

	CROP.24005 Transferring Operation to or from a Control Center	
© 2023	Approved By: Director, Operations	Effective Date: 09/15/2023
Rev # 11	Procedure Owner: Manager, Control Room Operations	Valid Through: 09/15/2025

Table of Contents

Section 1 : Transfer Operation from the Holyoke Control Center to the TCR	3
Section 2 : Transferring Operation from the TCR to the Holyoke Control Center	5
Section 3 : Normal Transfer of Operations between Control Centers.....	7
Section 4 : LCC reports an evacuation of their Control Center.....	8

References

1. M/LCC 6 – MCC Evacuation and BCC Operation
2. M/LCC 13 – ISO and LCC Communications Practices

Procedure Background


This procedure details the actions to be taken by the ISO Control Room Operators to provide continued coordination and operation under various circumstances. One scenario covered is when an actual transfer from the Holyoke Control Center, in the North building, is required and the Temporary Control Room (TCR), located in the Holyoke South building, is available. The other being a normal transfer of operations to the Control Center that is **NOT** currently staffed.

This procedure provides for the safety of the ISO Control Room Operators while simultaneously ensuring the reliability of the ISO Reliability Coordinator Area/Balancing Authority Area (RCA/BAA). If the EMS computers and support equipment are functional, the ISO Control Room Operators can access these systems from the TCR. The ISO Control Room Operators use the EMS desktop computers located in the TCR and evacuation laptops to perform normal functions associated with the ISO RCA/BAA.

In the event of a building fire alarm or any other life threatening situation in the Holyoke North building, the ISO Control Room personnel should immediately transfer operation to the TCR and perform the actions of this procedure utilizing cellular phones, Zetron Consoles, EMS desktop computers, and evacuation laptop computers.

The TCR is utilized as a temporary location for ISO Control Room Operators to continue ISO RCA/BAA operations. If the TCR is or becomes unavailable, further steps shall be taken to implement M/LCC 6.

Daily updates of the ODMS documents on the C: drive of the evacuation laptops (when connected to the network) and System Operator console market machines are performed every night at midnight. An automated script then runs every morning at approximately 0500 to verify the updates took place and then sends an email to the Shift Supervisor shared mailbox of the status. Each market machine and evacuation laptop will have either a “successfully copied files” or “failure” message in the attached document. If unsuccessful, the Operations Shift Supervisor will contact the IT On-Call Technician to report the status of which device did not receive the proper update.

	CROP.24005 Transferring Operation to or from a Control Center	
© 2023	Approved By: Director, Operations	Effective Date: 09/15/2023
Rev # 11	Procedure Owner: Manager, Control Room Operations	Valid Through: 09/15/2025

Common Procedure Information

- A. Any ISO-NE qualified Control Room Operator has the authority to take actions required to comply with NERC Reliability Standards. A qualified ISO-NE Control Room Operator has met the following requirements:
 - 1. Have and maintain a NERC certification at the RC level (per R.1 of PER-003-2)
 - 2. Applicable Requirements of PER-005-2
 - 3. Approved to cover a Control Room Operator shift position by the Manager, Control Room Operations
 - 4. Is proficient at the current qualified level.
- B. Real time operation is defined as the current hour and the current hour plus one.
- C. Future hours are those beyond real time operation.
- D. All verbal communications with Local Control Centers (LCC), neighboring Reliability Coordinators/Balancing Authorities (RC/BA), Designated Entities (DE), Demand Designated Entities (DDE) and/or SCADA centers shall be made on recorded phone lines unless otherwise noted.
- E. For all communications:
 - 1. Use the Basic Protocol for All Operational Communications as prescribed in M/LCC 13.
 - 2. Use 'ISO New England' or 'New England'. Refrain from using 'ISO'.
 - 3. Use Asset ID's when communicating with DE/DDEs.
 - 4. Use three-part communication in all situations where its use will enhance communication.
- F. Primary responsibilities are stated for each step within the procedure, but any ISO Control Room Operator qualified at that position or higher can perform the step. The Primary Responsibility may be delegated to an Operator in a lower qualified position, but the responsibility for its completion remains with the identified individual.
- G. The use of “ensure” within this document means that a verification has been performed and if the item is not correct, corrective actions will be performed.

	CROP.24005 Transferring Operation to or from a Control Center	
© 2023	Approved By: Director, Operations	Effective Date: 09/15/2023
Rev # 11	Procedure Owner: Manager, Control Room Operations	Valid Through: 09/15/2025

Procedure

Condition(s) to perform this section:

- The Holyoke Control Center in the North building is uninhabitable, but the computer systems and the Holyoke South building remain operational.

Section 1 : Transfer Operation from the Holyoke Control Center to the TCR

Step 1.1 Primary Responsibility: Each Control Room Operator
Take the cellular telephone from your workstation.

Step 1.2 Primary Responsibility: Any Control Room Operator
Take all but one Iridium satellite phone.

Notes

- One Iridium satellite phone is required to be left and docked. This is done so that the phones in the TCR can use the Iridium satellite phones.
- The Senior System Operator workstation has a satellite phone that is for the Security Operations Center (SOC). This satellite phone is not connected to the Zetron phone system and is not to be removed during a transfer to the TCR.

Step 1.3 Primary Responsibility: Any Control Room Operator
Disconnect the cables from the laptop evacuation cart.

Step 1.4 Primary Responsibility: Any Control Room Operator
Collect all pertinent manual logs.

Step 1.5 Primary Responsibility: Any Control Room Operator
Collect all evacuation packs.

Notes

The key to the evacuation van is located in an Evacuation Pack #1 and #2.

Step 1.6 Primary Responsibility: Any Control Room Operator
Proceed to the TCR with all gathered materials and laptop evacuation cart.

Step 1.7 Primary Responsibility: Operations Shift Supervisor
Notify CONVEX and NYISO of the transition to the TCR.

Instructions

Statement to provide "ISO-NE is operating out of the Temporary Control Room. At this time we are NOT evacuating this facility but that possibility may arise".

Step 1.8 Primary Responsibility: Each Control Room Operator
Dock the evacuation laptops.

Notes

The slide on the right side of the docking station must be operated to activate and provided network connectivity for the laptop.

Step 1.9 Primary Responsibility: Each Control Room Operator
Log on to EMS desktops and evacuation laptops using Active Directory credentials.

	CROP.24005 Transferring Operation to or from a Control Center	
© 2023	Approved By: Director, Operations	Effective Date: 09/15/2023
Rev # 11	Procedure Owner: Manager, Control Room Operations	Valid Through: 09/15/2025

Step 1.10 Primary Responsibility: Any Control Room Operator

Log on to the two Zetron Consoles.

Instructions

Perform the following:

- ☐ Log onto the Zetron Console;
- ☐ Select the applicable position (one will be selected to Security and the other will be selected to Generation).

Notes

The Zetron Consoles are normally logged off.

Step 1.11 Primary Responsibility: Operations Shift Supervisor

Notify the Manager, Control Room Operations and IT On Call Technician of the transfer to the TCR.

Step 1.12 Primary Responsibility: Senior System Operator

Log the transfer of operations to the TCR.

Instructions

Use log entry: > SHIFT TURNOVER > Transfer of Operations to the TCR

Step 1.13 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- The TCR remains operable; And
- The decision has been made to transition to the Windsor Control Center; Or
- IT is uncertain of the continued operability of the Holyoke Control Center.

Consider sending System Operators ahead to staff the Windsor Control Center prior to leaving the TCR.

Notes


If the transition is certain, and system conditions allow, consider sending the Senior System Operator and One System Operator to the Windsor Control Center ahead of the team

Step 1.14 Primary Responsibility: Operations Shift Supervisor

Determine if the TCR will remain staffed or if evacuation to the Windsor Control Center is required.

Instructions

- ☐ If the TCR will remain staffed for a short duration, **NO** further actions are required.
- ☐ If the TCR will remain staffed for a long duration, notify (in the following order if possible, but do not delay notifications if contact is not made):
 - ☐ Manager, Control Room; and
 - ☐ Director, Operations; and
 - ☐ Vice President, System Operations & Market Administration (necessary to initiate the Business Continuity Plan for all ISO)
- ☐ If evacuation to the Windsor Control Center may be necessary or imminent, use M/LCC 6.

	CROP.24005 Transferring Operation to or from a Control Center	
© 2023	Approved By: Director, Operations	Effective Date: 09/15/2023
Rev # 11	Procedure Owner: Manager, Control Room Operations	Valid Through: 09/15/2025

Condition(s) to perform this section:

- When determined that control of operations can be safely transferred to the Holyoke Control Center.

Section 2 : Transferring Operation from the TCR to the Holyoke Control Center

Step 2.1

Determine if the Holyoke Control Center can support operations.

Step 2.1.1 Primary Responsibility: Operations Shift Supervisor

Designate two Control Room Operators to return to the Holyoke Control Center.

Step 2.1.2 Primary Responsibility: Any Control Room Operator

Determine if the PCEC is available and functional.

Step 2.1.3 Primary Responsibility: Any Control Room Operator

Determine if EMS is available and functional from the operator consoles.

Step 2.1.4 Primary Responsibility: Any Control Room Operator

Determine if Zetron Consoles are available and functional.

Step 2.2

Secure the TCR.

Step 2.2.1 Primary Responsibility: Any Control Room Operator

Log off EMS.

Step 2.2.2 Primary Responsibility: Any Control Room Operator

Log off both Zetron Consoles.

Step 2.2.3 Primary Responsibility: Any Control Room Operator

Shutdown or power off the laptops.

Step 2.2.4 Primary Responsibility: Any Control Room Operator

Un-dock the evacuation laptops.

Step 2.3 Primary Responsibility: Any Control Room Operator

Notify CONVEX and NYISO that operation at the TCR has ended.

	CROP.24005 Transferring Operation to or from a Control Center	
© 2023	Approved By: Director, Operations	Effective Date: 09/15/2023
Rev # 11	Procedure Owner: Manager, Control Room Operations	Valid Through: 09/15/2025

Step 2.4 Primary Responsibility: Any Control Room Operator

Proceed with all gathered materials to the Holyoke Control Center.

Instructions

- ☐ Place laptops into laptop evacuation cart, connect the power and Ethernet cables.
- ☐ Collect the following:
 - ☐ Iridium phone(s)
 - ☐ Cellular phones
 - ☐ Manual logs, notes, etc...
 - ☐ All Evacuation Packs
 - ☐ Laptop evacuation cart

Step 2.5 Primary Responsibility: Any Control Room Operator

Connect the laptop evacuation cart to the power and Ethernet junction boxes.

Step 2.6 Primary Responsibility: Any Control Room Operator

Power on all the laptops.

Notes

By performing the laptop reconnection process in this order it ensures that the laptops are connected to the network and will receive the appropriate updates automatically.

Step 2.7 Primary Responsibility: Operations Shift Supervisor

Direct the inventory of all evacuation packs using M/LCC 6, Attachment E – Inventory Checklist for Evacuation Packs.


Step 2.8 Primary Responsibility: Senior System Operator

Log the transfer of operations to the Holyoke Control Center.

Instructions

Use log entry:

- ☐ > SHIFT TURNOVER > Transfer of Operations to Holyoke Control Center

	CROP.24005 Transferring Operation to or from a Control Center	
© 2023	Approved By: Director, Operations	Effective Date: 09/15/2023
Rev # 11	Procedure Owner: Manager, Control Room Operations	Valid Through: 09/15/2025

Condition(s) to perform this section:

- When the next shift of Real-Time Operation will be from the current standby Control Center.

Section 3 : Normal Transfer of Operations between Control Centers

Step 3.1 Primary Responsibility: Any Control Room Operator

Condition(s) to perform this step:

- Control Center being activated is expected to be manned for a period exceeding one 12hr shift.

Relocate necessary evacuation items to the new Control Center.

Instructions

Relocate the following items to the Control Center being activated:

- ☐ Cellular Phones
- ☐ Satellite Phones (1 should remain at new standby Control Center)
- ☐ Laptop Computers
- ☐ Evacuation Packs

Step 3.1.1 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- Laptop evacuation cart had previously been relocated.

Request ISO Building Maintenance deliver the laptop evacuation cart to the new Control Center

Instruction

Request using the following email: [ISO Building Maintenance](#)

Step 3.2 Primary Responsibility: Each Control Room Operator

All on-coming Control Room personnel, report to the current standby Control Center.

Step 3.3 Primary Responsibility: Each Control Room Operator

Conduct a shift turnover with the corresponding off-going position.


Step 3.4 Primary Responsibility: Senior System Operator

Log the transfer of Real-Time Operations to the applicable Control Center.

Instructions

Use the applicable log entry:

- ☐ > SHIFT TURNOVER > Transfer of Operations to Holyoke Control Center
- ☐ > SHIFT TURNOVER > Transfer of Operations to Windsor Control Center

	CROP.24005 Transferring Operation to or from a Control Center	
© 2023	Approved By: Director, Operations	Effective Date: 09/15/2023
Rev # 11	Procedure Owner: Manager, Control Room Operations	Valid Through: 09/15/2025

Condition(s) to perform this section:

- Notified by an LCC they are evacuating to their backup Control Center.

Section 4 : LCC reports an evacuation of their Control Center

Step 4.1 Primary Responsibility: Security Operator
Notify the remaining LCCs of the evacuation.


Step 4.2 Primary Responsibility: Security Operator
Notify the adjacent RC/BA of the evacuation.

Step 4.3 Primary Responsibility: Security Operator
Log the LCC evacuation.

Instructions

Use log entry: > COMMUNICATION > LCC Control Room Evacuation

- ☐ Identify the LCC evacuating;
- ☐ Update the log entry with the required notifications to remaining LCCs;
- ☐ Update the log entry with the adjacent RC/BA notification;
- ☐ Cause of evacuation.

	CROP.24005 Transferring Operation to or from a Control Center	
© 2023	Approved By: Director, Operations	Effective Date: 09/15/2023
Rev # 11	Procedure Owner: Manager, Control Room Operations	Valid Through: 09/15/2025

Revision History

Rev. No.	Date (MM/DD/YY)	Reason	Contact
0	11/09/16	Initial Draft of this Procedure This CROP replaces SOP-RTMKTS.0120.0075 Transfer Operations to the Temporary Control Center	Steven Gould
1	01/25/17	Changed Title; Addition of a new Section	Steven Gould
2	06/23/17	Review, addition of Step to Section 3, and language enhancements	Steven Gould
3	10/30/17	Sections associated with the TCC have been removed	Steven Gould
4	03/20/18	The Temporary Control Room (TCR) is available. Procedure was approved on 20 Mar 2018, Effective Date of 17 Apr 2018 aligns with the activation of the Temporary Control Room (TCR)	Steven Gould
5	07/10/18	Added note to step 1.8; Updated step 2.2; Replaced step 2.4 and added step 2.5	Steven Gould
6	01/06/20	Added Step 3.1 and 3.1.1 for extended Control Center Activation	Steven Gould
7	08/10/20	Removed Step 3.4 for ARD Bifurcation project, added RCIS instruction	Steven Gould
8	02/26/21	Globally standardized use of "Control Center", Revised Section 3 to reflect process following Phone Upgrade project.	Steven Gould
9	07/01/21	Added Step 1.12 to consider sending System Operators to Windsor prior to leaving the TCR. Based on 2021 Audit recommendation; reformatted the TOC, Updated Common Procedure Information.	Steven Gould
10	06/28/23	Updated References; Added Steps 1.12, 2.5, 2.6, 2.8; Modified Step 2.2.3; Changed Steps 3.4.1 & 3.4.2 into Instructions of Step 3.4; Added Section 4 as a requirement of M/LCC 13, Updated Step 1.14 Instructions;	Jonathan Gravelin
11	09/14/23	Updated Procedure Background; Deleted Steps 3.4 and 3.4.2, updated Step 3.4.1 to Step 3.4.	Jonathan Gravelin