  - Review of TIBCO software modules with regard to software versions, upgrade paths and end of maintenance support.

## Current Status ( 9/4/2013)

- EMMAs are working well
- Central messaging is working well
- A clear project scope of specific TIBCO software changes has been identified for project delivery
- Market Messaging performance improvements release, for the central hub, was carried out on the Sunday 24<sup>th</sup> March.
  - This release was very successful however
  - The release also contained a defect which resulted in the TIBCO application ‘dropping’ the A2 notification address for a subset of market messages.
  - The defect was fixed with an emergency software release on 27<sup>th</sup> March which was successful
  - The defect impacted the following message types
    - ROI/NI 102, 102P & 261                      Meter Registration and Meter Works
    - NI Only 140    Meter Registration
    - ROI Only 116A    Customer Data and Agreements

# Current Status ( 9/4/2013)

- There were 3,099 messages impacted
  - 1,298 messages impacted in ROI
  - 1,801 messages in NI
- Suppliers have been advised of the their messages and we would Suppliers to advise what further action is required to address the impacts for them i.e. retrigger message
- Lessons Learnt covering
  - Code Comparisons
  - Code walkthrough
  - Regression testing

# Integrated Plan

- Remedial project
- Market schema release 2013





