

Message

From: Glenn McDonald [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=5E249048BC914D3491EC42569D4F8A7D-GLENN MCDON]
Sent: 2018-04-11 8:19:05 AM
To: Jeannette Briggs [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=148095610f7242f48a5a9da24b1a8a87-Jeannette B]
Subject: Re: Review of Enterprise Process Catalogue - Due April 19th

I didn't realize this was a big deal to you. It is to me. And I've been making a nuisance of myself on it. I actually think it's really important. Perhaps a discussion as to how to fix it - when you're CFO!!

On Apr 11, 2018, at 8:13 AM, Jeannette Briggs <jeannette.briggs@ieso.ca> wrote:

So simply answer is the audit universe is the source. It is risk based assessment - high risk processes (those deemed necessary for strategic success) are audited more often.

Lack of understanding of our business is an ongoing artifact. I just found out that Fair Hydro "settlement" process is being audited - no such process exists. I chatted with Julia who frankly given she is at every ELT and AC meeting should understand it better. But there I was mapping out the audit including Treasury, Finance and Legal in the review as they should be for a review of Fair Hydro. It is not good enough to be told "this is so confusing". Tiring outcome but I will continue to educate and minimize the fallout from lack of understanding.

Sent from my iPhone

On Apr 11, 2018, at 7:56 AM, Glenn McDonald <Glenn.McDonald@ieso.ca> wrote:

As part of IESOne maybe we should get the facts out instead of have these frustrations fester. I live this same thing all the time. Some perception exists that runs counter to what actually happened and it causes avoidable distortions.

But, not sure I'm seeing an answer to my question: However it came to be, is the catalogue supposed to be a defining guide for the audit universe or not?

I am partly asking because when Julia audited the "enforcement process" last year, she was using the catalogue definition (which I thought was inaccurate in some important respects). The answer to that concern in part was "that's what the catalogue says it is, so that's what we're auditing".

To be fair, I was the one who pointed out and explained the catalogue to Julia. So I can tell you that she definitely did not start her job thinking the catalogue was anything at all. I planted the demon seed!

Now, she is auditing the "ORCP program". Which is not a process. It's a program run by Ops/MACD which confusingly and only partially incorporates several processes, some in the catalogue, some not. When I pointed this out to Archana, she said "I was told to audit this, and we don't necessarily have to follow the catalogue".

Again to be fair we all have an opportunity to comment on the audit universe documents.

It seems like you more than anyone can say what the relationship between the catalogue and the universe is supposed to be. We should use this opportunity to clarify that.

On Apr 11, 2018, at 7:13 AM, Jeannette Briggs <jeannette.briggs@ieso.ca> wrote:

Another example of not letting facts get in the way of a good story. This happens so often to me. I created a new audit universe in 2009 (lists of all things to review). I worked with Bruce Locke as he was developing the initial catalogue. Together we decided on the “guiding, core, enabler/ enabling” groupings. The universe has all these processes plus more because Bruce’s method said “settle market” which was many potential audits. These additions does assume the head of IA understands our business well. The plan is risk based and temporal as almost everything should be reviewed within 7 years. I suspect the universe is now only updated in conjunction with catalogue updates. But I could be wrong. Nicholas and now Julia I suspect may not know the origins. But they have both benefited by my work😊and I guess putting an IESOne hat on that is all that matters.

Sent from my iPhone

On Apr 11, 2018, at 6:55 AM, Glenn McDonald <Glenn.McDonald@ieso.ca> wrote:

I thought IA used the catalogue to set its audit cycle?

On Apr 11, 2018, at 6:53 AM, Jeannette Briggs <jeannette.briggs@ieso.ca> wrote:

His reasoning does not fly especially the IA need but I will review what is there. I know he is getting push back on everything because of the shifting ground. He wants to look like he is organizing the unit and getting governing documents in place.

Heard Alex is pitching for his group too - not a fit in CS.

Sent from my iPhone

On Apr 11, 2018, at 6:44 AM, Glenn McDonald <Glenn.McDonald@ieso.ca> wrote:

FYI

I also made a pitch for the catalogue approvals to wait a bit. I'm working with BAs and some business units to

clean up the
descriptions and
accountabilities.

they convinced me it's
worse to leave it as is,
but that we can make
iterative changes
subsequent to its sign-
off. ie not have to wait
another year.

Begin forwarded
message:

From:

Nichola
s
Ingman
<nicholas.ingman@ieso.ca>

Date:

April
10,
2018 at
3:56:59
PM EDT

To:

Jeannette
Briggs
<jeannette.briggs@ieso.ca>,
Terry
Young
<terry.young@ieso.ca>
, Kim
Marshall
<Kim.Marshall@ieso.ca>,
Alex
Foord
<Alex.Foord@ieso.ca>

, Glenn
McDon
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<[Glenn.
McDon
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o.ca](mailto:Glenn.McDonald@ieso.ca)>,
Julia
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ca](mailto:Julia.McNally@ieso.ca)>,
Michael
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David
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ine.Sparks@ieso.ca>
, Susan Nichols
on
<susan.nichols
on@ieso.ca>,
Anthony Martine
llo
<Anthony.Mart
inello@ieso.ca
>,
Barbara Ellard
<Barbara.Ellard
@ieso.ca>,
Bob Chow
<Bob.Chow@ieso.ca>
,
Ahmed Maria
<ahmed.maria
@ieso.ca>,
Chuck Farmer
<Chuck.Farmer
@ieso.ca>,
Darryl Yahoda
<Darryl.Yahoda
@ieso.ca>,
Marcia Mends
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<Marcia

a.MendesDAbreu@ieso.ca>

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Yuhe

Yuan

<Yuhe.

Yuan@ieso.ca

>

,

Barbara

Campbell

<barbara

a.campbell@ieso.ca

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Gordon

Drake

<gordon

n.drake@ieso.ca

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Nicholas

Ingman

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ingman@ieso.ca

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Subject

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Review

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Nichola
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Ingman
W:
(905)85
5-6108
C:
(416)42
7-2567

From:
Jeannet
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Briggs
Sent:
April
10,
2018
3:06
PM
To:
Nichola
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Young;
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Subject: RE:
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Regards,

*Jeannette
Brigg*

♣ Director,
Settlements -
Corporate
Services
Independent
Electricity
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Operator
(IESO)|
T: 905-
855-
6364 |
C: 416-
997-
6364
Station
A, Box
4474,
Toronto
, ON,
M5W
4E5
Web:
www.ieso.ca |
Twitter:
[IESO_tweets](https://twitter.com/IESO_tweets) |
LinkedIn: [IESO](https://www.linkedin.com/company/ieso)
Conservation:

www.saveONenergy.ca
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Twitter:
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LinkedIn:
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IESO to
achieve
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From:
Nicholas
Ingman
Sent:
April
08,
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7:06
AM
To:
Terry
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**Subjec
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We have completed our annual review of the Enterprise Process Catalogue to reflect process changes, additions and removals made since February 2017 as well as the recent organizational changes. As the identified Process Owner for one or more of these processes, please review the attached redlined version of the document and identify

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April
19th. I

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send a
gentle
reminder next
Monday.

Thank
you,

Nicholas
Ingman,
P.Eng.
Director

,
Enterprise
Change
Independent
Electricity
System
Operator

(IESO)

| T:
(905)85
5-6108

| M:
(416)
427-
2567

Station
A, Box
4474,
Toronto
, ON
M5W
4E5

Web:
www.ieso.ca |
Twitter:
[IESO_Tweets](https://twitter.com/IESO_Tweets) |
LinkedIn:
[IESO](https://www.linkedin.com/company/ieso)

Conservation:
www.saveONenergy.com |
Twitter:
[saveONenergyOnt](https://twitter.com/saveONenergyOnt) |
LinkedIn:
[saveONenergy](https://www.linkedin.com/company/saveONenergy)