

# Smooth trading experience

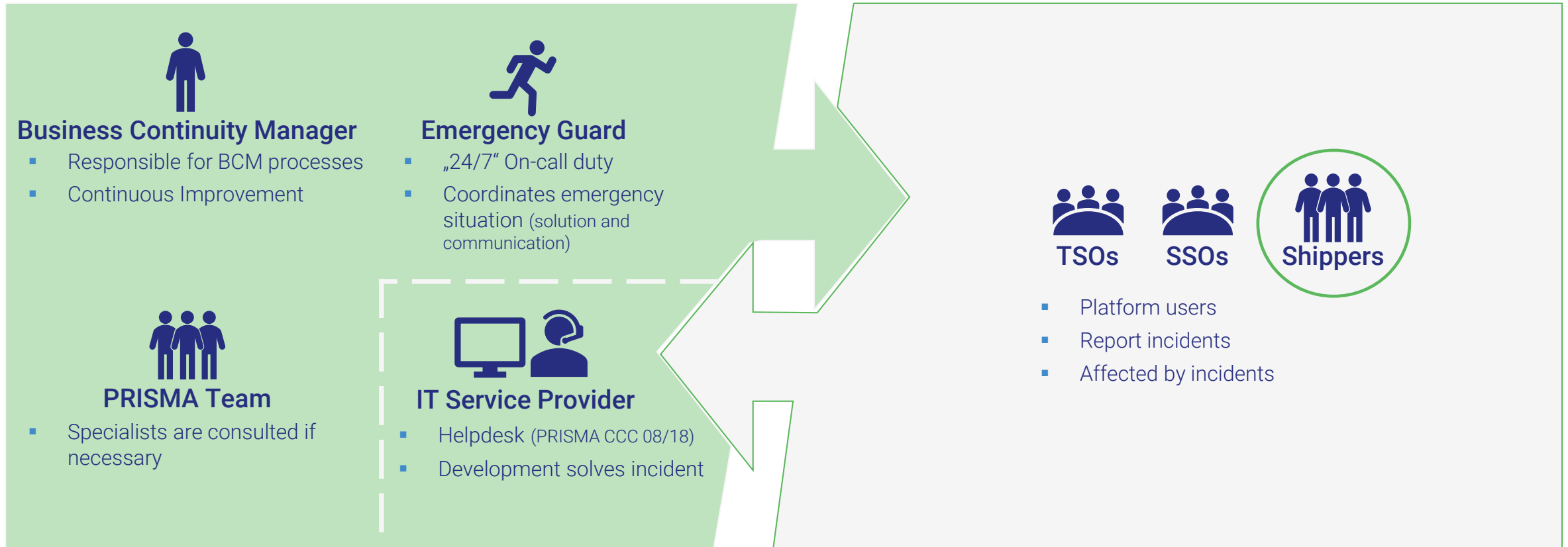
Business continuity and emergency  
handling at PRISMA

Antonio Heimrath

We believe in a stable platform to  
move gas across Europe

# Stakeholders

In an emergency situation several stakeholders work to provide an operational platform mode



# Current emergency handling

"24/7" Emergency Guard (EG) on PRISMA side coordinates the communication in case of an incident



# Business continuity management framework

Scenarios, processes and measures are defined to efficiently manage an emergency situation

Business Continuity Management / Business continuity guidelines / Guidelines

## Guideline Business Continuity Processes

Maxwell Dykes  
Zuletzt geändert 01 May 2018 von Maxwell Dykes

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- Introduction
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### Introduction

#### Management intention & objectives

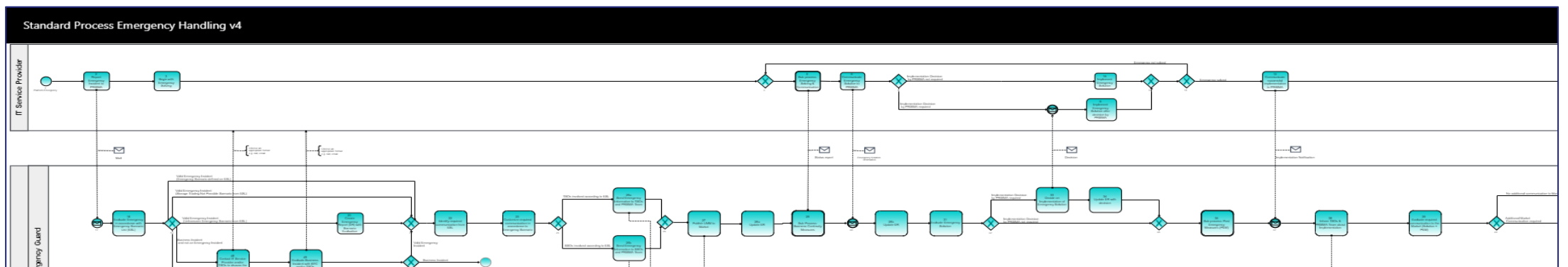
PRISMA is a joint capacity Platform founded by European TSOs. By using the PRISMA Platform, TSOs can market their capacity in accordance to the NC CAM. Moreover, the Platform offers several additional features for capacity marketing such as FCFS bookings, surrender of capacity and secondary marketing of capacities as well as supporting processes like user registration and credit limit checks. As the Platform operator PRISMA must ensure that the TSOs and the Market can access the Platform functionalities at all times. This is particularly applicable to all Platform processes and functionalities related to capacity marketing.

### Emergency Scenario List Overview

Maxwell Dykes  
Zuletzt geändert 27 Apr 2018

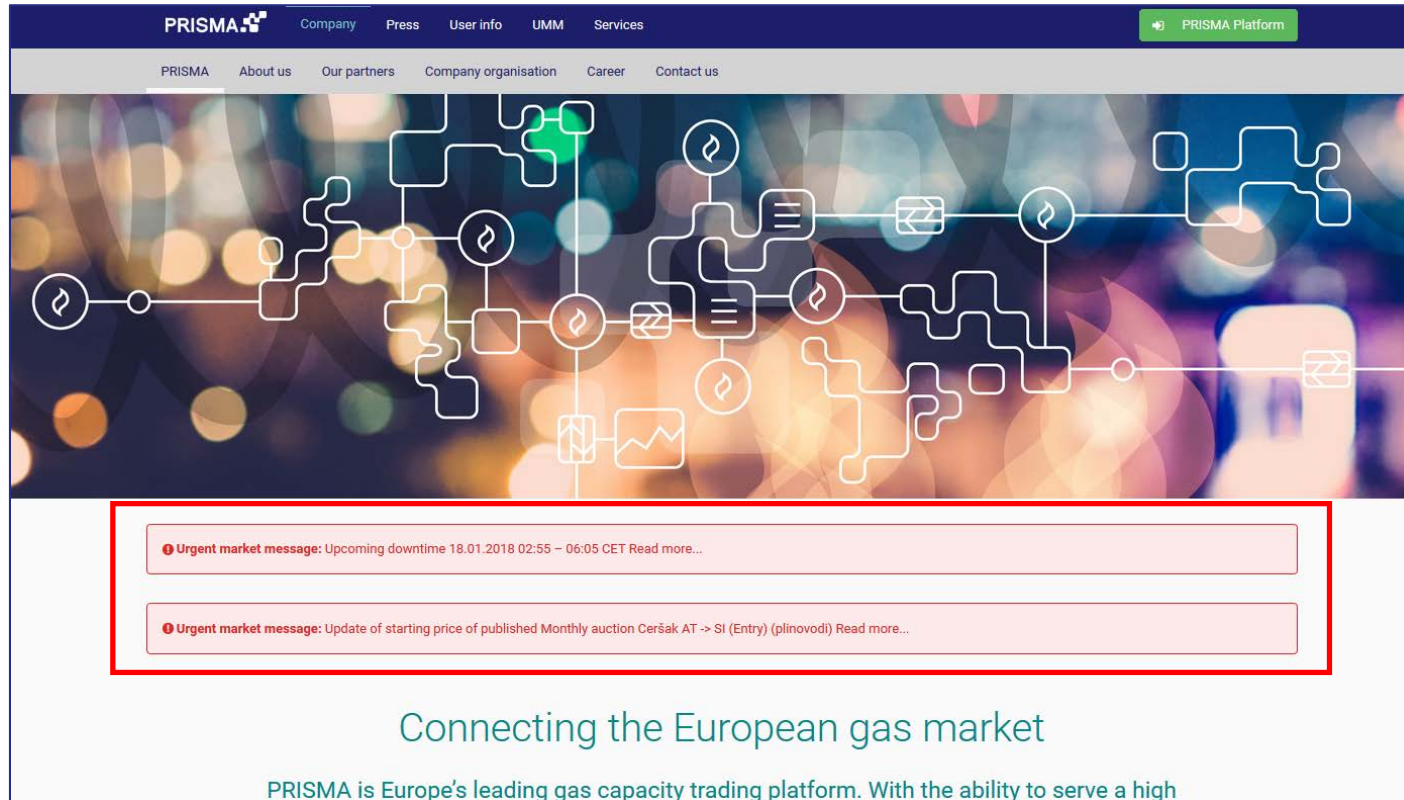
This page lists each of the 12 defined emergency scenarios with its corresponding description. Each scenario, and the emergency measures to be taken in case it occurs, is described in detail on its respective page. These pages c

Emergency Scenario	Description
1. Auction start fails	1a. One or more short-term auctions and/or long-term auctions do not get published on the Platform by the deadline stated in the auction calendar for the given auction type. 1b. One or more short-term auctions and/or long-term auctions do not start on the Platform by the deadline stated in the auction calendar for the given auction type.
2. Auction run fails	2a. Bidding is not possible for one or more short-term auctions and/or long-term auctions for the whole or for a part of a bidding round. 2b. One or more short-term auctions and/or long-term auctions are not closing by the deadline stated in the auction calendar. 2c. Processing of intermediate results between bidding rounds fails for one or more long-term auctions.
3. Auction result processing fails after auction is completed	3a. Platform does not send out auction results for one or more short-term auctions and/or long-term auctions to TSOs. 3b. Platform does not send out confirmation emails for one or more short-term auctions and/or long-term auctions to shippers informing them about successful auction participati
4. FCFS Booking fails	FCFS booking is not possible for one or more TSOs on the Platform.



# Urgent Market Message

Available on PRISMA's cooperate website ...



The screenshot displays the PRISMA corporate website. The top navigation bar includes the PRISMA logo and links for Company, Press, User info, UMM, and Services. A secondary navigation bar contains links for PRISMA, About us, Our partners, Company organisation, Career, and Contact us. A green button labeled 'PRISMA Platform' is located in the top right corner. The main content area features a large, abstract graphic with white lines and icons on a dark background with bokeh lights. Below this graphic, a red-bordered box highlights two urgent market messages:

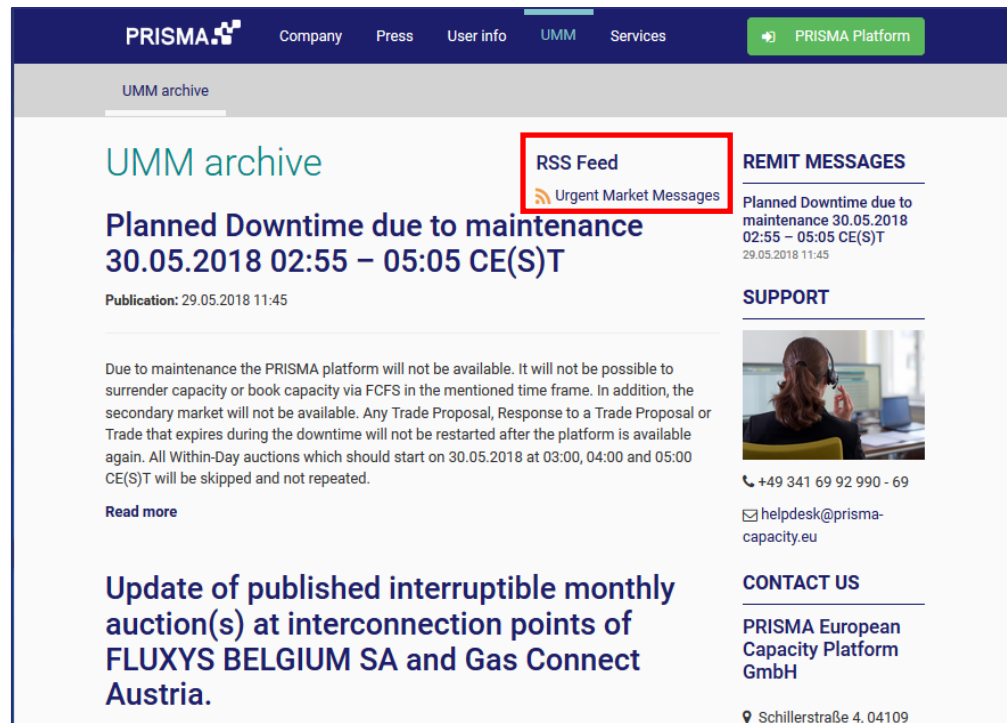
- Urgent market message: Upcoming downtime 18.01.2018 02:55 – 06:05 CET Read more...
- Urgent market message: Update of starting price of published Monthly auction Ceršak AT -> SI (Entry) (plinovodi) Read more...

Below the messages, the text reads: "Connecting the European gas market" and "PRISMA is Europe's leading gas capacity trading platform. With the ability to serve a high".

<https://corporate.prisma-capacity.eu/prisma-umm>

# Urgent Market Message

... And available as RSS feed



PRISMA Company Press User info UMM Services PRISMA Platform

UMM archive

## UMM archive

**RSS Feed**  
Urgent Market Messages

### Planned Downtime due to maintenance 30.05.2018 02:55 – 05:05 CE(S)T

Publication: 29.05.2018 11:45

Due to maintenance the PRISMA platform will not be available. It will not be possible to surrender capacity or book capacity via FCFS in the mentioned time frame. In addition, the secondary market will not be available. Any Trade Proposal, Response to a Trade Proposal or Trade that expires during the downtime will not be restarted after the platform is available again. All Within-Day auctions which should start on 30.05.2018 at 03:00, 04:00 and 05:00 CE(S)T will be skipped and not repeated.

**Read more**

### Update of published interruptible monthly auction(s) at interconnection points of FLUXYS BELGIUM SA and Gas Connect Austria.

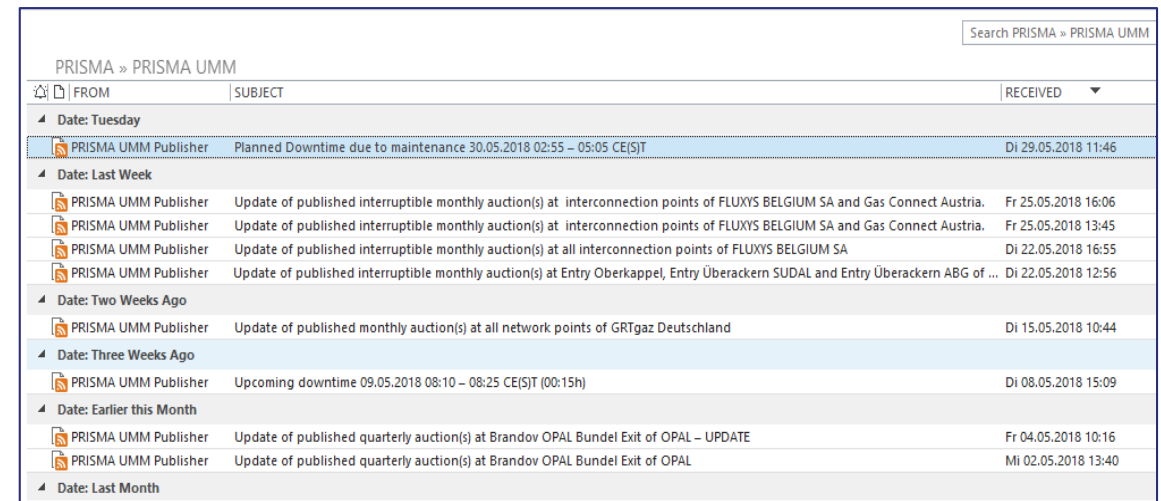
**REMIT MESSAGES**  
Planned Downtime due to maintenance 30.05.2018 02:55 – 05:05 CE(S)T  
29.05.2018 11:45

**SUPPORT**

+49 341 69 92 990 - 69  
helpdesk@prisma-capacity.eu

**CONTACT US**  
PRISMA European Capacity Platform GmbH  
Schillerstraße 4, 04109

Subscription to RSS Feed



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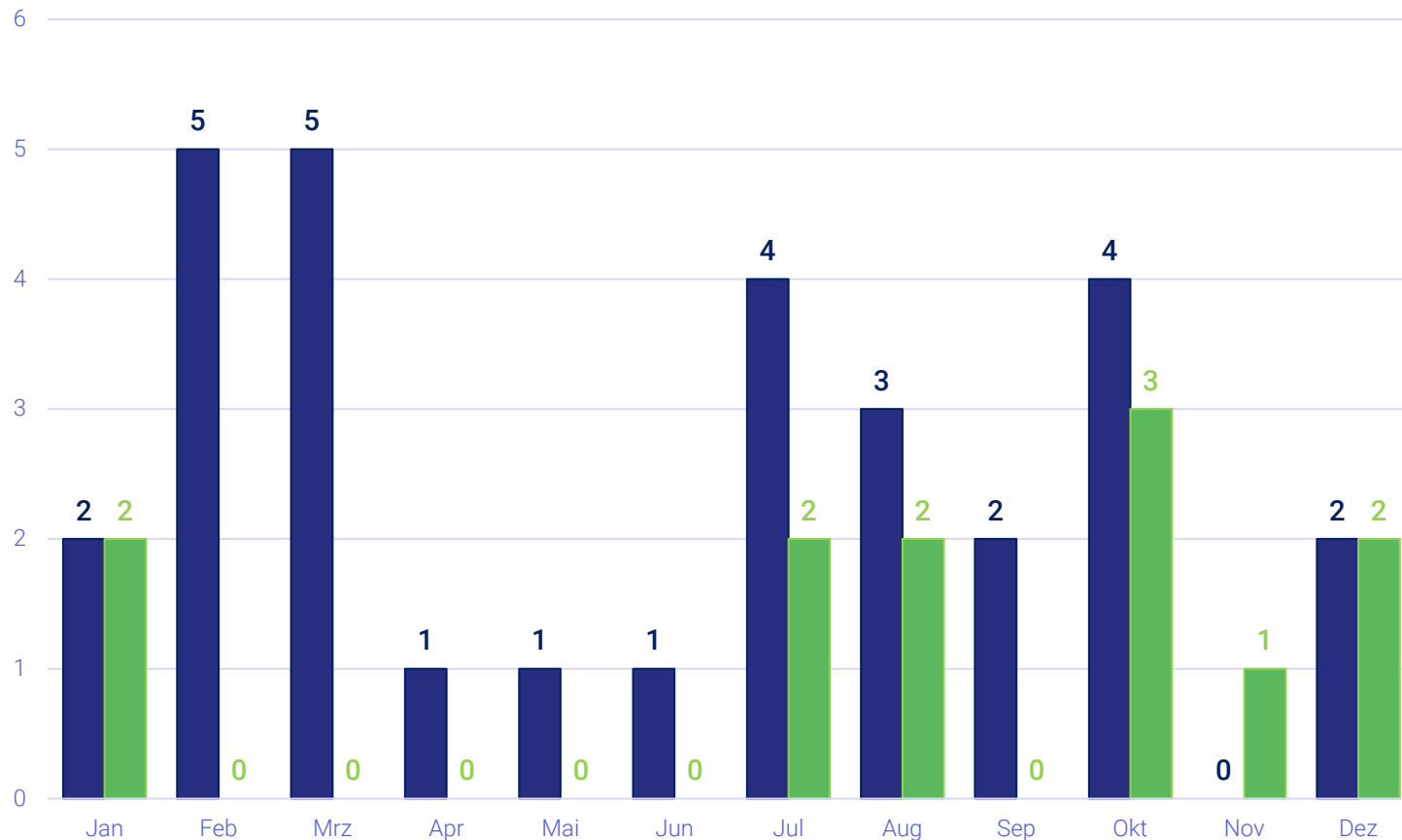
FROM	SUBJECT	RECEIVED
Date: Tuesday		
PRISMA UMM Publisher	Planned Downtime due to maintenance 30.05.2018 02:55 – 05:05 CE(S)T	Di 29.05.2018 11:46
Date: Last Week		
PRISMA UMM Publisher	Update of published interruptible monthly auction(s) at interconnection points of FLUXYS BELGIUM SA and Gas Connect Austria.	Fr 25.05.2018 16:06
PRISMA UMM Publisher	Update of published interruptible monthly auction(s) at interconnection points of FLUXYS BELGIUM SA and Gas Connect Austria.	Fr 25.05.2018 13:45
PRISMA UMM Publisher	Update of published interruptible monthly auction(s) at all interconnection points of FLUXYS BELGIUM SA	Di 22.05.2018 16:55
PRISMA UMM Publisher	Update of published interruptible monthly auction(s) at Entry Oberkappel, Entry Überackern SUDAL and Entry Überackern ABG of ...	Di 22.05.2018 12:56
Date: Two Weeks Ago		
PRISMA UMM Publisher	Update of published monthly auction(s) at all network points of GRTgaz Deutschland	Di 15.05.2018 10:44
Date: Three Weeks Ago		
PRISMA UMM Publisher	Upcoming downtime 09.05.2018 08:10 – 08:25 CE(S)T (00:15h)	Di 08.05.2018 15:09
Date: Earlier this Month		
PRISMA UMM Publisher	Update of published quarterly auction(s) at Brandov OPAL Bundel Exit of OPAL – UPDATE	Fr 04.05.2018 10:16
PRISMA UMM Publisher	Update of published quarterly auction(s) at Brandov OPAL Bundel Exit of OPAL	Mi 02.05.2018 13:40
Date: Last Month		

<https://corporate.prisma-capacity.eu/prisma-umm/feed>

# Continuous Improvement

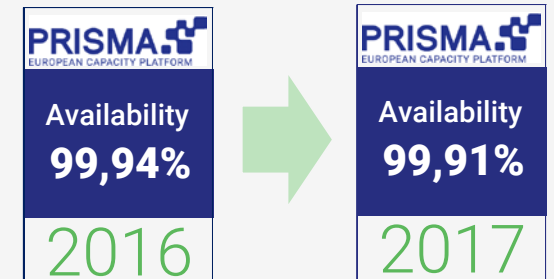


# Number of Incidents



**2016:** 30 incidents  
**2017:** 12 incidents

Reduction of 60% in  
number of incidents.



# Feedback and questions

We need **your feedback** to continuously improve PRISMA!

Please answer our **survey on emergency handling**:

<https://www.surveymonkey.de/r/LDLNTHT>



# THANK YOU

*We appreciate you taking the time to meet us in our "home base". Looking forward to stay in touch.*

PHONE +49 341 699 2990 - 0

ADDRESS Schillerstr. 4,  
04109 Leipzig, Germany

EMAIL [info@prisma-capacity.eu](mailto:info@prisma-capacity.eu)

HOMEPAGE [www.prisma-capacity.eu](http://www.prisma-capacity.eu)