# User Update

*Presented to the*

**Business Issues Committee**

**July 9, 2003**

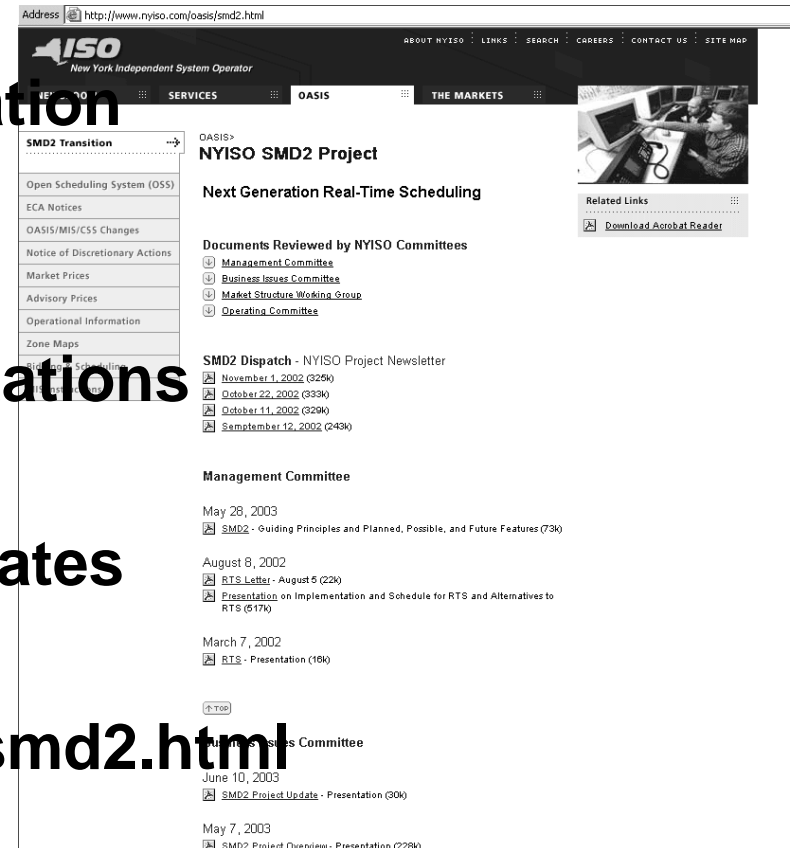**Agenda # 9**

# SMD2 User Resources

- ➢ Documentation
- ➢ SMD2.com
- ➢ Training
- ➢ Customer support / helpdesk
- ➢ Market Trials

# Documentation

➢ **Upload/download template guide – September**

  ✓ new templates support enhanced offer flexibility and RTC forward looking schedules

➢ **Updated manuals – January**

➢ **Updated MPUG – January**

➢ **Technical Bulletins – as required**

➢ **Insider Newsletter**

# SMD2.com

➢ **Focal point for SMD2 information**

✓ **User documentation**

✓ **Training information**

✓ **Committee / WG presentations**

✓ **Project news**

✓ **Significant events and dates**

✓ **Project timeline**

➢ **http://www.nyiso.com/oasis/smd2.html**

➢ **Available now**

# Training

➢ **Billing & Accounting Workshop – October**

➢ **Customer "Start-up" training – January**

➢ **"Proficient User's" training – February and beyond**

➢ **TO operator training – January**

➢ **NYMOC updated – March**

➢ **Existing topic-specific on-line training resources updated – March**

# Customer Support

➢ **Developing a strategic mix of SMD2 expertise within the Customer Relations organization.**

➢ **Extended helpdesk hours during interactive market trials and start-up.**

➢ **Monitor and facilitate customer participation in Market Trials.**

➢ **Monitor and facilitate customer training progress.**

# SMD2 Tariff status

➢ **MSWG discussions – July/August**

➢ **BIC, OC, MC action – September**

➢ **NYISO Board – October**

➢ **File with FERC – October**

# Market Trials – MP Visible

➢ **Progressive series of user exercises**

- ✓ **NYISO – TO/GEN/ISO/NERC ICCP communication trials – October**

- ✓ **Upload/Download file verification service – November**

- ✓ **MIS and OSS exercises – February**

- ✓ **OASIS posting exercises – February**

- ✓ **Bid-to-bill simulation trials – February**

➢ **Go-live – April, 2004**

# Transition Activities

➢ **October thru January – ICCP Testing**

➢ **November – Begin parallel operation**

➢ **December – Integrate market functionality**

    ✓ **e.g. scarcity pricing, non-comp. proxy bus pricing, etc.**

➢ **January – Validation**

➢ **February – Bid-to-Bill**

➢ **March – Evaluate, fix, and retest**