

IDA_NEMO_FAL_03-Algorithm Incident Management

Version	1.0		
Date	22.1.2025		
Status	<input type="checkbox"/> Draft	<input checked="" type="checkbox"/> Final	

Previous versions


Version	Date	Author	Summary of changes
1.0	28/05/2024		Initial version.

Table of Contents

- 1. Introduction 3
 - 1.1. Purpose 3
 - 1.2. Governed / Regulated by 3
- 2. Intervention of the Algorithm Provider for solving an Algorithm issue..... 3
 - 2.1. General overview 3
 - 2.2. Management of Incident Services..... 4
 - a. General Description..... 4
 - Table 1 – Algorithm Critical and Major Messages..... 4
 - b. Contacting the Service Provider 5
 - c. Critical Incidents..... 5
 - d. Major/Minor Incident 6
 - 2.3. Technical References..... 6

Notice	This document is part of the operational manual of ANIDOA and is governed by Change Control. Any change to this document shall follow the ANIDOA change control procedure. The content of this document might have evolved by the time you read or use this document. Please contact the PCR Change Control Administrator to check that this is the latest version before using this document.
---------------	--

1. Introduction

This procedure explains the steps that the IDA Coordinator, IDA NEMO Operator and the Algorithm Service Provider have to follow in case of an incident with the Algorithm during the IDA Coupling Session.

1.1. Purpose

The purpose of this document is to define the Incident Management process between the IDA Coordinator, IDA NEMO Operators and the Algorithm provider for Incidents which happen during the IDA process.

The handling of Critical Incidents is the main part of the procedure.

- Currently no back up options to be applied as a workaround for IDA Sessions after the one where the issue was found are available. Once the options such as application of alpha version or alternative configuration are confirmed by Algorithm Provider as available, this procedure will be update accordingly to reflect it.

In case there is an Algorithm incident on the IDA Coordinator's PMB, the IDA Coordinator will launch the ICC, according to [REDACTED]. Algorithm Provider is not invited to the ICC.

Consider in all this procedure that local IT refers to Local Hosting entity of IDA Coordinator.

1.2. Governed / Regulated by

- Intra-Day Operational Agreement (IDOA)
- All NEMO Intra-Day Operational Agreement (ANIDOA)
- Intraday Auctions – Detailed design
- Intraday Auctions Implementation HLC

2. Intervention of the Algorithm Provider for solving an Algorithm issue

2.1. General overview

The Algorithm Service provider undertakes to provide the Services taking into account the description hereunder.

The Algorithm Service provider shall maintain a pool of at least four (4) trained, knowledgeable and English-speaking staff and shall ensure that at least one person is available to provide the Services during the time frames provided in the description of the Services.

Algorithm Service provider staff appointed to perform the Services will be trained on [REDACTED] and the [REDACTED] and have good understanding of market coupling mechanisms and IDA mechanisms based on the information provided to Algorithm Service Provider by the IDA NEMO Operator and based on the Algorithm Service Provider's development of the [REDACTED].

If any IDA NEMO Operator has critical incidents with the Algorithm during IDA session, he should communicate this incident directly to the IDA Coordinator by phone and immediately an IC will be triggered.

Then IDA Coordinator verifies during the IC if this incident happens also in other PMBs. If the IDA Coordinator encounters an Algorithm incident, the IDA Backup Coordinator has to take over Coordinator role if he has not encountered the same technical incident, according to the IDA_NEMO_OPE_01 procedure.

If a technical solution was released and distributed, the Algorithm Provider must continue working with the [REDACTED] provided by the IDA Coordinator in order to investigate if a successful non-technical solution could be found by applying certain Alternate Configurations. This is needed in order to be prepared in case the Results are rejected and IDA session is cancelled, but application of Alternate Configuration can be used for the next IDA session.

2.2. Management of Incident Services

a. General Description

Algorithm Provider is committed to solve any Incident occurring in respect of the [REDACTED] embedded in the PMB upon request of the IDA Coordinator.

The IDA Coordinator may contact Algorithm Provider's helpdesk hotline within time window which starts [REDACTED] of the IDA auction and lasts for [REDACTED]

The Algorithm Provider shall ensure that the Help Desk can be accessed by phone, e-mail and by accessing the Help Desk system directly via internet.

Hotfix service (SIDC):

- Work [REDACTED] to fix Critical Incidents for IDA1 and IDA3
- Work [REDACTED] to fix Critical Incidents for IDA2
- As long as needed to reach a workable solution, securing the future coupling sessions

Algorithm Provider will solve Incidents in accordance with the following priority classification:

- **Critical Incidents: priority 1 ("P1").**
- Major Incidents: priority 2 ("P2").
- Minor Incidents: priority 3 ("P3").

Without prejudice to the Parties' right to provide evidence to the contrary, the messages in the following table generated by the [REDACTED] shows the Incident classification.

Besides the messages in the below table pointed as Critical also the following cases must be handled as Critical Incident:

- when the [REDACTED] will not start;
- when the [REDACTED] will not stop with the indicated time parameters;
- when the [REDACTED] stops unexpectedly without any message or a message which is not listed in the below list.

Table 1 – Algorithm Critical and Major Messages

[REDACTED] Final message	Incident level
401 – Algorithm termination: valid solution	No Incident
402 – Algorithm termination: valid solution but warning	Minor
403 – Algorithm termination: solution with mild tolerance problems	Major
404 – Algorithm termination: solution with mild tolerance problems on LINE_PRICE_DIFF constraint in Merit Order bidding areas	Major
303 – Algorithm termination: writing solution failed This error is often followed by 503 error messages providing additional information on the encountered problem	Critical

304 – Algorithm termination: no solution found	Critical
305 – Algorithm termination: tolerances exceeded	Critical
306 – Algorithm termination: CPLEX license missing	No Incident
308 – Algorithm termination: infeasibility detected This error is often followed by 601 error messages providing additional information on the encountered problem	Critical
261 – Initial time limit reached without OK solution, continuing	Critical
500 – Algorithm termination: unexpected error	Critical
601 – Infeasibility detected: details	Critical

b. Contacting the Service Provider

For incidents of all priorities (Critical, Major, Minor) the principles of contacting [REDACTED] are:

- If the issue is found only by one IDA NEMO Operator, then this IDA NEMO Operator should contact [REDACTED].
- If the issue is found by more than one IDA NEMO Operator, then IDA Coordinator should contact [REDACTED] on behalf of other IDA NEMO Operators.

[REDACTED] should be contacted after the IDA session either by e-mail or by phone or by submitting a ticket to [REDACTED] helpdesk system to inform them about the incident.

1. [REDACTED] helpdesk telephone number: [REDACTED]
2. [REDACTED] helpdesk e-mail: [REDACTED]
[REDACTED] service desk: [REDACTED]

For options 2. and 3., the ticket title should be submitted with prefix “SIDC”.

c. Critical Incidents

Even if the Incident is critical, i.e., it prevents IDA coupling, a resolution is looked for next IDA session.

If there is an issue during a session resulting in IDA Cancellation, the Incident remains critical, because it is a threat for the following IDA session as well. Following sections focus on solutions that are applied on the same day.

Workflow

Detection

The Incident can be detected by the IDA Coordinator and by IDA NEMO Operator. It can either manifest itself as a [REDACTED]-related error message, or as a rejection of the coupling result by one or more of the IDA NEMO Operators. [REDACTED] is contacted if it is clear that the incident is [REDACTED]-related.

Analysis

Furthermore, the party which is reporting the issue will provide the Algorithm Provider with a dump of the Algorithm data base (only the input data) by placing the dump on the [REDACTED]. The detailed description of these processes can be found in the Operational Accesses PPT document (slide “Algorithm incident”) mentioned in Section 2.3.

Course of action

Depending on the outcome of this analysis, the Algorithm Provider will propose a course of action, taking into account the following possible solution types.

d. Major/Minor Incident

If the issue is not critical but may have impact in the other IDA NEMO Operators, for example for testing, this needs to be addressed in the next OPSCOM.

██████████ will be contacted by the IDA Coordinator after the IDA session in order to receive conclusions from the problem and root cause analysis.

2.3. Technical References

For technical details, see the following PCR Technical Infrastructure Documents:

- TeamViewer Procedure.
- Infrastructure document

These are the same procedure as the one use in the Day Ahead. It is owned by all PMB Coordinator (in DA) / IDA Coordinator parties but not shared on ██████████