
	© ISO New England Inc. 2024	Procedure: Coordinate CROPs and JTL Administration
	Process Name: Perform Operations Administrative Tasks	
	Procedure Number: RTMKTS.0125.0100	Revision Number: 10
	Procedure Owner: Kenneth Dorantes	Effective Date: April 15, 2024
	Approved By: Director, Operations	Review Due Date: April 15, 2026

SOP-RTMKTS.0125.0100 - Coordinate CROPs and JTL Administration

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1. Objective

1. The objective of this procedure is to define the process by which ISO New England (ISO)
 - Updates a Control Room Operating Procedure (CROP), to reflect:
 - Any new or modified external requirement applicable to ISO Operations, such as a change to any NERC and NPCC requirement (referred to herein as external operational requirement)
 - Any new or modified internal requirement applicable to ISO Operations, such as a change to the ISO Tariff or any Transmission Operating Agreement (referred to herein as internal operational requirement)
 - A change to any of the following at ISO:
 - Software
 - Transmission system/topology
 - Job Description
 - Procedure, manual, etc.
 - Maintain and update the ISO Job Task List

2. Background

2.1 Job Task List

1. The Job Task List (JTL) complies with the NERC Reliability Standard PER-005 - Operations Personnel Training. The Job Task List requires maintenance to coordinate updating a CROP due to any applicable change to one or more of the following:
 - External operational requirement
 - Internal operational requirement
 - ISO procedure, manual, etc.
 - ISO New England Reliability Coordinator Area (RCA)/Balancing Authority Area (BAA) system/topology
 - Software
 - Control Room Operator Job Description

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2. A coordination meeting can be used to identify future changes. The following are examples of coordination meetings that can be used to identify such changes:
 - Tariff Change Coordination meeting
 - Major New Equipment Checklist meeting
 - NERC Board of Trustee (BOT) Approval meeting
3. Typically a CROP is set to a biennial review periodicity. However, based on internal or external requirements, a CROP may be set to an annual review periodicity. The periodicity in years (1 or 2) is listed in ODMS document properties (<https://sharepoint.iso-ne.com/sites/odms/SourceDocuments/Forms/CROP.aspx>)

2.2 Change Request (CR)

1. Any employee or interested party may submit a recommended modification to a CROP via the Manager, Control Room Operations (or designee). Contact an OTP Business Analyst (OBA) for a working copy of the CROP.
2. The Manager, Control Room Operations (or designee) will submit a Change Request (CR) in the Operations Document Change System (ODMS) if a CROP change(s) are warranted.
3. Each CR is administered and monitored by an OBA.

3. Responsibilities

1. An OBA is responsible for:
 - A. Maintaining the Job Task List and associated task documents.
 - B. Coordinating with the CROP Owner (Or Designee), Manager, OTP (or designee) to maintain consistent Task action(s).
 - C. Managing the CR process in ODMS.
 - D. Publishing the revised CROP to the ISO New England website.
2. The Manager, Control Room Operations (or designee) is responsible for:
 - A. Determining if a procedure change is, or is **not** required.
 - B. When necessary, revising the applicable CROP.
 - C. Determining when CROP changes can be implemented.
 - D. When necessary, routing any proposed CROP change for OTP review and approval.

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(1) Determine each applicable Feedback provider for the CR

E. Coordinate with ROC for CROP change(s) to verify Compliance Requirement (Compliance) is satisfied.

F. Review and approve any JTL changes.


3. Manager, OTP (or designee) is responsible for:

A. Review and approve CROP change(s).

B. Review and approve any JTL changes.

4. Controls

1. Biennial review of this SOP is performed by this document Procedure Owner (or designee).

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5. Instructions


5.1 Initiate an CR

1. The CROP Owner (or designee) shall create a CR in ODMS with the following information:
 - A. CROP to be changed or created.
 - B. Reason for the change, if the CR is for modifying an existing CROP.
 - C. If the CR is for a new CROP, any document content that the CROP will be replacing.
 - D. If applicable, critical time requirements.
 - E. If required, prioritizations of remedial action plan.
 - F. In addition to the Manager OTP, determine the individual(s) that will be included in the Group Feedback.
 - G. When the CR has been filled out, it shall be submitted for processing, feedback and approval to the OBA.

NOTE

CROP implementation can be done prior to effective/enforcement date of a Reliability Standard only if the updated Procedure will **not** cause non-compliance with any currently approved Reliability Standard(s).

2. An OBA shall perform the following for an identified CROP change:
 - A. Coordinate with other groups at ISO to determine the extent of the change.
 - B. Create a CR with the following information:
 - (1) Description of the change.
 - (2) Use/function of the new/modified equipment or software.
 - (3) Any equipment or software being retired or replaced.
 - (4) If known, expectations of software use.
 - (5) Job description change.
 - (6) Critical time requirements.
 - (7) Prioritization of remedial action plan.
 - (8) When the CR has been filled out and submit.

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5.2 Processing an Initiated OCR

1. When an initiating CR is received, an OBA shall perform the following:
 - A. Develop a Procedure Change Draft:
 - (1) Enter “draft” in the Effective Date.
 - (2) Update the Revision Number in the header and/or footer.
 - (3) Apply any administrative or format changes identified.
 - B. Select individuals to be included in the Group Feedback.
 - C. Initiate the Group Feedback in ODMS to the individuals identified in 5.2.1.B

NOTES


The group feedback request process involves the assigned OBA, the CR Initiator and assigned feedback providers, and involves only one round of feedback.

2. Feedback Providers shall provide group feedback as follows:
 - A. Review the changes and provide comments by the specified due date.
 - B. Coordinate with the CROP Owner (or Designee) if there are any questions on the feedback document.
 - C. Each group feedback provider shall complete their assigned feedback task.
3. The Manager, Control Room Operations (or designee) shall perform the following actions:
 - A. Review and reconcile all feedback comments by the due date.
 - B. Review and reconcile all feedback.
 - C. Coordinate with the Supervisor, Operations Analysis & Tools for changes to Opralog entries
 - D. Complete individual feedback.

NOTE

The final feedback process involves the assigned OTP BA and the CROP Owner (Or Designee), and may involve several rounds of feedback following completion of Group Feedback.

- E. The OBA will coordinate with the Manager, Control Room Operations (or designee) to:
 - (1) Verify all feedback items have been addressed.

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- (2) Verify the document is ready for approval
- (3) Initiate the CR Approval workflow in ODMS in the following order:
 - a) Manager, OTP (or Designee).
 - b) Manager, Control Room Operations (or Designee).

4. Approval process for CROP

NOTE

When a CROP is changed, only approved acronyms found in Attachment A - Approved Acronyms for use in CROPs are to be used without having to spell it out on the first use. Names (or terms) used in software should be contained in quotes.

A. The Manager OTP:

- (1) Verify consistency with the intent of the CR
- (2) Verify format and content are consistent with current practices and management expectations.
- (3) Reject the CROP if change are necessary and coordinate with the CROP Owner (or designee) for resolution.
- (4) Answer the question Training = "Y" or "N". If "Y", training is required prior to publishing the CROP Revision


B. The Manager, Control Room Operations (or designee):

- (1) Verify consistency with the intent of the CR.
- (2) Answer the approval questions prior to publishing the CROP Revision. (Metadata Reviewed, IT Coordination Required, Must Read, ILC TOG Flag needed)
- (3) Verify with the Supervisor, Operations Analysis & Tools any changes to Operalog entries have been completed and scheduled to publication to the production Opralog environment.
- (4) Reject the CROP if changes are necessary and coordinate with necessary parties for resolution.

NOTE

CROP implementation can be done prior to effective/enforcement date of a Reliability Standard only if the updated Procedure will **not** cause non-compliance with any currently approved Reliability Standard(s).

C. The OBA shall take the following actions:

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- (1) If CROP changes are rejected, coordinate with the CROP owner (or designee) and the Manager, OTP for additional guidance and rerouting of the CR.
- (2) Determine if the changes effect the current JTL.
- (3) If CROP changes are approved prepare the document for publication.
- (4) Publish the CROP in ODMS.
- (5) Create a clean and redline informational and Must Read versions of the documents.
- (6) Assign Must Reads in ISO-TEN as applicable.
- (7) Create and publish “ISO-NE Public” version of the document to the ISO New England website if applicable.


NOTE

Verify the email message classification template is consistent with the CROP information classification.

- (8) Send an email to the < OPERDocDistributionSOP@iso-ne.com> distribution list attaching a clean and redline information version of the revised CROP.

5.3 Update to Job Task List

1. If JTL changes are required, the OBA shall perform the following:
 - A. Corrdinate with the Manager, OTP (or designee) to determine the needed changes to the JTL by:
 - (1) Reviewing the revised or new CROP document.
 - (2) Reviewing the associated tasks or newly created task draft.
 - (3) Identifying if the task change is substantive or non-substantive.
 - B. Forward the identified changes to the Manager, Control Room Operation (or designee) and Manager, OTP (or designee) for review and final approval.
 - C. Update the Job Task List with the changes as applicable.
 - D. Update the task document materials in ISO-TEN.
 - E. Track to completion the progress of those tasks that require revalidation.

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6. Performance Measures

This procedure is properly followed when the procedures and tasks are updated consistent with the following:


- Compliance Requirements
- System/Topology changes
- Software changes
- Job Description changes
- CROP changes

7. References

NERC Reliability Standard PER-005 - Operations Personnel Training

8. Revision History


Rev. No.	Date	Reason	Contact
--	06/13/13	For previous revision history, refer to Rev 1 available through Ask ISO	Joshua Bauer
2	11/18/13	Attachment A, added MRA to list of approved Acronyms	Joshua Bauer
3	12/06/14	Biennial review by procedure owner; Updated Process Name and procedure title in Headers; modified title due a retirement of the RTMKTS 0200 Business Process Stream; Major re-write of document to reflect current practices and management expectations; Where applicable, eliminated use of terms “shall” and “ensure” per ROC directive; Section 7, updated for changes made to new SOP-RTMKTS.0210.0010; Attachment A, updated NBPSO acronym and definition;	Joshua Bauer
4	08/03/16	Biennial review by procedure owner; Added required corporate document identity to all Footers; Updates to Section 5.2 (to align with process) and updates to Section 9;	Joshua Bauer
5	03/06/17	Biennial review by procedure owner; Globally, made minor editorial changes to reflect current practices and management expectations; New step 2.1.3 and change to step 5.2.14.A.(2) to update language about review requirements for CROP to identify that some may be done annually; Attachment A, deleted “EARR: Experimental Alternative Regulating Resource” and “JE: Jurisdictional Entity”, replaced “MVAR” with “MVAR”, deleted “TCC: Temporary Control Center”;	Joshua Bauer

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Rev. No.	Date	Reason	Contact
6	02/25/19	Biennial review by procedure owner; Section 5.2, add steps 13 through 18 actions to perform all publishing actions for CROP; Reference section, removed SOP SOP-RTMKTS.0210.0010 - Develop, Revise & Control SOP, OP, M/LCC Documents	Hector Nunez
7	02/04/21	Biennial review by procedure owner; Updated Attachment 1; Changed OPTI representative to OTP Business Analyst throughout; Added responsibility for the CROP owner; Added a verification step for publishing documents	Kenneth Dorantes
8	11/01/21	Removed reference to the “Job Task Analysis (JTA) Database” due to it’s retirement and replaced it with “Job Task List”	Kenneth Dorantes
9	10/24/23	Updated process to used ODMS based on retirement of EtQ and the OCR process	Kenneth Dorantes
10	4/12/24	Addition of controls to coordinate new, revised or retired Opralog entries	Kenneth Dorantes


9. Attachments

Attachment A - Approved Acronyms for use in CROPs


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Attachment A - Approved Acronyms for use in CROPs


- ac: Alternating Current
- ACE: Area Control Error
- ACS: Automatic Control Scheme
- ADI: Ace Diversity Interchange
- AGC: Automatic Generation Control
- AI: Annual Inspection
- ALRR: Adjusted Locational Reserve Requirement
- AOL: EMS Alleviate Overload
- APF-MOI: Application Presentation Framework – Market Operator Interface
- ARD: Automatic Ring Down
- ARR: Automatic Response Rate
- ATRR: Alternative Technology Regulation Resource
- AVR: Automatic Voltage Regulator
- AWR: Automatic Watt Regulation
- BA: Balancing Authority
- BAA: Balancing Authority Area
- BES: Bulk Electric System
- BPS: Bulk Power System
- CA: Contingency Analysis
- CCA: Claim Capability Audit
- CD SPD: Contingency Scheduling, Pricing, Dispatch
- Claim 10: Claim 10 minute response
- Claim 30: Claim 30 minute response
- CLOGGER: Constraints Logger
- CONVEX: Connecticut Valley Exchange LCC
- COP: Current Operating Plan
- CROP: Control Room Operating Procedure
- CSO: Capacity Supply Obligation
- CSF: Continuous Storage Facility
- CTS: Coordinated Transaction Scheduling
- CTSPE: Coordinated transaction scheduling pricing engine
- DA: Day-Ahead
- DAL: Drastic Action Limit
- DAM: Day-Ahead Energy Market
- DARD: Dispatchable Asset Related Demands
- DAVL: Drastic Action Voltage Limit (High, Low)
- DBR: Designated Blackstart Resource
- dc: Direct Current
- DCLOGGER: Do Not Exceed Constraints Logger
- DCS: Disturbance Control Standards
- DDE: Demand Designated Entity
- DDG: Do Not Exceed Dispatchable Generator

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- DDGCA: Do Not Exceed Dispatchable Generators Contingency Analysis
- DDP: Desired Dispatch Point
- DE: Designated Entity
- DER: Distributed Energy Resource
- DLC: Do Not Exceed Limit Calculator
- DNE: Do Not Exceed
- DOE: Department of Energy
- DOE-417: Electric Emergency Incident and Disturbance Report
- DOUBLC: Double Contingency software
- DRR: Demand Response Resource
- Eco Max: Economic Maximum
- Eco Min: Economic Minimum
- ED: Electronic Dispatch
- EEA: Energy Emergency Alert
- EET: Emergency Energy Transaction
- EG: Emergency Generation
- Emer Min: Emergency Minimum
- EMS: Energy Management System
- EMSOUT: AOL Pre-Outage Switching and PS Tap Overriding
- EMU: Energy Management System Market User Interface
- ENS: Emergency Notification System
- ERS: External Reserve Support
- ESD: Energy Storage Device
- FACTS: Flexible Alternating Current Transmission System
- FEAP: Facilities Emergency Action Plan
- FERC: Federal Energy Regulatory Commission
- FSR: Fast Start Reliability
- GETS: Government Emergency Telecommunications Service
- GIC: Geomagnetically Induced Current
- GMD: Geomagnetic Disturbance
- GRT: Generation Required for Transmission
- GSMS: Geo-magnetic Storm Mitigation System
- GT: Gas Turbine
- HQTE: Hydro Quebec TransEnergie
- ICCP: Inter Control Center Communications Protocol
- ICM: Interconnection Monitor
- ICU: Internal Combustion Unit
- ID: Identification
- IFS: Interchange Scheduling display
- ILC: Interface Limit Calculator (made up of ILCT and ILCG)
- ILCG: Generation Interface Limits Summary (generation portion of ILC)
- ILCT: Transmission Interface Limits Summary (transmission portion of ILC)
- IROL: Interconnection Reliability Operating Limit

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- ISO Outage Scheduling Software (CROW - Control Room Operations Window)
- ISONE: Independent System Operator New England
- IESO: Independent Electricity System Operator – Ontario
- ISOWEB: ISO NEs website
- ITER: Iterate
- KF: Key Facility
- KFCC: Key Facility associated Critical Component
- Kp: Unit of measurement for Geo-Magnetic Disturbance
- LA: Look Ahead
- LAF: Load Adjustment Factor
- LCC: Local Control Center
- LEG: Limiting Energy Generator / Limiting Energy Resource
- LIPA: Long Island Power Authority
- LMP: Locational Marginal Pricing
- LRR: Locational Reserve Requirements
- LSCC: Local Secondary Contingency Commitment
- LTC: Load Tap Changer
- LTE: Long Time Emergency
- LTEVL: Long Time Emergency Voltage Limit (High, Low)
- MAMGC: Maximum Allowable Millstone Generation Contingency
- manrep: manually replaced
- Max Cons: Maximum Consumption
- MDB: Market Database
- ME: Maine LCC
- MGE: Major Generating Element
- Min Cons: Minimum Consumption
- MLCC: Master/Local Control Center
- MR: Must Run
- MRA: Mutual Reserve Assistance
- MRR: Manual Response Rate
- MTE: Major Transmission Element
- MVA: Megavolt Ampere
- MVar: Megavolt Ampere Reactive
- MW: Megawatt
- N-1: Post first contingency
- N-2: Post second contingency
- NB: New Brunswick
- NBP-SO: New Brunswick Power System Operator
- NCPC: Non Commitment Period Compensation
- NEMA: Northeast Massachusetts
- NEPEX: New England Power Exchange
- NEPOOL: New England Power Pool
- NERC: North American Electric Reliability Corporation

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- NGRID: National Grid LCC
- NH: New Hampshire LCC
- NOAA: National Oceanic and Atmospheric Administration
- NPCC: Northeast Power Coordinating Council Inc.
- NPIR: Nuclear Plant Interface Requirement
- NSTAR: NSTAR LCC
- NX-12 D: Generator Reactive data form
- NX-12: Generation Technical Data
- NX-9: Transmission equipment ratings
- NYISO: New York Independent System Operator
- OATT: Open Access Transmission Tariff
- OIS: Operator Information System
- OMS: Overload Mitigation System
- OOS: Out Of Service
- OP: Operating Procedure
- PC: Peak Study Case
- PCEC: Pool Control Error Calculator
- PEAK: The Peak load for the day
- PJM: PJM Interconnection
- PRD: Price Responsive Demand
- PSS: Power System Stabilizer
- PST: Phase Shifting Transformer
- RAA: Reserve Adequacy Assessment
- RC/BA: Reliability Coordinator/Balancing Authority
- RCA/BAA: Reliability Coordinator Area/Balancing Authority Area
- RCIS: Reliability Coordinator Information System
- RCPF: Reserve Constraint Penalty Factor
- RD: Reserve Down
- Reg: Regulation
- Reg High: Regulation High Limit
- Reg Low: Regulation Low Limit
- RAS: Remedial Action Scheme
- REX: Real Time External Transactions
- RIE: Rhode Island Energy
- RIG: Remote Intelligent Gateway (The System Activity Log still displays RIG for RTU)
- RMCP: Reserve Market Clearing Price
- RMR: Reliability Must Run
- RSD: Released for shutdown
- RT: Real Time
- RTCA: Real Time Contingency Analysis
- RTDR: Real Time Demand Response
- RTEG: Real Time Emergency Generation
- RTGEN: Real Time Generation

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- RTHOL: Real Time High Operating Limit
- RTNET: Real Time Network
- RTU: Remote Terminal Unit
- RTUC: Real Time Unit Commitment application within APF-MOI
- SAR: Simultaneous Activation of ten-minute Reserve
- SCADA: Supervisory Control and Data Acquisition
- SCR: Special Constraint Resource
- SCRA: Security Constrained Reserve Adequacy
- SEA: Security Emergency Alert
- SEC: Space Environment Center
- SET: Security Energy Transactions
- SOL: System Operating Limit
- SOP: System Operating Procedure
- SPD: Scheduling, Pricing, Dispatch
- SPS: Special Protection Systems
- SS: Self Schedule
- SSC: Single Source Contingency
- SSCL: Single Source Contingency Limit
- SSCM: Single Source Contingency Monitor
- ST: Steam Turbine
- STCA: Study Contingency Analysis
- STD: Solar Terrestrial Dispatch
- STDR: Study Demand Response
- STE: Short Time Emergency
- STEVL: Short Time Emergency Voltage Limit (High, Low)
- STLF: Short-Term Load Forecast
- TEA: Transmission Emergency Alert
- TEC: Time Error Correction
- TLBC: Tie Line Bias Control
- TMNSR: Ten-Minute Non-Spinning Reserve
- TMOR: Thirty-Minute Operating Reserve
- TMSR: Ten-Minute Spinning Reserve
- TOG: Transmission Operating Guide
- TSO: Tariffs, Schedules and OASIS
- TTC: Total Transfer Capability
- UCM: Unit Control Mode
- UDS: Unit Dispatch System application within APF-MOI
- UFLS: Underfrequency Load Shedding
- UPS: Uninterruptable Power Supply
- UVLS: Undervoltage Load Shedding
- V/R: Voltage/Reactive
- VELCO: Vermont Electric Power Company LCC