



Operating Level Agreement

IT Applications with Critical Service Levels

Dispatch and Compliance Monitoring (DCM) Attachment B: Appendix B2.8

Document Change Management

Version	Date	Short Description
V1.0	Nov 18, 2005	Initial Draft
V1.1	Nov 23, 2005	Update after initial internal review
V1.2	Nov 24, 2005	Reviewed by D Gibbons – D Jang
V1.4	Dec 5, 2005	Update with standard language
V1.5	Dec 6, 2005	Review by P. King
V1.6	Dec 8, 2005	Review by: K.Lang, J.Siu, E.Haboly, E.Breakey, B.Vonas, P.King
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

OLA Owner	Business Owner
BC Hydro – OCIO OCIO – Contract Manager Edward Hably 7-4408	BCTC - Real Time Operations Manager Devinder Ghangass 7-7623

2.1.2 ABSU Administrative contacts

OLA Owner	Business Owner
ABSU – Service Mgmt IT Contract Manager David Gibbons 7-3285	ABSU 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 Dispatch and Compliance Monitoring (DCM), its components, how it integrates with the computing environment, its users and its locations.

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

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

DCM is a Real Time Operations application that is used to enhance BCTC's ability to electronically interact with all transmission market participants in a consistent and auditable manner. DCM's major components are based on the following functions:

- Instruction
- Restriction
- Congestion Management
- Regulatory Compliance

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 and Database Services

[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
Performance Report	[Redacted]	Monthly