



# **Operating Level Agreement**

**IT Application with Critical Service Level**

**Generation Intelligent Energy Scheduler (Genie)**

**Attachment B: Appendix B2.10**

Document Change Management

Version	Date	Short Description
V1.0	18-Nov-2005	Initial Draft
V1.2	29-Nov-2005	Updates related to ABSU internal & Legal review PKing, DGibbons, DJang
V1.3	05-Dec-2005	Standard Language applied
V1.6	06-Dec-2005	Minor edits and revisions on wording
V1.7	07-Dec-2005	Minor edits and revisions on wording, FRasheed, CGarriock, PKing.
V1.8	09-Dec-2005	Changes made in joint meeting – Edward H, Patrick K, Corinna G, Nick S, Colin F, Peter B, Martin Friesen. - approved subject to resolution of the following items: - standard language in Section 1; add network diagram and description.
V1.9	013-Dec-2005	Final version. All changes accepted. Approved by Edward H and Patrick K.

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## **1.0 General Overview**

This Operating Level Agreement (“**OLA**”) is an Appendix to and forms part of, Schedule 4.2 to the AMSA. For the purposes of this OLA, “the Agreement” shall mean the AMSA, “BC Hydro” shall mean BCH, and “ABSU” shall mean ABSBC.

### **1.1 OLA Period**

This OLA remains in effect for the duration of the Agreement.

### **1.2 OLA Review and Revision**

The OLA may be reviewed at any time, and will be reviewed at least annually. The OLA will be changed through the Change Order Request (“COR”) process of the Agreement.

### **1.3 OLA Interpretation and Application**

This OLA shall be interpreted and applied as described in section 2.7 of this Schedule 4.2 to this Agreement.

## 2.0 Contact Information

### 2.1 OLA Administrative Contact Information

The OLA owner manages this OLA and is the review point of contact. The business owner defines the requirements and receives operational reports.

#### 2.1.1 BC Hydro Administrative contacts

<b>OLA Owner</b>	<b>Business Owner</b>
BC Hydro – OCIO OCIO – Contract Manager Edward Haboly 7-4408	BC Hydro - Generation Genie Technical Owner Colin Fingler 7-7763

#### 2.1.2 ABSU Administrative contacts

<b>OLA Owner</b>	<b>Business Owner</b>
ABSU – Service Mgmt IT Contract Manager David Gibbons 7-3285	ABSU IT Outsourcing Senior Manager Corinna Garriock 73151

### 2.2 Administrative Contact Change

BC Hydro and ABSU can change their administrative contacts from time to time by notifying the other party.

### **3.0 Application Overview**

The following sections describe Genie (Generation Intelligent Energy scheduler), its components, and how it integrates with the computing environment, its users and locations.

The scope of this OLA is the Application Maintenance of Genie.

The infrastructure and the other supporting environments are described for illustrative purposes only, and may be covered in other OLAs.

#### **3.1 Primary Business Function**

Genie is a Generation Line of Business application used to collect and display Generation operational and forecast data to assist in making decisions on operating/utilizing Generation and Reservoir assets of BC Hydro. This is a customized application built and maintained by ABSU.

PSOSE (Planning, Scheduling & Operations Shift Engineer) is responsible for running some \$5M per day worth of “fuel” through our generators, using a complex but highly flexible & interdependent generation portfolio, under a set of complex & dynamic operating constraints related to reliability, contractual and regulatory obligation. Failure to do this job translates into economic, regulatory and safety impacts - often immediately. Our continual challenge is to do this efficiently (i.e. waste as little water as possible), managing risk within an acceptable level of due diligence - in a 24/7 environment, c/w backup facilities and procedures consistent with appropriately diligent Disaster Recovery & Business Continuity Plans.

PSOSE of Generation Operations provides explicit instructions for the operation of BC Hydro generation assets and water conveyance devices. Their objective is to maximize short-term profit by intelligent utilization of the Generation and Reservoir assets of BC Hydro, while satisfying domestic load obligations and operational constraints. Genie is the primary decision support tool to support this function.

#### **3.2 Software Components**

[Redacted]

#### **3.3 Hardware Environment**

[Redacted]

#### **3.4 Users and Locations**

[Redacted]

## **4.0 Roles and Responsibilities**

### **4.1 BC Hydro Roles and Responsibilities**

[Redacted]

### **4.2 ABSU Roles and Responsibilities**

[Redacted]

#### **4.2.1 Database Management**

[Redacted]

#### **4.2.2 Application Availability**

[Redacted]

#### **4.2.3 Application Support**

[Redacted]

#### **4.2.4 Application Alerts and Fault Monitoring**

[Redacted]

#### **4.2.5 Maintenance and Minor Enhancements**

[Redacted]

#### **4.2.6 Database Services**

[Redacted]

#### **4.2.7 Release Management**

[Redacted]

#### **4.2.8 Documentation**

[Redacted]

#### **4.2.9 Maintain and Manage Environments**

[Redacted]

**4.2.10 Application Ownership**

[Redacted]

**4.2.11 Prepare Tactical Plan**

[Redacted]

**4.2.12 Business Recovery Test**

[Redacted]

**4.2.13 Security Management**

[Redacted]

## 5.0 Reporting

The following table outlines the reports ABSU will deliver to BC Hydro at the stated intervals. These are in addition to any reports related to Critical Service Levels or Reporting Service Levels.

Report Name	Description	Frequency
Status Report	[Redacted]	Monthly