

# **Decision Support System (DSS) 2003**

## **Project Plan, Scope Detail, Benefits**

**Market Structures Working Group**  
**February 18, 2003**

# Agenda

- DSS Vision
- DSS Objectives
- Data Warehouse Background
  - Definition
  - Components
- DSS Approach
- DSS Program Plan
- Business Value
- Market Participant Involvement
  - DSS Task Force → Data Working Group
  - DSS Pilot Workshops
  - Feedback

# DSS Vision

- The core product of large service organizations is most often **Information**.
- Accordingly, the NYISO is committed to delivering **timely, accurate, accessible information** to our employees and the market.

# DSS Objectives

## Long Term

- Provide NYISO internal and external customers with timely and accurate information, along with the tools to analyze it, thereby enabling them to manage their business efficiently and effectively.

## Initial Phases

- Provide Market Participants with access to information that empowers them to reconcile their bill efficiently and effectively. Establish flexible, scalable DSS infrastructure for content delivery.

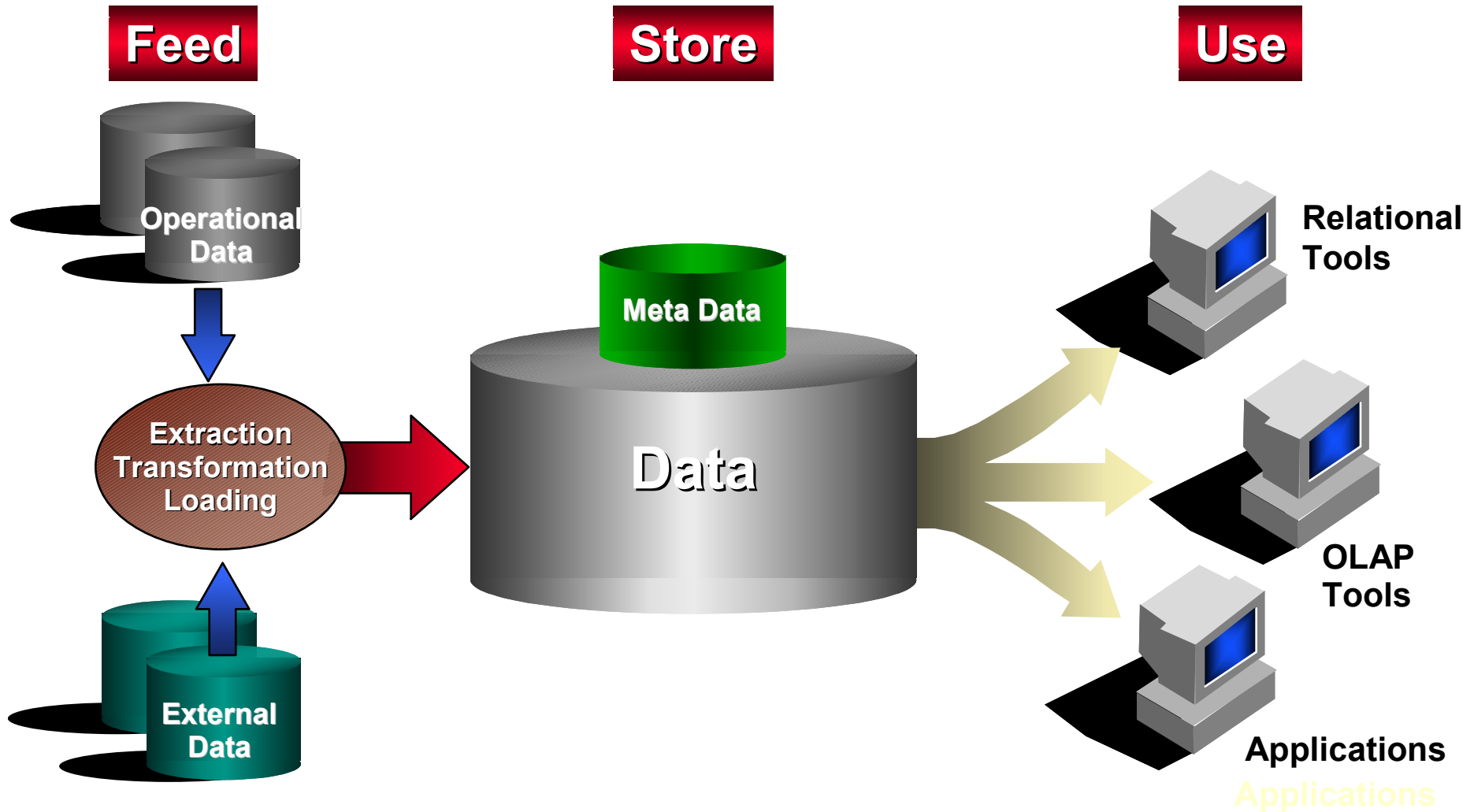
# Data Warehouse Definition

## Data Warehouse

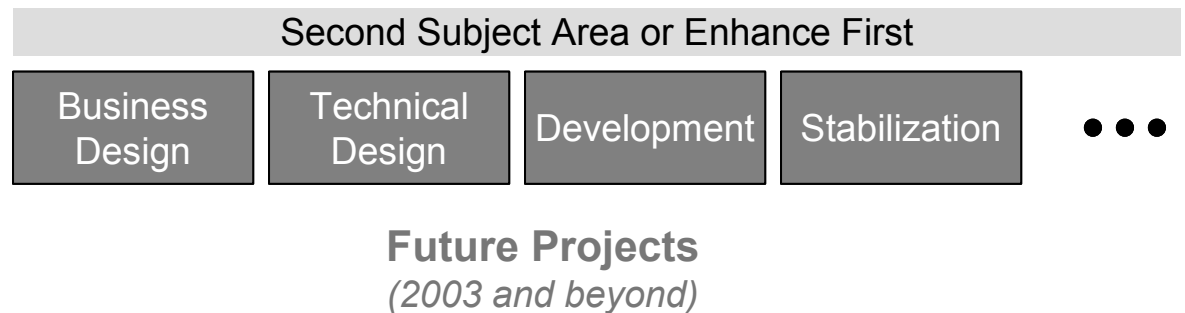
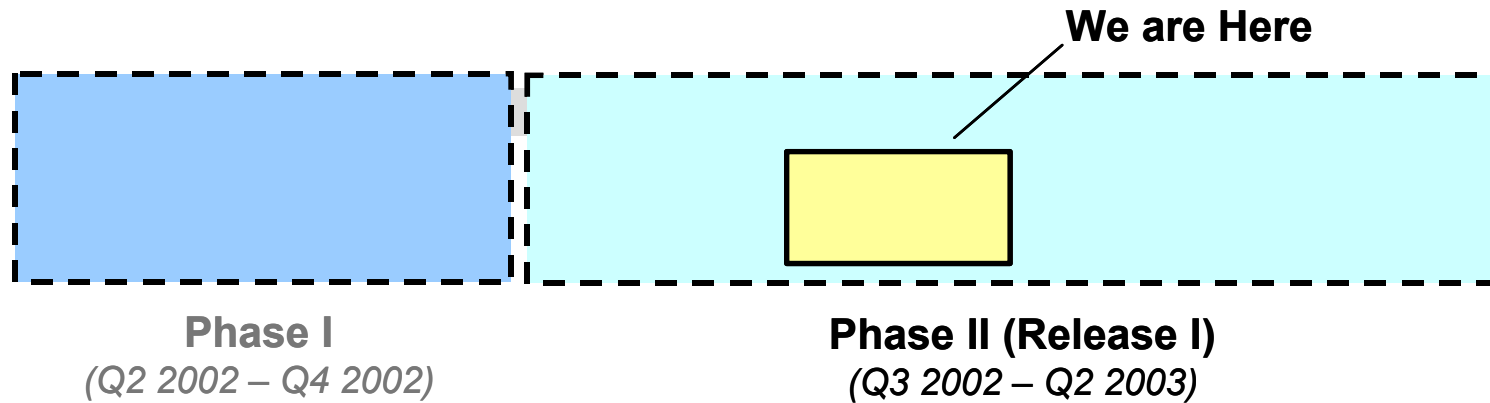
- Repository of *integrated, non-volatile* and *time-variant* data, collected from heterogeneous transaction processing applications, and stored in a format optimal for reporting and strategic analysis for an enterprise.

-- Bill Inmon

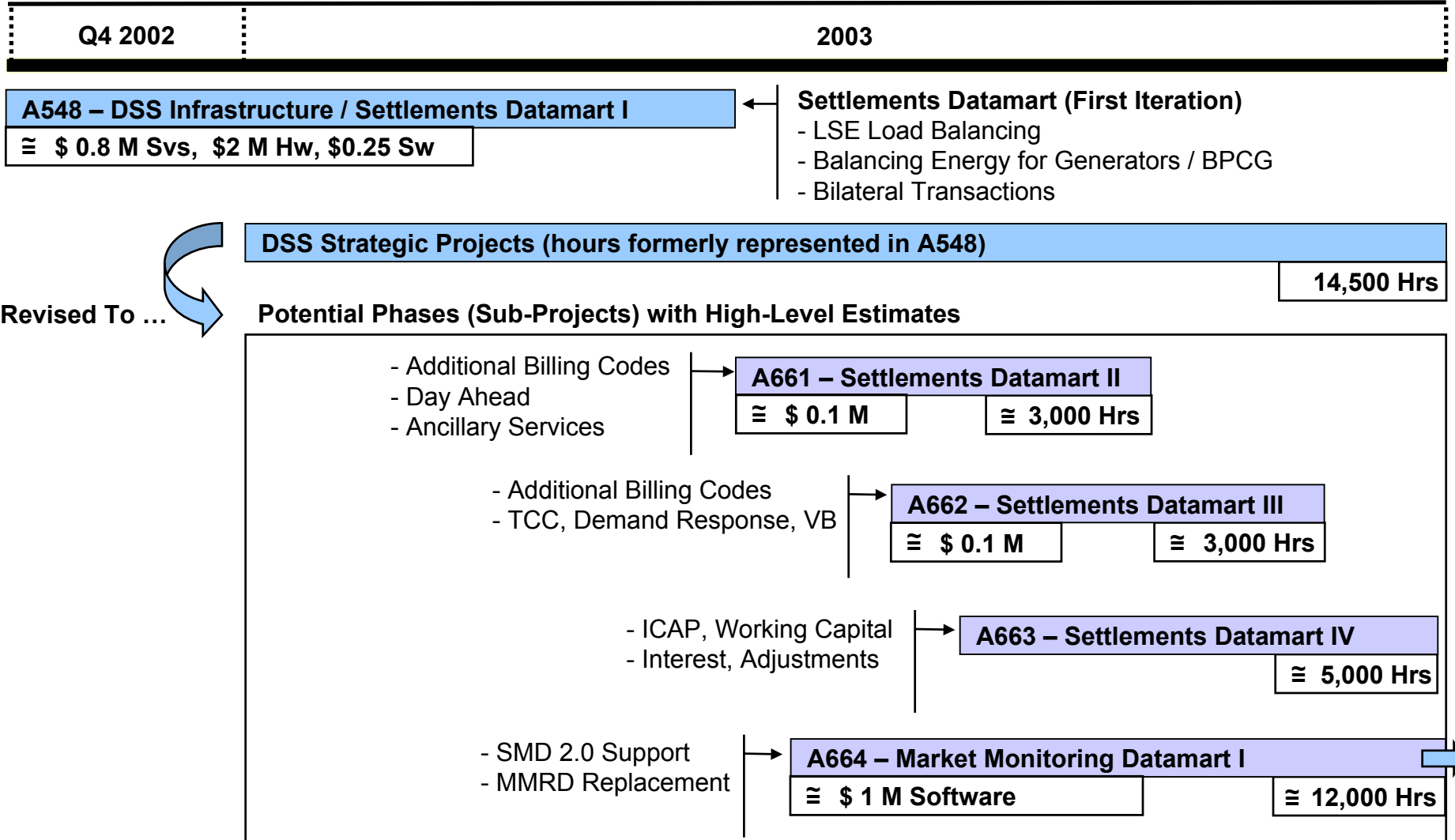
# Data Warehouse Components



# DSS Approach



# DSS Program Plan 2003



Revised To ...



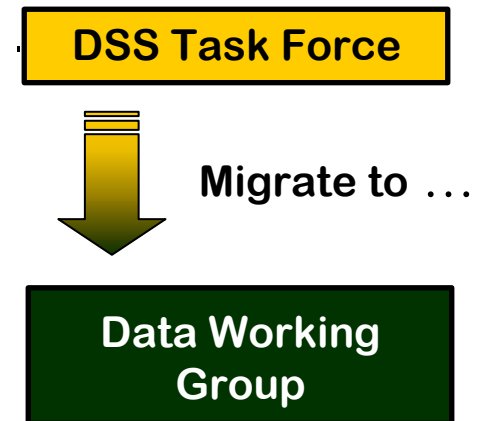


# Business Value

- Consolidated information access tools provides greater transparency to NYISO market, operations, and settlement processes
  - Not just data but meaningful information
  - Improved service to NYISO internal and external customers
- First iteration (Release 1) establishes the end-to-end infrastructure for future content delivery
  - Robust, flexible, and scalable architecture

# DSS Task Force

- **DSS Task Force**
  - BAWG sub group (this phase)
  - More detailed focus – team level
  - Scope and direction validation
  - Information exchange
  - Requirements analysis
  - Prototyping
  - Participate in acceptance testing
- Migrate to “Data Working Group”
  - Future concept
  - As scope progresses



# Market Participant Feedback

- DSS “Pilot Workshops”
  - Sessions held 12/20/2002, 1/22/2003 for Market Participants
  - Objectives
    - Validate that progress is being made as expected towards the DSS system implementation and the project’s overall business objectives.
    - Mitigate risk by receiving and discussing feedback
    - Provide an opportunity for hands-on interaction with the DSS system and tools
    - Bring the DSS community together to build relationships and momentum moving forward
- Participants provided feedback to a number of questions on the following scale:

1	2	3	4	5
Unacceptable	Did not meet Expectations	Consistently met expectations	Exceeded expectations	Dramatically exceeded expectations

# Market Participant Feedback

1	2	3	4	5
Unacceptable	Did not meet Expectations	Consistently met expectations	Exceeded expectations	Dramatically exceeded expectations

- Overall Average Response = 3.85
- Feedback on Progress Made to Date = 3.92
- Additional feedback ...
  - “The DSS team is on schedule with what was told to the MPs and have anticipated our wants and desires very well”
  - “Excellent job incorporating stakeholder feedback into design”
  - “This product will not only greatly assist me in my job, I feel it will also greatly assist NYISO staff in evaluating data.”
  - “The tool is better than expected. I am amazed how easy it is to use”
  - “The DSS Task Force has given the MPs an opportunity to assist in building a product that will be immediately useful”

**Questions ...**