

External PCM Implementation Plan

1. Functional Testing Complete (Estimated by May 31)
 - a. Gauge for Readiness
 - All High Level Variances Cleared
 - Pending Queue Reevaluation Acceptable
 - b. Notification
 - Customers updated via Tech Forum
 - c. Next Steps
 - Final Round of QA Testing
 - Final Round of Training

2. Customer Readiness (Estimated by June 14)
 - a. Training
 - Additional training sessions scheduled
 - Customers can request customized testing
 - b. Gauge for Readiness
 - Bar will be set high
 - More than just “not ready”
 - c. Next Steps
 - Issue promised two-week notice of “Go-Live” Date via Tech Forum
 - Expect two week notice on May 31st

3. Business Practices Complete (Estimated by June 14)
 - a. Gauge for Readiness
 - Final Comments Responded to Tech Forum
 - Final Business Practices Posted
 - b. Notification
 - Two Week Notice provided via Tech Forum on May 31st

4. Activate Monthly Firm to Production (Estimated on June 17)
 - a. Gauge for Readiness
 - Sections 1, 2, and 3 above are complete
 - All internal training is complete
 - b. Move PCM to Production
 - Active but no service turned on
 - Observe behavior of systems for 24 hours
 - c. Next day - Turn on Monthly Firm in Production
 - Activate Monthly Firm Product Only
 - Observe behavior of systems for three weeks
 - Process Slowdown
 - Queue Backlog
 - Examine any competitions for proper functionality
 - Follow Deactivation Plan if needed
 - d. Notification
 - Customers kept informed via Tech Forum

5. Activate Weekly Firm to Production (Estimated on July 8)
 - a. Gauge for Readiness
 - At least a week with no issues with Monthly Firm
 - b. Turn on Weekly Firm in Production
 - Activate Weekly Firm Product Only
 - Observe behavior of systems
 - Process Slowdown
 - Queue Backlog
 - Examine any competitions for proper functionality
 - Follow Deactivation Plan if needed
 - c. Notification
 - Customers kept informed via Tech Forum

6. Activate Monthly/Weekly Non Firm to Production (Estimated on July 15)
 - a. Gauge for Readiness
 - At least a week with no issues with Monthly or Weekly Firm
 - b. Turn on Monthly and Weekly Non Firm in Production
 - Activate Monthly and Weekly Non Firm Product Only
 - Observe behavior of systems
 - Process Slowdown
 - Queue Backlog
 - Examine any competitions for proper functionality
 - Follow Deactivation Plan if needed
 - c. Notification
 - Customers kept informed via Tech Forum

7. Move Daily Firm and Non Firm to Production (Estimated on July 22)
 - a. Gauge for Readiness
 - At least a week with no issues with previous products
 - b. Turn on Firm and Non firm Daily in Production
 - Activate both Firm and Non Firm Daily services
 - Observe behavior of systems for several days
 - Process Slowdown
 - Queue Backlog
 - Examine any competitions for proper functionality
 - Follow Deactivation Plan if needed
 - c. Notification
 - Customers kept informed via Tech Forum

8. Continue Monitoring
 - a. Scope
 - Continue monitoring system performance and Queue backlog at least through September
 - Continue examining any preemptions or competitions for several occurrences
 - b. Gauge of Continuance
 - No major queue processing holdups

- No major PCM problems discovered that can't be quickly fixed
 - No major market disruption
 - No major customer issues.
 - A defender was hurt due to a system problem.
 - NOT a challenger should have competed but didn't due to a system problem.
- c. Notification
- Customers kept informed via Tech Forum

9. Deactivation Process

Not all errors or problems will require deactivation of PCM. For example, if volume of preemptions and competitions is low and the issue is minor, we may continue running and monitoring PCM while the issue is being resolved. However, if deactivation of PCM is warranted, then one of the below will be followed.

- a. Deactivation for a Quick Fix
- Limited to a month or less while a quick resolution is found or fix is applied
 - Decision made by the commercial applications team
 - Might involve deactivation only at the service level (e.g., Daily Firm)
 - Will require limited testing to reactivate.
- b. Deactivation for a Larger Fix
- More than a month, but less than several months
 - Decision made by the PCM Sponsor team
 - Might involve deactivating PCM itself
 - Will probably require full regression testing depending upon the fix, the length of time PCM was deactivated, and the amount/complexity of WebTrans and OASIS upgrades during that time.
- c. Deactivation for a Major Fix or Issue
- More than several months
 - Decision made by BPA senior management
 - Might involve narrowing the scope to just one or two products (e.g. Continue Monthly and/or Weekly Firm)
 - Might be to wait for NAESB
- d. Customers kept informed via Tech Forum

10. Customer Interaction

- a. Questions, Problems or Issues Discovered by the Customer
- Call BPA Reservation Desk at 360-418-8499
- b. Requests for Extra Training
- Call Alex Fiksdal at 360-418-2824
 - E-mail Alex at axfiksdal@bpa.gov
- c. Post Training Manual to website
- d. Ongoing BPA Customer Workshops
- BPA intends to continue customer workshops for a few months following PCM implementation
 - Get customer feedback
 - Inform customers of PCM performance, issues, or parameter tweaks
 - Discuss Hourly Preemption and Competition
 - Will be combined with NAESB discussions