

ISO new england	CROP.50009 Shift Items and Security Checklist	
© 2024	Approved By: Director, Operations	Effective Date: 09/18/2024
Rev # 26	Procedure Owner: Manager, Control Room Operations	Valid Through: 09/18/2026

Table of Contents

Section 1 : Shift Turnover.....	2
Section 2 : Shift Briefs.....	4
Section 3 : NPCC Conference Call.....	5
Section 4 : Security Operator Checklist	6
Section 5 : Management of Control Room SharePoint site	7
Attachment 1 - Security Operator Checklist.....	9

References

[None]

Procedure Background

Control Room Checklists: Checklists are utilized by Operations Shift Supervisors and Senior System Operators as a form of internal control to ensure that periodic, routine administrative duties are performed consistently in accordance with Control Room management expectations. With the exception of the Security Operator Checklist, which is defined and controlled as Attachment 1 to this CROP, other checklists are maintained and modified, as needed, by Operations Shift Supervisors and Senior System Operators. These checklists are maintained in common file directories for access by applicable staff members.

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 communications.
- 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.

Procedure

Condition(s) to perform this section:

- Relief has arrived.

Section 1 : Shift Turnover

Notes

- Shift turnovers provide on-coming shift personnel with an accurate picture of the overall status of the bulk power system. Shift turnover is an important part of System Operations and should be performed in a professional and deliberate manner. Complete and accurate shift turnovers contribute to clear understanding, optimum performance of duties, and safe operation of the bulk power system. On-coming and off-going Control Room staff members are expected to have a high degree of confidence that an appropriate information transfer has taken place before shift turnover has been completed. On-coming Control Room staff members conduct a comprehensive review of appropriate logs, records and system information before responsibility for their shift position is transferred. These reviews are then complemented by a discussion between the off-going and on-coming Control Room staff.
- Control Room staff personnel are **NOT** to assume operational duties unless they are physically and mentally fit to do so.
- Depending on system conditions, off-going personnel may be authorized additional time to conduct an adequate review. Any special information required on a particular shift may be verbally re-emphasized during the shift briefings by the Operations Shift Supervisor.
- The Operations Shift Supervisor will normally conduct a shift brief within the first hour of assuming the watch using Section 2. In some cases this is impractical. In these situations, the shift brief will be conducted as soon as practical.
- The Operations Shift Supervisor is responsible for verifying all on-coming Control Room staff members have updated the New Shift OPRA LOG entry to certify a complete and accurate turnover from the previous shift.
- Prior to the end of the shift, each Control Room staff member completes and dates the applicable checklist for their respective desk/position.
- Each Control Room staff member conducts a turnover, using the applicable checklist, with their on-coming counterpart to verify the on-coming Control Room staff members are aware of system conditions.
- Management expectation is that the Control Room Operational Guidance is reviewed during each shift.

Step 1.1

Primary Responsibility: Each Control Room Operator

Each Control Room Operator is required to complete a turnover sheet to assist in transferring of duties.

Notes

- The blank turnover sheets are maintained on the Control Room SharePoint site ([link](#)).
- The following turnover sheets are used by the Control Room Operators
 - Operations Shift Supervisor
 - Senior System Operator
 - Security Operator
 - Generation / Loader
- Completed shift turnover forms are retained for at least 30 days.

Step 1.2

Primary Responsibility: Senior System Operator

Condition(s) to perform this step:

- The oncoming shift has assumed control of system operations.

Create a New Shift log entry at 0600 or 1800 for day shift and night shift respectively.

Instructions

- ☐ Use Log entry: > SHIFT TURNOVER > New Shift
- ☐ Enter Operators' Names in the appropriate system operator positions

ISO new england	CROP.50009 Shift Items and Security Checklist	
© 2024	Approved By: Director, Operations	Effective Date: 09/18/2024
Rev # 26	Procedure Owner: Manager, Control Room Operations	Valid Through: 09/18/2026

Step 1.3 Primary Responsibility: Each Control Room Operator


Condition(s) to perform this step:

- A complete and adequate turnover has occurred; And
- New Shift log entry has been completed by the Senior System Operator.

Update the New Shift log entry that a complete and adequate turnover has been received.

Instructions

- ☐ Verify the correct name is associated with the corresponding system operator position
- ☐ Click the checkbox next to the operator name titled “Shift Turnover Completed”

	CROP.50009 Shift Items and Security Checklist	
© 2024	Approved By: Director, Operations	Effective Date: 09/18/2024
Rev # 26	Procedure Owner: Manager, Control Room Operations	Valid Through: 09/18/2026

Condition(s) to perform this section:

- Shift turnover has occurred; Or
- System conditions warrant a brief to the shift.

Section 2 : Shift Briefs

Step 2.1 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- Shift turnover has occurred.

Coordinate an operational briefing of expected conditions and events.

Notes

Ensures all Control Room personnel are cognizant of expected system conditions for the shift.

Step 2.2 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- System conditions warrant a brief to the shift.

Perform an operational briefing of current/expected conditions

Instructions

This brief may include but is **NOT** limited to the following:

- ☐ If known, a description of the initiating event and cause;
- ☐ Actions completed;
- ☐ Prioritized and coordinated actions to be taken and specific Control Room staff responsibilities.

ISO new england	CROP.50009 Shift Items and Security Checklist	
© 2024	Approved By: Director, Operations	Effective Date: 09/18/2024
Rev # 26	Procedure Owner: Manager, Control Room Operations	Valid Through: 09/18/2026

Condition(s) to perform this section:

- Performed daily at 0930.

Section 3 : NPCC Conference Call

Step 3.1 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- Other NPCC RC is assigned to initiate the conference call this month.

Participate in the NPCC Morning Conference Call.

Step 3.2 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- ISO-NE is assigned to initiate the conference call this month.

Initiate the NPCC Morning Conference Call.

Notes

The phone number and passcode for initiating the conference call is stored on the Control Room SharePoint site in the "NERC_NPCC Call Procedure and Numbers" folder ([link](#)).



CROP.50009 Shift Items and Security Checklist

© 2024

Approved By: Director, Operations

Effective Date: 09/18/2024

Rev # 26

Procedure Owner: Manager, Control Room Operations

Valid Through: 09/18/2026


Condition(s) to perform this section:

- Performed by the Security Operator every shift.

Section 4 : Security Operator Checklist

Step 4.1 Primary Responsibility: Security Operator

Complete [Attachment 1](#) of this CROP.

	CROP.50009 Shift Items and Security Checklist	
© 2024	Approved By: Director, Operations	Effective Date: 09/18/2024
Rev # 26	Procedure Owner: Manager, Control Room Operations	Valid Through: 09/18/2026

Condition(s) to perform this section:

- Guidance needs to be added for Control Room Operators to reference; Or
- Guidance no longer required to be provided to the Control Room Operator for an issue.

Section 5 : Management of Control Room SharePoint site

Notes

- Real-time operating guidance documents are constantly being improved and revised. In order to provide a repository for reference documents for the ISO Control Room Staff, an Operational Guidance directory (to house these documents) has been created on the Control Room SharePoint. The Control Room Operational Guidance in Effect should be reviewed during each shift.
- The following materials are contained on the SharePoint site:
 - Position specific shift turnover forms;
 - Memos and e-mails containing operational guidance intended to clarify and explain operational condition(s);
 - ISO procedural changes that have **NOT** been through the review/approval process, but are immediately applicable to current operations.

Step 5.1 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- An issue has been identified that may require the creation of a guidance document.

Actions for the addition or modification of a guidance document.

Instructions

Actions to be performed:

- ☐ Access the "Control Room Operational Guidance" folder on the Control Room SharePoint site ([link](#));
- ☐ Review the document to determine if the information is to be retained for reference;
- ☐ Ensure the guidance document has the proper classification applied per ISO-NE policy;
- ☐ Save the guidance document (ensure the title that represents the condition or issue)

For additions:

- ☐ Update the "Summary of Control Room Operational Guidance in Effect" tracking document with the addition.

Step 5.2 Primary Responsibility: Operations Shift Supervisor

Condition(s) to perform this step:

- The issue that required the guidance document to be in effect no longer exists.

Actions for the removal of a guidance document.

Instructions

If the item is being removed due to a procedure change, perform the following:

- ☐ Access the "Control Room Operational Guidance" folder on the Control Room SharePoint site ([link](#));
- ☐ Delete the guidance document;
- ☐ Update the "Summary of Control Room Operational Guidance in Effect" tracking document with the deletion.

If the item being removed is **NOT** associated with a procedure change, perform the following:

- ☐ Access the "Control Room Operational Guidance" folder on the Control Room SharePoint site ([link](#));
- ☐ Move the guidance document to the "Archived Control Room Operational Guidance" folder;
- ☐ Update the "Summary of Control Room Operational Guidance in Effect" tracking document with the removal.



CROP.50009 Shift Items and Security Checklist

© 2024

Approved By: Director, Operations

Effective Date: 09/18/2024

Rev # 26

Procedure Owner: Manager, Control Room Operations

Valid Through: 09/18/2026

Revision History

Rev. No.	Date (MM/DD/YY)	Reason	Contact
--	09/17/20	For previous revision history, refer to Rev 15 available through Ask ISO	Steven Gould
17	10/30/20	Added ILC Check to Real-Time Assessment and Check of Active Configurations to Attachment 1	Steven Gould
18	03/11/21	Moved step in checklist to verify audible alarm	Steven Gould
19	09/08/21	Updated Common Procedure Information and fixed broken hyperlinks	Steven Gould
20	12/07/21	Modified section 1 to reflect modification of control room turnover process.	Steven Gould
21	05/23/22	Checklist updated for the following: ICM page reviews, RTNET save cases for peak and low load conditions, unsolved contingency process.	Jonathan Gravelin
22	11/17/22	Updated Attachment 1	Jonathan Gravelin
23	03/14/23	Added Note to Section 1; Updated Step 1.2; Updated terminology in Attachment 1.	Jonathan Gravelin
24	07/27/23	Updated Attachment 1	Jonathan Gravelin
25	01/26/24	Updated Attachment 1	Jonathan Gravelin
26	09/18/24	Updated Attachment 1	Jonathan Gravelin

ISO new england	CROP.50009 Shift Items and Security Checklist	
© 2024	Approved By: Director, Operations	Effective Date: 09/18/2024
Rev # 26	Procedure Owner: Manager, Control Room Operations	Valid Through: 09/18/2026

Attachment 1 - Security Operator Checklist

Applicable the Whole Shift


- ☐ Verify all breaker operations in Real-Time using SCADA and RTNET one-line displays.
- ☐ Check the audible alarm functionality.
- ☐ Monitor RTNET for unsolved solutions or errors.
- ☐ Perform a Real-Time Assessment at least once every 30 minutes to meet the NERC requirement as follows:
 - ☐ Addressing any quality of data issues using CROP.27002 Telemetry and Topology Problems
 - Ensuring that RTNET and RTCA are running properly and within periodicity via “Network Online Sequence” display. Periodicity RTNET/RTCA: normal mode 3 minute / 6 minute | Fast Mode: 1.5 minute / 3.0 minutes
 - ☐ Check RTNET and EMS displays for pre-contingent issues (e.g., Base Case violations display, MLCC 15 H display)
 - ☐ Check ILC Summary displays for indications of a Current Transfer exceeding a Calculated Limit.
 - ☐ Check RTCA and EMS displays for post-contingent issues, including unsolved contingencies. **Ensure you fully understand the required actions.**
 - ☐ Nothing over STE (except for RAS/ACSs that have been verified).
 - ☐ Have actions to maintain OP19 and M/LCC15 criteria.

Perform As Applicable

- ☐ Take a snapshot of the system at lowest load point and save it under the appropriate case:
 - ☐ Night Shift: “AC_NIGHTLY_PUMPCASE”
 - ☐ Day Shift: “AC_MIDDAY_PUMPCASE”
- ☐ Take a snapshot of the system at the highest load point and save it under the appropriate case:
 - ☐ “AC_DAILY_PEAKCASE”
 - ☐ “AC”_MORNING_PEAKCASE”

Perform Periodically During Shift

- ☐ Periodically verify the Autosave feature is updating. If **NOT**, notify IT and perform hourly snapshots.
 - ☐ Evaluate ILC Current Transfers vs Calculated Limits, External Limits and Ext Area Limits and take action if necessary.
 - ☐ Check ISO Outage Scheduling software for work that needs to be released/returned to service.
 - ☐ Communicate with NY Senior about unilateral inadvertent payback status and NY Senior and PJM about NE largest contingency or potential contingency (e.g., MYS 8/9), after performing the following checks:
 - ☐ Check: ICM for margin with PJM and NYISO (PJM is MW and NYISO is Voltage)
 - ☐ Check status of NY line 5018 (Hopatcong-Ramapo):
 - If OOS, verify PJM Eastern Interface margin sensitivity factor is set to 0.67
 - If in service, verify sensitivity factor is set to 1.00
- At the following applicable times:
- ☐ 0130 ☐ 0730 ☐ 1330 ☐ 1930

	CROP.50009 Shift Items and Security Checklist	
© 2024	Approved By: Director, Operations	Effective Date: 09/18/2024
Rev # 26	Procedure Owner: Manager, Control Room Operations	Valid Through: 09/18/2026

Perform Every Shift

- ☐ Verify appropriate Network options are set. This can be performed by reviewing the options in the Network Copy Utility for Powerflow and STCA data retrieval.
- ☐ Copy Clone of RTNET ILC into the Real-Time Powerflow clone as applicable.
- ☐ Ensure the appropriate STCA Solution Control mode selections are made for the study being performed. Typical selections for a study performed in Real-Time are: Default mode and Non Flat Start.
- ☐ Retrieve the most recent STCA CTGS savecase within the Case Directory
- ☐ Ensure STCA RAS/ACS directory is current with RTCA by using “Copy Clone of RTCA RASMOM” button in the “RTCA Copy Control” area on the STCA study display
- ☐ Check “SCADA Not in Service Summary” display > SCD > Related Displays > Not-In-Service Sumaries > Time Ordered Point/Analog/Cound/EG
- ☐ Check “SCADA Manual Replaced Summary” display. Verify the entry in the comment well explains the cause and/or corrective action and is still valid.
- ☐ ICM Page reviews
 - ☐ RAS/ACS Overview Display
 - ☐ RAS Arming Status
 - ☐ NB-NE Min Flow tool Operator enabled parameters are appropriate for system conditions
- ☐ Access OP12B tool and review the “kV Sources: modifications (e.g., In Use selections, Source selection) and determine if the modification is still required based on system conditions
- ☐ Access MLCC8 tool and review any AVR and/or PSS “Ignore” flags, “Supress Alarms” and “AVR/PSS Req State” Overrides and determine if the modification is still required based on system conditions.
- ☐ MLCC15H reviews
 - ☐ Access MLCC15H tool and review the “kV Sources: modifications (e.g., In Use selections, Source selection) and determine if the modification is still required based on system conditions
 - ☐ Access the “MLCC15H Not Monitored kVs” tab and determine if modifications to a “kV Sources” selection need to be done
- ☐ RTCA Reviews
 - ☐ Access the “MLCC15H Excluded Violations” tab and verify current excluded contingencies are still valid
 - ☐ Verify RTCA disabled contingencies are not required to be active, update list of Activated and Deactivated contingencies in the [EMS Verification Spreadsheets](#) folder on the Control Room SharePoint as necessary.
- ☐ Verify configuration of QUAD and QUADVLT displays (IAW CROP.34002 Verify the Configuration of the Quadrant display).
- ☐ Check that the Alarm Page and System Activity Log are on page 1 (most up to date data is displayed).
- ☐ Check DOUBLC limits vs. GRT/last night calculated limits. Verify all resources are selected properly IAW CROP.34001 Double C Studies.
- ☐ Verify configuration of ILC IAW CROP.34012 ILC
- ☐ Check ISO Outage Scheduling software vs. RTNET
 - ☐ Verify Implemented outages in ISO Outage Scheduling software vs RTNET and SCADA one-line topology
 - ☐ Verify the “Remove” flags are properly set on the Network Capacitor/Reactor Summary (“CAP”)
 - ☐ If removing a capacitor or reactor, enter reason in “Notes” field
 - ☐ Verify “Ignore” flags are properly set in the ISO RRM Capacitive/Reactive Reserve displays
- ☐ Check abnormal limits (“ABBR LIM”) in RTNET vs. electronic documentation. Resolve any discrepancies.

Name of Security Operator: _____

☐ Day Shift

☐ Night Shift

Date: _____