Southwest Power Pool, Inc.
OPERATIONS TRAINING WORKING GROUP
January 11, 2010

• Minutes •

Attendees:
Shannon Bolan, NPPD*
Richard Appel, SECI*
Fred Meyer, EDE*
Edgar Rivera, LUS*
Bill Cook, WFEC*
Mike Crouch, OKGE*
Carla Fitzpatrick, OPPD*
Misty Revenew, WRI*
Ron Green, AEP*
Fred Meyer, EDE*
Mike Hood, AECC *
Anthony Due, EDE

Jim Graham, EDE
Karen McGee, AEP
Robert Hirchak, Cleco
Kevin Frick, WRI
Gary Plummer, BPU
Steve Tegtmeier, LES
John Ribar, SPA
Margaret Hebert, SPP
John Kerr, SPP
Jane Martin, SPP
Carl Stelly, SPP
Ronda Walters, SPP

* Voting Member

Agenda Item 1: Call to Order and Approval of Agenda
Shannon Bolan called the meeting to order at 1:37 p.m. Carl Stelly requested that an agenda item be added regarding Train-the-Trainer to be discussed by Donna Freeman.

Agenda Item 2: Approval of meeting minutes
Fred Meyer made a motion to accept the minutes from the December 7, 2009 meeting as written. Carla Fitzpatrick seconded the motion.
## Agenda Item 3: Review of Previous Action Items

<table>
<thead>
<tr>
<th>Action Item</th>
<th>Date Originated</th>
<th>Owner</th>
<th>Status</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Explore vendors who offer consulting services and templates that SPP members can use to meet the requirements of NERC PER-005-1</td>
<td>4/9/2009</td>
<td>Jim Gunnell</td>
<td>On Hold</td>
<td>PER-005-1 has not been voted on at FERC. Jan. 1, 2010 would be soonest date to implement. It is uncertain as to when this will be implemented now that this date has passed.</td>
</tr>
<tr>
<td>Schedule meeting to discuss COM-003-1</td>
<td>10/8/2009</td>
<td>Jim Gunnell</td>
<td>Complete</td>
<td>The OTWG determined that everyone would address the proposed standard from their own company’s standpoint.</td>
</tr>
<tr>
<td>Send link to COM-003-1 standard to all meeting attendees</td>
<td>12/7/2009</td>
<td>Jim Gunnell</td>
<td>Complete</td>
<td>E-mail with link sent on December 15, 2009 John Kerr expressed the importance of the COM-003-1. Fred Meyer mentioned that a call is being conducted by the compliance group regarding the standard. He will be on the call and report anything of importance to the group.</td>
</tr>
<tr>
<td>Submit recommendation to Nick Brown to fill three OTWG vacancies</td>
<td>12/2/2009</td>
<td>Jim Gunnell</td>
<td>Complete</td>
<td>Nick approved the three nominees on December 14, 2009</td>
</tr>
<tr>
<td>Task Description</td>
<td>Due Date</td>
<td>Responsible Party</td>
<td>Status</td>
<td></td>
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<tr>
<td>Contact OTWG members to determine if they are attending SOC for credit or to facilitate</td>
<td>12/7/2009</td>
<td>Ronda Walters</td>
<td>In Progress</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td>Ronda has collected the information and is continuing to fill the vacancies.</td>
<td></td>
</tr>
<tr>
<td>Contact Jason Smith with ORWG about getting Shannon Bolan and Edgar Rivera added to the ORWG agenda to discuss communications issue and Black Start Planning</td>
<td>12/7/2009</td>
<td>Jim Gunnell</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>Work with Mike Wech regarding presentation of System Restoration Principles and incorporating exercise for the 2010 SOCs</td>
<td>12/7/2009</td>
<td>Carl Stelly</td>
<td>In Progress</td>
<td></td>
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<td></td>
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<td></td>
<td>Carl will discuss further with Robert Hirchak and Mike Wech.</td>
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<tr>
<td>Work with Shannon Bolan to develop a presentation for the 2010 SOCs</td>
<td>12/7/2009</td>
<td>John Kerr</td>
<td>In Progress</td>
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<td></td>
<td>John Kerr will work with Shannon Bolan on the presentations for Human Error Prevention, Communication, and Introduction to the Critical Decision Making process. A meeting is scheduled for Wednesday, January, 20.</td>
<td></td>
</tr>
<tr>
<td>Send tentative list of SOC topics and proposed time line for the SOC agenda to the OTWG</td>
<td>12/7/2009</td>
<td>Carl Stelly</td>
<td>Complete</td>
<td></td>
</tr>
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<td></td>
<td></td>
<td></td>
<td>An actual draft of the agenda was e-mailed on December 14, 2009 to all OTWG members. The objectives are being developed for each of the suggested sessions.</td>
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</tbody>
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**Agenda Item 4: JTA Taskforce Update**

Carl Stelly read the JTA Taskforce update prepared by Jim Gunnell. Shannon Bolan stated that this update is being presented at the MOPC meeting this week, and will be discussed on the next MOPC conference call also. It is located on the SPP website at the following link: [http://www.spp.org/publications/JTA%20Taskforce%20Update%20for%2001-11-10.pdf](http://www.spp.org/publications/JTA%20Taskforce%20Update%20for%2001-11-10.pdf)
Agenda Item 5: Review OTWG Effectiveness Survey
Shannon Bolan gave the location of the survey:
Shannon and Carl Stelly discussed the survey scores and comments with the group. Shannon encouraged all on the call to read over the results after the meeting. John Kerr pointed out that the OTWG had higher “overall effectiveness” marks than all the other working groups which he said had been the case since he had been involved with the OTWG. He ended saying, “Something to remember when working with this group--there are a number of great people to work with.” Shannon agreed whole-heartedly. Carl Stelly told the group that he or Jim Gunnell could answer questions related to the feedback on the survey.

Agenda Item 6: Communications Solution & Black Start Planning Update
Shannon Bolan commented that he and Edgar Rivera would be on the ORWG call, but would not discuss the Black Start Planning. Richard Appel asked Shannon if they could discuss it in a face-to-face sometime. Shannon asked if the group wanted to wait to discuss it at the March face-to-face. All agreed to wait. Shannon and Edgar confirmed they will be on the ORWG teleconference call in order to hand-off the “Communications Solution” issue to the ORWG.

Agenda Item 7: 2010 System Operations Conferences Update
Margaret Hebert shared the present registration totals for the REOPs classes and System Operations Conferences. Carl reminded the group that the net conferences and the drills are filling up as well. Margaret shared the results of the SOC and REOPs class participant lists along with their respective waiting lists with the group. Carl stressed the importance of registering on the waiting list(s) since there is a great possibility of those lists being exhausted for each conference. He told the group, to contact him regarding where they, or someone else, fell on the waiting list. He also reminded the group to let Ronda Walters know if they were interested in assisting with facilitating at the SOC so they would be counted in the headcount for meals and seating arrangements. Misty Revenew asked if Margaret could e-mail the group the registration information she covered, and she said she would. Carl concluded this agenda item by commenting on the rough draft of the SOC agenda. He said that they want to spend time at the conference taking the participants through the process from “normal to emergency” status which would cover situational awareness, human error prevention as well as communication, and the critical decision making process categories. These topics will be covered on the Monday of each SOC. Tuesday will be the first full day of the conference. Carl stated that the OTWG had asked for some continued training on the market since most in the SPP footprint are involved or affected by it especially from a reliability and congestion management standpoint. It is the desire of the group to spend at least one session focusing on congestion management and how the market intertwines with reliability to affect the management of congestion as it exists on the system. Therefore, Tuesday morning of each SOC conference will be centered on the market and congestion management. The agenda would then transition to training on voltage control and stability as well as reserve sharing, and NERC EEA policies as well as network and native load responsibilities for non-market participants. On Wednesday the schedule will be a full day of system restoration (islanding, and black start emergency operations). Carl commented that Mike Wech has offered to facilitate most of the training on Wednesday. He will do three segments—frequency control, voltage control, and wrap up the day with synchronizing islands together. Carl said the key to all of these sessions is intertwining exercises, worksheets, and interactive discussions throughout to avoid pure lecture. On the final day, John Kerr will conduct a session on the interconnection checklist that SPP uses which segues from the system restoration training. One session will be on distinguishing between sabotage and other types of incidents on the system—how to
recognize and report them. It will include possibly some exercises, and interactive
discussion about best practices and situations that have occurred among different groups
(transmission or BA operators) and how they handled the situation. The conferences will
wrap-up with emergency operations planning dealing mainly with the EOP-001 standard and
how different entities handle it. Carl will check to be sure that by doing so it will not
jeopardize any security/compliance measures. Carl will get a list of the objectives for the
sessions sent to the OTWG once developed.

**Agenda Item 8: End-of-Year Survey re: Training Program**
Carl Stelly stated that the survey is in progress and the deadline for those being returned is
January 15, 2010. He will give an update with statistics as well as comments at the
February OTWG teleconference. He pointed out that there were presently 92 responses to
the survey, and another reminder will go out on Wednesday, January 13, 2010. The survey
went out to all who participated in a regional training event in 2009. He told the group to
contact him if there was someone they knew who hadn’t received the survey and wanted to
participate so he could send them the link. It is specific to the recipient of the e-mail with
the user ID number imbedded in the link; therefore, it can’t be forwarded to someone else
in order to prevent multiple surveys by the same person.

**Agenda Item 9: Learning Management System Update**
Jane Martin discussed the fact that SPP entered into a contract at the end of July with
Cornerstone-on-Demand for a learning management system (LMS). This is the same
provider that MISO and ISO-New England are using. SPP is still on track for implementation
of the system at the end of March or first part of April, 2010. Jane said it will be a much
easier registration process and would allow for more efficient administration of the training
related functions allowing SPP to provide a better service to its members. A nice feature of
the system is the Outlook attachment included in the confirmation e-mail sent to the
registrant. Another feature allows each participant access to their transcript to view all the
classes they take through SPP subsequent to the roll-out. It is an internet based system
which allows any users to register for classes from home or any other location. To use the
LMS, member employees will self-register. Jane stated that a process is being developed to
create accounts in the LMS for those already registered for the 2010 classes via SitePilot.
The goal is to ensure they retain their spot in the classes they had previously registered for
as well as to make the transition easier for our members. Next steps: The initial testing is
beginning this week. Once it meets with the team’s satisfaction they will start engaging
representatives from the members to get their feedback. She asked the group to forward
any suggestions for representatives to help in this regard to her at jmartin@spp.org. Misty
Revenew, told Jane she would be willing to help test the system, and asked if there would
be a way for those who coordinate the training at their organizations to view the records for
their trainees. Jane said this is being looked into and probably wouldn’t be available on day
one, but once the roll-out occurs they would probably form a pilot group of members to test
this. Misty asked if there would be a “how-to” training on the system for the members, and
Jane confirmed there will be training, and commented that the system is very easy to
navigate and pretty self-explanatory. Shannon Bolan offered to help with the member
testing also.

**Agenda Item 10: Train-the-Trainer**
Donna Freeman discussed the fact that seven people were coming from approximately three
or four different entities to the February Train-the-Trainer. Of those, only two people have
never attended a Train-the-Trainer. She asked the group their thoughts on possibly
conducting the class differently and offering some different type of professional
development for the members since there were only two new people attending the one in
June. She proposed the idea of offering the training via net conferences once or twice a
month. A topic that goes with the three day training regarding PER-005 and ADDIE could be discussed in the net conference. Richard Appel mentioned that he thought the Train-the-Trainer was going to be different material every time, but that is not the case. Misty Revenew commented that she liked the idea of offering one or two topics via net conference since she will be involved in all the SOCs and that would help cut down on her travel. She also mentioned she had some topic ideas she could send to Donna. Mike Crouch mentioned that his company wants to see him learning different things at each training session. Donna reminded the group that NERC will not allow CE hours to be offered for professional development training which may make it difficult to generate interest from those concerned about their certification requirements. There isn’t any new information relating to PER-005 to offer. John Kerr made the comment that in the past NERC offered the Train-the-Trainers in order to allow trainers to obtain credentials on how to train. When they quit offering it the OTWG decided they needed to continue with the training so when NERC audited the organizations they could show proof that the trainers had been instructed on a systematic approach to training. Shannon Bolan recommended everyone attend at least one Train-the-Trainer per year so they could keep an updated certificate. Many in the group liked the idea of net conferences due to restrictions on travel, but Shannon and Carl thought everyone should consider it further then discuss it at the next OTWG teleconference. John Ribar asked if future net conference Train-the-Trainers would be archived. Donna said they are live and as of right now could not be offered as a self-study for participants to earn a certificate due to the fact there is no way to monitor whether or not a person actually attended the training. John Kerr mentioned that a test could be given at the end in TestCraft to allow a certificate to be given. Misty Revenew commented that it might be possible to offer a session or two for those who came to help facilitate it at the System Operations Conference when their services weren’t needed. Donna said there are logistical issues that would have to be worked out. Carl Stelly didn’t think it would be possible due to facilitation issues, and the requirements for facilitating at the SOC. Donna encouraged everyone to think about it, and said it might be best to take one Train-the-Trainer class at a time trying the different ideas out to see what works best. Richard Appel said he had some topic ideas he needed more training on and Donna asked him to e-mail them to her. She also asked everyone to consider it further then discuss it at the next OTWG teleconference and see what would work best for everyone.

**Agenda Item 11: Goals for 2010**
Shannon Bolan encouraged everyone to review the goals for 2010 in order to discuss them in depth at the February OTWG meeting. The Goals (Regional Training Strategy Components) are located at the following link: http://www.spp.org/publications/Regional%20Training%20Strategy%20Components%202010-2012.pdf
Agenda Item 12: Summary of New Action Items

1. Carl will get with Robert Hirchak and Mike Wech regarding the development of a presentation for the 2010 SOCs

2. Shannon Bolan and John Kerr will discuss Shannon handling the Human Error Prevention presentation at the 2010 SOCs

3. Fred Meyer will plan to be on the compliance call and report back to the OTWG

4. Shannon and Edgar will get together to discuss what they will present to the ORWG

5. All will contact Ronda Walters to let her know if they are planning to help facilitate the SOCs and which ones they are interested in helping with

6. Margaret Hebert will send an e-mail to all on the OTWG call with the number of participants for the REOPs classes and SOC conferences

7. Carl Stelly will get a list of the objectives for the 2010 SOCs sent to the OTWG

8. Carl Stelly will have a second reminder sent to those who attended a training event in 2009 regarding the end of the year survey

9. Misty Revenew and Shannon Bolan will assist with the testing of the LMS for SPP. Jane Martin will contact them when the time comes for member testing

10. Everyone will submit to Jane Martin suggestions of representatives to help with the LMS testing

11. Donna Freeman will discuss with Mike Hood the Train-the-Trainer classes he needs to register for

12. All at the meeting will consider the Train-the-Trainer class being presented as net conferences or at the Little Rock SOC which will be discussed further at the next OTWG meeting

13. Misty Revenew and Richard Appel will send new topic ideas for presenting in the Train-the-Trainer classes to Donna Freeman

14. All will review the Regional Training Strategy Components document for in-depth discussion at the next meeting

Agenda Item 13: Future Meetings
Teleconference: February 1, 2010 from 1:30-3:00 p.m. CST
Register here: http://www.spp.org/event_register2.asp?oID=2407

Agenda Item 14: Adjournment
Misty Revenew made a motion to adjourn the meeting and Mike Crouch seconded the motion. The meeting adjourned at 2:57 p.m.