

XBID_JOINT_OTH_05: System Maintenance

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Approval

Version	Date	Name	Function	Signature

Previous versions

Version	Date	Author	Summary of changes
0.1	12/05/2016	EPEX SPOT	Initial draft
0.2	21/06/2016	Joint	Review and clean-up
0.3	06/02/2017	EPEX SPOT	Update with XBID-DSA Maintenance agreement + feedback TWG + Feedback Business + update after feedback O TF
0.4	12/09/2017	EPEX SPOT	Updated with link to maintenance messages
1.0	23/11/2017	Joint	Clean up.
1.1	15/12/2017	Joint	Added cases for closure of interconnectors of a delivery area with multiple delivery areas within a market area.
1.2	14/03/2018	Joint	Local System Maintenance Window for delivery areas AMP, 50Hz, TTG, Transnet BW in Germany market area updated and elaborated.
1.3	15/03/2019	O-TF	Removal of workaround (1.2) to close German market Delivery Area in case of maintenance at German TSO. Final solution embedded in XBID R2.0.
1.4	28/06/2019	O TF Chair	Removal of Super Admin from step 23

	30/10/2019	O TF Chair	Final version XBID R2.0
1.4.1	21/02/2020	O TF Chair	Added delayed shut down of the XBID system
1.4.2	26/06/2020	O TF Chair	Added use of screen sharing during maintenance. Corrected numbering of steps.
1.4.3	19/10/2020	O TF	Added in step 3 the task for relevant TSOs to inform explicit participants in more detail
	28/10/2020	O TF Chair	Changed order of re-opening interconnectors and markets. Added additional step to re-open interconnectors after the markets where explicit participants have access.
1.4.4	14/03/2021	O TF Chair	Added exceptions for maintenance where only configuration changes be applied in the XBID system.
1.4.5	23/04/2021	O TF Chair	Extended possibility of tailor-made communication in step 1 for announcement of maintenance to the XBID parties. Included reference to NEMO template messages in step 3 for configuration changes.
1.4.6.	16/07/2021	O TF Chair	Included references to messages for maintenance where only configuration changes be applied in the XBID system.
1.4.7	24/01/2022	O TF Chair	Changed order of steps, i.e. step 23 becomes step 20 and steps 20-22 becomes steps 21-23. Corrected references across steps accordingly. Added references to borders accessible for explicit market participants in (new numbering) steps 20 and 24.
1.4.8	14/03/2022	O TF Chair	Added details on the sanity check (step 18) and the connectivity check (step 19).

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1. Introduction

This procedure describes the process of coordinating, communicating and executing a planned XBID solution maintenance window. Maintenance windows are a result of a change request according to the Change Control Procedure or general needed maintenance work linked to the XBID system related environment (e.g. firewall, network).

Please note: Capitalized terms used in the operational XBID procedures have the meaning set forth in Exhibit 1 of the Intraday Operations Agreement (IDOA).

Summary

This procedure gives a detailed description about the different tasks which have to be followed upfront, during and after the maintenance window.

1.1. Governed / Regulated by

- Intraday Operations Agreement (IDOA)
- XBID-MSA

1.2. Tools and Communication protocols

Tools

- XBID System (incl. CMM, SOB and Shipping Module)

Communication protocols

- E-mail
- Phone (Operational call)
- Screen sharing (Operational call)
- Unavailability Service System

1.3. Associated procedures

Preceding procedures:

Subsequent procedures:

Other associated procedures and rules:

- XBID_JOINT_EXC_01: Closing and re-opening of interconnector(s)
- XBID_NEMO_EXC_03: Market suspension and reactivation
- XBID_JOINT_OTH_02: Internal and External Communications
- XBID_NEMO_OTH_02: Internal and External Communications
- XBID_JOINT_OTH_03: Change Control Procedure
- XBID_JOINT_OTH_04: Market Bidding Area Change
- XBID_TSO_OTH_04 - Maintenance Window Local TSO System

The point of time of the announcement is [REDACTED] in advance of the maintenance window. In alignment with the Implementation Manager, urgent maintenance windows (e.g. for bug fixes or micro release) could be organized in a shorter time period. In case of urgent maintenance windows, all the steps will be followed as normal, but the timelines for steps 1 to 4 will be shorter.

The operational call during the maintenance will be organized and coordinated by the Implementation Manager of the change.

2. Availability backup systems

In case a system provider has a maintenance, but a backup solution is available which doesn't impact Single Intraday Coupling, the actions described in the following table will not be followed. The service provider does need to inform the NEMOs and TSOs.

The following solutions are available from the service providers:

- [REDACTED] maintenance will normally be done on one of two MPLS lines. Meaning that always one MPLS line should be available during maintenance. If not the case this procedure will be followed
- [REDACTED] maintenance will normally be done on one of two MPLS lines. Meaning that always one MPLS line should be available during maintenance. If not the case TSOs will follow the existing backup channels (e.g. internet connection, e-mail)."

[REDACTED] doesn't have a solution available in case the XBID System is in maintenance. For XBID System maintenance always this procedure needs to be followed.

#	Process	From	To	Tool & Communication Protocols
PREPARATION OUTAGE				
-	If feasible the Change Control Process is followed and completed to the point that the change implementation date can be set.	-	-	-
1	NEMOs and TSOs receive notification of maintenance [REDACTED] in advance or if differently arranged).	Implementation Manager	NEMOs and TSOs	E-mail
2	SOB, the SM and CMM Central Admin need to be informed, to be available and prepared.	Implementation Manager	CA SOB/CMM/ SM	E-mail
3	NEMOs inform market participants and if applicable TSOs inform BRPs about outstanding maintenance windows following XBID_JOINT_OTH_02.	NEMOs	Market Participants	E-mail/ Unavailability Service System
4	Optional: One business day before the maintenance starts, a reminder can be sent to all market participants.	NEMOs and TSOs	Market Participants	E-mail/ Unavailability Service System

#	Process	From	To	Tool & Communication Protocols
DAY OF OUTAGE				
5	Optional: One hour before the start of the maintenance, a reminder can be sent to all Market participants.	NEMOs and TSOs	Market Participants	E-mail
6	The Implementation Manager sends an invitation for the operational call to all NEMOs and TSOs and the involved service provider(s) [REDACTED].	Implementation Manager	NEMOs, TSOs, Service Provider & CA's	E-mail
7	The Implementation Manager starts the operational call [REDACTED].	Implementation Manager	-	Phone & Screen sharing
8	Go to start the maintenance (Deemed acceptance is applied to all parties)	NEMOs and TSOs	Implementation Manager	Phone
9	If there's a reason to postpone the maintenance due to issues of NEMO(s) and/or TSO(s), go to step 22.	NEMO or TSO	NEMOs, TSOs, Service Provider, CA's & Implementation Manager	Phone
10	Stop allocation over the affected interconnectors shortly prior to the announced time for maintenances.	CMM TSO Admin or Super Admin (DBAG)	-	XBID
11	Halt trading on the XBID System according to procedure XBID_NEMO_EXC_03.	SOB Central Admin	-	XBID
12	Start of maintenance; XBID System down	[REDACTED]	-	XBID
13	Closure of operational call. Please note: in case of issues, the call can be re-opened.	Implementation Manager	-	Phone
14	In case the maintenance window takes longer than expected, the service provider informs the Implementation Manager, who subsequently informs the others.	Service Provider to Implementation	NEMOs, TSOs, Service Provider & CA's	E-mail

#	Process	From	To	Tool & Communication Protocols
		tation Manager		
15	The service provider informs the Implementation Manager to restart the call when the maintenance is finished.	Service Provider	Implementation Manager	Phone
16	The Implementation Manager sends an invitation for the operational call to the NEMO, TSOs, Central Admins and the service provider.	Implementation Manager	NEMOs, TSOs, Service Provider & CA's	E-mail
17	Restart of the operational call by the Implementation Manager [REDACTED]	Implementation Manager	-	Phone
18	The SOB, the SM and/or CMM Central Admin runs a sanity check in XBID.	CA SOB/ CMM/ SM	-	XBID
19	After the maintenance, all parties have [REDACTED] to check that connectivity to the XBID system is working.	NEMOs and TSOs	-	Local systems
20	Reopen all interconnectors not accessible for explicit participants.	CMM TSO Admin	-	XBID
21	Parties confirm connectivity to the XBID system in the operational call.	NEMOs and TSOs	Implementation Manager	Phone
22	The Implementation Manager will send an internal message according to XBID_JOINT_OTH_02 that Market Areas and interconnectors will be re-opened within the next [REDACTED]	Implementation Manager	NEMOs and TSOs	E-mail
23	NEMOs and if applicable TSOs inform market participants about the reopening time of markets and interconnectors.	NEMOs and TSOs	Market Participants	E-mail/ Unavailability Service System
24	Set all Market Areas to trading following XBID_NEMO_EXC_03.	SOB Central Admin	-	XBID
25	Reopen all interconnectors accessible for explicit participants. (after Step 24).	CMM TSO Admin	-	XBID
26	The operational call will be closed.	Implementation Manager	-	Phone

2.3. Process Clarification

1. NEMOs and TSOs receive notification of maintenance

The Implementation Manager will inform the NEMOs and TSOs that maintenance will take place from a service provider (██████████). The Implementation Manager will provide the aim of the maintenance, the date and timings. The NEMOs and TSOs will be at least ██████████ in advance or if differently arranged, be informed by e-mail. The ██████████ message will be used for this communication (XBID_JOINT_OTH_02).

A more appropriate message may be agreed in the OPSCOM for any maintenance window scheduled where the XBID system actually remains available, e.g. in cases where trading needs to be halted and started or in order to apply configuration changes in the XBID system.

2. SOB, the SM and CMM Central Admin need to be informed, to be available and prepared

The central admins of SOB, SM and CMM needs to be informed by e-mail that a maintenance is planned. The central admins can prepare themselves and be ready for their actions (step 11, 18, and 20).

3. NEMOs (and if applicable TSOs) inform market participants about outstanding maintenance windows

The NEMOs and TSOs will inform the market participants via e-mail, following the respective message ██████████ (XBID_JOINT_OTH_02 and XBID_NEMO_OTH_02), on time with the information about the maintenance.

A more appropriate message may be agreed in the OPSCOM for a maintenance window scheduled in order to apply configuration changes in the XBID system, based on template message ██████████ for configurations changes with noticeable impact on the XBID system or based on template message ██████████ for configurations changes without noticeable impact on the XBID system (XBID_NEMO_OTH_02).

Relevant TSOs should inform explicit market participants on more technical details to be taken into consideration for this maintenance window, e.g. connectivity to data centers.

4. Optional: One business day before the maintenance starts, a reminder should be sent to all market participants

The e-mail message send to the market participants in step 3, will be resend as reminder one business day (i.e. a weekday that is a national holiday) before the maintenance by NEMOs and TSOs.

5. Optional: One hour before the start of the maintenance, a reminder should be sent to all the Market participants

On the day of the outage the e-mail message send to the market participants in step 3, will be resend as reminder one hour before the start of the maintenance by NEMOs and TSOs.

6. The Implementation Manager sends an invitation for the operational call to all NEMOs, TSOs Central Admins and the involved service provider(s)

To coordinate the actions of the maintenance, an operational call will be organized and coordinated by the Implementation Manager. [REDACTED] the start of the maintenance, the Implementation Manager will provide via e-mail the details for the operational call to the respective service provider, NEMOs and TSOs sending the message [REDACTED] (XBID_JOINT_OTH_02).

7. The Implementation Manager starts the operational call 5 minutes before start maintenance

[REDACTED] the start of the maintenance, the operational call will be opened by the Implementation Manager. It is not the responsibility of the Implementation Manager that every NEMO, TSO and Central Admins joins the conference call. The Implementation Manager needs to coordinate that the respective service provider is present in the call.

During the operational call the Implementation Manager is using screen sharing to show the deployment plan (maintenance script) and the progress of the maintenance.

8. Go to start the maintenance (Deemed acceptance is applied to all parties)

NEMOs and TSOs will perform local activities that is needed before starting the maintenance (like sending nominations or locally closing of markets). Every NEMO and TSO needs to confirm in the operational call that they are ready to go (e.g. all trades are received in local systems, nominations are send to TSOs). For NEMOs and TSOs that are not in the operational call, it is assumed that they are ready for the maintenance.

9. Postponement of maintenance due to issues NEMO(s) and/or TSO(s)

Due to unexpected issues, that will affect the Party when a service provider starts with their maintenance, the concerned Party directly informs the other parties in the operational call. The service provider should not start with the maintenance work. The concerned Party informs the other Parties in the operational call when the issue has been solved. The maintenance work can start then. In case the issue can't be solved, the maintenance will be postponed.

If it is the case that maintenance will be postponed, go to step 22.

10. Stop allocation over the affected interconnectors shortly prior to the announced time for maintenances

The TSO Admins will stop the allocation on all interconnectors few minutes prior to the announced start of the maintenance. When finished, this will be confirmed in the operational call. To avoid that explicit market participants have access longer to cross border capacities, always first the interconnectors needs to be closed before halting trading in XBID.

11. Halt trading on the XBID system

The NEMO Central Admin will, according to procedure XBID_NEMO_EXC_03, halt the trading for all markets. The service halt will be applied in this situation.

12. Start of maintenance; XBID System down

The Service provider of the XBID System (██████) brings the XBID System down, taking in account an agreed delay time (██████████) to ensure that the latest allocation information is distributed to all parties according to procedure XBID_JOINT_NOR_02.

13. Closure of operational call

When there is no coordination needed for a longer period, the operational call will be temporarily closed. This will mainly be done in case of outage of multiple hours. If there are issues, the call can be re-opened.

14. In case the maintenance window takes longer than expected, the service provider informs Implementation Manager

If the timing of re-opening the markets will not be met the Implementation Manager will be informed by phone by the service provider. The Implementation Manager will inform the NEMOs, TSOs and Central Admins via e-mail by sending the message ██████████ (according to XBID_JOINT_OTH_02).

The TSOs and NEMOs will inform the market participants via e-mail by sending messages ██████████ respectively (according to XBID_JOINT_OTH_02 and XBID_NEMO_OTH_02 respectively).

15. The service provider informs the Implementation Manager to restart the call when the maintenance is finished

The same operational call will be re-opened, when the service provider is done with the maintenance. Further coordinated actions are needed from this point. The Implementation Manager will initiate this, after a call from the service provider

16. The Implementation Manager sends an invitation for the operational call to the NEMOs, TSOs, Central Admins and the service provider

An e-mail invitation is sent to the NEMOs, TSOs, Central Admins and service provider by the Implementation Manager.

17. Restart of the operational call by the Implementation Manager

The Implementation Manager will start the operational call ██████████ after sending invitation. It is not the responsibility of the Implementation Manager that every NEMO, TSO and Central Admins joins the conference call. The Implementation Manager does needs to coordinate that the respective service provider is present in the call.

18. The SOB, the SM and/or CMM Central Admin runs a sanity check in XBID

If it is a XBID System maintenance, the Central Admins of the three XBID modules will check quickly if the XBID System is working fine. The NEMOs and TSOs check at least if they have

access to the relevant modules XBID modules (SOB and SM for NEMOs and CMM and SM for TSOs) and the supporting central systems (ComTrader and AlarmTilt and optionally also the IMT) with their regular accounts. Also a quick check of the data in the XBID system is performed.

If it is a [REDACTED] maintenance, this action can be skipped.

19. NEMOs and TSOs check if their local systems are running correctly and if connectivity to the XBID system is working

NEMOs and TSOs will check if the specific systems are connected to XBID System (e.g. LTS, TSO systems). Where the performance of this steps matches the time of the scheduled distribution of data from XBID to the NEMOs and TSOs, the NEMOs and TSOs also check if this distribution of data is restored and functioning in line with expectations. This action needs to be done in 10 minutes.

TSOs may proceed with Step 20 as soon as their systems are connected to XBID System.

20. Reopen all interconnectors not accessible for explicit participants

Prior to any agreement on the reopening time in step 21 the TSO Admins will reopen in CMM module of the XBID System all the interconnectors where (non-TSO/non-NEMO) explicit participants don't have access. This implies re-opening of all interconnectors except of the interconnectors between Germany and France and between Croatia and Slovenia. When done, the TSO Admins will confirm this in the operational call.

This step concerns the majority of interconnectors and excludes only a few interconnectors where (non-TSO/non-NEMO) explicit participants have access to avoid situations that (non-TSO/non-NEMO) explicit participants can use the Cross-Border Capacities earlier than implicit participants.

This step is done before Step 24 to establish as much as possible an equal level playing field for all NEMOs.

21. Parties confirm connectivity to the XBID system in the operational call

All NEMOs and TSOs in the operational call will confirm within 10 minutes that the connectivity with XBID System is working successfully. For NEMOs and TSOs that are not in the operational call, it is assumed that their connectivity is working successfully. Then also will be discussed the time the markets and interconnectors will be reopened. In case of connectivity issues, this should be raised as soon as possible in the operational call.

When one of the NEMOs cannot connect, the market cannot be opened. Therefore, one cannot, continue with Step 22.

When one of the TSOs cannot connect, the corresponding border will be/stay closed, when the market is opened. NEMOs and TSOs then need to jointly agree on continuing with Step 22 or not.

22. The Implementation Manager will send an internal message that Market Areas and interconnectors will be re-opened within the next 10 minutes

After successful completion of the previous step, the Implementation Manager will send an internal e-mail message [REDACTED], according to XBID_JOINT_OTH_02, to NEMOs and TSOs. The message will contain the information that the markets and interconnectors will be reopened in [REDACTED].

In case the maintenance was postponed, after the interconnectors and markets were closed, the Implementation Manager will send the message [REDACTED].

23. NEMOs and if applicable TSOs inform market participants about the reopening time of markets and interconnectors.

The NEMOs and, if applicable, TSOs inform the market participants about successful completion of the maintenance and the reopening time of the interconnectors and markets. Message [REDACTED] (XBID_JOINT_OTH_02 and XBID_NEMO_OTH_02) will be used by the TSOs and NEMOs.

In case the maintenance was postponed, after the interconnectors and markets were closed, the TSOs and NEMOs will send the respective message [REDACTED] (XBID_JOINT_OTH_02 and XBID_NEMO_OTH_02).

24. Set all Market Areas to trading

The NEMO Central Admin will set the markets to trading in SOB module of XBID System at the agreed reopening time in step 21 following the XBID_NEMO_EXC_03. When done, the NEMO Central Admin will confirm this in the operational call.

25. Reopen all interconnectors accessible for explicit participants

Once the Markets areas have been set to trading the TSO Admins will reopen in CMM module of the XBID System the interconnectors where (non-TSO/non-NEMO) explicit participants have access. This implies re-opening of the interconnectors between Germany and France and between Croatia and Slovenia. When done, the TSO Admins will confirm this in the operational call.

Step 24 always needs to be done first. This is to avoid situations that (non-TSO/non-NEMO) explicit participants can use the Cross-Border Capacities earlier than implicit participants.

26. The operational call will be closed

When no more coordination is needed, the operational call will be closed by the Implementation Manager.