



# The Petroleum Registry of Alberta

*Energizing the flow of information*

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## REGISTRY PERFORMANCE INITIATIVES

The Registry is a large system and like any large system it experienced a number of start-up issues at implementation. However, due to significant efforts by the Registry team over the past several months, the Registry system is now performing at, or exceeding, industry set targets for performance.

This edition of the Registry newsletter focuses on the Registry's performance activities and initiatives that have occurred to date. It also provides insight into current system performance levels and provides an overview for future Registry performance initiatives.

Before the Registry team began work to improve system performance, it consulted with its stakeholder groups (DOE, EUB, Industry) to prioritize what issues had to be dealt with.

To assist with this process, it was decided that the Registry team would create a "Performance Tuning Initiative" team to identify and prioritize areas that could improve Registry performance.

This team identified 70 tuning initiatives that, if implemented, would result in improved system performance. The first phase of this initiative has been completed with the implementation of 43 initiatives. The performance improvements created by completing these initiatives were outlined in the Registry's 2<sup>nd</sup> Quarter 2003 newsletter.

These improvements served to establish a baseline of performance expectations, which were presented and endorsed by the Registry Steering Committee.

## USING CASCADES IS NOW EASIER

As of August 28, 2003, there is now a new button on Allocation Edit and Query screens that makes it easier to use the cascade functionality. In the past, a user had to key in all information when using the query or edit allocation screen and know who had cascaded data to them.

This was not only time consuming, it also meant that users could miss or forget where all the cascades were coming from or going to. By clicking the new CascadeSAF button, a user can see if their facility has been named on an allocation (a cascade has been created) and if they have responded, or not, to that cascade.

The cascade procedure has been identified as the cause of many Provisional Assessments. In offering this new functionality to cascades, it is also hoped that industry will be able to reduce their Provisional Assessments.

For more information on how to operate the new CascadeSAF button, go to the Registry Web site:  
**Tips – Monthly Reporting: Allocations - Cascade functionality for Allocations made easier to use.**

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## DEVELOPMENT OF NEW PERFORMANCE TARGETS

Based on the completion of the performance tuning initiatives, and what the Registry team has learned since go-live, consultation is underway to create a new set of performance targets for the Registry.

The first set of initial performance targets were brought forward by Industry representatives earlier this year as part of its Registry Industry Enhancement Strategy.

These initial Industry performance targets were divided into Interim (already achieved), Medium (achieved by the end of December 2003) and Longer Term (ongoing) targets. Note: These measurements may be redefined, with stakeholder input, over the next few months.

### *Incident Correction*

Medium and Longer term: Continue to address incidents in order of importance (Critical, High, Medium) as defined with stakeholder input.

### *On-line Performance*

Interim: Minimal timeouts and 90%, or better, of submissions to have an under 5 second turnaround, even on peak days.

Medium: 95%, or better, of submissions to have a less than 5 second turnaround time. Work will continue on specific pages that cause longer turnaround times.

Longer term: Achieve medium goals in addition to achieving the ability to handle larger volume.

### *Batch Performance*

Interim: 80% of daytime processed submissions and requests must have a turnaround time of 60 minutes, or shorter, even during peak periods.

Medium: During peak volume days, 50% of daytime submission to be completed in 15 minutes, the maximum is a 60-minute turnaround time. During non-peak volume days, 90% will be completed in a 15 minute time period.

### *Batch Completion*

Interim: Nighttime processed batch submissions and requests, must be processed by 7:00 a.m. the next day, at the latest (even during peak volume days).

### *WIP Performance*

Interim: All properties can be called into Work in Progress (WIP), except TransCanada Pipelines.

Medium: All properties can be called into WIP, including TransCanada Pipelines.

### **Continued Focus on Performance**

Over the past few months, Registry, Ministry and Industry representatives worked closely to create and agree upon a set of business drivers aligned with key performance indicators (KPIs) to define Registry performance expectations.

These, together with the automated performance measurement tools currently in place, will provide the capability to ensure the Registry adheres to baseline performance expectations. This will also ensure that we are measuring the right areas and are focusing on the right performance issues.

Over the next few months, the "Performance Tuning Initiative" team will also be reviewing and prioritizing the remaining 27 performance initiatives, and any other initiatives that have since been discovered, to determine what further action, if any, will be taken to address these initiatives.

On the system front, the Registry will be installing Windows 2003 as its operating system. The upgrade will ensure a more stable environment and provide the operating system with more flexibility to perform its tasks.

This is in line with other planned system related activities that are designed to improve system performance. As we approach the one-year anniversary of the Registry, we will begin an annual server upgrade program. This will bring in new servers, and new technology, including faster processors.

As always, the Registry team will continue to confer and work with all stakeholder groups to ensure that the system meets or exceeds their expectations now and in the future.

If users have any comments regarding how Registry performance or service may be improved, they should contact the Registry Service Desk.

## INVALID FROM/TO DATA

On July 7, 2003, the Registry team added an edit to the system that stopped users from creating allocations with invalid data in the From/To field. Before the edit was in place, users were able to create allocations with invalid data, such as incorrect facility codes or facility types.

Users have expressed some concern that allocations with invalid From/To data have appeared on their Volume Variance Reports, but they do not have the ability to edit or delete this invalid data.

Users should note that the existence of the invalid data on this report will not lead to any provisional assessments since they are not used by the DOE in calculating crown royalty.

However, the existence of this data in the Volume Variance Report is a cause for concern for some users. If an operator would like this invalid data removed, they should contact the Registry Service Desk for assistance.

For more information on this subject, visit the Registry web site and go to: **Alerts – Clean-up of Allocations with invalid from/to data.**

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## INDUSTRY REGISTRY TEAM

As part of the Registry Team, the Industry Registry Team (IRT) plays an integral part in maintaining and working on the future direction of the system. With operation of the system well under way, the IRT has four full time members; these are IRT Manager Ross Weaver, in addition to subject matter experts Ann Hagedorn, Joanne Quirk-Williams and Josephine Tam.

Among their many duties at the Registry, the IRT is currently focusing its energies on two industry related projects. These are described below.

### Industry Related Performance Enhancements

This article provides an update to a subject that was first outlined in the 2<sup>nd</sup> Quarter 2003 Registry Newsletter. Final design work is wrapping up on the following Industry funded Enhancement areas:

- Industry Base Functionality Enhancements and Analysis Tools (these include changes to the Inbox/Notifications process and a new CSV version of the EUB Non-compliance Report).
- Final Partner Reporting components (these include partner royalty reporting, security blanket changes, saving of report request parameters and server-to-server functionality).

Construction of these system enhancements will take approximately 3 months, although some components may be rolled out sooner.

Communication regarding the details on the roll out of these items and related changes to the Registry training plan will be released as soon as possible.

Design confirmation on a third enhancement area (additional pipeline split components) is ongoing at this time. The preliminary target to implement this work in the first/second quarter of 2004

### Industry Preliminary Benefits Assessment

IRT contractor Russ Purdy recently completed a Registry Preliminary Benefits Assessment survey with approximately 15 companies that represented a cross section of the oil and gas industry.

The objective of the survey was to:

1. Assess the current perception of existing and future benefits available from the Registry.
2. Identify areas that are perceived as contributing current benefits to companies, as well as roadblocks to achieving benefits.
3. Use the results of the survey to develop an action plan to promote current benefits and remove identified roadblocks to achieving Registry benefits.

The results of the survey will be communicated in a number of forums and will be a focus topic of the 4<sup>th</sup> Quarter Registry newsletter.

If a stakeholder is interested in offering their opinion on this topic, they should contact the Registry Service Desk for a hardcopy of the survey results and/or the survey, which they can complete and return to the IRT.

## REGISTRY HOURS OF OPERATION

The Petroleum Registry of Alberta is open on the weekdays from 7:00 a.m. to 8:00 p.m. There are a few exceptions that are listed on the Registry Reporting calendar. These include: the system being available until midnight on the day of the SAF/OAF for DOE reporting deadline and closing at 5:30 p.m. on the EUB Volumetric Data deadline date.

There are a few other events that are undertaken on a regular basis that result in different hours of operation for the Registry. For example, on the first Monday of each month, the Registry system closes at 6:00 p.m. The early closure allows the time needed for server maintenance that results in a more stable Registry environment.

Also, as a general rule, the Registry closes at noon on the first Wednesday of each month. The early closure is needed to allow the Registry team time for significant system maintenance upgrade and incident corrections.

In recognition to the number of days the Registry must close early, the Registry team felt the system should be open an extra day to coincide with system peak reporting period. On the Sunday before the EUB Volumetric Data – Deadline, the system is open from 7 a.m. to 5 p.m.

To find out more about Registry hours of operation, visit the Registry web site and go to: **Alerts - Important changes to Registry Hours of Operation.**

## EUB: SHADOW BILLING

This is a reminder that the EUB's shadow billing period for Non-Compliance fees is in effect until the September 2003 production month (October 2003 reporting deadline).

This means that actual EUB Non-compliance Invoices will be issued during November 2003.

Before this time, the EUB expects industry will correct outstanding errors that have been accumulated throughout the shadow billing time frame (beginning at Registry implementation in October 2002).

Any errors that still exist at the end of the shadow billing period will be subject to non-compliance fees.

In the near future, the EUB will be sending out additional information about Non-compliance Fees, Escalation and the Appeals Process.

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## Q&A SESSION

Roughly 150 people attended the Registry team's latest Q&A session on September 22, 2003. The Session focused on the following topics:

- a) Registry Update: performance, operations, and emerging priorities.
- b) Hot Topics: Registry submission improvements, Industry proposed enhancements.
- c) EUB Non-compliance Penalty (fee) policy update and changes.
- c) A Question and Answer segment with participation from Petroleum Registry experts, along with DOE and EUB representatives.

The session presentation has been posted to the Registry web site at: **Bulletin Board – Documents – Reference Material**