



# Operating Level Agreement

## IT Application with Critical Service Level

### PowerOn

Attachment B : Appendix B2.1

## Document Change Management

<b>Version</b>	<b>Date</b>	<b>Short Description</b>
V1.0	Nov 18, 2005	Initial Draft
V1.2	Nov 24 2005	Modifications related to ABSU internal & Legal review – Doug Jang
V1.33	Nov 29, 2005	Deleted Section 4.0; More detail provided in ABSU Roles and Responsibilities Section
V1.34	Nov 29, 2005	Included comments from review meeting with Ivor and Edward. Comments still to be addressed.
V2.3	Dec 2, 2005	Outstanding comments addressed by Ceri W.
V2.5	Dec 3, 2005	Reviewed by PK. Update standard language.
V2.6	Dec 6, 2005	Changed in joint session with Edward H, Patrick K, Karen Z, Ceri W, and Ivor B. Karen – to clarify the services provided to GE versus those provided to BCH Karen and Ivor – to finalize minor remaining items by Tuesday, Dec. 6 <sup>th</sup> .
V2.7	Dec 6, 2005	Clarification of services provided to GE and remaining items
V2.8	Dec 13, 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 the introductory section of 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 Hably 7-4408	BC Hydro - Distribution Business Information Manager Ivor Block 7-2466

#### 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 David VanDalfsen TBD

### 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 PowerOn and PowerOn Remote, its components, how it integrates with the computing environment, its users and its locations.

The scope of this OLA is the Application Maintenance of PowerOn and PowerOn Remote. Enterprise common infrastructure and the other supporting environments are also covered in other OLAs.

PowerOn is a packaged application from GE Energy operating on a Smallworld and Oracle platform. The PowerOn software package has been customized to include interfaces with BC Hydro's corporate systems including Customer Care (CCS), Mobile Dispatch (Service-Link), Distribution Geographic Information System (GIS), and Distribution Outage Data Warehouse (DODW) Systems.

PowerOn Remote is a custom web application utilizing PowerOn Oracle databases.

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

The PowerOn application provides dispatchers with customer trouble call information and predictions of trouble locations. The dispatchers can develop and manage trouble orders and dispatch them to the field crews.

The PowerOn Remote application provides trouble orders to dispatchers located at remote sites. The dispatchers can dispatch trouble orders to the field crews and record status information.

The PowerOn outage data base is used for input into reliability reporting and planning.

#### **3.2 Software Components**

[Redacted]

#### **3.3 Hardware Components**

[Redacted]

#### **3.4 Integration**

[Redacted]

#### **3.5 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 & 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 Planning**

[Redacted]

**4.2.12 Business Recovery Test**

[Redacted]

**4.2.13 Security**

[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