Southwest Power Pool, Inc.  
OPERATIONS TRAINING WORKING GROUP  
Teleconference  
March 29, 2012  

● MINUTES ●

Attendees:  
Shannon Bolan, NPPD*  
Richard Appel, SECI*  
Bill Bowen, SPS*  
Robert Hirchak, Cleco*  
Mike Hood, AECC*  
Misty Revenew, WRI*  
Edgar Rivera, LUS*  
Stanley Winbush, AEP*  
Mike Crouch, OGE*  
Leslie Sink, SPP Secretary  
Randy Ezzell, ITC  
Keeth Works, SWPA  
Dave Millam, KCPL  
John Gunter, SPP  
Gay Anthony, SPP  
Michael Daly, SPP  
P. J. Rose, SPP  
Margaret Adams, SPP  
Jane Martin, SPP  
Carl Stelly, SPP  

* Voting Member

Agenda Item 1: Call to Order and Approval of Agenda  
Shannon Bolan called the meeting to order at 1:15 p.m. CST

Agenda Item 2: Approval of 2/13/2012 Meeting Minutes  
Richard Appel made a motion to approve the minutes and Misty Revenew seconded the motion. The minutes were approved.
### 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>Leslie Sink to schedule meeting with OTWG members in Spring 2012 to draft “assumptions” for 2013 Training Calendar development</td>
<td>9/29/2011</td>
<td>Leslie Sink</td>
<td>In Progress</td>
<td>The assumptions were discussed and will be decided upon in the July timeframe. Changes will be made to the content of the Train the Trainer for 2013. Additionally it was decided to discuss at a later time to decrease the number of drills offered per year – no longer offering sub-regional drills and only offering regional drills. Decisions on topics and calendars will be made later in the year.</td>
</tr>
<tr>
<td>SOCs waitlist and duplications</td>
<td>120/05/2011</td>
<td>Ronda Walters/ Jane Martin</td>
<td>In progress</td>
<td>Ronda is working on the duplicates as she can – to date she has worked more than 60 hours trying to resolve the duplication process. The waitlist was cleared for the Little Rock SOC with the exception of 4 learners – The Lafayette SOC waitlist is cleared and all seats are full.</td>
</tr>
<tr>
<td>Possible training tool/job aids and/or specific entity training for the DTS</td>
<td>3/12/2012</td>
<td>Daniel Baker</td>
<td>In Progress</td>
<td>Daniel is looking into some sort of training aid or specific training to assist with the DTS “issues” – that are unique to each member.</td>
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### Action Item

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<td>John Gunter will send out a proposed process for selecting future SOC locations</td>
<td>2/13/2012</td>
<td>John Gunter</td>
<td>Completed</td>
<td>John has made recommend changes – will vote on this process in the April meeting.</td>
</tr>
<tr>
<td>Leslie Sink will contact Jason Smith, Terry Oxandale and SPP Compliance regarding who will be responsible for maintaining the information requirements of EOP-005-2 – requirement 18</td>
<td>3/12/2012</td>
<td>Leslie Sink</td>
<td>In Progress</td>
<td>Leslie has a meeting set up to discuss EOP 005-2 with SPP Compliance et al</td>
</tr>
</tbody>
</table>

**Agenda Item 4: SOC Debrief:** Overall the course evaluations were very good. The learners liked the formatting and the agenda topics. John received feedback from facilitators/OTWG members that the lead time given to the facilitators for review wasn’t sufficient for adequate preparation. It was discussed that John would open the SOC a little differently staging the SOC for the learners in a little more detail. John will also make the necessary changes to the facilitator guide as requested. All updated presentations must be into SPP by 7:59 Monday morning 4/2/2012. Mike Crouch asked why all the elements brainstormed in the fall of 2011 were not included in the SOC materials. John Gunter explained that he and Margaret Adams tried to include the majority of the items listed during the brainstorming but were unable to do so Misty Revenew brought up the idea for polling the OTWG next year on the final topics included in the SOC content.

John Gunter requested that the SOC topics brainstorming begin in late summer rather than in the fall. All agreed. Misty Revenew also suggested a taskforce for the SOC content.

**Agenda Item 5: System Operations Conference 2013 Selection/location Process:**

Already discussed in agenda item 3e. Completed document, will vote for approval at the April OTWG meeting.

**Agenda Item 6: System Operations Conference 2013 Registration Process** – A motion for a special meeting was offered by Richard Appel and seconded by Bill Bowen. The meeting will be held on 4/9/2012 1:30 to 3:00 to discuss specifics. Leslie will send out prior meeting minutes on all discussions pertaining to this topic. *Items discussed and moved to the 4/9 meeting: (*)&)5 minutes was not an acceptable timeframe for the SOCs to fill up with registrants. (*)&)Jane offered and tested the process of only allowing learners to sign up and attend one SOC per year – the LMS will support this (*)&)Should Operators be allowed to attend every other year or every three years (*)&)Only training admins can register Operators(*)&)If you are a participating OTWG member, can seats be held for that entity(*)&)

**Agenda Item 7: Annual Program Evaluation:** Overall evaluation was excellent, all offerings were in the 90% ranking for satisfied to very satisfied. 619 survey invitations were sent out, 202 responded – this response number is in range with previous years. Margaret Adams will send out via email survey results.
A few topics were discussed that were suggestions from the Survey. The group discussed that SPP wants to continue to offer courses that are unique and specific to the SPP regional membership. Topics such as NERC Standards are a static course that is offered by many different vendors.

It was also discussed that in the future for REOPs classes, no-show names will be submitted to the specific entities training administrator for follow-up. Margaret explained that it is hard to fill seats when you have no-shows and late withdrawals – although trying to remain sensitive to the budget constraints that everyone is feeling.

John Gunter also requested support from the OTWG that going forward, any Regional or Sub-Regional drills that "entities" not signed up before the first day of class, will not be allowed to participate because of the time it takes to get the entity up and running. OTWG members support this decision. Misty Revenew also discussed the issues it creates with awarding CEs.

John Gunter will send an email to all drill participating entities that we will be enforcing the drill "cut-off" dates posted in the LMS.

**Agenda Item 8: Integrated Market Place Training:** Level 1 training is completed. Level 2 training will be more specialized; the final curriculum is currently being discussed with the appropriate stakeholders and work streams. Gay Anthony has offered to present the approved curriculum to the OTWG in the April or May meeting.

**Agenda Item 9: Customer Training and Strategic Initiatives:** These topics were all covered in previous agenda items.

**Agenda Item 10: Lessons Learned from Audits, JTA Development, etc.** Richard Appel discussed he was asked for a back-up plan to his back-up plan on the last audit. He was also asked to show more than one vendor’s certificate for train-the-trainers.

**Agenda Item 11: Other:** Bill Bowen stated that SPS is using Pat Everly as their consultant to assist with the compliance of PER-005 and the JTA assessments. Also he discussed the possibility of using our CE courses as possible college credit offerings. Leslie Sink stated that she has done this in the past with many of her different classes and that it has to be done on an individual basis. Each College or University has their own template and requirements however what is usually needed is currently populated in the LMS. The information most requested to complete the template are course descriptions, course length, learning deliverables and learning measurements.

**Vote for OTWG vacant seats:** Vote was taken for the four nominated individuals: Robert Hirchak, Michael Crouch, Denney Fales, and Scott Labitt for the two open seats available. A vote was taken and the majority vote was for renewing Robert Hirchak and Michael Crouch’s term for another two years.

**Agenda Item 11: Summary of New Action Items**
1. Gay Anthony will get onto the April or May OTWG meeting agenda to present the Level 2 curriculum.

2. Shannon Bolan and/or Leslie Sink will send out the meeting notice for the special meeting to discuss the SOC registration process for 2013 only.

3. Leslie Sink will meet with SPP Compliance and SPP’s Performance Support to discuss specifics on EOP 005 – 2 and EOP 006 as it relates to TOPs and GOPs.

4. John will add the items discussed in the meeting to the SOC Location Selection process and email to all of the OTWG members.

5. John will send an email out to training entities explaining that the LMS final registration dates will be enforced for all drills

6. Margaret will send the survey results to the OTWG members

7. Going forward, Margaret will inform trainers and admin of any “no shows”

8. Leslie will send the voted nominations to Nick Brown for approval

9. John Gunter will make the recommended changes to the SOC materials as requested

**Agenda Item 12: Future Meetings**

**Face to Face Meeting - April 26, 2012 (1:00-5:00 p.m.) CST**


**Agenda Item 13: Adjournment**

Richard Appel made a motion to adjourn and Edgar Rivera seconded the motion. The meeting was adjourned at 4:55 p.m.