

# MARKET TRIAL AND EXTERNAL TRAINING STRATEGY – RCM3

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## Version Release History

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1.0	8/5/17	A Thornbury			Final version issued to Participants

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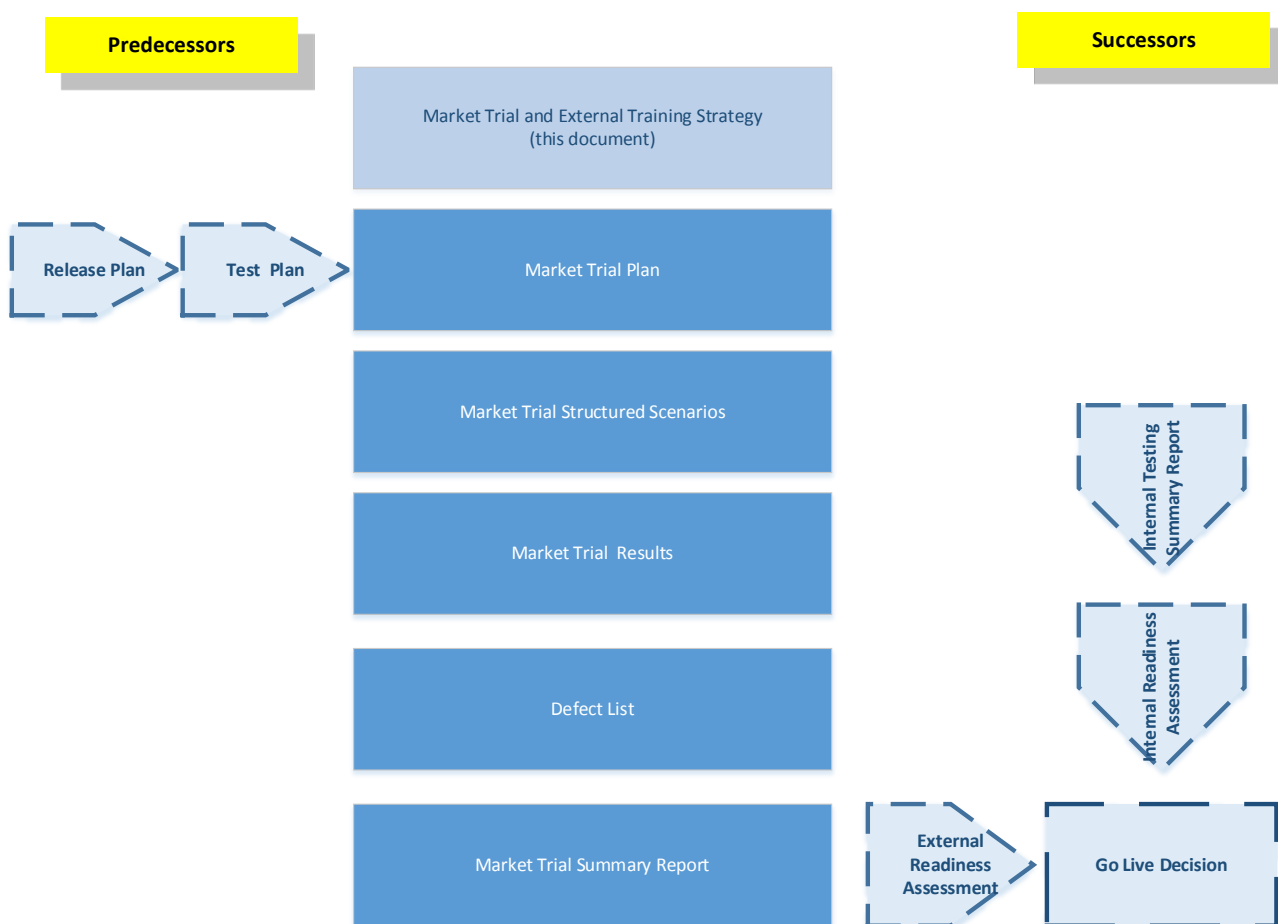
# 1 INTRODUCTION

## 1.1 PURPOSE AND SCOPE OF THIS DOCUMENT

This document outlines the Market Trial and External Training Strategy for the Reserve Capacity Mechanism Project - Phase 3 (RCM3). This describes the overall approach to engaging with the Market Participants for testing and training ahead of the release of RCM3 software into a production environment. This document is intended to be agreed internally and then shared with the Market Participants at a forthcoming RCM Forum.

## 1.2 RELATIONSHIP OF THIS DOCUMENT TO OTHER MARKET TRIAL DELIVERABLES

This document is the Market Trial and External Training strategy. The diagram below shows its relationship to other Market Trial Related documents.



This document has been generated in the context of the latest release and test plan for the project. The following deliverables are the key market trial and external training outputs

Deliverable	Description
Market Trial and External Training Strategy	This document. Describes the high level approach to Market Participant training and testing.

Deliverable	Description
Market Trial Plan	Describes the detail of Market Participant training and testing. Dates, detailed deliverables, people involved.
Market Trial Structured Scenarios	Provides the detailed test scripts that will be followed during the structured phase of market trial. E.g. We will conduct a formal trial of the end-to-end process for an application for certification using realistic data. This will occur to a compressed timeline.
Market Test Results	Detailed test logs from the structured Market Participant tests. This will indicate the outcome of the end-to-end trials, cross referenced to any issues encountered.
Market Trial Issues List	We will maintain a list of all issues raised by Market Participants during market trial.
Market Trial Defect List	We will maintain a list of all confirmed defects raised as a result of market trial issues.
Market Test Summary Report	At the end of structured market trials, we will produce a summary report describing the outcome of the testing any remaining defects and their outcomes, details of any significant issues encountered that are not defects (e.g. user errors) and a recommendation on whether to proceed to production or extend the trial period.

The Market Test Summary report will feed into the final go live decision making process, together with a separate internal assessment of organisational readiness (people, technology and processes). The Market Trial scenarios and Market Test Summary Report will be shared with Market Participants, as will the outcome of the Go Live decision making process; the internal readiness reports will not be shared externally.

### 1.3 GLOSSARY

**Table 1 Abbreviations, terms and symbols**

Abbreviation	Meaning
MP	Market Participant
Project Board	A body consisting of the sponsor, program director, senior internal users of the system and senior members of the project team, which meets regularly throughout the life of the project to review status and review/endorse key decisions.
RC	Reserve Capacity
UAT	User Acceptance Test
WA	Western Australia
WEMS	Wholesale Energy Market System

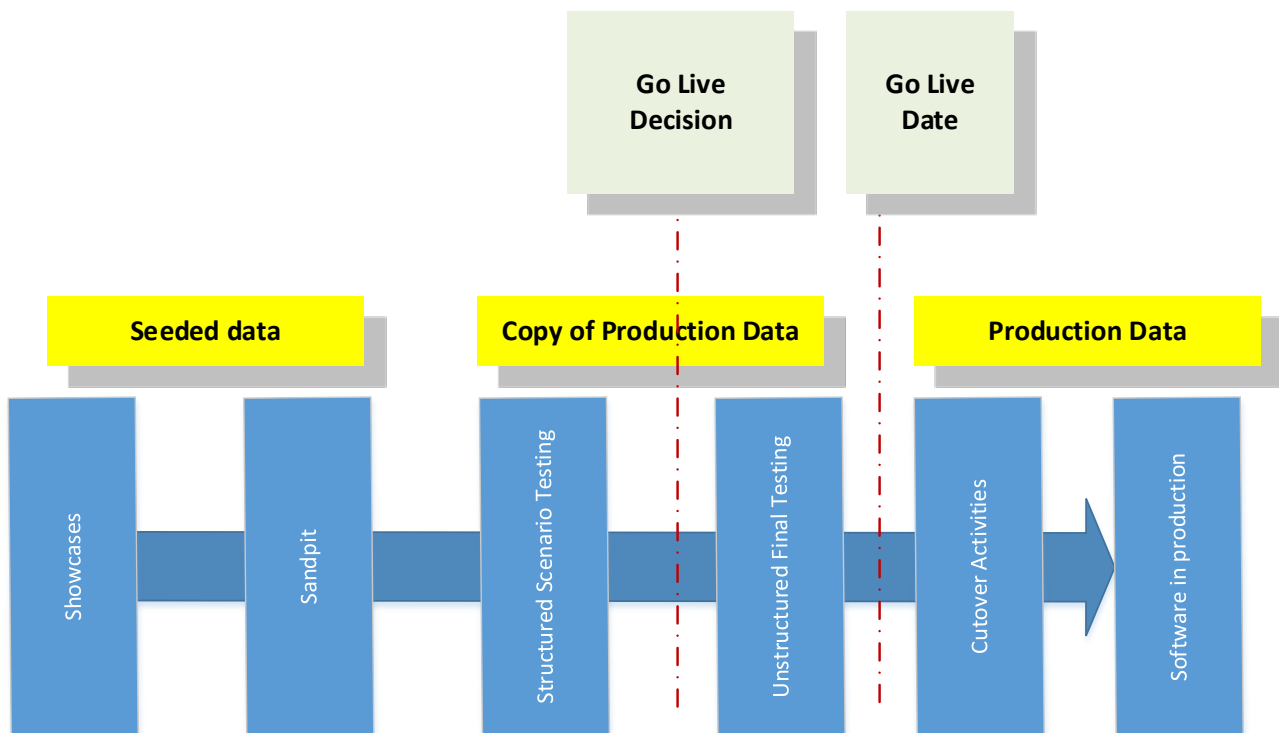
### 1.4 RELATED AEMO POLICIES AND PROCEDURES

**Table 2 Related policies, procedures, instructions, and forms**

Reference	Title	Location
	RCM3 Release Plan	
	RCM3 Test Plan	

## 2 HIGH LEVEL APPROACH AND SCOPE

The RCM3 software will go live in a number of staged releases tied to the timings of specific Market Rules. During each release Market Participants will be engaged using the following approach:



Release Stage	What happens?	AEMO involvement	Market Participant Involvement
Showcases	<p>AEMO completes development on a subset of functionality and runs a Showcase. At this stage we use only seeded data that allows us to demonstrate the feature set.</p> <p>N.b. Only functionality which has passed user testing will be Showcased.</p>	Hold a Showcase at which the functionality is demonstrated.	Attend Showcase and be trained in how the functionality works.

Release Stage	What happens?	AEMO involvement	Market Participant Involvement
Sandpit	<p>Following the Showcase, AEMO publishes the modules to the market trial environment along with seeded data.</p> <p>N.b. subject to the functionality being testable/usable by the Market Participants in isolation. Purely internally facing functionality or background processing that requires seeding or AEMO involvement to run may not be released.</p>	Answer any MP queries.	Market Participants can log on to the Market Trial environment for internal training purposes and to familiarise themselves with the software interface. Software is limited in functionality and Market Participants need to be aware of the restrictions.
Structured Market Trial	Once all the modules related to a set of rule changes have been deployed we have a Release Candidate. We will notify the Market Participants that we are ready to perform a formal trial of the release. Test scenarios will have been published in advance. The market trial environment will be populated with realistic data.	<p>Publication of testing scenarios and brief release notes.</p> <p>Execute agreed scenarios to the agreed schedule.</p> <p>Respond to MP queries.</p> <p>Record and analyse any reported issues and report back the MPs on status.</p>	<p>Market Participants provide support for the trial. For example, we may announce that we will be accepting trial applications for certification between certain dates/times and the MP should submit applications in this window and respond to feedback as if it were a live application.</p> <p>Market Participants report any issues encountered.</p>
Unstructured Market Trial	After the conclusion of the formal scripts the environment remains available.	<p>Conclude analysis and resolution of issues.</p> <p>Conclude assessment of outcome and release Market Trial report.</p> <p>Conclude Go Live decision making process.</p>	<p>Market Participants can conduct further internal trials and training without AEMO.</p> <p>Respond to any request to retest scenarios following correction of defects.</p>
Cutover	Release of the software	<p>AEMO publishes the changes to the production environment and conducts any initialisation and data migration required.</p> <p>This will occur in advance of the Go Live date.</p> <p>AEMO will have separately tested the cutover process ahead of this time.</p>	No involvement.

Release Stage	What happens?	AEMO involvement	Market Participant Involvement
Production	Software goes live.	<p>Software includes conditions to ensure that the new processing and features become live at the date and time specified.</p> <p>AEMO will monitor the system at this time and ensure that problems occur and that any reported issues are responded to promptly.</p>	Use the system normally. Report any issues encountered.

### 3 DETAIL OF DELIVERABLES

#### 3.1 MARKET TRIAL PLAN

The market trial plan provides the detail on how the Market Trial Strategy will be implemented. It includes the complete list of tasks, their dependencies, the planned dates and the required resources. This is derived from the overall project release and test plan and will be updated periodically through the remaining life of the project.

Key milestones from the Market Trial Plan will be published and progress reported on these at each RCM Forum.

#### 3.2 MARKET TRIAL STRUCTURED SCENARIOS

The Market Trial Structured scenarios will be developed by the project test team in conjunction with the SMEs. The scenarios are a subset of the internal integration and user testing. As such we will publish these to the Market Participants when a release moves into final user acceptance testing.

#### 3.3 ISSUES LOG

Issues will be maintained in a dedicated project log by the Project Manager. The issues list, including the status of each issue and cross reference to associated change or defect where applicable, will be published periodically. The Market Trial Summary Report will review the status of issues ahead of any planned release.

See section 5 for more information.

#### 3.4 DEFECT LOG

Issues will be analysed by the Development Lead, Project Manager and SMEs and, where applicable, a defect will be raised by the Development Lead. Defects will be logged and managed using AEMO's standard defect management processes for the project.

#### 3.5 MARKET TRIAL SUMMARY REPORT

At the conclusion of the Market Trial a summary report will be issued by the Project Manager within five working days. This will summarize the outcomes of the trial and any outstanding issues of moderate severity or above. Market Participants will be asked to provide formal feedback at the end of the trial and the report will include an assessment of Market Readiness based on this feedback. The report will include a recommendation on whether Market Participants are ready to go live.



## 4 TRAINING

Training for Market Participants is achieved through attendance at the Showcases. Attendance is not mandatory but is strongly encouraged. We recommend that each Market Participant send up to two people to the Showcase and that they then act as power users to train other Market Participant staff using the Market Trial environment. The timing of the Showcases and procedures for reserving a place will be provided in the Market Trial Plan.

## 5 MARKET TRIAL ISSUE MANAGEMENT

During Market Trial AEMO will record all issues raised by Market Participants. Market Participants should report defects to [WAMRPWholesale@aemo.com.au](mailto:WAMRPWholesale@aemo.com.au).

### 5.1 ISSUE CLASSIFICATION

These will then be classified into one of five categories with subsequent handling dependent on the classification

Issue Classification	Description	Future Processing
Question	The issue is a query about business process or IT functionality.	Keep issue open until answered. We would aim to respond to any query within 5 working days.
Defect	The issue is a defect in the software.	Raise a system defect or else link the issue to a pre-existing defect as applicable. Track the defect through the project defect management process. Notify the affected Market Participants when the issue has been addressed
Request for Change	The issue is a request for a change in the functionality of the software.	<p>Review the issue through the project change control process. Inform the Market Participant of the outcome. This can be one of:</p> <p><b>Rejected</b> - we cannot accommodate the change.</p> <p><b>Backlog</b> – we agree that this is a desirable feature but cannot be accommodated at this time. The request will be added to the backlog of product feature for potential inclusion in a future release.</p> <p><b>Agreed</b> – we agree that this is a desirable feature and the priority is such that we commit to delivery in a specific release.</p>
User Error	The issue was caused by a misunderstanding of the system or Market Rules by the Market Participant	<p>Contact the Market Participant and explain the error and the correct behaviour.</p> <p>If the behaviour occurs consistently across multiple Market Participants we may trigger a Request For Change.</p>
Environmental	The issue was caused by an environmental issue. For example, action by a third party, interruption to an network connection, etc.	<p>Investigate if the environmental issue is likely to repeat.</p> <p>If necessary, review the resilience of the system and raise a Defect or Request for Change if system resilience is deemed to be inadequate</p> <p>Inform the impacted Market Participant of the outcome.</p>

### 5.2 ISSUE PRIORITISATION

Issues will be triaged and assigned a business priority. The analysis and actioning of issues will be based on the priority.

Issue Priority	Description
Critical	A key business process cannot be completed for all participants.
Severe	A key business process cannot be completed for a single participant. Or a less important business process cannot be completed for all participants,
Moderate	The issue is impacting the productivity of one or more Market Participants.
Low	There is no productivity impact. Business processes can complete without workaround.

## 6 EXIT CRITERIA

The structured phase of the Market Trial will conclude when the tests have completed successfully with no significant defects remaining. At this point Market Participants are free to continue using the Market Trial environment and are encouraged to report any issues. A significant defect is any Critical or Severe issue relating to the release candidate for which no workaround is available. N.b. if a significant defect impacts functionality that does not trigger in the near future the release may proceed at the discretion of the Project Board with the fix being applied through a future software patch.