



ISAIAS TASK FORCE BOARD REPORT

October 29, 2021

STATUS OF REMEDIATION OF PSEG LONG ISLAND OMS

- The November 2020 Isais Task Force recommendations to remediate the Outage Management System (OMS) failures were to:
 - Systematically analyze and test the failure modes of OMS to **identify the true root causes of the observed defects**
 - Ensure that PSEG Long Island's test designs **comprehensively and completely exercise all end-to-end processes** across each customer channel as might be encountered in a future storm scenario like Isaias or worse
 - **Focus on fixing OMS version 6.7 or later** and not the obsolete and unsupported version 5.5 of the system
 - **Build robust Business Continuity Plans** as a contingency measure
- After Isaias, PSEG Long Island reverted from **OMS version 6.7** to **OMS version 5.5**, which is an obsolete version of the software that is used by only two utilities – PSEG Long Island and PSE&G in New Jersey
- PSEG Long Island has not focused on identifying the root causes of the OMS failures. Instead, PSEG Long Island resorted to a **“protecting the core” strategy**, i.e. filtering out inbound call streams under various de-duplication models so that the OMS system is never subjected to stress (i.e. filter call volumes down to levels that the OMS can handle)

STATUS OF REMEDIATION OF PSEG LONG ISLAND OMS

- After approximately eight months of effort, PSEG Long Island reported in May 2021 that the obsolete **OMS version 5.5** had met PSEG Long Island's performance test criteria using the “**protecting the core**” strategy and that deployment of **OMS version 6.7 would be delayed from June until after storm season in November 2021**
- The OMS is not remediated until a modern system (version 6.7 or later) has been deployed that has passed rigorous stress testing, independently verified and validated by LIPA
- To date, PSEG Long Island has reported that their attempts to performance test OMS version 6.7 system continues to be unsuccessful. The planned **deployment date for OMS version 6.7 in November is at risk**



Questions