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|  | © ISO New England Inc. 2007 | Procedure: Activate and/or Test Computers and Processes at the Back Up Control Center |
| | Process Name: Implement Emergency Operations | |
| | Procedure Number: RTMKTS.0120.0070 | Revision Number: 5 |
| | Procedure Owner: Steve Weaver | Effective Date: March 5, 2007 |
| | Approved By: VP Operations | Review Due Date: January 1, 2008 |

SOP-RTMKTS.0120.0070


Activate and /or Test Computers and Processes at the Back Up Control Center

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1. Objective

The objective of this procedure is to define the process for activating and testing the computers and processes at the Back Up Control Center (BCC). The BCC provides ISO New England (ISO) personnel with the ability to reliably operate the bulk power system and perform market functions from a facility other than the Main Control Center (MCC).

This procedure documents the responsibilities of ISO System Operations Personnel.

This procedure is used during:

- Annual BCC activation tests to document test results and is also used
- Actual BCC activations during emergency situations.

2. Background


ISO is required per North American Reliability Corporation (NERC) Standard EOP-008 to have a plan to continue reliability operations in the event its control center becomes inoperable. ISO maintains various computer programs and communication devices at the BCC to meet this requirement.

ISO Personnel have the ability to operate from the BCC in various modes, which include:

- Operating in conjunction with the Holyoke facility (Window In)
- Operating separately from the Holyoke facility (Independent Activation).

The Window In mode uses the computers at the Holyoke facility, which allows ISO Personnel at the BCC the ability to remotely monitor and input changes using just as though they were at the Holyoke facility. The computers at the Holyoke facility must be operational for this mode to be used. The Window In mode does not usually require IT support to utilize the BCC.

Independent Activation uses the computers at the BCC which allows ISO Personnel at the BCC the ability to monitor and input changes using computer applications independent of the Holyoke Facility. IT management and support staff is required to activate the BCC in this

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mode. While the BCC is operating in the Independent Activation mode, the Holyoke Facility is not operational.

System Operations Personnel perform BCC testing to ensure the BCC facilities, applications and personnel are able to meet the requirements of NERC Standard EOP-008- Plans for Loss of Control Center Functionality.


BCC testing is also performed for other ISO personnel to ensure that the BCC facilities, applications, and personnel are adequate to meet other ISO business requirements.

3. Responsibilities

NOTE

Any Control Room Operator has the authority to take action(s) required to comply with NERC Policy.

1. System Operations Personnel in conjunction with IT personnel are responsible for enabling the BCC computers in the Independent Activation mode.
2. System Operations Personnel are normally responsible for enabling the BCC in the Window In mode unless IT personnel intervention is required.
3. The BCC System Operators are responsible for operating the bulk power system when the BCC is in the Independent Activation mode.
4. The BCC System Operators are responsible for operating the bulk power system when the BCC is in the in the Window In mode as directed by the Operations Shift Supervisor.
5. System Operations Personnel are responsible for determining if the various software and hardware applications at the BCC are functional during testing.
6. System Operations Personnel are responsible for using this procedure when activating the BCC for:
 - Performing the annual BCC test to meet compliance requirements in NERC Standard EOP-008- Plans for Loss of Control Center Functionality
 - Documenting the performance of the annual BCC activation test


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by using appropriate Attachments to activate the BCC in Independent Activation mode. (These test results are required to meet the NERC annual requirements for testing)

7. Other ISO personnel are responsible for using applicable Attachments of this SOP to activate the BCC in Independent Activation mode during an emergency as well as documenting performance during annual BCC testing. These test results are NOT required to meet the NERC annual requirements for testing.

4. Controls

None.

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5. Instructions

5.1 System Operators Computer Activation at the BCC (Required for NERC)

5.1.1 System Operators Window In

NOTE


System Operations Personnel need a valid certificate installed at the BCC in order to log into the BCC computers.

The Systems labeled Senior Activate/Auto Callout and Loader Activate **CAN NOT** be used to Window In.

Once the computers are accessed using the Window In mode, the System Operators at the BCC have the ability to monitor and input changes just as if they were operating at the Holyoke Facility. It should be noted that the computers at the Holyoke Facility are still being used while in the Window In mode.

The computers at the Holyoke Facility are utilized during the Window In mode. If the computers at the Holyoke Facility are not functioning properly, then go to Section 5.1.2 for Independent Activation.

1. The System Operators shall use the following computers to Window In:
 - Loader WS
 - Generation WS
 - Senior WS
 - Supervisor WS
 - Transmission WS
2. If the Holyoke Facility is still in use (BCC manned for testing) then the System Operators shall notify the Holyoke Operations Shift Supervisor that the BCC is about to be used to Window In.
3. The System Operators shall initiate Attachment C – System Operator BCC Start Up Checklist during the Window In process to verify that the BCC Window In mode is successful.
4. The System Operators shall use the appropriate Window In passwords in Attachments A – System Operators Logins and Passwords to access the computer systems and then activate the BCC Window In mode.
5. The System Operators shall verify that the BCC Window In mode has been completed and computer systems are operating by completing

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Attachment C – System Operator BCC Start Up Checklist.

- If any issues are identified, the System Operators shall fill out Attachment G – BCC Issues List and return to the Manager, Control Room Operations.

5.1.2 System Operators Independent Activation

NOTE

The PCs labeled Senior Activate/Auto Callout and Loader Activate are the only computers that can be used for Independent Activation.

In order to complete Independent Activation, IT personnel must be present to support the fail over to the BCC.


Independent Activation allows the BCC computers to operate independently from the Holyoke Facility computers. It should be noted that Independent Activation of the BCC will shutdown the Holyoke Facility computers.

- The System Operators shall use ONLY ONE of the following computers for Independent Activation:
 - Senior Activate/Auto Callout
 - Loader Activate
- If the Holyoke Facility is still in use (BCC manned for testing) then notify the Holyoke Operations Shift Supervisor that the BCC is about to be used for Independent Activation.
- The System Operators shall initiate Attachment C – System Operator BCC Start Up Checklist during the Independent Activation process to verify that the BCC Independent Activation mode is successful.

NOTE

Do not begin Independent Activation until IT personnel have arrived to coordinate the failover.

When the Senior Activate/Callout or Loader Activate computers are accessed, the System Operator is presented with an icon on the desktop labeled “BCC Failover” which is used for Independent Activation of the BCC.

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4. The System Operators in conjunction with assistance from IT personnel shall determine if the BCC computer has already been activated in Independent Activation mode.
5. If the BCC computer has already been successfully activated in Independent Activation mode, then go to Step 8.

NOTE

DO NOT perform Independent Activation if already in the Independent Activation mode. Doing so will restart the system and cause unnecessary delays.

6. If the BCC computer has not been activated in Independent Activation mode, then upon concurrence with IT personnel, double click on the icon located on the desktop labeled “BCC Fail Over”.
7. The software script will ask: “Are you sure you want to do this?”
 - A. If the answer is YES, then type in “yes” and press enter.
 - B. If the answer is NO, then close out of the software script by clicking on the X in the top right corner.

NOTE

If you typed in “yes” for activation, then it takes approximately 15 minutes for the failover to occur. **During the fail over process, no data entry shall be made on any system at the BCC.**


A series of code scripts will occur noting the success or failures of various computer software devices. The System Operators and IT personnel can scan the code scripts for information. Successful failover messages will read as follows:

“Fail over to the BCC is complete and successful. You may proceed with logging into all system and normal system operations.”

Unsuccessful failover messages will read as follows:

“Fail over to the BCC was unsuccessful, contact IT immediately for onsite support.”

8. If the failover is successful, IT personnel will advise the System Operators that they can start the remaining BCC workstations in the Independent Activation mode using the passwords in Attachment A – System

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Operators Logins and Passwords for Independent Activation and proceed with System Operator functions.

9. If the failover is unsuccessful, the System Operators shall contact on-site IT personnel and make them aware so they can coordinate repairs.
10. If Full Graphics does not automatically start up then the System Operators shall manually initiate Full Graphics by clicking the full Graphics icon on the desktop.




11. Once the Full Graphics is up, if the NPX_PC-DEFAULT2 room (standard room) does not come up, the System Operators should switch to the NPX_PC_DEFAULT2 room as seen at the Holyoke Facility by performing the following:
 - A. From Rapport FG Station Manager select “Directory”.
 - B. Then select “Rooms”.
 - C. Then Select “NPX_PC_DEFAULT2” room.
 - D. Then click CALLUP button.
 - E. Then click DONE button.

NOTE

Electronic Dispatch (ED) is not functional at this point in the activation of the BCC. Assistance from IT personnel is required to enable Electronic Dispatch. Until ED is functional the System Operators can only communicate DDPs verbally.

12. The System Operators shall verify that the BCC Independent Activation has been completed and computer systems are operating by completing Attachment C – System Operator BCC Start Up Checklist.
13. If any issues are identified, the System Operators shall fill out Attachment G – BCC Issues List and return to the Manager, Control Room Operations.

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5.2 Forecasters Computer Activation at the BCC (Required for NERC)

5.2.1 Forecaster Window In

1. The Forecaster shall use the following computers for Window In mode:
 - Forecast1
 - Forecast2
2. If the Holyoke Facility is still in use (BCC manned for testing) then the BCC Forecaster shall notify the the Forecaster and Operations Shift Supervisor in Holyoke that the Forecaster is about to Window In.
3. The Forecaster shall use the appropriate Forecasters Window In passwords in Attachment B – Non-System Operators Logins and Passwords to access the computer systems in the Window In mode at the BCC.
4. Verify that the BCC Window In mode has been completed and computer systems are operating by completing Attachment D – Forecaster BCC Start Up Checklist.
5. If any issues are identified, the forecaster shall fill out Attachment G – BCC Issues List and return to the Manager, Control Room Operations.


5.2.2 Forecaster Independent Activation

1. The Forecaster shall use the following computers for Independent Activation.
 - Forecast1
 - Forecast2

NOTE

IT personnel shall inform the Forecaster when they can start their BCC workstations. This occurs when the System Operators and IT personnel have performed the system fail over in accordance with Section 5.1.2.

2. The Forecaster shall use the appropriate Forecasters Independent Activation passwords in Attachment B – Non-System Operators Logins and Passwords to access the computer systems in the Independent Activation mode at the BCC.
3. The Forecaster shall verify that the BCC Independent Activation has been completed and computer systems are operating by completing Attachment D – Forecaster BCC Start Up Checklist.

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4. If any issues are identified, the forecaster shall fill out Attachment G – BCC Issues List and return to the Manager, Control Room Operations.


5.3 Short-Term Outage Specialists Computer Activation at the BCC (Not Required for NERC)

1. The Short-Term Outage Specialists shall use the following computer for Independent Activation:
 - Opssupport1

NOTE

IT personnel shall inform the Short-Term Outage Specialists when they can start their BCC workstations. This occurs when the System Operators and IT personnel have performed the system fail over in accordance with Section 5.1.2.

2. The Short-Term Outage Specialists shall use the Ops Support Independent Activation password in Attachment B – Non-System Operators Logins and Passwords to access the computer systems at the BCC.
3. The Short-Term Outage Specialists shall verify that the BCC Independent Activation has been completed and computer systems are operating by completing Attachment E –Short-Term Outage Specialists BCC Start Up Check List.
4. If any issues are identified, the Short-Term Outage Specialists shall fill out Attachment G – BCC Issues List and return to the Manager, Control Room Operations.

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5.4 TSO Administrators Computer Activation at the BCC (Not Required for NERC)

1. The TSO Administrator shall use the following computer for Independent Activation:
 - Oasis1

NOTE

IT personnel shall inform the TSO Administrator when they can start their BCC workstations. This occurs when the System Operators and IT personnel have performed the system fail over in accordance with Section 5.1.2.


2. The TSO Administrator shall use the TSO Administrator Independent Activation password in Attachment B – Non-System Operators Logins and Passwords to access the computer systems in the Window In mode at the BCC.
3. The TSO Administrator shall verify that the BCC Independent Activation has been completed and computer systems are operating by completing Attachment F – TSO Administrator BCC Start Up Checklist.
4. If any issues are identified, the TSO Administrator shall fill out Attachment G – BCC Issues List and return to the Manager, Control Room Operations.

6. Performance Measures

- BCC test is performed to meet requirements of NERC Standard EOP-008- Plans for Loss of Control Center Functionality

7. References

NERC Standard EOP-008- Plans for Loss of Control Center Functionality

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8. Revision History

| Rev. No. | Date | Reason | Contact |
|----------|----------|---|--------------|
| Original | 4/24//04 | Original | Don Gates |
| 1 | 2/1/05 | Update SOP for RTO terminology | Steve Weaver |
| 2 | 03/29/05 | Update for NERC Version 0 Standards | Steve Weaver |
| 3 | 9/30/05 | Revised to distinguish between operations for a BCC test and an actual Activation. | Steve Weaver |
| 4 | 12/20/06 | Revised to remove Att G (checklist for OAG), | Steve Weaver |
| 5 | 03/05/07 | Revised procedure for clarity and added checklist items as requested for Forecaster | Steve Weaver |

9. Attachments

Attachment A – System Operators Logins and Passwords

Attachment B – Non-System Operators Logins and Passwords


Attachment C - System Operator BCC Start Up Checklist

Attachment D – Forecaster BCC Start Up Checklist


Attachment E –Short-Term Outage Specialists BCC Start Up Checklist

Attachment F – TSO Administrator BCC Start Up Checklist


Attachment G – BCC Issues List

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Attachment A – System Operators Logins and Passwords (Confidential)


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Attachment B - Non-System Operators Logins and Passwords (Confidential)

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Attachment C – System Operator BCC Start Up Check List (Required for NERC)

| Items for Window In and Independent Activation | Initials |
|---|----------|
| 1. Notify ISO and CONVEX that you are there. | |
| 2. Check that all passwords work correctly and the start up procedure is effective. | |
| 3. Check that all applications including OIS Logs, Control Room Events Logs and Logs 1-9 are functional. | |
| 4. Verify that Electronic Dispatch signals are being sent to Resources. | |
| 5. Full Graphics including menu bars come up upon logging in. | |
| 6. Alarm pages function normally with associated displays. | |
| 7. Can run OLNED Sequence with associated displays. | |
| 8. Can see the results of RTNET solution and they are occurring with associated displays. | |
| 9. Can view one line diagrams and data is populating the one lines with both SCADA and Estimated values with associated displays. | |
| 10. Can run RTCA and results from RTCA are available with associated displays. | |
| 11. Can run ILC with associated displays. | |
| 12. Can run ICM data with associated displays. | |
| 13. Can view voltage guide with associated displays. | |
| 14. Can run EMS Powerflow with associated displays. | |
| 15. Can run STCA with associated displays. | |
| 16. Can run EMSOUT and Clogger applications with associated displays. | |
| 17. Can view ICCP nodes with associated displays and all nodes up and running. | |
| 18. Check that AGC system is running and in Tie Line Bias mode. | |
| 19. Can view and operate System Summary and associated displays. | |
| 20. Can view and operate Reserve Summary and associated displays. | |
| 21. Can view IFS and Operating Reserve Summary and associated displays | |


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| Items for Window In and Independent Activation | Initials |
|---|----------|
| 22. Can view EES/MOI and associated displays. | |
| 23. Can view Tie summary and associated displays. | |
| 24. Can view and operate Cap analysis. | |
| 25. Can view and operate DMT and associated displays. | |
| 26. Can view and operate UDS and associated displays. | |
| 27. Can view and operate ICU AutoCall and ENS programs and associated displays including checking voice clips (On Senior AutoCall PC) with ISO link in and /or out. | |
| 28. Can view and operate Outage Scheduler and associated displays. (On Supervisor, Senior and Security PCs) | |
| 29. Verify that phones work including ARDs to Local Control Centers and Resources. | |
| 30. Verify that eLutions software is available and operable. | |
| 31. Check that EVAC pack phone numbers are up to date. | |
| 32. Check that EVAC pack information is up to date. | |
| 33. Verify that Keycards work. | |

Check list completed:

Name: _____

Date: _____

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Attachment D – Forecaster BCC Start Up Check List (Required for NERC)

| Items for Window In and Independent Activation | Initials |
|---|----------|
| 1. Can view and operate MSSMOI and associated displays. | |
| 2. Can view and operate DMTMOI and associated displays. | |
| 3. Can view and operate RAA Import/Export and associated displays | |
| 4. Can view and operate ISO Capacity Analysis and associated displays | |
| 5. Can view and operate Outage Scheduler and associated displays | |
| 6. Can view and operate Load Forecast. | |
| 7. Can view and operate 7-Day Forecast | |
| 8. Can view and operate SAM database and associated displays | |
| 9. Can view and operate Event Logserver and Operator Logs 1-9 | |
| 10. Can view and operate eLutions software and associated displays | |
| 11. Can access and manipulate RMR Spreadsheets | |
| 12. Can access and manipulate GRT Spreadsheets | |
| 13. Can access and manipulate Look-Ahead Notes | |
| 14. Can access and manipulate Historical Load Logs | |
| 15. Can access and manipulate Forecast Daily Report | |
| 16. Can access and manipulate Pumped Storage Spreadsheet | |
| 17. Can access and manipulate D1, D2 and D3 Report | |
| 18. Can access and manipulate the Forecaster Turnover | |
| 19. Can access and manipulate the Gas Capacity Tools | |
| 20. Can access and manipulate the Load Adjuster | |

Check list completed:

Name: _____

Date: _____

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Attachment E – Transmission Outage Specialists BCC Start Up Check List (Not Required for NERC)

| Items for Window In and Independent Activation | Initials |
|--|----------|
| 1. Can view and operate Outage Scheduler and associated displays | |
| 2. Can run EMS Powerflow with associated displays – current version. | |
| 3. Can view and operate GRT spreadsheets. | |
| 4. Can view and operate Voltage Calculators and associated displays | |

Check list completed:

Name: _____

Date: _____

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Attachment F – TSO Administrator BCC Start Up Check List (Not Required for NERC)

| Items for Window In and Independent Activation | Initials |
|---|----------|
| 1. Can view and operate EES/MOI and associated displays | |
| 2. Can view and operate OASIS screens. | |
| 3. Can view and operate OATi WebTrans | |
| 4. Can view and operate OATi WebTag | |
| 5. Can view and operate NERC SDX | |
| 6. Can view and operate ISO Intranet | |
| 7. Can view and operate Forecast Server | |
| 8. Can view and operate Online Procedure manual | |
| 9. Can view and operate IDC | |
| 10. Can view and operate Event Logserver | |
| 11. Can view and operate GDMA and associated displays | |
| 12. Install Certificates | |
| 13. Can view and Operate Outage Scheduler | |
| 14. Can view and Operate EES/MUI | |

Check list completed:

Name: _____

Date: _____

| | | |
|---|--|--|
|  | © ISO New England Inc. 2007 | Procedure: Activate and/or Test Computers and Processes at the Back Up Control Center Revision Number: 5 Effective Date: March 5, 2007 Review Due Date: January 1, 2008 |
| | Process Name: Implement Emergency Operations | |
| | Procedure Number: RTMKTS.0120.0070 | |
| | Procedure Owner: Steve Weaver | |
| | Approved By: VP Operations | |

Attachment G – BCC Issues List (Required for NERC)

Date: _____

| <u>Issue</u> | <u>Personnel Reporting</u> | <u>IT Contact</u> | <u>Resolution</u> |
|--------------|----------------------------|-------------------|-------------------|
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