

EirGrid - CMP Maintenance & Support Services

Unicorn Systems was selected to implement the Capacity Management Platform (CMP) to manage trading in the Irish Capacity Market. CMP was delivered for both the Republic of Ireland and Northern Ireland Transmission System Operators, EirGrid and SONI, successfully into operation in 2018. Along with this new solution, based on the Unicorn Systems Damas Platform, EirGrid and SONI also signed up to Unicorn's extensive support services. These Services include Second Line Support (provided by the Maintenance Team) in a continuous and highly flexible 24/7/365 mode, provided systematically in accordance with renowned methodologies and approaches (aligning with ITIL and other best practices).



Success story

In 2018, Unicorn Systems finished the implementation and deployed the CMP successfully into live operations.

The primary aims of the CMP system are the following:

- Open a competitively determined Capacity Market,
- Hedge suppliers against high market prices,
- Provide settlement of trades concluded on the Capacity Market.

The provided support services are represented by the following aspects:

- Guaranteed level of services ensured by a trained and specialized Support Team
- Continuous and highly flexible support in 24/7/365 mode
- Systematic training and education of Support Team staff (business processes, advanced system usage, English skills)
- Provision of complete maintenance services according to ITIL (Incident management, problem management, preventive maintenance, proactive maintenance, etc.)
- Continuous monitoring of the system processes and events by the monitoring tools and Support Team staff
- Daily execution of step-by-step Live Mode processes, as well as Workaround/Fallback processes
- Prompt response to unexpected situations ensured by flexible staffing of the Support Team
- Resolution of critical incidents in short lead-times (within 4 hours)
- Application of workarounds for critical incidents in extra-short lead-times (within 2 hours)
- Coordination and orchestration of identified tasks and issues across teams and involved parties
- Timely analysis, correction or reparation of identified issues by the Support Team
- Flexible implementation of minor system modifications, improvements and extensions

Representative statement of EirGrid

The CMP system is part of EirGrid's key IT infrastructure and is required to provide full business operability within the Capacity Market.

I would like to highlight that the CMP system runs with no major issues and Unicorn's Maintenance teams continue to provide services that are reliable, professional, systematic, well documented, and in a standardised manner - respecting the given SLAs, agreed approaches and procedures.

In Ireland on 27.3.2024

David McKelvey
Head of IT Applications
EirGrid

- Generation of ad-hoc operational reports and provision of data exports
- Test data, system process, and environment preparation for the purpose of various tests
- Continuous monitoring and maintenance of involved environments (test, training, production, as well as internal)
- Coordination and orchestration of the hardware and infrastructure operation and maintenance
- High Availability at the level of 99.9 % is ensured by a set of related services and measures
- Consultations on elaboration and update of related operational documentation for on-site staff

The delivery includes not only the CMP as such along with the aforementioned support services but also the hosting of this solution. This respects and meets the requirements for High Performance, High Availability, Data Protection and IT Security, as well as Business Continuity.



EirGrid develops and operates the national electricity grid. The grid takes electricity from where it is generated and delivers it to the distribution network. EirGrid also supplies power directly to some of Ireland's largest energy users. It is responsible for a safe, secure and reliable supply of electricity.