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1. Introduction

There will be many different circumstances in which Operational NEMOs will communicate with each other in order to ensure the well-functioning of the IDA Operations. They will do so by initiating a Operational Call. An operational call is defined as any telephone call between two or more IDA operators

This procedure describes the four different types of Operational Calls for IDAS:

1. Bilateral Call:

The first type of Operational calls is any bilateral call between Operational NEMOs in order to apply backup procedures, communicate information relevant for the IDA Session or to request the launch of an Incident Committee. This call is named Bilateral Call.

2. Operational Call:

IDA Operational Call is organized by the IDA Coordinator in order to coordinate between IDA Operators on a specific topic, such as the update of the Shared Configuration File, change configuration in IDA CIP Tool etc. This call is named Operational Call.

3. Operations Committee Calls:

a) OPSCOM:

IDA Operational Call is OPSCOM call organized regularly as part of SIDC OPSCOM to discuss a predefined agenda of topics regarding the IDA Operation. SIDC OPSCOM may decide whether involvement of SDAC organization (e.g. SDAC OPSCOM) is needed.

b) Ad-hoc OPSCOM:

The Ad-hoc OPSCOM is an operational call organized by the IDA coordinator. The reason for the Ad-hoc OPSCOM is an urgent matter that creates a risk for following IDA sessions and has not been solved during ICCS call (e.c. managerial position is needed). This call is named Ad-hoc Operations Committee or Ad-hoc OPSCOM.

4. IDA session Call:

The next type of Operational Call is organized by the IDA Coordinator 3 times daily 20 minutes before GCT for each IDA session. This enables IDA Operators to directly monitor IDA session and interact quickly and efficiently in case an issue is encountered. This call is named IDA session call. Call is optional for all parties until the moment the incident occurs and the call is replaced by Incident committee call.

5. Incident committee Call:

Call organized in case of issue on some part on IDA process. This call is described IDA_JOIN_FAL_01 procedure.

The meaning, purpose and function of the calls mentioned above are explained in detail the different sections of this procedure.

Remark: According to the IDA Call definition, an Incident Committee (IC) can be considered as a special kind of Operational Call. However, the IC has a very special purpose and is therefore explained in the dedicated procedure IDA_FAL_01 and is not part of this procedure.

1.1 Purpose

The purpose of this document is to give clear guidelines on when and how the IDA Operational Calls and the IDA Operations Committee (OPSCOM) should be used and how the organization of these calls should be handled.

1.2 Governed / Regulated by

Intraday Operational Agreement

IDA High Level design

2. Detail description of types of call relevant for IDAs

2.1. Bilateral Call

Bilateral call between Operational NEMO is conducted in order to address specific problems of one or more Operational NEMO encountered during the Market Coupling Session or in order to apply backup procedures, communicate important information or to request the launch of an Incident Committee.

If any specific problem of one or more Operational NEMO cannot be solved within a Bilateral Call, then the IDA Coordinator starts an Incident Committee according to IDA_FAL_01.

Every IDA Operators is obliged to record all operational telephone calls that take place between IDA session starts and ends. All recorded telephone conversations should be saved at least two years back in time.

2.2. Operational Call

The purpose of this call is to coordinate between the IDA parties on a specific topic regarding the IDA operations.


The Operational Call is triggered by the IDA Coordinator by sending an email invitation outside the IDA Coupling Session. The IDA Coordinator will send the invitation by email to all IDA Operators, using the IC numbers. This call needs to be attended by each IDA Operators.

Some of the usual reasons for which an Operational Call is organized are:

- the update of the Shared Configuration;
- for information and coordination purposes following an incident, prior to the next Market Coupling Session (where no OPSCOM representatives are needed).

All individual IDA NEMO operators are obliged to record all operational telephone calls that take place outside the IDA session. All recorded telephone conversations should be saved at least two years back in time.

2.3. Regular OPSCOM calls

Matters related to IDA OPSCOM topics will be in general addressed to SIDC OPSCOM delegated by  Steering Committee ("SC")

Elaboration of pieces of advice and recommendations to the SC on the design and operation of the [REDACTED]

- Performance of all tasks in relation to the monitoring of the daily operations of the [REDACTED] and the insurance of the well-functioning and continuity of it; and
- Performance of the tasks assigned to it in the Change Control Procedure.

In addition, it performs any specific task delegated expressly to it by the SC.

The OPSCOM secretary shall prepare a formal agenda for each OPSCOM meeting.

The OPSCOM agenda shall contain:

- The review of the incident management reports (if any) uploaded on [REDACTED]
- The review of Request for Change (RFCs) (if any)
- The implementation of a change (if any)
- [REDACTED]
- [REDACTED]
- [REDACTED]
- The update of the IDA Coordinator rotational calendar
- The update of the IDA Operational Contact list
- [REDACTED]
- [REDACTED]

2.4. Ad-hoc Operations Committee (Ad-hoc OPSCOM)

The Ad-hoc OPSCOM is an operational call organized by the IDA Coordinator. The reason for the Ad-hoc OPSCOM is an urgent issue that may create a risk for the following IDA session and has not been solved during ICCS call, which is a preferred option or for agreeing post-incident explanatory communication message.

The reasons for organizing an Ad-hoc OPSCOM are the following:

[REDACTED]

The Ad-hoc OPSCOM is started by the IDA Coordinator. However, the OPSCOM secretary shall lead the meeting. If the OPSCOM secretary is not available, the IDA Coordinator will lead the call. Required parties in the Ad-hoc OPSCOM are the OPSCOM members from each of the IDA Operators, the IDA Coordinator and at least the IDA Operators from the IDA Operators directly involved in the incident.

[REDACTED]

The Ad-hoc OPSCOM shall discuss the incident from concrete session of actual day, the implications for the market and risk for the following IDA Sessions. The Ad-Hoc OPSCOM will also decide on the content of the Post-Incident Explanatory messages prior to sending them to the market.

Depending of the root cause of issue also ANDOA OPSCOM members should be invited (in case of root cause of issue in [REDACTED]).

2.5. IDA session calls

The IDA session Call between IDA NEMO Operators is initiated by the IDA Coordinator 3 times every day [REDACTED]

The IDA session Call is conducted in order to manage quickly and efficiently any issue that may arise between GCT and the end of the IDA Session.

In case incident occurs, the Incident committee call replaces the IDA Session call as the same call used for IDA session call will be used for Incident committee call. Participation of individual IDA parties in case of incident is based on rules for ICCC calls according SIDC_JOINT_FAL_01.

Please refer to next chapter 2.6 Incident Committee Call where the specifics of ICCC call organization are described.

As a part of organizing IDA session call for IDA1 session IDA coordinator check if at 14:10 DA session has been finished successfully.

2.6. Incident committee call

Call organized in case of issue on some part on IDA process. This call is described in SIDC_JOINT_FAL_01 procedure.

The IDA session Call is to be closed by the IDA Coordinator once the Market Coupling Session is finished (see the notifications panel in the [REDACTED]).

If the issue is solved and the IC is closed, the IDA session Call is maintained until the end of the IDA Coupling Session.

[Redacted]

[Redacted]