

IESO Project Brief

Project ID # 377

1. Proposed Project Name:	ORI CR Process Improvements
2. Prepared by:	Cynthia Sidalak
3. Sponsor(s):	Nicholas Ingman
4. Executive Summary: This project will make enhancements to processes and tools that the Control Room (CR) uses such as Dispatch and Demand Management System (DDMS) and Control Room Operations Window (CROW) to: • Expand current Final Advance Approval (FAA) outage criteria; • Improve contract insertion in DDMS Contract Manager for: • “not-so-quick” quick starts (e.g. Kirkland Lake G6, York Energy Center); • generation cost guarantee (GCG) programs; • steam generator MLP for various gas unit configurations (1x1, 2x1, 3x1); and • AGC resources. • Eliminate or automate the requirement to reduce OR INPARM when activating OR for contingency events. These enhancements will yield productivity improvements or result in the termination of non-essential work activities in the Control Room. The expected benefits are: - A reduction of call volumes in the CR - A reduction in effort by other departments within M&SO when data entry is incorrect - A reduction in effort in conducting routine tasks in the CR so that they can focus on other higher priority tasks	
5. What strategic Corporate goal does this project support from the list below?	
a) Providing Public Value	☐

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N/A	
b) Building Corporate Resilience By enabling the reduction of effort in the CR, we ensure that we can leverage our existing human resources to achieve our public value outcomes.	☒
c) Respect and Value our Stakeholders N/A	☐
6. Why is this project required? To make improvements in existing CR processes and tools that will result in a reduction in phone call volume and workload in the Control Room.	
a) Required to meet Regulatory/Government directive requirements N/A	☐
b) Meets multiple conditions (6c) and (6d) of criteria 6 N/A	☐
c) Required to sustain IESO Service (Business/IT) N/A	☐
d) Required to increase efficiency and reduce operational cost	☒
7. What customers or users will receive benefits from the outcome of this project? Market and System Operations Market Participants	
a) Market Participants (External Users) + IESO Market Participants would not need to call the IESO Control Room as often if the FAA criteria is expanded which would result in a reduction of phone call traffic in the Control	☒

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Room.	
b) All IESO or Market Participants	☐
c) Multiple business units N/A	☐
d) Single business unit	☐
8. Does the project directly support the mitigation of a Corporate key risk or low/ modest tolerance event?	
a) Mitigates key risk The breadth and pace of change of Ontario's evolving energy environment challenges the IESO's ability to maintain grid reliability and efficiently integrate new entrants and technologies into the operation of the grid.	☒
b) Mitigates low tolerance event N/A	☐
c) Mitigates modest tolerance event N/A	☐
d) Not supporting any of the Enterprise Risk/Event N/A	☐
9. Is this project part of a program? ☒ Yes ☐ No Operations Readiness Initiative (ORI)	

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10) Impact Assessment:

The expected FTE savings may not be realized, thus affecting the success of ORI.

11. Project Attributes:

a) Duration including contingency:

☐ 0 to 6 months ☐ 7 to 12 months ☒ greater than 12 months

b) Total Cost (Capital & OM&A) including contingency:

☐ up to \$100k ☒ \$101k to \$500k ☐ \$501k to \$1M ☐ greater than \$1M

c) Project Dependencies:

Phase 2 of the OMSR project must be completed before work can start on expanding FAA outage criteria. Work on DDMS CM and OR INPARM does not have any dependency on Phase 2 of OMSR project and can start after BC is approved.

d) Key Deliverables:

1. Enhancements to DDMS CM, INPARM, and CROW
2. Control Room Training
3. Updates to documentation including, Market Manuals, Internal Manuals, User Guides, etc.

e) Preferred project start (quarter):

Q1 2017

f) Key Project Risks:

- Delays in Phase 2 of the OMSR project will delay the completion of this project due to common resources and vendor
- Obtaining support from Market Participants for the changes

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g) Mandatory due date:

N/A

h) Key resources required:

- Affinity (Vendor for DDMS)
- Equinox (Vendor for CROW)
- Project Manager
- Business SME – Market Forecasts & Integration
- Business SME – Control Room
- Business SME – Market Registration
- Business SME – Market Operations & Forecast Systems
- Customer Outreach

i) Additional information, if any:

N/A