



Member Impacting Project Overview Non-Critical System Transition

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Version Control

Version	Date	Author	Change Description
1.0	5/12/2009	J. Erwin	Initial Template
2.0	4/8/2010	C. Jennings	Updated with Project specifics
3.0	6/4/2010	D. Grummer	Final Version
4.0	7/23/2010	D. Grummer	Updated Timeline
4.1	8/4/2010	D. Grummer	Updated per team review
4.2	8/11/2010	D. Grummer	Updated Testing Section per CWG Review

Executive Summary

This project was initiated to migrate remaining systems from the Plaza West facility to the Maumelle facility. These systems were deemed non-critical for the initial migration to Maumelle because they were outside of the CIP requirements mandated by NERC. SPP has initiated this effort to proceed in moving these systems to Maumelle.

SPP has defined this overview and timeline as an initial communication to our membership concerning the technical and timing impacts of the project.

Introduction

SPP has created a standard design for all systems that require production servers and applications be placed in the Maumelle facility and that all Disaster Recovery servers be located in the Plaza West facility. This effort will move the remaining non-critical production systems to Maumelle. This project is being conducted in a manner that minimizes the impact to SPP's members.

This project will require the change of some IP addresses; however URLs will remain as they are today. Some member testing may be required to ensure these links continue to work as expected once the moves are completed. (See Testing/Timeline)

This project is expected to be completed by year end 2010.

Business Impact

Users Impacted

End users or member applications utilizing those systems or system-housed applications listed in the Technical Impact section may experience an outage at the time of cutover. Changes should be transparent to members if

- Their Internet Service provider (ISP) domain name service (DNS) refresh rate is short
- These systems and their applications are not referenced by IP address but instead by URL (in member systems, applications, or scripts).

Members are encouraged to consult their respective ISP in advance of the change to understand the frequency with which the ISP refreshes DNS entries and to aid in anticipating needed action on the day of the system migration. For example, if the ISP refresh rate is once per day, it is possible the member will be need to contact their ISP to have them manually update their DNS cache at the time of the change in order to minimize impact of the migration.

The most critical change possibly visible to the members is the IP address change to the systems listed in the Technical Impact section below. Members should assess if any of their internal users, systems, applications, or scripts reference these systems or their applications by IP address rather than URL. In addition, members are asked to assess other internal impacts resulting from these IP address changes.

Business Functions Impacted

Reliability, Tariff, Scheduling, Corporate FTP site (ftp1.spp.org)

Technical Impact

Where external DNS changes are required, the time of the outage will be affected by Internet Service Providers and the specific DNS set-up at customer sites (time to update). If the member references the IP address of any of these systems or their applications, the IP address should be changed to the URL (this is encouraged as a best practice).

Below is a summary of the changes:

Application	Function	Member Impact	Schedule	Classification	What is Changing	Expected Outage	Work Around
ftp1.spp.org	FTP server that supports transferring of files to/from SPP. This includes but is not limited to, Resource plans, AGC, AFC, SDA, UCD and outage/weather information	Changes are being scheduled after critical files are required, such as Resource Plans. However, while the server is down the files will be inaccessible	8/23/2010	Routine – 24hr Notification date 8/22	IP address is changing – but the URL will remain the same	Outage will begin at 1pm and last approximately 2 hrs. Some users may experience a longer outage as the changes propagate across the internet	Members can submit data to FTP2 while FTP1 is down
OPS1	All applications accessed via OPS1	While down members and internal users will not be able to access any application that resides on OPS1	8/18/2010	Routine – 24 hr Notification date 8/17	IP address is changing – but the URL will remain the same	Outage will begin at 1 pm and last approximately 15 minutes. Some users may experience a longer outage as the changes propagate across the internet	None

Old OASIS (used for historical archiving)	Historical Reporting	OASIS data that was not transitioned previously with the OATI OASIS migration will be unavailable	8/18/2010	Routine – 24 hr Notification date 8/17	IP address is changing – but the URL will remain the same	Outage will begin at 1 pm and last approximately 15 minutes. Some users may experience a longer outage as the changes propagate across the internet	None
Reports.spp.org and OPS1 Reporting Tool	Members access various reports	Reports will be unavailable during outage	8/18/2010	Routine – 24 hr Notification date 8/17	IP address is changing – but the URL will remain the same	Outage will begin at 1 pm and last approximately 15 minutes. Some users may experience a longer outage as the changes propagate across the internet	None
RTO Studies	Studies are posted and Members view study information on the website	While down, members will not have access to posted studies	8/18/2010	Routine – 24 hr Notification date 8/17	IP address is changing – but the URL will remain the same	Outage will begin at 1 pm and last approximately 15 minutes. Some users may experience a longer outage as the changes propagate across the internet	None
ITO Studies	Website that host ITO Studies for viewing	While down, members will not have access to posted studies	8/18/2010	Routine – 24 hr Notification date 8/17	IP address is changing – but the URL will remain the same	Outage will begin at 1 pm and last approximately 15 minutes. Some users may experience a longer outage as the changes propagate across the internet	None
ICT Studies	Website that host ICT Studies for viewing	While down, members will not have access to posted studies	8/18/2010	Routine – 24 hr Notification date 8/17	IP address is changing – but the URL will remain the same	Outage will begin at 1 pm and last approximately 15 minutes. Some users may experience a longer outage as the changes propagate across the internet	None

<p>Replication Data Server/Web FG</p>	<p>Members connect to this system to compare their network topology model with SPPs. Only a select few members use this system</p>	<p>Members will not be able to validate model(s)/data. Members who use Replication Data Server/WebFG will be required to reconfigure their eTerraBrowser application (Instructions are attached)</p>	<p>Tentatively Scheduled the week of 8/23/2010</p>	<p>Minor – 2 week Notification date 8/9</p>	<p>The IP and hostname will change and Members will need to replace/modify a configuration file local to their systems</p>	<p>Outage will last for 1 business day. Exact timing will be coordinated with Operations and be communicated 2-weeks prior to outage</p>	<p>None</p>
<p>Time error/synchronization email notifications</p>	<p>SPP currently sends email notifications of time-sync/correction issues</p>	<p>Members will not receive these notifications via email during the change period</p>	<p>Week of 8/16/2010. Exact timing will be coordinated with the Reliability Desk and may be delayed per their request. Any delay will be communicated as soon as possible</p>	<p>Routine – 24hr Notification date 8/15</p>	<p>Exchange server is being moved.</p>	<p>Outage will begin at 6am and last approximately 2 hrs</p>	<p>Operations will provide notification via satellite phone of any time error notifications that occur during the change period, per their normal backup procedures</p>

Testing/Timeline

Customers will need to verify that the following URLs still work correctly within the change window in the work notification provided by your CWG Representative.

Ad hoc testing prior to the migration will be available for ftp1.spp.org, and members who wish to test prior should contact their SPP CRR who will coordinate the testing with the appropriate support staff.

Testing for the other servers listed will be done immediately after the change and should be coordinated with the appropriate SPP CRR.

Function	Schedule	Verification Link
ftp1.spp.org	8/23/2010	ftp://ftp1.spp.org
OPS1	8/18/2010	https://sppoasis.spp.org/ops1/home.cfm
Old OASIS (used for historical archiving)	8/18/2010	https://sppoasis.spp.org/oasis/swpp
Reports.spp.org and OPS1 Reporting Tool	8/18/2010	https://reports.spp.org
RTO Studies	8/18/2010	https://studies.spp.org/
ITO Studies	8/18/2010	http://lgeestudies.spp.org/
ICT Studies	8/18/2010	http://entergystudies.spp.org/
Replication Data Server/WebFG	Tentatively Scheduled the week of 8/23.	Users will need to reconfigure and validate the change to the e-Terra Browser WebFG Viewer. See attached document. (e-Terra Browser WebFG Viewer Configuration Guide_RDServer.doc)

Training

No training will be required as the systems affected by this migration are being moved “as is” with no modifications to functionality or access.

Cutover

CWG will receive work notifications with appropriate lead times in advance of the actual migration. Where possible these outages will occur during normally scheduled system maintenance windows.

Back-out Plan

Every effort will be made to troubleshoot individual issues on the day of the cutover. Members are asked to contact their CRR with any connectivity issues on this day. In the event that our migrations fail to work properly, SPP may reconnect the Plaza West servers and reschedule the migration once the issue has been resolved.

Communication

All project communication and information will be posted to the SPP Change Working Group Project Documentation folder. Please submit all project-related correspondence through your respective SPP Customer Relations Representative.

Next Steps

SPP - Create a standard Change Request and associate with it the following actions as tasks.

Action	Assignee	Status & Due Date
Schedule deep dive CWG review	SPP	8/4
Conduct deep dive CWG review	SPP	8/9
CWG responses due	CWG Representatives	8/13
Work notifications sent out	SPP	As noted in the Technical Impact above