



EUCI Presents:

UIC2007: 4th Annual Utility Integration Conference

Transform Performance and Compliance

SEPTEMBER 11 – 12, 2007

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Utility Integration Solutions, Inc.

Share Experiences of Industry Leaders

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Pre-Conference Workshop

September 10, 2007

**Transforming Utility Performance and Compliance Through
Business Process Management (BPM)**

See Pages 7-8



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The Quest for Improved Performance

Dear Colleague,

In 2004, EUCL and UISOL joined forces to bring you UIC2004 in Denver. In 2005 and 2006, we brought you UIC2005 and UIC2006 in San Francisco. We now present UIC2007, our 4th annual Utility Integration Conference aimed at transforming utility performance and compliance.

UIC is focused on business improvement solutions for utilities and ISOs that harness the power of integration. These are people-process-technology solutions that result in total business integration by bridging organizational silos, streamlining end-to-end business processes, and connecting IT applications.

Credible case studies suggest that such business integration can result in increased customer satisfaction, reliability, productivity, agility, and compliance. UIC provides a forum for sharing experiences of industry leaders who have begun integrating their business.

UIC promotes excellence in the utility industry by challenging you with the following questions about the "maturity" of your business processes. Are they...

- Consistent and repeatable?
- Well documented and auditable?
- Favorably compared with best practices?
- Compliant with business rules and regulations?
- Instrumented to easily monitor, measure, and manage?
- Easy to learn?
- Easy and efficient to execute?
- Easy to change, improve, and optimize?

Today, not many utilities can say YES to most of these questions. We can do better.

UIC2004, UIC2005, and UIC2006 showcased pioneering work of leading utilities who have applied business integration to improve processes such as outage restoration, asset management, maintenance management, work management, automated meter reading, demand response, and customer service.

UIC2007 will present a wealth of additional case studies from leading utilities. You will also hear from business integration experts about valuable strategies, concepts, and tools such as Business Transformation, Organization Change Enablement, BPM Frameworks, Process Simulation, Business Intelligence, Predictive Enterprise, SOA Governance, and Semantics Integration. Technology vendors will share with you the latest innovations in integration technologies.

The pre-conference training workshop will provide the requisite background and share best practices for implementing business integration at utilities.

I want to acknowledge the critical role that the UIC2007 Advisory Board members have played in shaping this year's conference. I am grateful to them for their invaluable contributions.

I invite you to join our quest for improved performance of utilities. I look forward to meeting you in Houston at UIC2007.

Ali Vojdani, Ph.D.
Conference Chair
President, UISOL

4TH ANNUAL UTILITY INTEGRATION CONFERENCE

TIME	MONDAY 9/10	DAY 1: TUESDAY 9/11	DAY 2: WEDNESDAY 9/12
8:00 a.m.- 12:00 p.m.	Training Workshop: Transforming Utility Performance and Compliance Through Business Process Management (BPM), UISOL	Chair Address: The Business Case for Business Process Management Ali Vojdani, UISOL	Standards Roundtable: Experience with Integration Standards: Bob Saint, NRECA Dave Becker, EPRI Scott Neumann, UISOL
		Case Study: Business Transformation and Enterprise Process Management at PG&E, Tara Agid, PG&E	Presentation: Enterprise Architecture Standards (EAS) of the ISO/RTO Council, Dick Brooks, ISO-New England and EAS Project Director
		Case Study: Advanced Metering Infrastructure (AMI) Integration at SDG&E, Enrique Villalobos, SDG&E	Presentation: The New CIGRE Working Group on Future EMS Architectures Alain Steven, PJM
		Case Study: Lessons from Business Process Analysis in the CAISO Market Redesign and Technology Upgrade (MRTU) Program, Walter Johnson CAISO	Case Study: Integration Challenges of PJM Advanced Control Center Project Tom O'Brien, PJM
		Case Study: Getting Ready for CAISO Market Redesign and Technology Upgrade (MRTU), David Tucker, WAPA	Case Study: Challenges of Integration in the Texas Nodal Program Jeyant Tamby, ERCOT
		Case Study: SOA and Integration Lifecycle Quality: It's About Building Trust, John Michelsen, iTKO LISA	Case Study: Experience with Integration at Midwest ISO—Addressing the Performance, Resilience, and Maintenance Issues Jay Bonnet, Midwest ISO
12:00- 1:00 p.m.		Group Luncheon	Group Luncheon
		Case Study: Exposing Real-time SCADA Information Via a Web Service Ken Newberry, TVA	Case Study: EMS Integration at British Columbia Transmission Corporation Vidya Vankalaya, Lucas Malesku BCTC
		Case Study: Automating IT User Access Control Processes at PG&E, Jim Porter PG&E	Presentation: BPM Best Practices & Case Studies from Other Industries Colin Teubner, Forrester Research
		Case Study: SOA, Process Integration, and Integration Governance, Joe Tellez Sempra	Panel Session: How to Get Started with BPM Moderated by Ali Vojdani, UISOL
1:00- 5:00 p.m.		Case Study: Automating Processing of Excavation Requests using GIS, Mobile Technology, and Integration Technology at PG&E, Mary Muse, PG&E	Adjoin at 3:00 p.m.
		Case Study: OMS-AMR Integration Using MultiSpeak at San Bernard Electric Coop, Doug Lambert, SBEC	
		Technology Roundtable: Latest Innovations in Integration and BPM Technologies, Brian Adams, TIBCO Mohammad Ketabchi, SAVVION Omid Razavi, CORDYS	
		Hosted Social Hour	
		Presentation: IEC 61968-9--Standardizing the Information Exchanges in Meter-Related Business Processes, Scott Neumann, UISOL	
		Presentation: Challenges of Transmission Model Exchange, Jay Britton, AREVA-TD	
5:00- 6:00 p.m.		Presentation: Leveraging the Semantic Wave and Semantic Technologies for Business Integration Scott Neumann, UISOL	
7:00- 9:00 p.m.			

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CONFERENCE TARGET AUDIENCE

The subjects covered in this conference are of broad interest to all those involved with improving Key Performance Indicators of companies in the utility industry. You will benefit from attending this conference if you are from an electric or gas utility or an independent system operator (ISO) with responsibilities or involvement in the items mentioned below:

UTILITY OPERATIONS

- Business Transformation
- Business Process Improvement
- Business Process Modeling
- Process Process Redesign
- Performance Measurement and Management
- Compliance Management

UTILITY IT INFRASTRUCTURE

- Enterprise Application Integration (EAI)
- B2B Integration
- Business Process Management/Workflow
- Business Intelligence
- Enterprise Data Management
- Implementation of Utility Industry Standards such as Common Information Model (CIM) and MultiSpeak

This conference will also be of interest to companies and consultants that assist the utility industry in implementing integration solutions.

UIC2007 ADVISORY BOARD

Category	#	Last Name	First Name	Title	Company
Utilities/ISOs	1	Brooks	Richard	Architect	ISO New England
	2	Greer	John	Director	Pacific Gas and Electric
	3	Jones	Jim	Chief Information Officer	Great River Energy
	4	Schinski	Jim	Chief Information Officer	Midwest ISO
	5	Steven	Alain	Executive Advisor	PJM
	6	Tamby	Jeyant	Director	Electric Reliability Council of Texas (ERCOT)
	7	Vaahedi	Ebrahim	Chief Information Officer	British Columbia Transmission Corporation (BCTC)
	8	Villalobos	Enrique	Architect	San Diego Gas and Electric
Industry Associations	9	Becker	Dave	Manager	EPRI
	10	Saint	Bob	Principal Engineer	National Rural Electric Cooperative Association (NRECA)
Integration Standard Groups	11	Congeleton	Greg	Chairman	CIM Users Group/TVA
	12	Neumann	Scott	US Chairman	IEC TC57
Integration Platform Companies	13	Adams	Brian	Energy Industry Lead	TIBCO
	14	Ketabchi	Mohammad	Chairman	SAWION
	15	Razavi	Omid	Senior Vice President	CORDYS
Application Companies	16	Britton	Jay	Architect	AREVA-TD
	17	King	Chris	Chief Strategy Officer	eMeter
Analysts	18	Teubner	Colin	Analyst	Forrester Research



UIC2007: 4TH ANNUAL UTILITY INTEGRATION CONFERENCE

SEPTEMBER 11 – 12, 2007

PROGRAM AGENDA

TUESDAY, SEPTEMBER 11, 2007

Conference Chairman: *Ali Vojdani, Ph.D., President UISOL*

Registration/Continental Breakfast: 7:30 – 8:00 a.m.

Conference Timing: 8:00 a.m. – 5:00 p.m.

Chair Address: The Business Case for Business Process Management

- What is BPM?
- Who is doing it in the utility industry?
- What type of results are they getting?
- How can you justify the business case for BPM?
- How can you measure and realize the return on investment in BPM?

Ali Vojdani, President, UISOL

Case Study: Business Transformation and Enterprise Process Management at PG&E

- An overview of PG&E Business Transformation Initiative
- Improving business processes, focusing on the enterprise effort
- Changing the culture to support new processes
- Current status of the initiative

Tara Agid, Operating Model Lead, PG&E

Advanced Meter Infrastructure (AMI) Integration at SDG&E

- Unique integration problems posed by AMI initiatives
- SDG&E's strategy, approach, and lessons learned
- Recommended implementation roadmap

Enrique Villalobos, IT Architect, SDG&E

Lessons from Business Process Analysis (BPA) in the CAISO Market Redesign and Technology Upgrade (MRTU) Program

- Early BPA efforts at CAISO
- The BPA opportunity with MRTU
- Lessons Learned from the MRTU experience
- Current state of BPA at CAISO

Walter Johnson, Principal for Technology Strategies, CAISO

Getting Ready for CAISO Market Redesign and Technology Upgrade (MRTU)

- Impact of MRTU on market participants
- Preparation steps for market readiness
- Rounding up the right resources
- Lessons learned

David Tucker, Architect

Western Area Power Administration (WAPA)

SOA and Integration Lifecycle Quality: It's About Building Trust

- Anticipated business agility and reuse benefits through SOA
- Critical quality pain points and enablers for migrating to SOA
- Continuous Lifecycle testing practices at design, integration, runtime and change phases
- Customer examples of SOA Quality best practices

John Michelsen, Founder and Chief Architect, iTKO LISA

Exposing Real-Time SCADA Information Via a Web Service at TVA

- Benefits of making SCADA data available to business applications
- Benefits of making SCADA data available in near real-time through standard web services
- How TVA exposed 50,000 SCADA data points every 10 seconds
- Examples of .NET applications that were built to present information to system operators

Ken Newberry, Manager, Operations Integration Architecture TVA

Automating IT User Access Control Processes at PG&E

- Standardizing and streamlining processes to decrease risk and achieve operational efficiencies
- Implementing a standard user management platform to increase security and automate compliance
- Providing identity and access management as an enterprise IT service

Jim Porter, Senior Project Manager, PG&E

SOA, Process Integration, and Integration Governance at Semptra

- Laying an SOA foundation
- Challenges deploying secure and reliable processes across a mixed-platform environment
- Creating an integration governance model for the enterprise

Joe Tellez, Project Manager, Semptra

Automating Processing of Excavation Requests Using GIS, Mobile Technology, and Integration Technology at PG&E

- Moving from a paper-based system to an electronic process
- Providing tablets, GPS units, antennas and cellular modem aircards to each locator
- Phased, system-wide rollout
- Providing support for the application

Mary Muse, Gas Engineer, PG&E

OMS-AMR Integration Using MultiSpeak at San Bernard Electric Coop

- The drivers for OMS-AMR integration
- The advantages of the OMS-AMR integration
- Cost savings estimate
- Experience with MultiSpeak
- OMS-SCADA Integration

Doug Lambert, IT Division Manager San Bernard Electric Coop

Technology Roundtable: Latest Innovations in Integration and BPM Technologies

- Brian Adams, Energy Industry Lead, TIBCO
- Mohammad Ketabchi, Founder and Chairman, SAVVION
- Omid Razavi, Senior VP, CORDYS

5:00 – 6:00 p.m.

Hosted Social Hour



(Agenda Continued on Next Page)

UIC2007: 4TH ANNUAL UTILITY INTEGRATION CONFERENCE

SEPTEMBER 11 – 12, 2007

TUESDAY, SEPTEMBER 11, 2007 (CONTINUED)

Advanced Topics: 7:00 – 9:00 p.m.

Presentation: IEC 61968-9--Standardizing the Information Exchanges in Meter-related Business Processes

- Scope of IEC 61968-9
- Status of the draft international standard
- How it can benefit the AMI initiatives

Scott Neumann, CTO, UISOL

Challenges of Transmission Model Exchange

- Current practice for modeling of an interconnection when there are many independent data sources
- The increasing importance of model quality to deregulated grid planning and operations
- New CIM standards for improving cooperative model maintenance
- Emerging concept – an independent transmission modeling application
- The role of an independent modeling application in enterprise integration

Jay Britton, Architect, AREVA-TD

Presentation: Leveraging the Semantic Wave and Semantic Technologies for Business Integration

- What is the 'Semantic Wave'?
- What makes semantic models different?
- What are the key semantic technologies?
- How can semantic technologies be applied to enable interoperability?

Scott Neumann, CTO, UISOL

WEDNESDAY, SEPTEMBER 12, 2007

Continental Breakfast: 7:30 – 8:00 a.m.

Conference Timing: 8:00 a.m – 3:00 p.m.

Standards Roundtable: Experience with Integration Standards

- Bob Saint, Principal Engineer, NRECA
- Dave Becker, Manager, EPRI
- Scott Neumann, CTO, UISOL

Presentation: Enterprise Architecture Standards (EAS) of the ISO/RTO Council

- The ISO/RTO Enterprise Architecture Framework
- The EAS Technical Reference Architecture
- Application Services that are contained in version 1.0 of the EAS Standards (e.g. Security Constrained Economic Dispatch and Business Activity Monitoring)
- Compliance requirements
- Relationship of EAS to IEC, Cigre and VLP GO
- Standards development priorities for 2007 (e.g. Demand Response, Outage Scheduler, SCUC, Settlement, etc.)

Dick Brooks, ISO-New England and EAS Project Director

The New Cigre Working Group D2.24 on Future EMS/MMS Architectures

- Objectives and historical background
- How does it relate to previous standardization initiatives?
- Scope and task forces
- Schedule and Deliverables
- Relationship with IEC TC-57 Standards

Alain Steven, Executive Advisor, PJM

Integration Challenges of PJM Advanced Control Center project



- Overview of PJM Energy Management and Market Systems configuration - Current issues and challenges
- Objectives of the Advanced Control Center Project (AC2)
- System overview, scope and time-line
- Architecture Description, including alignment with industry standardization initiatives

Tom O'Brien, General Manager, Reliability Services, Advanced Control Center Program, PJM

Challenges of Integration in the Texas Nodal Program



- Modeling the nodal business processes
- Leveraging CIM in integration design
- Building an integration factory
- Designing automated integration testing processes
- Project status and lessons learned to date

Jeyant Tamby, Director, ERCOT

Experience with Integration at Midwest ISO—Addressing the Performance, Resilience, and Maintenance Issues



- History of integration at Midwest ISO
- Addressing the performance issues
- Addressing the resilience issues
- Addressing the interface software maintenance issues
- Current challenges

Jay Bonnet, Director, Manager, Midwest ISO

EMS integration at British Columbia Transmission Corporation (BCTC)



- Implementing an SOA to integrate 15 external systems with a new EMS
- Use of CIM and IEC message standards
- Service granularity and design
- Integration challenges and innovative solutions

Vidya Vankalaya, Architect, Lucas Malesku, BCTC

BPM Best Practices & Case Studies from Other Industries

- BPM lessons learned in other industries
- Case studies and examples
- Horizontal processes ripe for improvement
- What utilities can learn from elsewhere

Colin Teubner, Analyst, Forrester Research

Panel Discussion: How to Get Started with BPM

- Conference Speakers (TBD)

Moderated by: Ali Vojdani, UISOL

PRE-CONFERENCE WORKSHOP
Transforming Utility Performance and Compliance through
Business Process Management (BPM)
Presented by UISOL

Monday, September 10, 2007

PROGRAM AGENDA

Registration and Continental Breakfast: 7:30 – 8:00 a.m.

Workshop Timing: 8:00 a.m. – 5:00 p.m.

Group Luncheon: 12:00 – 1:00 p.m.

Instructors

- Ali Vojdani: President, UISOL
- Mark Triplett: COO, UISOL
- Murray Nixon: Vice President, UISOL

This workshop will show how progressive companies are transforming their performance and compliance by implementing Business Process Management (BPM).

Many utilities have deployed solutions for better managing individual processes such as metering, billing, or customer service. But very few utilities are efficiently managing their end-to-end business processes such as Service Provisioning, Measure-Bill-Collect, or Outage Management. These end-to-end processes cut across multiple departments and computer systems and typically are not adequately documented, understood, optimized, or automated.

BPM is a discipline employing methods and tools to effectively manage organization activities and processes end-to-end. It can help companies improve performance and compliance by defining, standardizing, managing, measuring, and continuously improving business processes.

There is significant excitement about BPM's potential for improving productivity, visibility, and agility. There are also now many credible case studies supporting the benefits of BPM.

This course presents an overview of BPM concepts and tools along with real-life examples of their successful implementations by leading utilities and Independent System Operators (ISOs). It shows what BPM is, what it isn't, and what you need to know to make the business case for BPM and successfully implement it in your company.

Workshop Topics

- Business Drivers for Transforming Performance and Compliance
 - Need for documented, consistent, and repeatable processes
 - Ability to control and manage business processes
 - Ability to measure and improve performance
 - Ability to enforce and demonstrate compliance with rules and regulations
- Three Levels of Performance: Organization, Process, Job/Performer
- Utility Performance Metrics
- Major Utility Computer Applications
- Major Utility Business Processes
- Trouble Shooting, Measuring and Benchmarking Business Processes
- Business Process Management Definition, Terminology, and Useful Reference Material
- Modern Tools for Business Process Management
- Prioritizing the Business Improvement Initiatives
- Three Dimensions of Business Change Solutions: People, Process, Technology
- A Four Step Process for Planning a BPM Project
- Managing the Process Dimension of Change:
 - Optimizing processes redesign through modeling tools that allow rapid prototyping and simulation
 - Defining the process and sub-process metrics
 - Building an electronic process repository

PRE-CONFERENCE WORKSHOP (CONTINUED)
Transforming Utility Performance and Compliance through
Business Process Management (BPM) Presented by UISOL

- Managing the Technology Dimension of Change:
 - Managing business processes using a modern BPM tool
 - Building an Information Bus for effective information distribution
 - Instrumentation of business processes by building Performance Metrics Dashboards
 - Using the IEC Common Information Model (CIM) & NRECA MultiSpeak to build an enterprise information model
- Managing the People Dimension of Change:
 - Enabling change by implementing Kotter's eight stage process
 - Designing and executing an effective communications plan
 - Designing and delivering an effective training plan
 - Realigning jobs and reward systems with organization and process metrics
- Initiating and Executing BPM Projects Using Best Practices
- Real-life Examples of Applying BPM to Improve Utility Business Processes
- BPM in Other Industries
- Critical Success Factors for BPM Implementations
- The Natural Marriage Between BPM and Service Oriented Architecture (SOA)
- Governance of Business Processes/Services and IT Services
- Building a BPM Center of Excellence
- Building the Business Case for BPM
- Measuring and Realizing the Benefits of BPM

WORKSHOP INSTRUCTORS

Ali Vojdani is the **President** of **UISOL**. He has over 27 years of experience in the application of IT in the utility industry as part of his professional career at UISOL, Vitria Technology, Perot Systems, EPRI, PG&E, and McGill University. He has been involved in numerous business integration projects in US, Canada, UK, and Australia. His work on improving resource scheduling at PG&E became the finalist of the 1997 prestigious Frantz Edelman award for the best management science application world-wide. Dr. Vojdani has a Ph.D. degree in electrical engineering and has authored over 60 technical publications.

Mark Triplett is the **Chief Operating Officer** at **UISOL**. He has over twenty years of experience in business operations management in the areas of software development, enterprise application integration, manufacturing, energy consulting, telecommunications network management, and Local Exchange Carrier operations. Mark is actively engaged with UISOL client projects. He has most recently been supporting the Western Area Power Administration's (WAPA) transition to the new California Independent System Operator (CAISO) Market Redesign Technology Upgrade (MRTU).

Murray Nixon is a **Vice President** at **UISOL**. She has over 26 years of experience in utility industry process improvement, transformation, and human capital strategic planning. Prior to UISOL she held a number of management and leadership positions at Duke Energy Corporation. Her last position at Duke was the start up of a new engineering and technical services support organization that provided process, technical and system improvement and integration services to all regulated and non-regulated generating assets. Earlier she worked on the merger between Duke Energy and Cinergy, and the implementation of the California ISO.

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PROCEEDINGS

The proceedings of the Conference and workshop will be published and one copy will be distributed to each registrant at the conference. Extra copies of the composite proceedings will be available at \$395.00 each.

CONFERENCE LOCATION

A room block has been reserved at the Hyatt Regency Houston, 1200 Louisiana Street, Houston, Texas, USA 77002 for the nights of September 9-12, 2007. The rate is \$179 single or double occupancy, plus applicable tax. Please call 713-654-1234 for reservations and mention the EUCI Conference to get the group rate. Make your reservations prior to August 17, 2007. Reservations after this date will be on a space available basis and **cannot be guaranteed at the conference rate.**

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When you sign up to "Energize Weekly" you will receive a new conference presentation each week via email on a relevant industry topic. The presentations are selected from a massive library of over 1000 current presentations that EUCI has gathered during its 20 years organizing conferences.

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Register 3, Send 4th Free!!

Any organization wishing to send multiple attendees to these conferences may send 1 FREE for every 3 delegates registered. Please note that all registrations must be made at the same time to qualify.

All cancellations received on or before August 10, 2007 will be subject to a \$195 processing fee. Written cancellations received after this date will create a credit of the tuition (less processing fee) good toward any other EUCI conference or publication. This credit will be good for six months. In case of conference cancellation, Electric Utility Consultants' liability is limited to refund of the conference registration fee only.

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