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nyiso
Documentation
and Publication
Administration
manual

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Disclaimer

The information contained within this manual, along with the other NYISO manuals, is intended to be used for informational purposes and is subject to change. The NYISO is not responsible for the user's reliance on these publications, or for any erroneous or misleading material.

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Documentation and Publication Administration Manual

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Revision History

Revisions as of 12/08/2000

- In section 1.1, add these manuals: System Operation Procedures, Bid-to-Bill Examples, Communication Interface
- In section 1.1, delete manual: General and Business Process Controls and Procedures
- In section 1.2: NYISO Website, update text
- In section 1.3, add information about “Currently – NYISO Newsletter”
- In section 2.2, add: 8. Addendum (Optional) with associated Technical Bulletins that have not yet been merged into the body of the manual.
- Add section 2.3.2: Revision Objectives
- In section 2.3.4, add subsection : Manual Revisions Generated by Technical Bulletins
- In section 3.1, add list and description of features that are accessible anywhere on our website. Includes: **About NYISO, Links, Careers, Contact Us, Site Map, & Search.**
- In section 3.2.4, rewrite the text
- Add section 3.3: Website Hardware
- Add section 3.4: Website Software
- Add section 3.5: Website Security
- Add section 3.6: Website Mechanics
- Add section 3.6.1: Preliminary Work
- Add section 3.6.2: Page Layout and Design
- Add section 3.6.3: Graphic Design
- Add section 3.6.4: Posting Changes to the NYISO Web Servers
- Add section 3.7: Website Testing and Quality Control
- Delete section 4.0: Other Publications
- In Attach. A update the Focal Persons
- Add Attach. C: NYISO Manual Revision Process Generated by Revision Forms
- Add Attach. D: NYISO Manual Revision Process Generated by Technical Bulletins

1.0 Documents and Publications Overview

The NYISO maintains a collection of documents and publications to provide information to all Market Participants and other interested parties concerning the operation of the NYISO and how these parties interact with the NYISO. Certain publications provide user instructions about how to conduct business with the NYISO. Other publications provide general information about the NYISO or provide detailed information about how the NYISO operates. The NYISO ~~w~~Web site makes these documents and other NYISO information available to Market Participants and the public via the Internet.

1.1 NYISO Manuals

The NYISO Manuals are a set of approximately twenty documents that describe the procedures and policies used to operate the New York Control Area and conduct the New York Wholesale Electricity Market. The manuals are categorized under three headings: Operations, Planning and Administration. The list of NYISO Manuals is presented below:

Operations Manuals

- Ancillary Services
- Backup Dispatch System
- Day-Ahead Scheduling
- Emergency Operations
- Outage Scheduling
- ~~System Operation Procedures~~
- Transmission and Dispatching Operations
- Transmission Services

Planning Manuals

- Installed Capacity ~~Requirements~~
- Load Forecasting
- Reliability Assessment and Enforcement
- System Analysis Data
- Transmission Expansion and Interconnection

Administrative Manuals

- Accounting and Billing
- ~~Bid to Bill Examples~~
- Control Center Requirements
- ~~Communication Interface (to be released upon committee approval at end of 2000)~~
- Customer ~~Services~~ and Administrative ~~Services~~
- Definitions
- Documentation and Publication Administration

1.2 NYISO Web Site

~~The NYISO Web Site facilitates the dissemination of NYISO information to Market Participants and the general public. It publicizes the schedules for current NYISO activities and training courses, explains the operation of the NYISO, and provides access to the NYISO Manuals and other NYISO publications.~~

The NYISO web site (<http://www.nyiso.com>) is the primary means of communication and interaction with Customers as well as other interested parties and the public. It facilitates market transactions, provides current pricing information, allows access to advisory and final monthly billing statements, and it communicates vital market information. It publicizes the schedules for current NYISO activities and training courses, explains the operation of the NYISO, and provides access to the NYISO Manuals and other NYISO publications.

1.3 Other Documents and Publications

Other documents that the NYISO provides and maintains include a “General Overview of the NYISO Manuals”, ~~and~~ the “NYISO Technical Bulletins”, and “Currently”, the NYISO external newsletter.

The General Overview lists the manuals by category, describes their contents, and indicates the length of each manual.

The Technical Bulletins contain new material that has not yet been documented in the manuals. Technical Bulletins are sent to the Market Participants to keep them informed of any new ideas, policies, or procedures that may affect them. These are to be considered drafts, as they may undergo several revisions.

~~Other documents, aside from the “General Overview” and the “Technical Bulletins,” are yet to be defined.~~

“Currently” is an external newsletter for NYISO Market Participants intended to keep them informed on items of general interest, reiterate important NYISO informational items, and provide a review of useful information.

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2.0 NYISO Manuals

This section describes the objectives, format, and update procedures for the NYISO Manuals.

2.1 ~~NYISO~~ Manual Objectives

The NYISO Manuals are intended for the use of all Market Participants, NYISO staff (including the dispatchers), and other interested parties. Their main purpose is to communicate the instructions, rules, procedures and policies established by the NYISO for the operation, planning and settlement requirements of the New York Control Area and the New York Electricity Markets.

~~A complete list of the NYISO Manuals is located in Section 1.1 of this manual.~~

As new NYISO functionality is developed or existing procedures change, new NYISO Manuals should be written and/or existing NYISO Manuals should be modified as appropriate to reflect these developments or changes.

2.2 ~~NYISO~~ Manuals Format

The NYISO Manuals have a uniform format. Each manual contains the following sections:

1. Title Sheet
2. Disclaimer Page
3. Table of Contents
4. Approval and Revision History Sheet
5. Overview of the manual
6. Individual sections containing information specific to the topic of the manual
7. Attachments (**Optional**) with supporting information
8. **Addendum (Optional) with associated Technical Bulletins that have not yet been merged into the body of the manual.**

2.2.1 Adobe Acrobat Format

Each NYISO manual is available on the Internet on the following NYISO ~~w~~Web page:

<http://www.nyiso.com/services/documents/manuals/index.html>

The manuals are saved in Adobe Portable Acrobat (.pdf) format and may be downloaded and viewed using Adobe's Acrobat Reader. This program is widely available and may be downloaded at no cost from the Adobe ~~w~~Web site:

<http://www.adobe.com/prodindex/acrobat/readstep.html>

2.3 ~~NYISO~~ Manual Revisions

As NYISO requirements and procedures evolve, the NYISO Manuals are revised to reflect the changing situation. ~~All~~ manuals are regularly reviewed and revised as necessary by NYISO staff.

2.3.1 ~~Revision~~ Manual Responsibility

Each NYISO Manual is ~~primarily~~ assigned to a ~~responsible~~ Document Focal Person (DFP), ~~and a in one of the D departments~~ of the NYISO. ~~They have primary responsibility~~ for reviewing and updating the manual. The manuals are also subject to review by one or more NYISO Committees. A list of the ~~DFPs responsible Focal Persons~~, Departments, and Committees for ~~each the~~ NYISO Manuals is provided in Attachment A. This list is maintained by the Technical Documents Coordinator, ~~in of the Market Relations Customer Technical Services~~ group of the Market Services Department.

The Technical Documents Coordinator facilitates the review and revision process for the NYISO Manuals.

2.3.2 Revision Objectives

Revisions made to manuals will be done with the following objectives in mind:

1. Provide timely information to Market Participants and NYISO Staff.
2. Provide organized information sorted by relevant subject matter to help people find all the information about one subject in one place.
3. Provide consistent information when they appear in different locations (such as manual and Tech Bulletins) to avoid confusion.
4. Provide new revisions in an orderly periodic manner (not too frequent - not too infrequent) so people don't have to continuously deal with new updates, but information is kept fresh.

2.3.3~~2~~ Revision Triggers

Several different events may trigger a revision to a NYISO Manual.

The following are major trigger events that may begin the revision process:

1. Revised FERC filings, including changes to the Tariff or changes to one of the Agreements between the NYISO and other entities
2. ~~1-~~A change in NYISO operations
3. ~~2-~~Updates to data the equipment
4. ~~3-~~User comments, observations or suggestions
5. ~~4-~~A predefined interval has elapsed since the last update of a manual.

(NYISO intends to have staggered review intervals for all manuals.)

~~A change in NYISO operations
Updates to the equipment
User comments, observations or suggestions
A predefined interval has elapsed since the last update of a manual. (NYISO intends to have staggered review intervals for all manuals.)~~

2.3.43 Revision Process

A manual can be revised in one of two ways: either through use of a NYISO Manual Revision Form, or by merging a relevant Technical Bulletin into a manual.

Manual Revisions Using the Revision Form

When a manual revision is triggered, the proposed changes are submitted to the Technical Documents Coordinator by filling out a NYISO Manual Revision Form. This form, provided as Attachment B, indicates the manual to be updated, explains the change(s) required, and lists the reviewers to approve the changes.

As the Technical Documents Coordinator receives Manual Revision Forms, each change is assigned a tracking number and filed. The proposed revision is then given to the appropriate Document Focal Person (DFP) for review.

Document Focal Persons (DFPs) will review the suggested changes relevant to their particular manuals. If the DFPs approve of the changes, they will inform the Technical Documents Coordinator, who will notify the Market Services ~~Administrative Assistant~~~~Secretary~~ to produce a redline/strikeout version of the manual with the proposed changes.

The redline/strikeout version is then routed, by the DFP, to the appropriate committees/groups to obtain their approval. Responsible NYISO committees/groups may include: ~~the NYISO Operating Committee and the Business Issues Committee.~~

~~9. The Operating Committee
10. The Planning Committee
PWG/GIRT PWG/HRT~~

Based on committee approval, the documents may need further revisions. The Market Services' ~~Secretary~~~~Administrative Assistant~~ will then produce another draft that will be forwarded to the DFP for final review, to ensure that all the intended changes were implemented correctly.

A list of the approved changes and their dates of approval will be compiled into an Approval/Revision History Sheet. This sheet will be included in the ~~revised~~~~new~~ manual ~~after~~~~under~~ the Table of Contents "~~Revisions~~" section.

Manual Revisions Generated by Technical Bulletins

The NYISO Technical Bulletins provide an alternate way, in addition to the *NYISO*

Manual Revision Form, in which to initiate a manual revision.

The Technical Documents Coordinator (TDC) will assign a Technical Bulletin to be included in a specific manual (some may need to be in more than one manual). The TDC will also assign a manual section number to each Technical Bulletin, and will specify whether it will be added to an existing section, will require a section to be revised, will become a new section, and/or will eliminate a section. The TDC will then send this list to the appropriate Document Focal Persons for them to review and comment on.

The Technical Documents Coordinator will produce an addendum for a manual to include Technical Bulletins that have been assigned to that manual. The addendum will be a temporary holding place for Technical Bulletins related to the same subject until the manual can be fully revised. Technical Bulletins in an addendum will be labeled with intended section numbers and sorted in the order of these specified manual section numbers. The electronic file for a manual's addendum will be separate from the file for the manual itself so that Market Participants and NYISO Staff can download, save and print the addendum separately (and if the addendum is updated due to new or revised Technical Bulletins, it will not force a simultaneous update of the manual's file).

After a Technical Bulletin has been included in a manual addendum, the TDC will also arrange to have the manual title and associated section number added to the individual Technical Bulletin which will continue to remain on the NYISO web site separately.

The TDC will periodically update each manual by moving Technical Bulletins from their addendum into the body of the manual, starting with manuals that have the largest number of tech bulletins to be added. The appropriate Document Focal Person, or another assigned person, may need to help with these revisions, and the draft revisions will be sent to the Document Focal Persons for review and comment.

The DFP will then route the revised manual to the appropriate committees/groups to obtain their approval. Based on committee approval, the documents may need further revisions. The Market Services Administrative Assistant will then produce another draft that will be forwarded to the DFP for final review, to ensure that all the intended changes were implemented correctly.

A list of the approved changes and their dates of approval will be compiled into an Approval/Revision History Sheet. This sheet will be included in the new manual under the "Revisions" section.

Once a Technical Bulletin has been updated into the main body of a manual, the individual Technical Bulletin will also remain separately on the NYISO web site for an additional three months - at which time it will then be retired.

The Technical Documents Coordinator will keep a status record on each Technical Bulletin as follows:

Not Yet - not yet assigned to a manual

Assigned - assigned to Manual "X"; Section "Y"

Addendum - assigned to addendum of Manual "X"

Merged - moved from addendum and merged into revised body of Manual

“X”, Section “Y”

Retired - retired from Technical Bulletin web site (after three months).

2.3.54 Manual Revision Notification

Once final approval has been obtained, the revised version of the NYISO manual replaces the previous version. At this time, the Technical Document Coordinator performs the following actions:

1. Updates the manual revision database, indicating final approval.
2. Updates the Revision History sheet included in the manual to provide readers with a brief description of the change(s) made.
3. Posts the revised manual on the NYISO ~~w~~Web site in Adobe Acrobat Portable Document Format (pdf).
4. Sends revision notifications, via e-mail, to the ~~TIE list server~~ ~~list of all subscribers to the Market Relations Manual Notification Service~~.
5. Replaces the hard copy of the manual, maintained in the NYISO Manuals library and on other defined bookshelves at the NYISO.
6. ~~Requests Web Team to P~~posts an entry describing the ~~update~~change to the “What’s New” section ~~NYISO Publications Notice Bulletin Board~~ on the NYISO ~~w~~Web site.
- ~~7. Updates the NYISO Manuals Review Log, included as Attachment D of this manual.~~

3.0 NYISO Web Site

~~The NYISO Internet Web site (www.nyiso.com) provides information about NYISO operations for Market Participants and the general public.~~

This section describes the contents and update procedures for the NYISO's web site (http://www.nyiso.com). The NYISO web site is the primary means of interaction with Customers as well as other interested parties and the public. It facilitates market transactions, provides current pricing information, allows access to advisory and final monthly billing statements, and it communicates vital market information.

~~This section describes the contents and update procedures for the NYISO's Web site:~~

3.1 ~~NYISO~~ Web Site Contents

The NYISO ~~Internet w~~Web site is currently divided into ~~provides~~ four major sections as illustrated on the screen capture of ~~categories of information that can be accessed from~~ the home page (the first or main page a visitor accesses) shown below:

1. **Hot Topics** ~~-Subjects of current interest such as~~ Contains timely information including:
 - "What's New"
 - ~~news~~"Press rReleases";
 - "NYISO Calendaevents" and
 - "NYISO Committees" ~~programs, Y2K issues, Transition and Market Trials schedules, and reports issued by the NYISO Transition Team, various NYISO departments, NYISO committees, and the Board of Directors.~~ ———
 - "Daily Energy Report"
 - Weekly Pricing Report"

The "What's New" section includes a chronological listing of all postings and changes to the web site. Customers and interested parties are advised to monitor "What's New" on a frequent basis to stay informed about the latest NYISO developments. This section is updated and maintained by the Customer Technical Services staff.

Services =

This section includes the major categories of:

- "Planning"
- "Documents"
- "Market Training"
- "Customer Relations"

Included here are:

- Transmission Planning and Studies Documents
- Training Course Descriptions and Schedules
- Registration forms and Directions
- Customer Registration Packet
- Subscriptions to List Servers

- Documents and Information Pertaining to the NYISO Committees
- Documents Associated with the New York State Reliability Council

This section is updated and maintained by the Customer Technical Services staff. ~~Assistance from the Market Relations group, as well as documents and forms.~~ These may include:

- ~~Applications to become NYISO Customers and Guests~~
- ~~Market Training course descriptions, schedules, and registration forms~~
- ~~Publication Notice Bulletin Board~~
- ~~Documents that can be viewed and downloaded, including the NYISO Manuals, FERC filings, reports, process flow diagrams, NYISO specifications, Upload/Download Templates, and network data (single and multiple thermal contingencies)~~
- ~~Document order forms~~
- ~~Subscription to the Listservers (Technical Information Exchange-TIE Service)~~
- ~~The Services Web page includes directions for downloading documents to the user's computer system for viewing or saving. If the user does not have the requisite Acrobat Reader software, a link to the appropriate Adobe Web site is provided.~~

OASIS =

This ~~The OASIS~~ section serves as the primary customer interface to the Market Information System (MIS) which facilitates the energy and ancillary services markets in the NYCA. Many items posted here are mandated by the NYISO Tariffs filed with FERC.

Major categories include:

- "Market Prices"
- "Advisory Prices"
- "Zonal LBMP Pricing Map"
- "Bidding and Scheduling Login"
- "Operational Information"
- "MIS Instructions"

The Bidding and Scheduling section is a secure part of the Web site that requires users to have a Digital Certificate for entry. The OASIS section is updated and maintained by the Information Services Staff. ~~of the NYISO Web site provides the following categories of information:~~

- ~~**Prices and Public Information**—Locational Based Marginal Prices, ISO Load Forecasts, ATC/TTC, Transmission Service Charges, Grandfathered Transmission Rights, Outage Schedules, TTC Forecasts, Validation Messages, Primary TCC Holders, Bid Constraint Messages, Planning Studies, LSE Contacts, Transmission Provider Personnel Transfers, Generator Names, Standards of Conduct, Load Names, Organization Contacts, Subzones by Transmission Owner~~
- ~~**Bidding and Scheduling**—for registered users of the Market Information System (MIS)~~

~~Documentation—MIS/OASIS instructional/informational documents, including the OASIS Upload/Download formats and specifications, OASIS scheduling example pages, and the Market Participant User’s Guide~~

~~System Operations—To be determined~~

For additional information about the OASIS portion of the NYISO wWeb site, please refer to the *NYISO Market Participant User’s Guide*.

The Markets

The last major section includes information pertaining to markets that are not facilitated through the MIS such as:

- The Transmission Congestion Contract (TCC) Market
- The Installed Capacity (ICAP) Market

This section also includes:

- Access to Grid Accounting and Settlements
- ~~———~~New York Control Area (NYCA) Information
- Market Monitoring Postings
- Market Data Toolbox

Customer advisory and billing statements are provided here through a secure section of the web site. Users are required to have a Digital Certificate to access billing information.

Updating and maintenance of “The Markets” section is divided as follows: Information Services staff oversees the NYCA Information and the Customer Billing areas, while Customer Technical Services staff maintains the balance of “The Markets” section. ~~Auctions Information, LBMP Results, and Billing and Accounting Data.~~

In addition to these four major categories, ~~several features~~ **there are six general topics that** can be accessed from any NYISO wWeb site page. **These include:**

About NYISO

- Message from NYISO CEO/President
- ~~———~~Brief description of the NYISO;
- Biographies of the Board of Directors
- Frequently Asked Questions;
- ~~b~~Biographies of the Board of Directors;
- ~~descriptions of its committees and~~
- ~~i. ———~~Internal Organization Chart, ~~and~~
- ~~e - ———~~ode of conduct.Photo Gallery

Links

Links are provided to:

- NYISO Transmission Owners
- Neighboring Control Area Operators
- Other power industry entities of interest to the NYISO Market

~~Participants. Internet links to other Web pages related to the NYISO.~~

~~Careers Opportunities~~

~~General description of the employment positions available and the specific jobs openings that are currently open at the NYISO.~~

~~Contact Us~~

- ~~- E-mail address of the Customer Relations Group~~
- ~~- and US mail addresses of the NYISO;~~
- ~~- a Web-based e-mail form, and~~
- ~~- Telephone number of the Customer Relations Group~~
- ~~- and fax numbers for of the NYISO Market Customer Relations group.~~

~~Site Map~~

~~The site map is a handy way for the user to see an overview of the entire web site and navigate directly to any location. Both graphical and text-based versions of the site map are provided to facilitate individual user preferences. Diagram of the NYISO Web pages.~~

~~Search the Site~~

~~A Search Engine feature that allows users to find to help locate topics within the NYISO's collection of documents information based on key words or phrases. The Search Engine uses these databases to locate information: NYISO Filings, NYISO Manuals, and the NYISO web site.~~

~~Exhibit 4.1 shows the current main page for the NYISO Web site.~~

~~Exhibit 4.1 NYISO Web Site Main Page~~

Y2K

News

Market Trials

Transition Teams

Schedules & Meetings

Documents

Market Training

Market Relations

Prices

Scheduling

Documentation

System Operations

TCC Auctions

LBMP Results

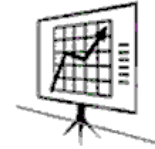
Billing & Accounting

HOT TOPICS

SERVICES

OASIS

THE MARKETS



Providing Reliable Operation and Open Access to the New York Bulk Power System.

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3.2 NYISO Web Site Revision

Duties of updating and maintaining the NYISO web site are divided among the Customer Technical Services staff and the Information Services staff. These duties include the following:

- Maintain the physical web servers (computers)
- Insure the proper operating system parameters are applied
- Insure the content is duplicated from one computer to the other
- Insure the security of the system and connections to the Internet are maintained

The procedures for testing and quality assurance when making changes are to be applied uniformly regardless of whom makes the change. The Manager of Customer Technical Services is assigned the duties of coordinating changes to the web site and ensuring that all information undergoes quality assurance checks prior to being posted. ~~The NYISO public Web site is maintained by the NYISO Web Master, in the Market Relations group of the Market Services Department. The Web Master ensures that all information undergoes quality assurance checks prior to being posted.~~

3.2.1 ~~Web Page Sponsorship~~

Each NYISO ~~w~~Web page or ~~section~~portion of a Web page is sponsored by a specific department ~~group~~ within the NYISO ~~(see Attachment C)~~. For example, the ~~w~~Web page that ~~provides~~ containing information about NYISO training courses is sponsored by the Market Training group. ~~of the Market Services Department~~. The sponsoring group is responsible for keeping the information on their ~~w~~Web page current. The ~~Manager of Customer Technical Services~~Web Master is responsible for facilitating the process that the sponsoring group uses to keep their ~~w~~Web page up-to-date.

3.2.2 Revision Triggers

A variety of conditions trigger revisions to the NYISO ~~w~~Web site, such as:

- ~~c~~Changed ~~s~~Schedules ~~or~~
- Revised/New ~~m~~Manuals;
- ~~n~~New reports;
- ~~n~~ews-Press ~~r~~Releases ~~or~~
- ~~j~~Job ~~o~~pportunities; ~~and~~
- ~~i~~Information ~~u~~Updates;

Each sponsoring group ~~is expected to initiate, and~~ should recognize revision triggers, ~~then~~ ~~and~~ request a ~~w~~Web site update to their ~~w~~Web page. For example, when a NYISO Manual has been revised, the Technical Documents Coordinator in the Market Relations

Group, responsible for the Manuals, should ~~request~~ ~~notify~~ to the ~~wWeb Master~~ Team to post the revised manual.

Each department is responsible for contacting the ~~Manager of Customer Technical Services~~ ~~Web Master~~ if existing information has changed, new information should be posted, or outdated items should be deleted.

3.2.3 Revision Process

Web site revision requests that are generated externally should be e-mailed to webmaster@nyiso.com. Web site revision requests generated internally are to be submitted via the “Web Posting Request Database,” found on the Lotus Notes server (currently Pegasus). Once the database request form is completed, it is automatically sent to the Manager of Customer Technical Services who will assign the request to a Web Team member for implementation.

Below, is the “Web Posting Request Form” used to enter information needed for a new posting to the web site. The revision requester is prompted to complete the form and to attach any data files associated with the request.

~~The Web Master is responsible for conducting quality assurance checks on all information intended to be posted on the Web. A Web site staging area is used to check all modified and new material for problems and appearance prior to posting.~~

Each item on the NYISO ~~wWeb~~ site has an assigned responsible Department Director or Group Manager that must approve any changes (as defined in Attachment C). The ~~Manager of Customer Technical Services~~ ~~Web Master~~ is responsible for obtaining the appropriate approvals for all items being posted. Ultimately, the ~~Vice President~~ ~~Director~~ of Market Services must approve all ~~wWeb site content~~ ~~material~~.

3.2.4 ~~Automatic~~ Notification of Changes

Major changes to the web site will be staged first in a test mode to allow NYISO staff to review and comment before the changes are implemented.

E-mail notification of proposed major changes (for example: redesign of top level web pages, changes in navigation schema, or repositioning of data/links) will be sent to NYISO staff and Market Participants approximately seven days in advance. Market Participants will be contacted via the TIE List Serve and the Customer Relations mail groups set up for Customer Main, Admin and Billing Contacts.

~~Routine~~ Minor changes to the ~~wWeb~~ site, such as routine postings, wording changes, and adding new documents, do not require ~~will be implemented without~~ advance notification. However, as major items are changed on the Web site an e-mail will be sent out to inform the ~~NYISO and Market Participants of the changes~~.

All changes and postings to the web site will be announced in the “What’s New” section under “Hot Topics”.

3.3 Web Site Hardware

NYISO has two web servers, www1.nyiso.com and www2.nyiso.com, which are currently 2 Sun Ultra Unix computers. They are connected to the Internet through redundant routers, redundant firewalls, and redundant frame relay circuits. One server is located in the power control center on Carman Road and the other is located in the Annex building on Western Turnpike.

3.4 Web Site Software

The Sun Ultra Unix computers use the Solaris operating system. Apache is the http server, the search engine is InfoSeek's Ultraseek server, and a Unix shell script is used to mirror www2.nyiso.com to www1.nyiso.com. Web pages are created offline in a staging area and are posted to the online servers using FTP.

3.5 Web Site Security

The two NYISO public web servers are protected from a variety of potential internal and external threats by detection and logging systems both installed on and connected to them. The security systems are maintained and monitored by the Information Systems Group.

3.6 Web Site Mechanics

Changes and additions to the web site are manually performed by a member of the NYISO Web Team. Once a request for a change or addition has been received, the Web Team member performing the work must do some preliminary work before posting to the live servers. Once the preliminary work is complete, the information can be added to the correct web pages in the staging area, tested, reviewed, and then it is posted to the live web servers and tested again.

3.6.1 Preliminary Work

When a request is received, the request must be reviewed to see how the change will meet the web site standards. If the request is for a file to be posted to the web site it must be checked to make sure it would not create an excessive download time for the user. Then, depending on the specifications of the posting request, the file will be saved in the correct format. In addition, any files posted to the web site must also be saved or renamed to the web site-file-naming standard. This means that the file name should include no spaces, no punctuation (i.e. !, #, @, %, etc.), and no capital letters either in the file name or the file extension. In places that a space seems necessary, an underscore will be used.

Examples:

```
approved_customers_and_guests.html  
agenda4_report_on_ext_trans_enhancement_pres_05_04_00.pdf
```

3.6.2 Page Design and Layout

The software package currently used for page design and layout is Macromedia "Dreamweaver." This program allows the user to create and change pages in a "what-you-see-is-what-you-get" (WYSIWYG) environment. Items on the page can be laid out in a number of different ways, however at NYISO the preferred manner is in tables. In the example below,

notice the series of dotted lines on the left. These are all rows of a table that is placed inside the cell of a larger table. Each of the images at the top of the page is also in table cells for formatting purposes.

One feature of this program is the ability to easily switch between the WYSIWYG view and the HTML code view allowing the user control over the design and functionality of web pages.

This view of the page is also used when adding JavaScript and certain other special features to a web page. For example, when a user clicks on a link to a PDF file on a NYISO web page, it automatically opens a new window for viewing the PDF file. The designer must edit the HTML code for that page, and more specifically, for that particular PDF file link, and add code that tells the web browser to open that second window. These changes to the code are not always represented on the WYSIWYG view.

3.6.3 Graphic Design

The software package currently used to design/alter graphics is Adobe PhotoShop. This program allows users to create and maintain the image files used for decorative and navigational purposes. When a new image is created for use on the web site, the image is optimized for web use by saving it to the smallest file possible while retaining the look and clarity intended for the image. The standard image file type used throughout the NYISO web site is a GIF file.

3.6.4 Posting Changes to the NYISO Web Servers

Changes to the NYISO web site are performed first in the staging area, a directory on the NYISO internal LAN at: \\DogbertNYISO\Read\www.nyiso\www. This directory and its subdirectories contain copies of all files scheduled for posting on the live servers. This allows the Web Team to make changes and perform tests before posting to the live servers. Content is first posted to: www2.nyiso.com and is then automatically updated to: www2.nyiso.com on an hourly basis.

3.7 Web Site Testing and Quality Control

Prior to revising the web pages, the content is reviewed and posting authority is verified by the Manager of Customer Technical Services or Web Team staff.

Information to be posted is checked for correct spelling, grammar, punctuation, accuracy, and format before developing the web pages or links on existing web pages, or posting of any files to the live servers. Information or files found to be in need of correction are not posted until the responsible party or person has corrected it. The Manager of Customer Technical Services or Web Team staff then obtain approval from the department head or group leader to post the revised information or file(s).

Once approval is obtained, the file(s) or information is posted to the staging area. The new links or pages are then checked carefully using the common browsers for broken links; links to outdated, obsolete, or incorrect content; correct and consistent formatting; and proper placement in the web site directory structure. Any changes to, or additions to the current format of web pages, navigation schema, or presentation of information, content or files are subject

to thorough review by Web Team staff and the requesting department/group/committee. The Vice President of Market Services will be responsible for final approval of all major changes to the web site.

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~~4.0 Other Publications~~

~~Review process to be determined. This section will be added later.~~

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Attachment A:

Departments, Focal Persons, and Committees Responsible for Initiating, ~~Periodic Reviewsing~~ and Approving Manual Revisions

Departments, Focal Persons, and Committees Responsible for Initiating, **Periodic Reviewing**, and Approving Manual Revisions

(Revised: 12/08/00)

Manual	Department	Focal Person	Committee
Ancillary Services	Operations & Reliability	Manager Supervisor of Operations Engineering – Bob Waldele	Business Issues Committee, Operating Committee, GIRT
Backup Dispatch System	Operations & Reliability	Supervisor of Manager of Pool Operations – John Ravalli	Business Issues Committee, Operating Committee, GIRT
Day-Ahead Scheduling	Operations & Reliability	Manager of Scheduling and Commitment Reliability – Rick Gonzales	Business Issues Committee, Operating Committee, GIRT
Emergency Operations	Operations & Reliability	Manager Supervisor of Pool Operations – John Ravalli	Business Issues Committee, Operating Committee, GIRT
Outage Scheduling	Operations & Reliability	Manager of Scheduling and Commitment Reliability – Rick Gonzales	Business Issues Committee, Operating Committee, GIRT
Transmission and Dispatching Operations	Operations & Reliability	Director of Pool Operations – Mike Galimano Manager of Scheduling and Commitment Reliability – Rick Gonzales	Business Issues Committee, Operating Committee, GIRT
Transmission Services	Operations & Reliability	Administrator of Industry Affairs – Karl Tammar	Business Issues Committee, Operating Committee, TIRT

Installed Capacity Requirements	Analysis & Planning	Manager of Resource Reliability – Art Desell	Business Issues Committee, Operating Committee, Planning Committee, GIRT
Load Forecasting	Analysis & Planning	Manager of Load Forecasting – John Pade	Business Issues Committee, Operating Committee, Planning Committee
Reliability Assessment and Enforcement	Planning Operations & Reliability	Manager of Transmission Planning – Steve Corey Senior Engineer - Greg Campoli	Business Issues Committee, Operating Committee, Planning Committee
System Analysis Data	Operations & Reliability	Supervisor Manager of Operations Engineering – Bob Waldele	Business Issues Committee, Operating Committee, GIRT
Manual	Department	Focal Person	Committee
Transmission Expansion and Interconnection	Analysis & Planning	Manager of Transmission Planning – Steve Corey	Business Issues Committee, Operating Committee, Planning Committee, TIRT
Accounting and Billing	Finance & Compliance Market Services	Manager of Billing and Accounting – Rick Hoefler Manager of Billing and Accounting Supervisor of Billing Quality and Analysis – Randy Bowers	Business Issues Committee, Operating Committee, GIRT/TIRT
Bid to Bill Examples	Finance & Compliance Market Services	Manager of Billing and Accounting – Rick Hoefler Manager of Billing and Accounting Supervisor of Billing Quality and Analysis – Randy Bowers	Business Issues Committee, Operating Committee, GIRT/TIRT

Control Center Requirements	Information Systems Information Systems	System Analyst – Ernie Cardone Supervisor of Systems and Operations – Karl Janice	Business Issues Committee, Operating Committee; GIRT
Customer Services and Administration	Market Services	Manager of Market Relations Customer Technical Services – Jonathan Mayo, Manager of Customer Relations – Kathy Whitaker	Business Issues Committee, Operating Committee; ISO/PE Working Group, GIRT
Definitions	Market Services	Technical Documents Coordinator – Valerie Ancona Ross	Business Issues Committee, Operating Committee; GIRT/TIRT
Documentation and Publication Administration	Market Services	Technical Documents Coordinator – Valerie Ancona Ross	Business Issues Committee, Operating Committee; GIRT/TIRT
General and Business Process Controls and Procedures	Market Services, Information Systems	(Business) Manager of Billing and Accounting – Rick Hoefler; (General) Manger of IS Operations – John Hickey	Operating Committee, GIRT/TIRT
Market Participant User's Guide	Information Services Systems Market Services	Manager of Market Training – Art Storey; Supervisor of Software Development Project Leader – Brian Hurysz	Business Issues Committee, Operating Committee; GIRT/TIRT
Communication Interface Manual (To be released in 2001 late 2000)	Operations & Reliability	Supervisor of Systems and Operations - Karl Janice	Business Issues Committee, Operating Committee

Attachment B:

NYISO Manual Revision Form

NYISO Manual Revision Form

This form is meant to keep track of and help organize any proposed changes to the manuals.
After you complete the form, you may submit it via...

E-mail (vaneona.vross@nyiso.com)

Fax (518.356.6146 6208), or

Mail (Attn: Valerie [Ancona-Ross](#), NYISO, [5172 Western Turnpike, Altamont, NY 12009 290 Washington Avenue Extension, Albany, NY 12203](#)).

Your proposed revisions should be attached to this form as...

Hand-written mark-ups

Red-line strike-outs (as Word '97 or WP files), or

New material (as Word '97 or WP files)

Change requested by...

Name:

Date:

Org., Group, or Dept.:

E-mail:

Phone:

Fax:

Manual revision information...

Manual name:

Section #, page #:

Last revision date of manual:

Summary of Proposed changes (Include more detail on page 2 or other attachment)...

Approvals needed – List the individual(s) and committee(s), including the Document Focal Person(s) (DFP), that need to approve this revision **after** the change is completed, but **before** it is re-issued. If it is approved with new changes, please attach those proposed changes also.

Individual/Committee	Status (Check One)			Approval/Rejection of Completed Revisions	
	Change apprvd	Apprvd w/ Chngs	Change Reject'd	Reviewed by	Review date
DFP:					

NYISO Manual Revision Form

Page 2 – Detail of Proposed Changes

Proposed By:

Date:

Manual Name:

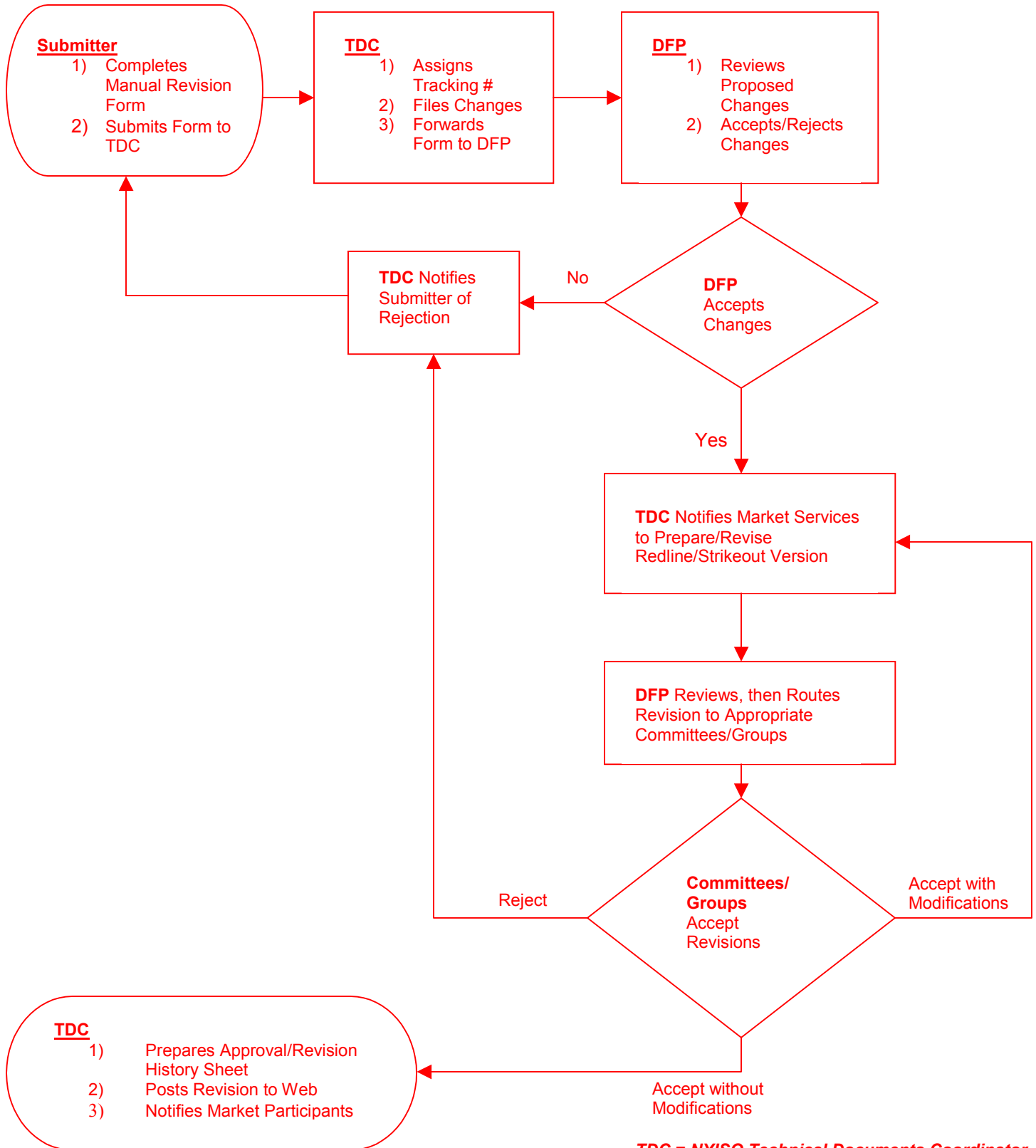
Section #, Page #:

Please describe the proposed change(s) below, and attach additional pages (or files) if necessary.

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Attachment C: NYISO Manual Revision Process Generated by Revision Forms

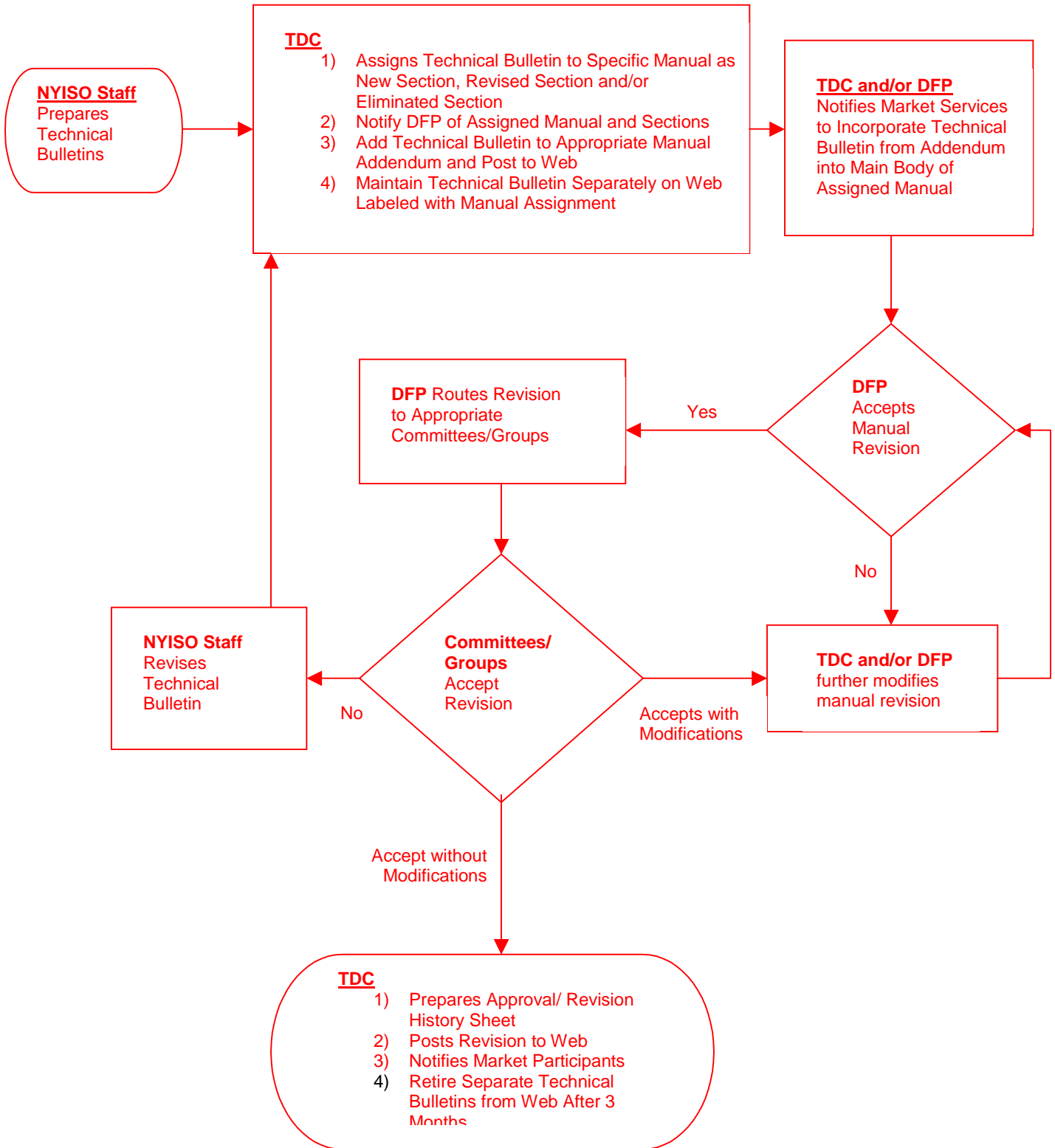
NYISO MANUAL REVISION PROCESS GENERATED BY REVISION FORMS



**TDC = NYISO Technical Documents Coordinator
DFP = NYISO Document Focal Person**

Attachment D: NYISO Manual Revision Process Generated by Technical Bulletins

NYISO MANUAL REVISION PROCESS GENERATED BY TECHNICAL BULLETINS



**TDC = NYISO Technical Documents Coordinator
DFP = NYISO Document Focal Person**

Attachment D:-

NYISO Manuals Review Log

Document	RE V	Issue Date	Last Review	Next Review
<u>OPERATIONS</u>				
Ancillary Services	8.0	07-19-99	08-18-99	12-05-99
Backup Dispatch System	4.0	08-19-99	08-25-99	03-10-00
Day-Ahead Scheduling	5.0	07-15-99	08-18-99	12-05-99
Emergency Operations	6.0	07-22-99	08-18-99	10-02-00
Outage Scheduling	6.0	07-28-99	08-18-99	04-26-00
Transmission and Dispatching Operations	4.0	07-29-99	08-18-99	12-05-00
Transmission Services	6.0	08-19-99	08-25-99	03-14-00
<u>PLANNING</u>				
Installed Capacity Requirements	7.0	07-29-99	08-18-99	04-16-00
Load Forecasting	6.0	07-27-99	07-27-99	06-22-00
Reliability Assessment & Enforcement	1.0	08-23-99	09-08-99	06-08-00
System Analysis Data	2.0	09-15-99	09-22-99	07-08-00
Transmission Expansion and Interconnection	1.0	08-23-99	09-08-99	06-01-00
<u>ADMINISTRATIVE</u>				
Accounting and Billing	7.0	08-27-99	09-01-99	10-26-00
Bid to Bill Examples	0.0	08-27-99	09-01-99	11-30-00
Control Center Requirements	4.0	09-15-99	09-22-99	04-22-00
Customer and Administrative Services	3.0	07-30-99	07-30-99	01-23-00
Definitions	1.0	07-22-99	07-22-99	06-31-00
Documentation and Publication Administration	0.0	08-27-99	09-08-99	10-21-00
General and Business Process Controls and Procedures	0.0	08-27-99	09-01-99	09-29-00
Market Participant Users' Guide	3.0	08-11-99	08-25-99	04-01-00

Attachment ~~C~~E:

Departments Responsible for Initiating, ~~Periodic Reviewsing~~, and Approving Web Site Updates

Department/Group		ApprovalWeb Site Information
Market Services	Grid Accounting	Markets – LBMP Results Markets – Billing and Accounting
Market Services	Market Relations	NYISO Overview Related Links Frequently Asked Questions Services – Subscribe to List-Servers Hot Topics – Programs Hot Topics – Schedules and Meetings Hot Topics – Transition Team Services – Customer Registration Services – Publication Order Forms Services – Publications Notification Services – Manuals Services – Reports Services – Process Flow Diagrams
Market Services	Market Training	Services – Training
Market Services	Public Relations	Hot Topics – News Releases
Information Services	MIS	OASIS – Upload/Download OASIS – Scheduling OASIS – Bidding and Scheduling Ex. Pgs. OASIS – Prices

Department/Group	ApprovalWeb Site Information
Operations	OASIS – System Operations
Planning Department	Markets – TGC Auctions
Human Resources	Organization Chart Career Opportunities
Customer Relations and Customer Technical Services	Manager, Customer Relations or Customer Technical Services/VP of Market Services
Market Training	Manager, Market Training/VP of Market Services
Grid Accounting and Settlements	Manager, Grid Accounting and Settlements
Market Monitoring	Manager, Market Monitoring and Performance/VP of Market Services
Planning and Analysis	Director of Analysis and Planning
Information Services	Director of IS
Human Resources	Director of Human Resources
Compliance/Regulatory	Director of Regulatory Affairs
Press Releases	Director of Government Affairs and Communications
Operations	VP of Operations and Reliability