

NEM Reform Implementation Forum

May Release – Lessons Learned
30 May 2023



We acknowledge the Traditional Owners of country throughout Australia and recognise their continuing connection to land, waters and culture.

We pay respect to their Elders past, present and emerging.

May Release Implementation Update



Greg Minney

May Production Release

- Wholesale release successfully deployed on 25/5
- Retail release successfully deployed on 28/5
- Effective date for B2B Shared Fuse OWN 30/5
- MSATS Release for SAPS 18/6 (no participant impact other than an outage 10:00 to 14:00 Market Time)
- SAPS “Go-Live” planned 19/6, with phased introduction by DNSPs

May Release Lessons Learned

Timelines

Feedback	AEMO Response
<p>Project timeframes were generally too compressed, in particular, there was insufficient time in the Industry test period to complete all of the required test cases.</p>	<p>AEMO to work towards releasing key technical artefacts earlier in the project lifecycle and to allow more contingency in Industry Test timelines.</p>
<p>Final version of r43 schema not published until Jan 2023 which was insufficient time for some participants to make the required changes.</p>	<p>AEMO to endeavour to release schema and technical specifications as early as possible in the project lifecycle.</p>
<p>Go live decision for 28/5 made at 17:30 on the Friday before the deployment. This was “cutting it a bit fine” and would have had a high impact on Participants if the deployment had been postponed at such late notice.</p>	<p>AEMO will re-structure industry testing to ensure that high severity defects are resolved prior to go-live decision. Seeking feedback on latest point for a go/no-go decision.</p>
<p>Can schema changes be implemented further ahead of the release compliance date.</p>	<p>This can be challenging as the industry preferred outage window is on a Sunday. However this can be considered for the next schema release.</p>

May Release Lessons Learned

Communications

Feedback	AEMO Response
Can AEMO consider other channels (in addition to email) such as Whispr or SMS for communications during go-live.	Other channels (such as a Teams Channel) to be explored for future implementations.
Can more specific information be provided on outage notifications (e.g. what were the symptoms, what is resolved with the fix, who is impacted)?	Additional email notifications sent with additional resolution information during Hypercare period and will provide additional information in future releases.
Is it possible to get an email notification at the commencement of major releases? Also a general update a few hours into longer releases to inform participants on general progress would be useful for resource planning.	To be included in future releases.
Can AEMO share contingency implementation dates with participants for planning purposes.	To be considered for future releases.

May Release Lessons Learned

Communications

Feedback	AEMO Response
<p>Communication on the day of deployment, being that it was delayed, it would have been helpful to have received an email update to inform of this and an approximate estimated timeframe.</p>	<p>AEMO to consider for further releases, particularly with regards to providing ETCs when there are delays.</p>
<p>Insufficient communication from AEMO Support Hub when incidents were raised. It took multiple calls to establish the priority of serious issues and there is no effective escalation process.</p>	<p>AEMO to review how participants are communicated to and on how incidents can be escalated during hypercare periods.</p>
<p>Sharing more information on the cause of incidents (from all parties) would be helpful to understand ambiguities and differing interpretations of rules and designs.</p>	<p>All Participants to give consideration to sharing more detail on incident/issue details.</p>
<p>NEMReform Program could be more integrated with the MSUG.</p>	<p>AEMO to consider this feedback with further planning & communications.</p>

May Release Lessons Learned

B2B & B2M Schema Change

Feedback	AEMO Response
<p>Communication regarding timing for updating B2M & B2B schema preferences ... There was still a lot of uncertainty from multiple participants in the last couple of days in lead up to deployment.</p>	<p>AEMO to review documentation relating to schema changes, in particular the Go-Live plan.</p>
<p>There is a lot of detail in the schema change documentation but it's not always easy to interpret, particularly for less experienced Participants.</p>	<p>Feedback has been provided to the AEMO Tech Writing team.</p>
<p>Is it possible to actively stop/start B2B inboxes when schema changes are required?</p>	<p>Will table as a backlog item with the AEMO MSATS team. ICF may be required.</p>
<p>B2B settings didn't always save immediately and reverted to back to r41 (observed by multiple participants).</p>	<p>Has been raised as a backlog item with the AEMO MSATS team.</p>

May Release Lessons Learned

Other Technical / Approach Issues

Feedback	AEMO Response
Issues encountered with B2B Scheduler post go-live	AEMO to confirm the cause of Scheduler issues.
Industry Test - AEMO could monitor which participants have executed the various test scenarios so that scenarios that are untested by Industry can be identified	AEMO to consider this when planning future Industry Tests.
AEMO had planned on refreshing the pre-prod environment, however this did not occur.	AEMO had planned on refreshing pre-prod but was constrained by infrastructure issues. AEMO is committed to more frequent refreshes in the future and the next pre-prod refresh has been scheduled for 30 th June.



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