

Southwest Power Pool, Inc.
OPERATIONS TRAINING WORKING GROUP

Face to Face

March 21, 2013

• **MINUTES** •

Attendees:

Shannon Bolan, NPPD*
Robert Hirschak, CLECO*
Denney Fales, KCPL*
Edgar Rivera, LUS*
Misty Revenew, WRI*
Mike Hood, AECC*
Mike Crouch, OKGE*
Scott Labit, GRDA
Stanley Winbush, AEP*
Mark Eastwood, CUS*
Leslie Sink, Staff Secretary

John Gunter, SPP
Amy Casavechia, SPP
Michael Daly, SPP
Jennifer Farley, SPP
Jim Gunnell, SPP
Angie Blacketer, LES
Steve Tegtmeier, LES
Mike Harrison, SPS
PJ Rose, SPP
Jane Martin, SPP
Allan George, SECI

* *Voting Member*

Agenda Item 1: Call to Order and Approval of Agenda

Shannon Bolan called the meeting to order at 1:00 CST. Leslie Sink made a motion to move Other Items (5) up to the number (4) position. Approved and moved.

Agenda Item 2: Approval of 3/4/2013 Meeting Minutes

Robert Hirschak made a motion for approval of the minutes and Mike Hood seconded the motion. The minutes were accepted and will be published and distributed.

Agenda Item 3: Little Rock SOC Evaluations

John Gunter recapped the 2013 Little Rock SOC – the first glance at the evaluations are very good – John stated a few minor changes will be made to the SOC materials but there weren't a lot of changes for the upcoming Lafayette Conference. During the round-table the majority of the OTWG members stated that participants seemed to really enjoy this SOC more than in years past. The exercises were well thought out, the grouping of learners seemed to work well and the presentations were relevant.

Agenda Item 4: Vote for recommendation of open seat

The OTWG voted on the recommendation of Sheldon Hunter SECI to take the available seat due to the retirement of Richard Appel.

The OTWG took a silent vote/ballot for the replacement of Shannon Bolan. Denney Fales of KCP&L will be submitted to the Board of Directors for appointment. The Chairperson is a two year term.

Agenda Item 5: Strategic Planning 2014 – 2016

End in Mind – This is what we are working towards – you start with the end in mind and work backwards:

Impeccable learning opportunities for SPP customers that consider current and future needs

Inputs – What information is necessary to get to our “end state?”

NERC/FERC Requirements	Markets/PRRs
SPP Criteria	Technical and Apps
Industry event	Feedback from customers/stakeholders
Commitment to Training Staff	Operations
Staffing	ISO/RTO
New training services	OTWG
Colleagues	Lessons learned

Drivers – what should our drivers of our product be?

- Efficiencies
- Continues improvement
- Collaboration

Goals for this meeting

1. Straw man of strategic ideas and plans (milestones & timelines by the end of quarter)
2. Critical success factors
 - a. Budget
 - b. Staffing
3. Member impact, headcount, technical budgets

The OTWG will have a plan in place by the face-to-face in April

Brainstorming

1. New required training for Ops support personnel
2. Learning broker
3. Dr. Godfrey Adobe Meeting space “connect” or “presenter”
4. Share Point
5. WebEx potential (in-service) currently not being used
6. REOPs remote (Vidyo) video com/distance learning
7. DTS – exploit outside of drills – availability – want an interational independent experience with limited to no support required by SPP staff
8. More Online classes/self-study – online labs – transition from Net Conferences
9. Smartboard usage
10. Markets training
11. Simulation building software – already available in the industry – not being used to its full potential
12. Consultative services
 - a. JTAs
 - b. Shelf ready specific and customized training
13. Human Error Performance – interactive is more than training
14. Shift work – shift happens, stresses of shiftwork
15. Ops/MKTS/Basics – library, strictly for knowledge, no CEHs
16. Non-CEHs – gap of performance for mitigation
17. Balance – CEHs – you have to have the basics/market that make sense, culture of reliability vs. culture of compliance
18. Train the trainer certifications

19. Customized individual topics – “training on the road”

Agenda Item 6: New Open Action Items

1. Leslie Sink will submit Sheldon Hunter’s name for membership to Nick Brown
2. Leslie Sink will submit Denney Fales to the Board of Directors for approval
3. Stanley Winbush will send Leslie Sink his templates used for facilitators

Future Meetings

April 8, 2013 Teleconference 1:30 – 3:00

Register here: http://www.spp.org/event_register2.asp?oID=4591

Agenda Item 12: Adjournment

Stanley Winbush made a motion to adjourn the meeting and Robert Hirschak seconded the motion. The meeting was adjourned at 3:54 p.m.