

NYISO Online Presence Project InContext interviews with Market Participants

Candidate Form

Overview

The New York Independent System Operator (NYISO) is undertaking a customer-driven initiative to make it easier for customers to do business with NYISO. Sessions are being conducted with direct users from marketplace participants, including traders, operators and billing specialists. These sessions will allow NYISO to see work processes first hand, gather feedback on current systems and identify opportunities for future development. This is an invaluable opportunity for users to have direct input into the design of systems that they may use in the future and will result in improved functionality and greater ease of use.

Approach

We will spend approximately two hours observing the systems and tools you use to perform your job and will discuss your work processes, previous experiences, likes/ dislikes, and suggestions for improvement. Please be assured that we are not testing you, but are testing the systems and tools that you need to perform your job. Your name will not be associated with the information we collect; we are interested in developing recommendations around recurring themes to identify the content and functionality needs of users.

Next steps

The sessions will take place from March 12 through March 30th. Please fill out the attached form and return it to the NYISO by Feb. 23rd. This information will help us to organize the logistics of these sessions. Once the forms are collected you will receive a phone call to schedule the session.

Thank you for your interest. We look forward to speaking with you.

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About you

Name: _____ Title: _____
 Company: _____ Email address: _____
 Address: _____ Phone: (____) _____ ext. _____
 City, State, Zip: _____

About your role

1. Job function: _____
 2a. Years at this company: _____ 2b. Years in current role: _____

3a. Check off the NYISO systems and/or information you currently use? (check all that apply)	3b. How frequently do you use each of these systems (daily, weekly, number of times per week or month, etc.)
<input type="checkbox"/> Bidding, scheduling & market info on OASIS/Market Information System (MIS)	
<input type="checkbox"/> Settlement information on Customer Statement Server (CSS)	
<input type="checkbox"/> TCC Market	
<input type="checkbox"/> ICAP Market	
<input type="checkbox"/> Market training	
<input type="checkbox"/> Press releases, calendar and committee pages	
<input type="checkbox"/> Other: _____	
<input type="checkbox"/> Other: _____	

Scheduling

4. Cross out the days between March 12 and March 30 when you WILL NOT be available.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Mar 12	Mar 13	Mar 14	Mar 15	Mar 16	Mar 17	Mar 18
Mar 19	Mar 20	Mar 21	Mar 22	Mar 23	Mar 24	Mar 25
Mar 26	Mar 27	Mar 28	Mar 29	Mar 30		

5. What are your typical work shifts and hours?
 During the week of March 12: _____
 During the week of March 19: _____
 During the week of March 26: _____

Thank you for your time. Please return this form by **Feb. 23rd** to:
 Kathy Whitaker, Manager Customer Relations
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 Phone 518.356.6008 Fax 518.356.6146 Email kwhitaker@nyiso.com