

**Market Participant – Market System Planned & Unplanned Outage Notification Process**

<b>Current Status</b>	<b>Draft</b>
<b>Issued</b>	

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## 1.1 History of Changes

This Procedure includes the following changes:

Version	Section	Details of changes	Date	Author
Version 0.1	All	Initial Draft Document	19.04.2016	Tracy Caffrey

## 1.2 Purpose of Document

The purpose of this document is to outline the Planned and Unplanned Outage process undertaken by the RMDS/ReMCoDS team.

RMDS/ReMCoDS role:

- Co-ordinate communication, reporting and Annual Statistics of Outages.

All information regarding Outages in both jurisdictions can be found on the Outage page of the RMDS website [here](#).

## 1.3 Types of Outages

There are several different types of Outages to the Central Market systems. Below is a list of the types of Outages:

1. TIBCO Market Messaging System
2. RMP Extranet
3. CLICK OSS
4. SAP System
5. Internal ESNB Server
6. MVRS
7. ESB Website Firewall
8. Secure File Transfer System

## 1.4 Role of RMDS/ReMCoDS in Planned/Unplanned Outages

Since the co-ordination of the NI and RoI Retail Markets the process for notifying the Market of issues has become more complex and in particular as there has been an increase in the number of unprecedented events, it is necessary to document guidelines as an aid for RMDS/REMCODS .

RMDS/ REMCODS has responsibilities for communicating Outages to the RoI Market and a dual role as ReMCoDS in notifying the Co-Ordinated Market as appropriate and where relevant.

RMDS/ReMCoDS role:

- Co-ordinate communication, reporting and Annual Statistics of Outages.

**\*\*\*Please Note: RMDS/ReMCoDS has no control over the technical elements of the Outages taking place. RMDS/ReMCoDS will endeavour to keep the Market informed of any confirmation received. We will also communicate any items from Market Participants to Technical Outage owners for resolution.**

## 1.5 Definition of Planned/Unplanned Outages

### **Planned Outages**

Planned Outages are planned on a monthly basis by the Central Market System departments.(TIBCO, SAP, RMP Extranet & Other)

If possible, Market Participants should be given at least 2 weeks advance notice. An Outage on a Sunday would not impact Market Participants too much, as volumes are usually low therefore there is an agreement between Market Participants and the Network Providers to utilize the 3rd Sunday of every month for Planned Outages to take place.

At the beginning of every month RMDS/ReMCoDS requests a Schedule of upcoming Monthly Outages as the Market needs to be advised of any pending Outages.

### **Unplanned Outages**

Unplanned Outages or incidences occur from time to time and the impacts can be varying depending on the cause and the duration of the problem. RMDS/ReMCoDS will endeavour to keep Market Participants aware of the status of the Outage by sending out hourly updates via email and the RMDS Outage Page.

## 1.6 Service Level Agreements (SLA)

### **RMDS/ReMCoDS SLAs regarding Planned Outages are the following:**

- Notification of Outage not required if Outage is under 30minutes
- Notification of Planned Outage greater than 30minutes is minimum 1 week prior to the Outage taking place.
- As soon as Outage notification is received from by RMDS/ReMCoDS from CMS (Central Market System) RMDS/ReMCoDS upload information to their website.
- Reminder emails will be sent the week of the Outage taking place.
- RMDS/ ReMCoDS will notify the Market within 24hours of Outage completion
- RMDS/ ReMCoDS will attempt to solve all queries in relation to Outages within 1 week of the Outage taking place.

### **RMDS SLAs regarding Unplanned Outages are the following:**

- RMDS/ ReMCoDS issue all information to the Market as soon as it is received from CMS.
- RMDS/ ReMCoDS will issue hourly updates to the Market once received from CMS via email.
- The RMDS/ ReMCoDS website will contain all hourly updates on the Outage page.
- Once Outage has completed RMDS/ ReMCoDS will issue completion information to the Market
- RMDS/ ReMCoDS will endeavour to answer all queries relating to Unplanned Outage, where RMDS/ ReMCoDS can't answer queries they will be forwarded onto Unplanned Outage owners for resolution.
- On receipt of the cause of the Outage RMDS/ ReMCoDS will issue the root cause of the Outage to the Market.

## 1.7 Planned Outages

When an Outage is required an Outage Template is to be completed by the Central Market System and returned to RMDS/ ReMCoDS .

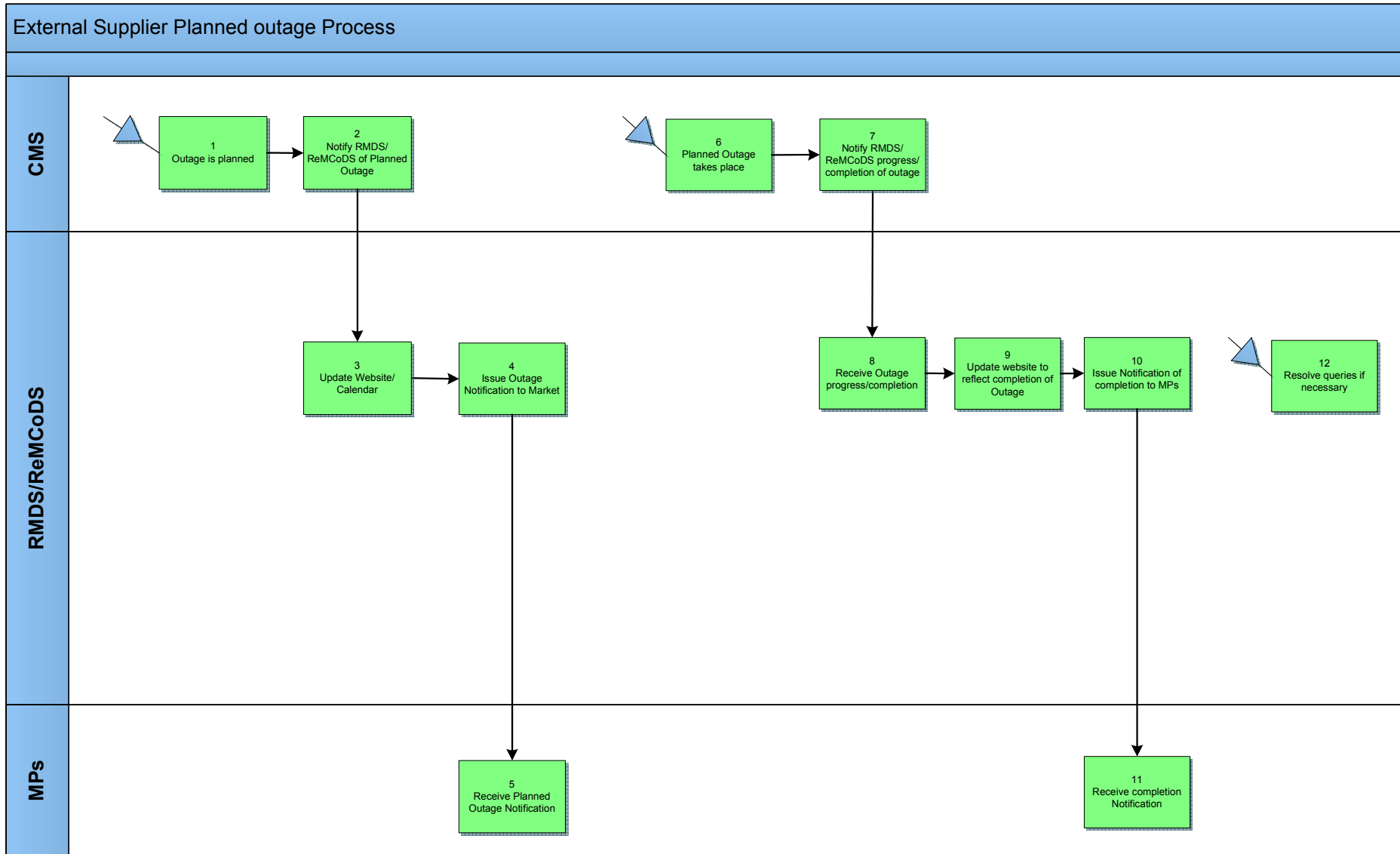
RMDS/ ReMCoDS will notify the market accordingly.

Below is an example of a completed Outage notification that is sent to all Market Participants:

PLANNED OUTAGE NOTIFICATION	
<b>Outage Type</b>	CLICK OSS Application Site Switch
<b>Start Date of Outage</b>	Saturday 5th March 2016
<b>Start Time of Outage</b>	08:30
<b>Date of Restoration of Outage</b>	Saturday 5th March 2016
<b>Restoration Time of Outage</b>	16:30
<b>Duration of Outage</b>	8 hrs
<b>Jurisdiction Affected</b>	ROI Electricity Markets
<b>Reason for Outage</b>	Planned Site Switch
<b>MKT Systems Impacted</b>	Central Market System/RMP Extranet. (Messages Will Queue)
<b>Backlog Impact / Comments</b>	Orders logged with appointments will queue in Workflow and will be dealt with immediately once Click is back online. Should the requested appointment slot be unavailable at that stage, a 137R market message (appointment rejection) will issue to the Market Participant
<b>System undergoing Outage</b>	<b>CLICK</b>



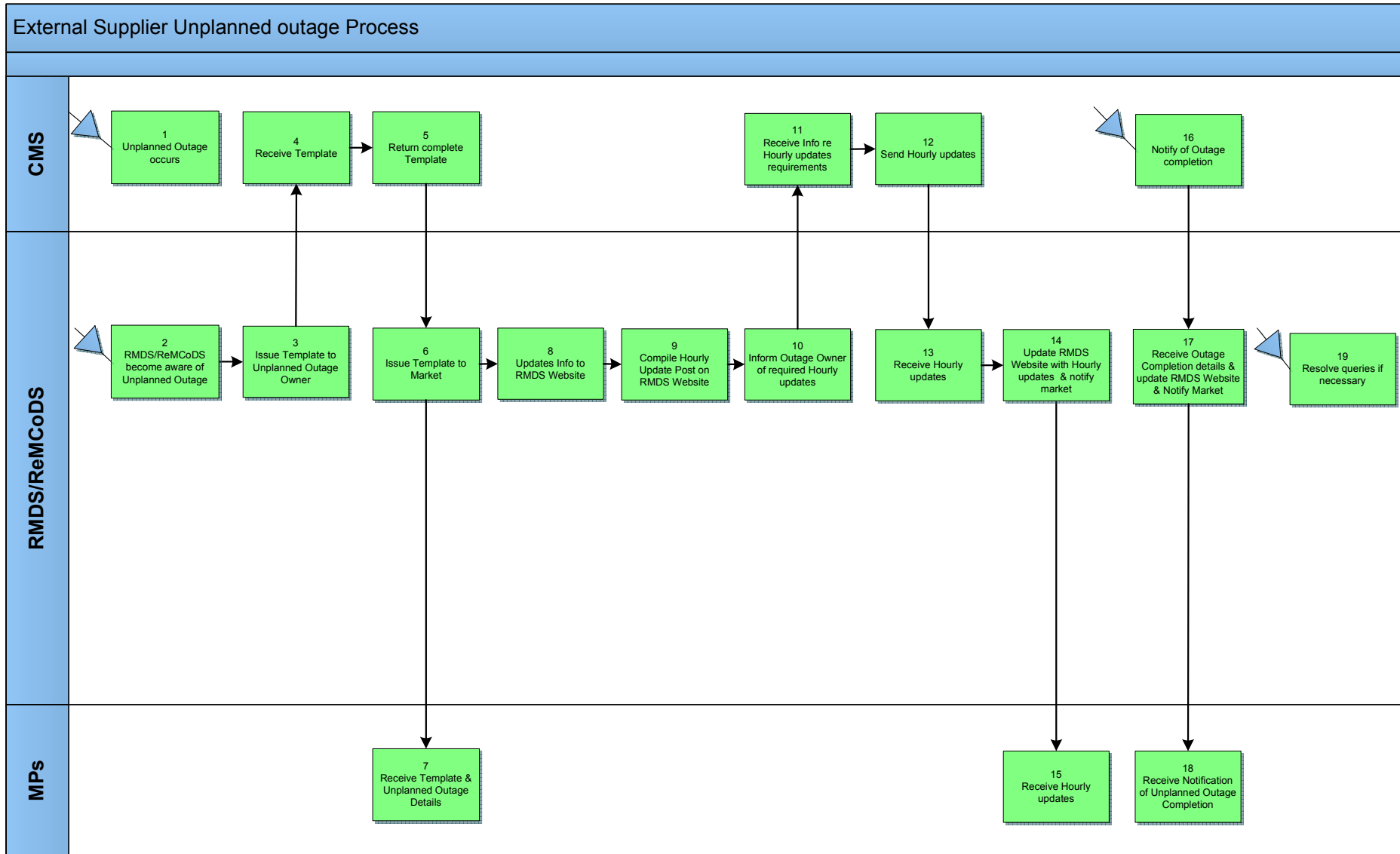
# 1.8 Process Map for Planned Outages



## 1.9 Process Description for Planned Outages

Process Step		Role	Process Step Description	Attachments	SLA
1	Outage is planned	CMS	An Outage will be planned, where possible, for the 3 <sup>rd</sup> Sunday of the month as agreed between the Central Market System (CMS) team and the Market Participants		
2	Notification of Outage	CMS	RMDS/ReMCoDS are notified of the Planned Outage via email. RMDS require all information on the Planned Outage to be completed on an email Template which is then forwarded onto The Retail Market Participants and uploaded to the RMDS Website Outage Page		
3	Update Website/Calendar	RMDS/ ReMCoDS	RMDS/ ReMCoDS updates the Outage page on the RMDS website with all information received regarding the Outage. RMDS/ ReMCoDS also add this Outage to the RMDS calendar.	<a href="#">RMDS Website Outage Page</a>	
4	Issue Outage Notification	RMDS/ ReMCoDS	RMDS/ ReMCoDS issue Outage notification to the Market via email.  SLA: The SLA in which this email is issued is 1 week from receiving confirmation from CMS. This gives RMDS/ ReMCoDS the appropriate time to ensure all information relayed onto the Market is correct and also allows for any investigations to take place on the Outages	<a href="#">Email Template</a>	<b>1 Week</b>
5	Market Participants receive notification	Market Participants	Market Participants will receive email notification with all details of the Planned Outage.		
6	Outage takes place	CMS	Planned Outage takes place.		
7	Notify of progress/completion of Outage	CMS	CMS will notify RMDS of progress/completion of Outage.		
8	Receive Outage progress/Completion update	RMDS/ ReMCoDS	RMDS/ ReMCoDS receive the progress/completion of the Outage taking place.		
9	Update Website	RMDS/ ReMCoDS	RMDS/ ReMCoDS once receiving the Outage completion information will update the RMDS website to reflect the completion of the Outage.		
10	Issue notification	RMDS/ ReMCoDS	RMDS/ ReMCoDS will issue the notification email informing the Market of the completion of the Outage. Ensuring all systems have resumed operation.		First working day after Outage.
11	Receive completion notification	Market Participants	Market Participants receive notification of the completion of the Outage and are informed that all systems have resumed operation		
12	Resolve Queries	RMDS	Resolve queries if necessary from MPs.		

# 1.10 Process Map for Unplanned Outages



## 1.11 Process Description for Unplanned Outages

Process Step		Role	Process Step Description	Attachments	SLA
1	Unplanned Outage Occurs	CMS	Unplanned outage occurs within the Retail Market System.		
2	RMDS/ ReMCoDS become aware of Unplanned outage	RMDS/ ReMCoDS	RMDS/ ReMCoDS will be advised of Unplanned Outage.		
3	Issue Template to Unplanned Outage owner.	RMDS	RMDS/ ReMCoDS issue the Unplanned Outage Template to the relevant system owner for completion.		<b>Immediately</b>
4	Receive Unplanned Outage Template	CMS	CMS receive Unplanned Outage notification from RMDS/ReMCoDS.		
5	Return completed Outage template to RMDS	CMS	Return completed Outage template to RMDS/ ReMCoDS for review.		
6	Issue email template to MPs	RMDS/ ReMCoDS	RMDS/ ReMCoDS will issue Template to all relevant MPs.		<b>Immediately</b>
7	Receive email Template	MPs	Market Participants (MPs) receives Email notification regarding Unplanned Outage.		
8	Update information to website	RMDS/ ReMCoDS	RMDS/ ReMCoDS will update all information to the RMDS Outage Page & RMDS Calendar.  <a href="#">2016 RMDS Outage Page</a>	<a href="#">2016 RMDS Outage Page</a>	
9	Compile Unplanned Outage hourly update post on RMDS Website	RMDS/ ReMCoDS	RMDS/ ReMCoDS will set up an Unplanned Outage hourly update post and link it to the relevant Outage on the Outage page.  Below is a link to a recent Unplanned Outage hourly update Post.  <a href="#">Unplanned Hourly Update Outage information</a>	<a href="#">Unplanned Hourly Update Outage information</a>	
10	Inform Outage owner of required hourly updates	RMDS/ ReMCoDS	RMDS/ ReMCoDS will notify the Unplanned Outage owner of required hourly updates needed to issue to the market on the Unplanned Outage.		

Process Step		Role	Process Step Description	Attachments	SLA
11	Receive Hourly Update request	CMS	CMS receive notification from RMDS/ReMCoDS of hourly updates for the Market.		
12	Send Hourly Updates	CMS	CMS will send hourly updates to RMDS/ReMCoDS for issuing to the Market.		
13	Receive hourly updates	RMDS/ ReMCoDS	RMDS/ ReMCoDS will receive hourly updates until Unplanned Outage completes.		
14	Update RMDS website hourly post & send to Market	RMDS/ ReMCoDS	RMDS/ ReMCoDS will issue hourly emails with the updated information and link to the Hourly post and the outage page link.		
15	Receive hourly update emails	MPs	MPs will receive hourly updates until Unplanned Outage completes.		
16	Notify RMDS/ ReMCoDS that Outage is completed and service is restored	CMS	Once Unplanned Outage has completed the owner of the Outage will notify the RMDS/ ReMCoDS representative of the Outage Completion.		
17	RMDS/ ReMCoDS receive Outage completion info, Update website & Notify Market	RMDS/ ReMCoDS	RMDS/ ReMCoDS receive notification of the Unplanned Outage completion RMDS/ReMCoDS will notify Market of completion of Unplanned Outage & update website with the Outage Completion. <a href="#">2016 RMDS Outage Page</a>	<a href="#">2016 RMDS Outage Page</a>	
19	Receive Notification of Unplanned Outage Completion	MPs	MPs receive notification of Unplanned Outage Completion.		
19	Resolve Queries	RMDS/ ReMCoDS	Resolve queries if necessary from MPs.		

## 1.12 Queries /Support

Any queries regarding Planned/Unplanned Outages must be sent to RMDS/ReMCoDS at the following email addresses:

RMDS - [info@rmdservice.com](mailto:info@rmdservice.com)

ReMCoDS - [ReMCoDS@esb.ie](mailto:ReMCoDS@esb.ie)

RMDS/ ReMCoDS will endeavour to solve all queries arising from Planned/ Unplanned Outages by forwarding on queries to relevant Outage owners.