



# **Operating Level Agreement**

## **IT Applications with Critical Service Levels**

### **Transmission Scheduling System (TSS)**

Attachment B: Appendix B2.7

## Document Change Management

Version	Date	Short Description
V1	November 23, 2005	Initial Draft
V1.1	Nov 24, 2005	Review from as per DGibbons – D Jang
V1.2	Nov 30, 2005	Removed Section 4.0 Application Health
V1.4	Dec 5, 2005	Update with Standard Language
V1.5	Dec 6, 2005	Review by P. King
V1.6	Dec 8, 2005	Changes made in group meeting: P.King, K.Lang, J.Siu, E.Haboly, E.Breakey, J.Fraser, B.Vonas
V1.8	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 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 Hably 7-4408	BCTC Manager, Market Operations Janet Fraser 7-7318

#### 2.1.2 ABSU Administrative contacts

<b>OLA Owner</b>	<b>Business Owner</b>
ABSU – Service Mgmt IT Contract Manager David Gibbons 7-3285	IT Outsourcing Senior Manager Patrick King 4-3428

### 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 the Transmission Scheduling System (TSS), its components, how it integrates with the computing environment, its users and its locations.

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

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**

Transmission Scheduling System (TSS) is used in the System Control Center at Burnaby Mountain to perform the process of managing the scheduling of Transmission and Energy services in the BC Hydro Control Area.

#### **3.2 Software Components**

[Redacted]

#### **3.3 Hardware Environment**

[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 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**

[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