Aggregator Overview

Gas Operations Forum
11th July 2012

Aggregator

- There have been 19 priority 2 and 3 calls calls raised against Aggregator between April – June.

- Working group convened to investigate Root Cause of Issues and Improvements

- Objectives for Working Group

  - Identify Root Cause of faults and actions to resolve.

  - Improve information on faults & failures (RCA)

  - Improve understanding on data flows.

  - Reduce the occurrence of failures.

  - Improved reporting on Aggregator

  - Improved communications procedure for Ad- hoc forecasts to be re-iterated to Distribution Networks

Breakdown of Root Cause

- None of the incidents are directly attributable to Aggregator

  - 12 are due to Unix Server failure which requires a Patch installing

  - 2 are due to extra demand attribution work in Gemini requiring training for GNCC.

  - 2 are due to Distribution Networks omitting to send regular values resulting in values being substituted.

  - 1 is due to a Control M Agent incident affecting all services. (UNIX Scheduling software)

  - 2 are due to Weather data not being received from source.

Improvements

- **Initiatives already implemented**

  - Alerts now implemented in IGMS that provide the GNCC and EB&T team with "event messages" (This is currently being monitored for accuracy)

  - A Daily 'Substituted Values' Report now produced.

  - Weekly Exception report of faults and issues provided to Production Support Team.

  - A review of the Knowledge Transfer (KT) Scripts used by the (HP) service desk.

- **Next Steps**

  - Upgrade the existing Operating System (OS) software from AIX 6100-03 to AIX 6100-06 to avoid the increase in server hanging issues. We have provisionally planning to undertake this upgrade in mid July.

  - Review of data flows from source to destination

  - Agreeing process for Adhoc forecasts with Distribution Networks