

# Market Operator Service Provider **Reconciliation manager road map**

December 2024  
Version 9.0



## Revision history

Version	Date	Description
1.0	Feb 2017	Initial draft for Authority comment
1.1	May 2017	For initial release to participants. Incorporating Authority comments.
2.0	Nov 2017	Updated road map
3.0	Sep 2018	Road map updated
4.0	May 2020	Road map updated
5.0	November 2020	Road map updated
6.0	December 2021	Road map updated
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# 1. Introduction

This document presents a product strategy and road map for the reconciliation manager services and systems. It is a living document and will be revised at least annually. The product strategy and road map will be developed and evolved in close collaboration with the Authority and users of our services and systems.

# 2. Context

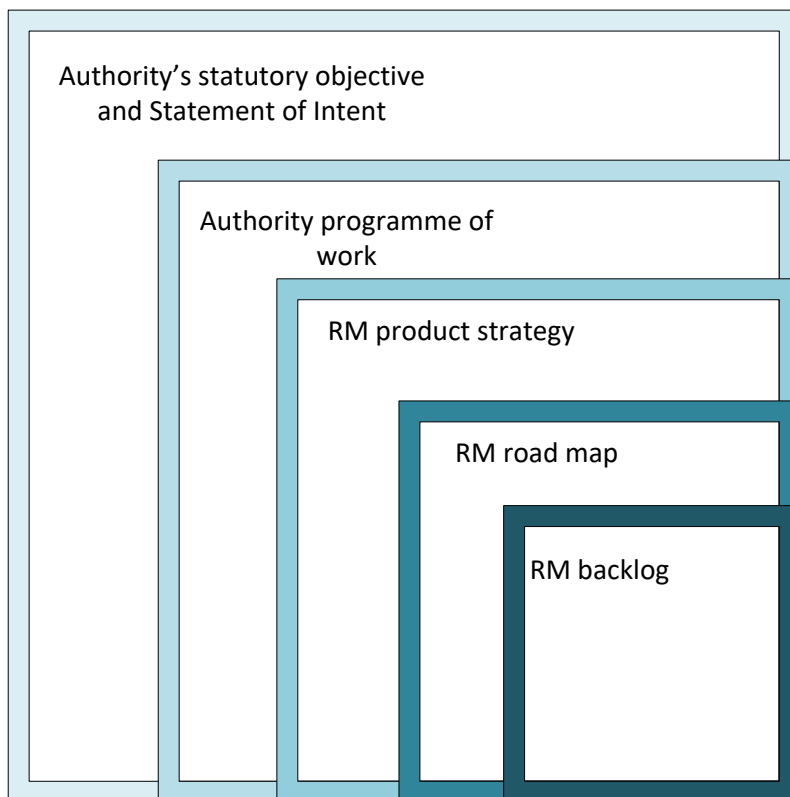
The road map provides a high-level overview of work to be progressed over the next 6 – 24 months. It informs the backlog of features used by our IT team to prioritise their work on a week-by-week basis. The road map is not intended to be at a sufficiently granular level to include all work undertaken by NZX.

Our road map has been developed taking into account:

- The Authority’s strategy as outlined in their statement of intent and statement of performance objectives,
- The Authority’s programme of work,
- Our product strategy for the reconciliation manager and services.

The relationship between these elements is shown in Figure 1.

**Figure 1: Relationship between strategic elements**



## 3. Product strategy

Our product strategy provides a high-level plan for the development of the reconciliation manager services and systems.

### 3.1 How could the reconciliation manager role change in the future?

To ensure that our services and systems continue to meet the needs of the industry, we need to be aware of how the reconciliation manager role could change in the future.

We have identified the below opportunities that could result in changes to our services and systems. While we have consulted with the Authority and participants, these opportunities are solely the reconciliation manager's assessment of what may happen in the future. Significant changes to systems would almost certainly require the normal Authority consultation and approval processes and would be signalled by the Authority well ahead of implementation.

#### Short to medium term goals (over the next 36 months):

##### *1. Performance optimisation for participants*

The reconciliation manager continues to focus on providing a high level of service to new and existing participants through enhancements including:

- a. Greater efficiency for participants to submit files - Although this functionality exists in the current system, it's been identified, through analysis and participant engagement, that improvements in general submission status visibility could be helpful in reducing processing time. The deadline requirements can be challenging at times, we feel this would hold much benefit for many participants, specifically those who submit on behalf of multiple participant codes.
- b. Improved system access to reconciliation data - We expect an increase in demand for reconciliation system information. Users will want to access individual reconciliation datasets, in an automated, low-cost manner such that they can easily customise the analysis of this data and incorporate it into their own systems as they see fit. For some users this could be as an alternative to receiving the standard set of GR reports currently published by the reconciliation system.
- c. Improved participant access to non-confidential market information - This would allow participants to understand reconciliation across the grid rather than only in those areas where they trade. Changes in this area would need to be co-ordinated with the Authority's EMI website.
- d. Improved system functionality to ensure compliance and reduce errors - Participants may start to ask for reconciliation system features which will help them comply with the Code and reduce errors. For example, confirmation of successful submissions and an indication of whether there are outstanding submission obligations.
- e. Future proofing of our services and systems for an increase in participants to ensure that we can deliver consistent high levels of service.



## 2. Operational excellence

The reconciliation manager plans to increase robustness and efficiency of operations with:

- a. Improvements to the process of maintaining trade notifications.
- b. Quality assurance enhancements over daily processes.
- c. Optimisation of the reconciliation data reporting.

## 3. System performance and reliability

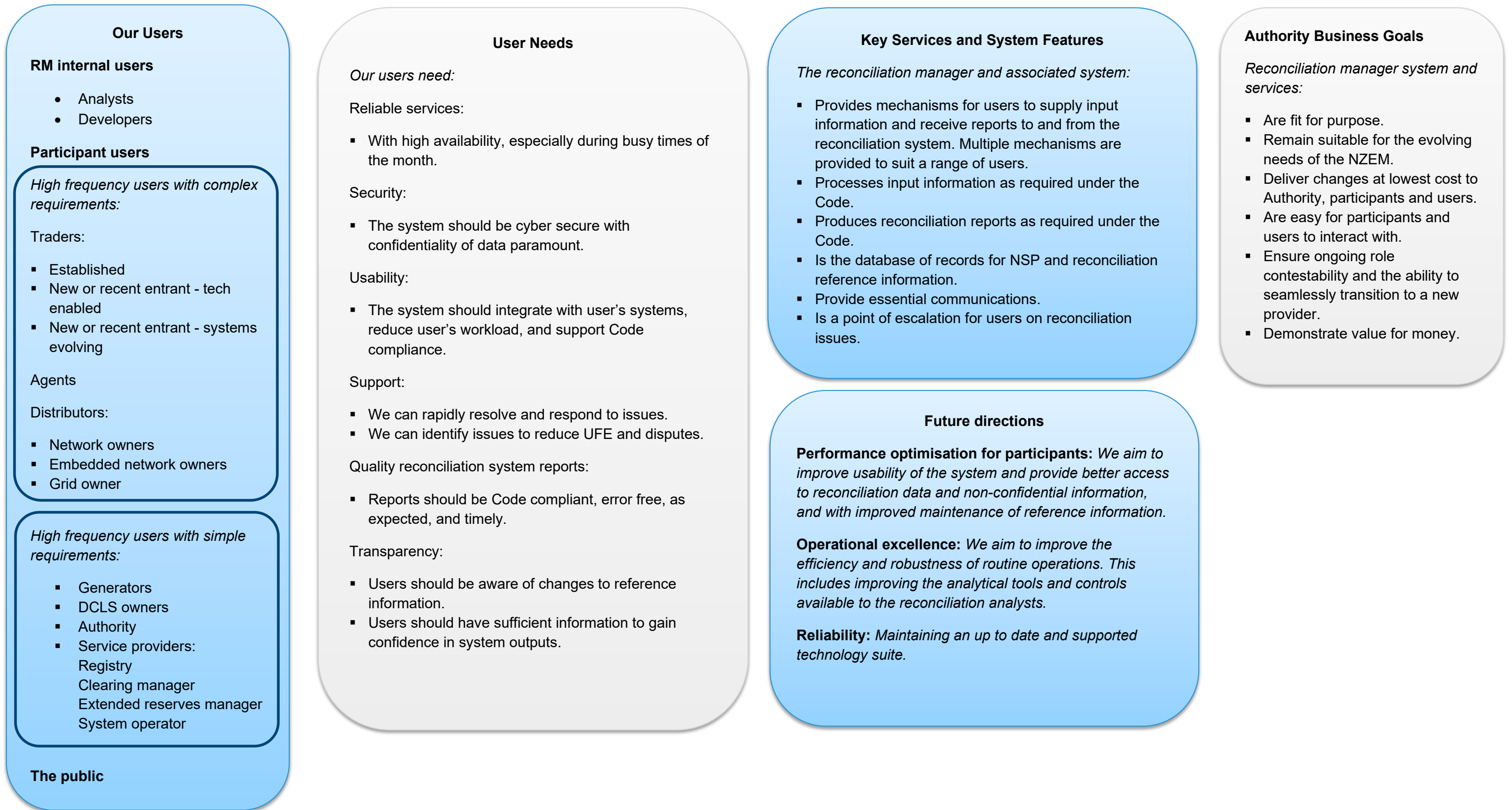
- Archiving and Data Management Enhancement: Automating the data archiving procedures from the Authority's production systems into a data warehouse. This automation not only improves system efficiency and operating speeds but also provides a flexible means to access historical data through API connections. Upgrading the data warehouse to a new solution offers numerous benefits, including improved system performance, scalability, flexibility, cost optimization, real-time analytics, advanced data integration, governance, and self-service analytics.
- Technological upgrade on ESB: The current software supporting the existing Enterprise Service Bus is reaching its end-of-life, necessitating a replacement with a focus on transitioning to microservices. The shift to microservices involves a transformation from the centralized, tightly coupled architecture to a decentralized, loosely coupled one. In this approach, applications are broken down into smaller, independent services that communicate through lightweight protocols. This transition offers advantages such as flexibility in technology choice, scalability, resilience, and faster deployment.
- Regular review of infrastructure and software means that systems are supported and updated, as necessary.

### 3.2 Product strategy overview

Figure 2 provides an overview of the reconciliation manager's product strategy.



Figure 2. Reconciliation Manager Strategy Overview:



## **Our users**

The reconciliation manager has a wide range of different users.

Traders, distributors and their agents are all high frequency users, with varied and complex requirements that are expected to evolve over time. The majority of the effort to maintain and develop the reconciliation system will be focussed on these users.

Generators, DCLS owners, the Authority and service providers are also high frequency users of the system, however their requirements are somewhat simpler. These users only require a relatively small number of files to be received by or sent from the system and very rarely require support from the reconciliation manager. In the case of service providers, almost all interaction is in the form of system to system exchange of files.

## **User needs**

At a high level all users have, to an extent, a common set of needs. These can be grouped together as follows:

- Reliability, cyber security and the provision of Code compliant correct reconciliation results are basic needs for all users that must be met without compromise,
- Usability, access to support and transparent operations are needs that will vary by user group. The extent to which these needs are met will drive user satisfaction and value delivered by the services and systems.

## **Key services and features**

The reconciliation manager:

- Provides mechanisms for the exchange of reconciliation information,
- Processes input information from users and produces reconciliation reports as required by the Code,
- Is the database of records for reconciliation reference information, including NSPs; and
- Is the first point of escalation for reconciliation related matters.

## **Authority business goal**

As the Authority owns the reconciliation manager role, the direction and pace of the product strategy will be heavily influenced by the Authority's business goals (see Figure 3).

Whether any given initiative is implemented will depend on:

- Participant support as expressed in, for example, surveys and user group meetings,
- Authority approval – An initiative should be consistent with the Authority's statutory objective and business goals for the reconciliation system,
- Available budget for system improvements – This will be a critical factor.

Our strong preference is for low cost, low risk initiatives that have a high likelihood of providing value to participants and other users.





## 4. Road map

The reconciliation manager road map is shown in Figure 3.

The Authority and NZX have an internal joint development process to manage project conflicts and priorities. This process will manage all active road map initiatives. Part of the reconciliation manager role is to develop a joint goal setting framework. This framework has been integrated into the road map.

It is highly likely that the road map will change in response to:

- Participant feedback,
- Changes to the Authority's strategy or programme of work,
- Operational necessities, and
- Conflicts and changes in priority as identified through the Authority - NZX joint development process.



Figure 3. Reconciliation manager road map:

## Reconciliation Manager Road Map

Who drives the change?

Feature / Enhancement	Reconciliation Participants	Authority	NZX	Benefit	Status	2025				2026				2027					
						Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4		
<b>Performance optimization for participants</b>																			
Analyse system for market growth and performance enhancements	X	X	X	Review the system and future proof for potential market growth.	In progress														
Participant data access enhancement	X		X	Both public and private information to be easily and quickly accessed.	Future work														
NSP management portal functionality improvement	X		X	Better layout of the NSP meter page to help participants managing certification.	Future work														
Improvement of agent management	X		X	Ability for participant to add and manage agents themselves with a higher level of personalisation.	In progress														
RM data visualisation	X		X	Provide a more dynamic view of the reconciled information.	Future work														
Front-end components enhancement			X	Provide responsive images and image loading optimization.	Future work														
Publish engineered profile shapes to the market	X	X	X	Provide reference for participant to profile the volume when required.	In progress														
<b>Market design changes</b>																			
Receiving embedded generator list from Registry	X	X	X	Ensure a more accurate monthly levy information reporting.	In progress														
<b>Operational excellence</b>																			
Enhance RM quality assurance			X	Boost the RM's ability to identify issues in participant submissions which drive incorrect UFE and balancing.	In progress														
<b>System performance, security and reliability</b>																			
Technological upgrade on ESB			X	Offers advantages such as flexibility in technology choice, scalability, and resilience.	Future work														
Archiving and data management enhancement			X	Improves system efficiency and operating speeds.	Future work														
Multi-factor authentication			X	System access security control improvement.	Future work														