

## Core\_FAL\_01: Incident Management

<b>Version</b>	0.17		
<b>First trading date with the current version</b>	20/04/2022		
<b>Status</b>	<input checked="" type="checkbox"/> Draft	<input type="checkbox"/> Final	

### Approval

Version	Date	Name	Function	Signature
1.0		Core JSC		

### Previous versions

Version	Date	Author	Summary of changes
0.1	21/05/2019	JWG	First review
0.2	26/07/2019	JWG	Second review
0.3	09/09/2019	JWG	Third review
0.4	26/09/2019	JWG	Fourth review
0.5	02/10/2019	JWG	Fifth review
0.6	09/10/2019	JWG	Sixth review
0.7	14/10/2019	JWG	Seventh review
0.8	17/10/2019	JWG	Eighth review
0.9	26/06/2020	JWG	Processed CWE updates
0.10	01/09/2020	JWG	Updated timings after CWE updates
0.11	09/11/2020	JWG	Processed feedback
0.12	23/02/2021	JWG	Processed feedback
0.13	23/03/2021	JWG	Processed feedback
0.14	13/04/2021	JWG	Processed feedback
0.15	20/04/2021	JWG	Processed feedback
0.16	03/05/2021	JWG	Processed feedback
0.17	10/05/2021	JWG	Review

### Remarks

Contact details can be found in the Core Contact List.

### Disclaimer

All the timings included in this procedure refer to Central European Time (CET). CET refers to CET and CEST.

**Table of Contents**

1. Introduction ..... 2

    1.1. Purpose ..... 3

    1.2. Governed / Regulated by ..... 3

    1.3. Tools and Communication Protocols ..... 3

    1.4. Associated Procedures and Documents..... 3

2. Incident investigation: bilateral communication NEMO - TSO ..... 3

3. Incident Committee ..... 4

    3.1 Incident Committee Timeline..... 4

*Table 1 – Partial Decoupling deadlines* ..... 5

*Table 2 – Full Decoupling deadlines* ..... 5

    3.2 Incident Committee Participants ..... 6

*Table 3 – IC participants* ..... 6

    3.3 When to start and end an Incident Committee ..... 6

    3.4 Rules for inviting the TSOs, and JAO to the IC..... 7

    3.5 Incident Committee - General overview ..... 7

*Table 4 – IC steps and associated deadlines* ..... 7

    3.6 Incident Committee - Process clarification ..... 9

    3.7 Incident Committee Report..... 9

4. Core Emergency Committee ..... 10

    4.1 Core Emergency Committee principles in case of post-coupling issues ..... 10

5. Emergency Committee Reporting ..... 10

Annex 1 to Core\_FAL\_01: Incident Committee - Rules of Internal Order ..... 12

Annex 2 to Core\_FAL\_01: Core Emergency Committee - Rules of Internal Order ..... 13

**1. Introduction**

[Redacted content]

## 1.1. Purpose

[Redacted]

## 1.2. Governed / Regulated by

- Core DAOA

## 1.3. Tools and Communication Protocols

- Email and phone

## 1.4. Associated Procedures and Documents

[Redacted]

## 2. Incident investigation: bilateral communication NEMO - TSO

[Redacted]

Bilateral communications are based on the Contact List available on Project Place. At the Target Time of the corresponding backup procedure, if the issue is still not solved, the relevant Operational NEMO informs directly or via its Servicing NEMO the PMB Coordinator about the issue, according to ANDOA procedures.

If the backup measures could not solve the issue before the corresponding deadline to start an Incident Committee, the PMB Coordinator will start an Incident Committee.

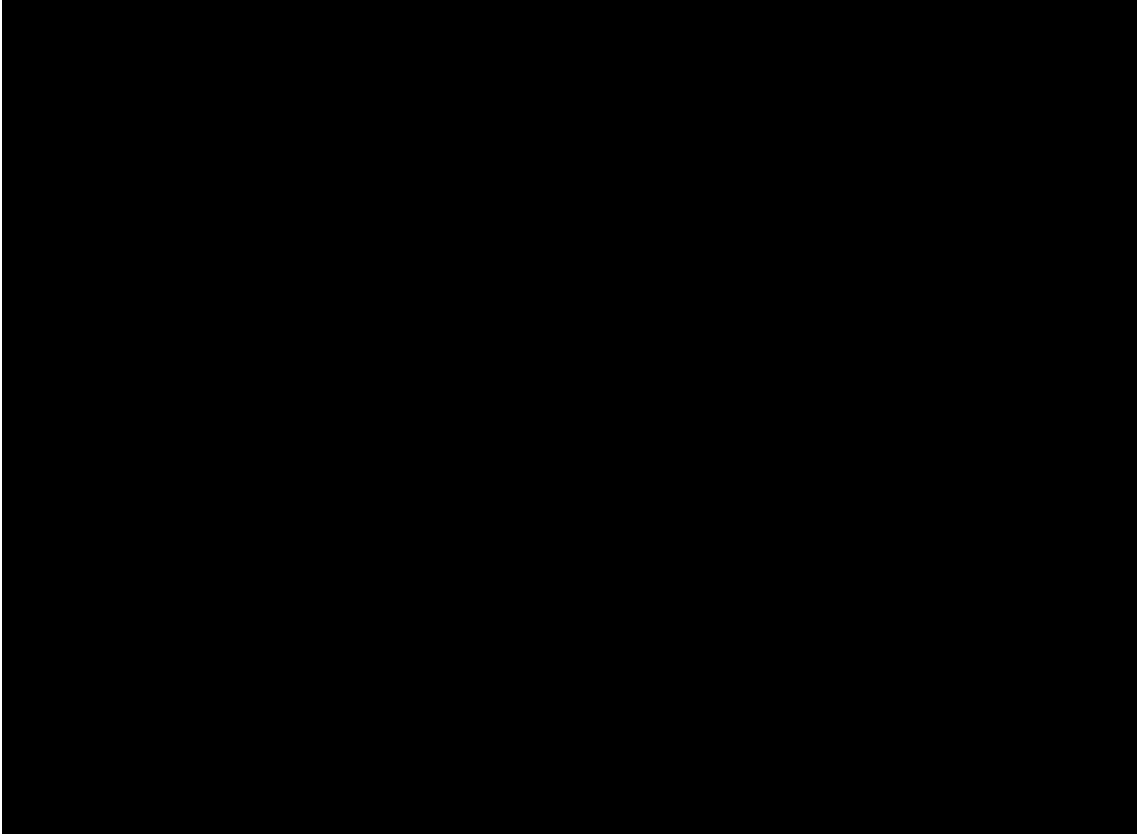
### 3. Incident Committee

[Redacted content]

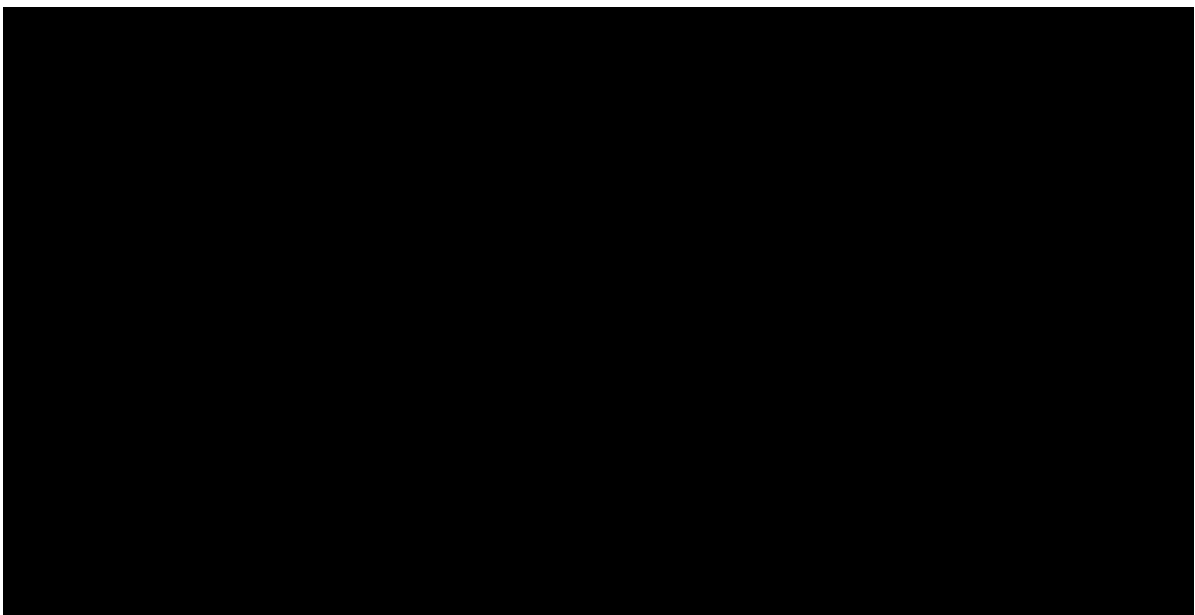
#### 3.1 Incident Committee Timeline

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*Table 1 – Partial Decoupling deadlines*

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*Table 2 – Full Decoupling deadlines*

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## 3.2 Incident Committee Participants

[Redacted text]

*Table 3 - IC participants*

[Redacted table content]

## 3.3 When to start and end an Incident Committee

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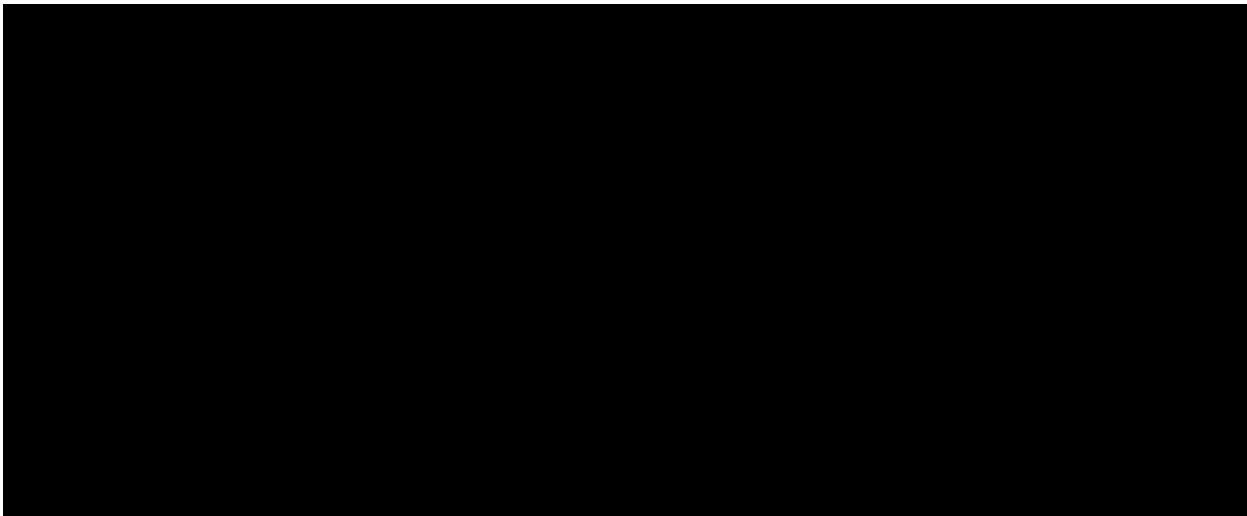
### 3.4 Rules for inviting the TSOs, and JAO to the IC

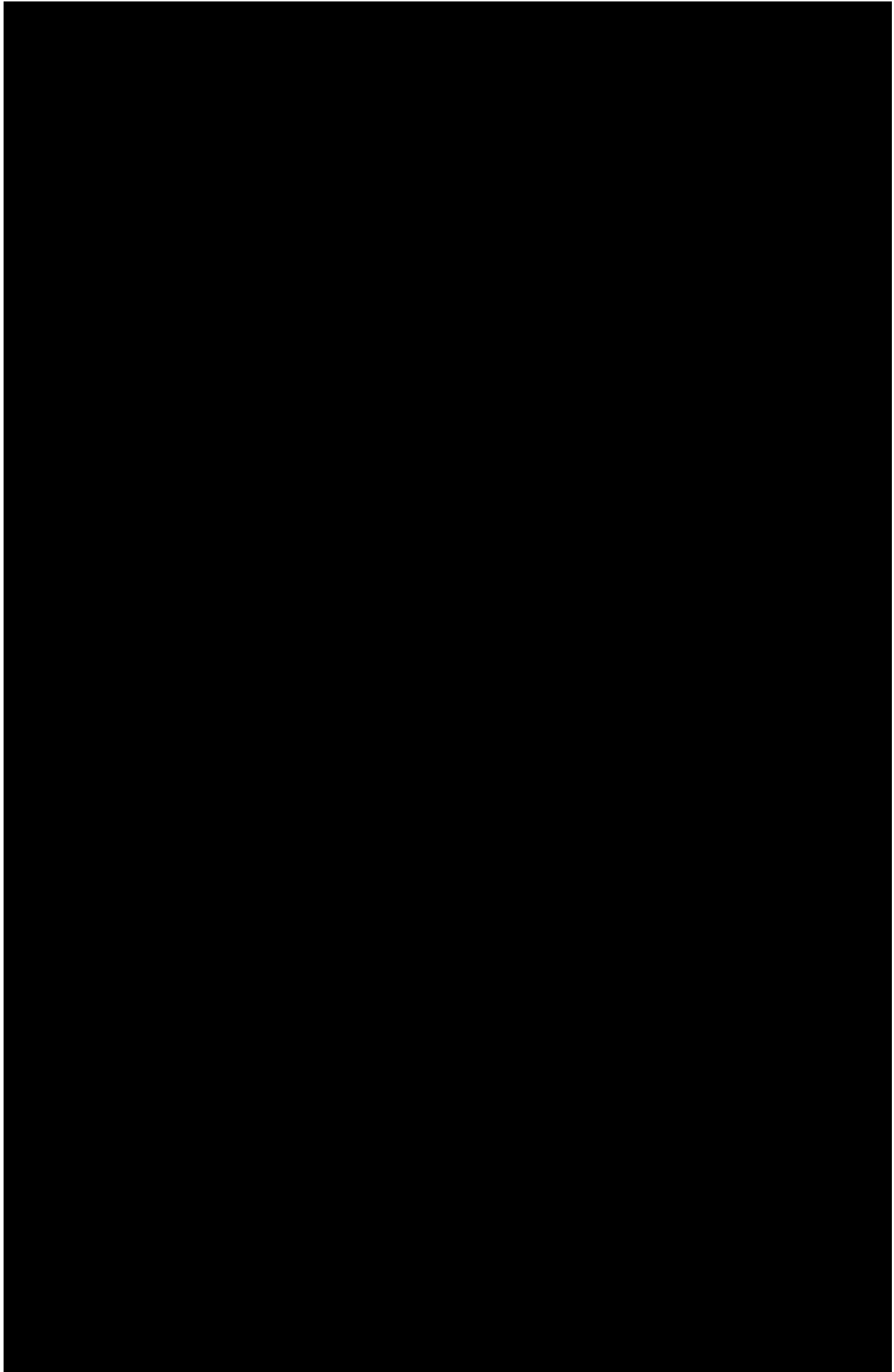
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### 3.5 Incident Committee - General overview

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*Table 4 – IC steps and associated deadlines*







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### 3.6 Incident Committee - Process clarification

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### 3.7 Incident Committee Report

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**PROPOSED SOLUTION & DISCUSSIONS**

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**DECISION**

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**OTHER ISSUES**

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<b>REPORT APPROVAL DATE BY CORE OPSCOM</b>	
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## **Annex 1 to Core\_FAL\_01: Incident Committee - Rules of Internal Order**



## Annex 2 to Core\_FAL\_01: Core Emergency Committee - Rules of Internal Order

[Redacted content]