




# System Operating Procedures

SOP-RTMKTS.0200.0065

Implement OPTI Testing

Effective Date: July 18, 2011  
Revision No. 1

	© ISO New England Inc. 2011	<b>Procedure: Implement OPTI Testing</b>
	Process Name: Perform Operations Training	
	Procedure Number: RTMKTS.0200.0065	Revision Number: 1
	Procedure Owner: Steve Weaver	Effective Date: July 18, 2011
	Approved By: Director, Operations	Valid Through: July 18, 2013


## SOP-RTMKTS.0200.0065 - Implement OPTI Testing

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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, OPTI and affected OPTI staff.


The objective of this procedure is to define and document the process the OPTI uses for implementation of testing instruments to evaluate trainee mastery of instructional objectives. This procedure details the process to be applied to the formal mechanisms that document successful course completion only and not to casual measures that do not become documents of record. This procedure applies to the following OPTI programs: TOPP (Initial System Operator Training), 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

OPTI is responsible for providing testing and performance evaluations of the Control Room Operations System Operators.

System Operator training programs are developed and executed in accordance with North American Electric Reliability Corporation (NERC) Reliability Standards, Northeast Power Coordinating Council Inc. (NPCC) policies and ISO New England (ISO) policy and procedures. As such and particularly in conformance with both the letter and intent of NERC Reliability Standard PER-005, System Personnel Training, OPTI assumes responsibility for the development and implementation of the processes and standards necessary to ensure the validity and reliability of internal ISO System Operator Training programs by utilizing a Systematic Approach to Training (SAT) process.

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### 3. Responsibilities

1. The Manager, OPTI (or designee) is responsible for:
  - A. Establishing the standards and processes for the implementation of the testing that serves as the formal mechanism to evaluate successful course and program completion.
  - B. Establishing the standards and processes for the implementation of the testing that serves as the formal mechanism to evaluate successful course and program completion.
  - C. Ensuring the adherence to the standards and processes established in this procedure.
  - D. Ensuring the existence of a system to identify and address problems with the validity or reliability of test items or testing instruments.
2. Instructors are responsible for:
  - A. Implementing testing to evaluate trainee mastery of instructional objectives derived from training requirements.
  - B. Conforming to the processes described in this procedure for the implementation of testing.
3. Job Performance Measure (JPM) Evaluators are responsible for:
  - A. Obtaining the applicable approved JPM.
  - B. Implementing JPM evaluation of trainee's ability to perform tasks as trained via the On-the-Job Training (OJT) program.
4. OPTI Training Administrator (TA) is responsible for ensuring that trainees are enrolled into the ISO New England Training and Events Network (ISO TEN) administered OPTI Exams.

### 4. Controls

The implementation of ISO TEN Administered exams, Job Performance Measures (JPMs) and Testing and Training Simulator Environment (TTSE) Evaluated Exercises conforms to the processes described within this procedure.

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## 5. Instructions

### 5.1 Maintain Evaluation Content Integrity

**NOTE**

It is imperative that the integrity of each evaluation instrument is maintained to provide a valid measure of learning activity achievement for each trainee.

1. Trainees participating in OPTI administered written or performance evaluations shall adhere to the following restrictions:
  - Disclosure of evaluation questions or answers or discussion of the content of evaluation information with personnel outside of the OPTI is prohibited.
  - Removal from the evaluation location of evaluation material of any kind, including notes taken during the evaluation, is prohibited.
  - Communication with other trainees (with the exception of team exercise evaluations) or disruptive behavior during the evaluation is prohibited.

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## 5.2 Implement ISO TEN Administered Exam

### NOTE


Tests administered in any other medium or by any other means shall be proctored in accordance with guidelines set forth in the NERC CEH Administration Manual and consistent with the guidelines set forth in this document

1. The instructor assigned to deliver the OPTI Course for which the exam is to be given shall verify the current version of the approved test is available in ISO TEN no later than the day prior to scheduled testing.
2. If the current version of the exam is NOT available in ISO TEN, the instructor assigned to deliver the OPTI Course shall contact the OPTI TA immediately for resolution in accordance with SOP-RTMKTS.0200.0055 - Develop OPTI Test Items and Tests.
3. The OPTI TA shall enroll trainees into the ISO TEN Exam no later than COB Tuesday of the week the course is to be delivered.
4. The OPTI Training Course trainees shall:
  - A. As the proof of attendance, log into their personal ISO TEN Account and launch the test from the Training Record page.
  - B. Complete ISO-TEN exam no later than one week after training segment completion, unless prior approval is obtained from the Manager, OPTI.
  - C. Score 75% or greater correct responses or be remediated following the guidelines set forth in the NERC CEH Provider's Manual.
5. The instructor assigned to deliver the course shall:
  - A. Review the results of the exam no later than the day following the exam date
  - B. Perform the following for any OPTI Training Course trainee who receives less than a 75% score on the test.
    - (1) Print out a listing of the test items that were answered incorrectly.
    - (2) If possible, immediately meet with trainee(s) to discuss the test results and reiterate all course objectives in which weaknesses were noted.

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- (3) Direct trainee(s) to complete the alternate course exam.
- C. In the event that a trainee receives less than 75% on the alternate course exam, the instructor shall notify the trainee's immediate supervisor for further action.
- 6. OPTI TA shall:
  - A. No later than one week after the last day of the training cycle, conduct the Question Analysis using ISO TEN and submit results to the Manager, OPTI.
  - B. No later than one week from the receipt of test scores data, upload all Written Test Item Analysis Data records to the program files maintained on SharePoint.
  - C. No later than one month from the conclusion of the training segment, upload all testing data to the Quality Training System Database (QTD) in accordance with SOP-RTMKTS.0200.0025 - Maintain OPTI Records.
- 7. For all test items receiving lower than 20% correct responses an instructor assigned by the Manager, OPTI shall:
  - A. Obtain content accuracy feedback from either an independent SME or another OPTI TC.
  - B. Revise or replace the test item prior to the next delivery of the training topic.

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### 5.3 Perform Retention Testing for OPTI Courses

1. The OPTI TA shall:
  - A. Create a question bank category for the OPTI Cycle course retention test items
  - B. Add all OPTI Course alternate test items for the training cycle into this category
  - C. Enter the following information into the Answer Explanation:
    - (1) OPTI Course ID
    - (2) OPTI Course Title
    - (3) OPTI Instructional Objective Number
  - D. Perform the following each OPTI training cycle:

**NOTE**


There should be no less than five retention test items and no more than ten in the retention portion of the OPTI Cycle Exam

- (1) Select at least one remediation test item for each OPTI Course delivered in the previous OPTI Training Cycle to serve as a retention test item.
- (2) Create the Cycle Retention Exam
- (3) Name the first section “Cycle X Retention Questions”
- (4) Add the list of selected retention test items to this section.

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#### 5.4 Implement Job Performance Measures (JPMs)

1. If the JPM will be conducted using the TTSE, the JPM Evaluator assigned to administer the JPM shall contact the OPTI TTSE Operator to load the appropriate JPM scenario
2. The JPM Evaluator assigned to administer the JPM shall obtain a current copy of the appropriate approved ISO OPTI JPM Form
3. The JPM Evaluator shall brief the trainee on the system conditions in the JPM Scenario prior to starting the JPM.
4. The Trainee shall:
  - A. Present a signed copy of their OJT Trainee Guide to show proof of satisfactory completion of the OJT Training Item for the JPM.
  - B. Perform the JPM in accordance with the standards stated on the approved JPM Form.
5. The JPM Evaluator shall critique the Trainee JPM in accordance with the JPM standards.
6. The JPM Evaluator assigned OJT administration shall forward documentation of the completed JPM to the OPTI TA.
7. No later than one month from the conclusion of the training segment, the OPTI TA shall upload the applicable JPM data to the Quality Training System Database (QTD) in accordance with SOP-RTMKTS.0200.0025 - Maintain OPTI Records.

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## 5.5 Implement Evaluated Exercise

1. The assigned instructor shall implement the applicable Evaluated Exercise.
2. Each individual trainee or member of the shift team being tested shall:
  - A. Have completed the associated Training Exercise, if applicable.

**NOTE**

Any trainee failure to sign the attendance sheet will result in the forfeiture of any NERC CEH credit and the Trainee will receive an incomplete on the evaluated exercise.

- B. Sign the roster (Attachment B - SOP-RTMKTS.0200.0060 - Implement OPTI Training), if conducted independent of the training exercise.
3. The assigned instructor shall :
  - A. Evaluate the performance of the individual trainee or shift team being tested by completing the applicable Evaluated Exercise Evaluation Form (as given in Attachment I of SOP-RTMKTS 0200 0055 - Develop OPTI Test Items and Tests) noting both strengths and weaknesses.
  - B. Remediate in accordance with the guidelines set forth in the Evaluated Exercise Evaluation Form.
  - C. Forward all evaluation and rosters to the OPTI TA.
4. No later than one month from the conclusion of the training segment, the OPTI TA shall upload all Simulator Exercise Evaluation data to the training records database in accordance with SOP-RTMKTS.0200.0025 - Maintain OPTI Records.

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## 6. Performance Measures

Tests/evaluations are completed within time constraints stated in this procedure.

## 7. References

NERC Reliability Standard PER-005, System Personnel Training

NERC Continuing Education Hour (CEH) Administration Manual

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


SOP-RTMKTS.0200.0005 - Request OPTI Training and Changes to Training

SOP-RTMKTS.0200.0025 - Maintain OPTI Records

SOP-RTMKTS.0200.0055 - Develop OPTI Test Items and Tests

SOP-RTMKTS.0200.0060 - Implement OPTI Training

SOP-RTMKTS.0200.0070 - Evaluate Training Program Effectiveness

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## 8. Revision History

Rev. No.	Date	Reason	Contact
0	12/18/09	Initial draft procedure	Cheryl Robinson
Rev 1	07/18/11	<p>Biennial review by procedure owner;</p> <p>Header updated copyright date and procedure owner, and Footer replaced page numbers with Page X of Y format;</p> <p>Global replaced Operational Performance and Training Department (OPTD) with Operational Performance, Training &amp; Integration (OPTI) group;</p> <p>Section 1 added new NOTE and new 2<sup>nd</sup> and 3<sup>rd</sup> sentences;</p> <p>Section 3 Deleted all Director responsibilities, modified step 3.2, added new step 3.3 and 3.3sub-steps A &amp; B, and modified step 3.4;</p> <p>Section 5.1 added new section 5.1, NOTE and step 5.1.1 and bullets;</p> <p>Section 5.2 Deleted sub-section title, modified steps 5.2.1, 5.2.2, 5.2.3; added new step 5.2.5 and sub-steps, added new NOTE prior to step 5.2.6; modified step 5.2.6 and sub-step; modified step 5.2.7 and sub-steps;</p> <p>Section 5.3 Added new Section, steps, sub-steps and NOTE;</p> <p>Section 5.4 Modified steps 5.4.1, 5.4.1, 5.4.2, sub-step 5.4.4.B, step 5.4.5 &amp; 5.4.7;</p> <p>Section 5.5 Modified step 5.5.1, sub-step 5.4.2.A &amp; B, Step 5.5.3 and sub-step 5.4.3.A, B &amp; C, and step 5.5.4;</p> <p>Section 7 Added RTMKTS.0200.0060 – Implement OPTI Training;</p> <p>Section 9 Deleted Appendix A, B and C from the title listing; Attachments A, B &amp; C retired</p>	Steve Weaver


## 9. Attachments

Attachment A - Retired (mm/dd/yyyy)


Attachment B – Retired (mm/dd/yyyy)

Attachment C - Retired (mm/dd/yyyy)


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**Attachment A - Retired (mm/dd/yyyy)**

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**Attachment C - Retired (mm/dd/yyyy)**