




System Operating Procedures

SOP-RTMKTS.0200.0060

Implement OPTI Training

Effective Date: July 18, 2011
Revision No. 1


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1. Objective

NOTE

Before implementing any modification to current Operational Performance, Training & Integration (OPTI) policies, procedures or practices recommended by auditors or outside authorities, equivalent existing procedures or practices must be compared to the recommended change and evaluated for value added, applicability to ISO and cost effectiveness by the Manager and affected staff of OPTI


The objective of this System Operating Procedure (SOP) is to document the process used to conduct OPTI training courses. This SOP applies to the following OPTI programs: Training Operations Professionals (TOPP), Continuing System Operator Training, and OPTI Instructor Training Programs. The Program Descriptions for each of the programs are located on the Enterprise Document Library (EDL) in Real Time Markets, Related Documents.

2. Background

The intent of this procedure is to establish protocols for all formal training efforts undertaken by the ISO New England (ISO) OPTI. It addresses processes and requirements necessary to the application of a Systematic Approach to Training (SAT) process to operator training, the adoption of which is required by North American Electric Reliability Corporation (NERC) Reliability Standard PER-005, System Personnel Training. This procedure addresses training protocols by training setting (Classroom, On-The-Job (OJT), & Simulator training) and applies to both initial and continuing operator training, wherever applicable.

3. Responsibilities


1. The Manager, OPTI (or designee) is responsible for:
 - A. Ensuring ISO Control Room Operations System Operator training delivered by OPTI is conducted in accordance with the requirements of NERC Reliability Standard PER-005 - System Personnel Training.
 - B. Establishing the standards and processes for conducting OPTI training programs.

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- C. Ensuring that the coordination and implementation of training occurs as scheduled.
 - D. Ensuring timely compliance with the standards and processes for OPTI training stated in this procedure.
 - E. Assigning System Operator training course related tasks to OPTI personnel.
2. The assigned Training Coordinator (TC) or instructor is responsible for:
 - A. Piloting the training.
 - B. Executing the changes to the developed materials identified during the training pilot in a timely manner.
 - C. Delivering and documenting OPTI training in accordance with this procedure.
3. The assigned OPTI Testing and Training Simulator Environment (TTSE) Operator is responsible for loading appropriate scenarios into and running the TTSE during implementation of OJT, JPMs and TTSE Training.
4. The OPTI Training Administrator (TA) is responsible for:
 - A. Uploading approved test items to ISO TEN.
 - B. Creating the course examination from approved test items.
 - C. Editing test items when required.
5. Each Trainee is responsible for complying with the provisions of this SOP for:
 - A. Timely attendance.
 - B. Signing the Attendance Report.
 - C. Handling electronic communication devices.

4. Controls

1. OPTI TCs shall be subject to the processes described in this procedure, as well as the processes described in SOP- RTMKTS.0200.0070 - Evaluate Training Program Effectiveness.


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5. Instructions

5.1 Classroom Training

5.1.1 Conduct Internal Training Pilot

1. The instructor assigned to deliver the OPTI classroom training course shall pilot the course, using materials developed for it for the purposes of ensuring the:
 - A. Effectiveness of time allotment
 - B. Accuracy and completeness of instructional content (subject matter review)
2. OPTI TCs not assigned as a developer for this course shall attend the pilot presentation and:
 - A. Provide feedback on the time allotment, accuracy and completeness of instructional content developed by the assigned TC utilizing Attachment A - Cycle Training Course Pilot Evaluation Sheet,
 - B. Return a completed Attachment A to the OPTI TC assigned to the course no later than Close of Business (COB) the final day of the pilot week.
3. Prior to the COB on the Wednesday of the week following pilot week, the instructor assigned to the OPTI course shall:
 - A. Complete any required changes to course materials as agreed upon in the pilot.
 - B. Save the final versions to the appropriate OPTI server files in accordance with SOP-RTMKTS.0200.0025 - Maintain OPTI Records.

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5.1.2 Attend Classroom Training

1. No later than the Friday of the week prior to the desired training session, course trainees shall register in ISO TEN.
2. The instructor assigned to the course shall begin delivery of training on the date and at the time recorded in the Weekly Training Schedule, as described in SOP-RTMKTS.0200.0005 - Create OPTI Training Schedules.
3. Course participants shall:
 - A. Report to OPTI Training Classroom a minimum of five minutes prior to the training start time recorded in the OPTI Training Schedule.

NOTE

Failure to attend a training session and/or tardiness of more than fifteen (15) minutes results in no CEH award to that participant for that training session and OPTI TC notification of this occurrence to the participant's supervisor.

- B. Attend the training session and not be more than fifteen (15) minutes tardy for the training session

NOTE


Failure to sign an Attachment B (or equivalent for external training) results in no CEH award to that participant for that training session and OPTI TC notification of this occurrence to the participant's supervisor.

- C. Sign Attachment B - ISO-NE Operations Training Attendance Report (or equivalent for external training) at the beginning of each session.
 - D. Ensure all types of personal electronic communication devices are turned off or placed in silent mode (not vibrate) during the course presentation.


NOTE

Returning of more than five (5) minutes late from a break will be reported to the participant's supervisor and may result in forfeiture of CEH credit.

- E. Return from all training breaks no later than the time prescribed by the OPTI TC responsible for presenting the course.


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4. OPTI TC responsible for course delivery shall assess each occurrence of tardiness and the reason for tardiness.
5. OPTI TC will notify the participant's supervisor of each occurrence of a participant failure to sign an Attachment B and if necessary, each occurrence of tardiness in returning from a training break.
6. The instructor assigned the course session presentation shall sign Attachment B - ISO-NE Operations Training Attendance Report upon the completion of each applicable course session presentation.

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5.1.3 Obtain Trainee Reaction to Classroom Training


1. The instructor assigned to the course shall obtain trainee reaction at the end of every course presentation by providing access to SOP-RTMKTS.0200.0070 - Evaluate OPTI Training Program Effectiveness, Attachment D - Trainee Course Evaluation Form for each trainee.
2. Trainees have the option to complete and submit the completed SOP-RTMKTS.0200.0070 - Evaluate OPTI Training Program Effectiveness Attachment D.
3. The OPTI TA shall file each completed SOP-RTMKTS.0200.0070 - Evaluate OPTI Training Program Effectiveness Attachment D in accordance with SOP-RTMKTS.0200.0025 - Maintain OPTI Records.

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5.2 On the Job Training (OJT)


5.2.1 Implement OJT

1. The System Operator trainee shall discuss the applicable OJT task(s) with the OJT Instructor the day prior to the scheduled OJT.
2. The OJT Instructor shall conduct the OJT in accordance with the SOP-RTMKTS.0200.0045 - Design and Develop OPTI Instructional Materials, Attachment C - OJT Exercise Guide
3. The System Operator trainee shall complete the OJT in accordance with SOP-RTMKTS.0200.0045 - Design and Develop OPTI Instructional Materials, Attachment D - OJT Trainee Guide.
4. The OJT Instructor shall sign a copy of the SOP-RTMKTS.0200.0045 - Design and Develop OPTI Instructional Materials, Attachment C - OJT Exercise Guide upon System Operator trainee satisfactory performance the OJT Item.
5. The OJT Instructor shall save the completed copy of SOP-RTMKTS.0200.0045 - Design and Develop OPTI Instructional Materials, Attachment C - OJT Exercise Guide to the OPTI in accordance with SOP-RTMKTS.0200.0025 - Maintain OPTI Records.

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5.2.2 Obtain Trainee Reaction to OJT

1. The OJT instructor assigned to the course shall obtain System Operator trainee reaction at the end of every OJT session by providing access to SOP-RTMKTS.0200.0070 - Evaluate OPTI Training Program Effectiveness, Attachment D - Trainee Course Evaluation Form to each trainee.
2. System Operator trainees have the option to complete and submit each completed SOP-RTMKTS.0200.0070 - Evaluate OPTI Training Program Effectiveness, Attachment D.
3. The OPTI TA shall file each completed SOP-RTMKTS.0200.0070 - Evaluate OPTI Training Program Effectiveness, Attachment D in accordance with SOP-RTMKTS.0200.0025 - Maintain OPTI Records,

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5.3 Exercise Training

5.3.1 Attend Exercise Training

1. No later than Friday of the week prior to the desired training session, each trainee shall register in ISO TEN.
2. The OPTI TC assigned to the exercise training shall begin delivery of training on the date and at the time recorded in the applicable Weekly Training Schedule, as described in SOP-RTMKTS.0200.0005 - Create OPTI Training Schedules.
3. Each trainee participating in OPTI Training Exercise shall:
 - A. Report to OPTI Simulator Room no later than five minutes prior to the scheduled training start time recorded in the Operations Weekly Training Schedule produced in accordance with SOP-RTMKTS.0200.0005 - Create OPTI Training Schedule.

NOTE


Failure to attend an Exercise Training session and/or tardiness of more than fifteen (15) minutes will result in no CEH award to that participant for that Exercise Training session and OPTI TC notification of this occurrence to the participant's supervisor.

- B. Attend the Exercise Training session and shall not be more than fifteen (15) minutes tardy for the Exercise Training session

NOTE

Failure to sign an Attachment B results in no CEH award to that participant for the applicable Exercise Training session and OPTI TC notification of this occurrence to the trainee's supervisor.

- C. Sign the Attachment B - ISO-NE Operations Training Attendance Report for each assigned Exercise Training session.
- D. Ensure all types of personal electronic communication devices are placed in silent mode (vibrate) or turn the devices off during the Exercise Training session.

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- E. Return from all training breaks at the time prescribed by the instructor responsible for conducting the Exercise Training session.
- (1) Returning more than five (5) minutes late from a break will be reported to the trainee's supervisor and may result in forfeiture of CEH credit.
 - (2) Each occurrence and the reason for tardiness will be assessed by the OPTI TC responsible for applicable Exercise Training delivery.

5.3.2 Implement Exercise Training

1. The instructor shall conduct the Exercise Training in accordance with the applicable copy of the SOP-RTMKTS.0200.0045 - Design and Develop OPTI Instructional Materials, Attachment E - Training Exercise Guide

5.3.3 Obtain Trainee Reaction to Exercise Training

1. The OPTI TC assigned to the Exercise Training shall obtain trainee reaction at the end of each exercise training session by providing access to SOP-RTMKTS.0200.0070 - Evaluate OPTI Training Program Effectiveness, Attachment D - Trainee Course Evaluation Form to each trainee
2. Each trainee shall have the option to complete and submit the completed SOP-RTMKTS.0200.0070 - Evaluate OPTI Training Program Effectiveness Attachment D.
3. The OPTI TA shall file each completed SOP-RTMKTS.0200.0070 - Evaluate OPTI Training Program Effectiveness Attachment D in accordance with SOP-RTMKTS 0200.0025 - Maintain OPTI Records.

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6. Performance Measures

None

7. References

NERC Reliability Standard PER-005, System Personnel Training

Master/Local Control Center Procedure No. 17 - ISO and Local Control Center Joint Training (M/LCC 17)


SOP-RTMKTS.0200.0005 - Create OPTI Training Schedules

SOP-RTMKTS.0200.0015 - Request OPTI Training and Changes to Training Change

SOP-RTMKTS.0200.0025 - Maintain OPTI Records


SOP-RTMKTS.0200.0045 - Design and Develop OPTI Instructional Materials

SOP-RTMKTS.0200.0070 - Evaluate Training Program Effectiveness

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8. Revision History

Rev. No.	Date	Reason	Contact
Rev 0	12/11/09	Initial draft procedure	Cheryl Robinson
Rev 1	07/18/11	<p>Biennial review by procedure owner;</p> <p>Updated Header copyright date and replaced Footer page numbers with Page X of Y format;</p> <p>Global replaced Operational Performance and Training Department (OPTD) with Operational Performance, Training & Integration (OPTI) group;</p> <p>Section 1 added new NOTE, modified by adding new 2nd & 3rd sentences;</p> <p>Section 2 modified;</p> <p>Section 3 Deleted former step 1 and sub-steps (Director Responsibilities), renumbered all remaining steps, modified step 3.1.A, 3.1.D, 3.2, 3.2.C, 3.4; added new step 3.5 and sub-steps;</p> <p>Section 4 modified;</p> <p>Section 5.1 modified step 5.1.1.1, sub-steps 5.1.1.1.A & B, modified step 5.1.1.2 and sub-steps A & B; step 5.1.1.3, sub-Section 5.1.2 title, steps 5.1.2.1, 5.1.2.2, 5.1.2.3, added new NOTE prior to sub-step 5.1.2.3.B, deleted former sub-step 5.1.2.3.B and replaced with new sub-step, modified sub-steps 5.1.2.3.C, 5.1.2.3.D, added new NOTE prior to sub-step 5.1.2.3.E, modified sub-step 5.1.2.3.E and added new steps 5.1.2.4 & 5.1.2.5; modified sub-section 5.1.3 title, deleted former step 5.1.3.1 and sub-steps and replaced with steps 5.1.3.1, 5.3.1.2 & 5.1.3.3;</p> <p>Section 5.2 modified sub-section 5.2.1 title, steps 5.2.1.1, 5.2.1.2, 5.2.1.3, 5.2.1.4 & 5.2.1.5; added new sub-section 5.2.2 and steps 5.2.2.1, 5.2.2.1 & 5.2.2.3;</p> <p>Section 5.3 modified section title, modified sub-section 5.3.1 title, modified steps 5.3.1.1, 5.3.1.2, 5.3.3. & sub-step 5.3.1.3.A; added new NOTE prior to sub-step 5.3.1.3.B; modified sub-step 5.3.1.3.B; added new NOTE prior to sub-step 5.3.1.3.C; modified sub-steps 5.3.1.3.C, 5.3.1.3.D, 5.3.1.3.E and sub-steps 5.3.1.3.E.(1) & (2); added new sub-section 5.3.2 and step 5.3.2.1; added new sub-section 5.3.3 and steps 5.3.3.1, 5.3.3.2 & 5.3.3.3;</p> <p>Section 6 deleted all performance measures and added "None";</p> <p>Section 7 added RTMKTS.0200.005, corrected title for RTMKTS.0200.0015, added RTMKTS.0200.0045;</p> <p>Section 9 added Attachment B & title;</p> <p>Attachment B added new Attachment B</p>	Steve Weaver

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9. Attachments

Attachment A - Cycle Training Course Pilot Evaluation Sheet

Attachment B - ISO-NE Operations Training Attendance Report

