

Salesforce - Knowledge Base

DRAFT – for discussion only

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Overview

- Benefits / Purpose
- Knowledge Base

NYISO Website / Portal

- Next Steps
- Questions





Key Benefits / Purpose

- Provide access to a centralized library of information on current and emerging industry related topics
- One Stop Shop Knowledge Base
 - Offers customers help when needed
 - Ease of access to information /educational overview in the form of FAQ's
 - Self help automation / Effortless & Relevant
 - Accessible via NYISO website or NYISO Member Community Portal
- Follow Topics Receive automated updates via email
- Provide comments / feedback recommend new articles
- Stakeholder Services representatives always available for customer support



Knowledge Base Landing Page



Knowledge Articles NYISO Home Page



MARKETS AND OPERATIONS

CARBON PRICING	ENERGY STORAGE RESOURCES	TCC MARKET
ENERGY MARKET	ICAP MARKET	
FINANCE AND SETTLEME	INTS	
CREDIT	SETTLEMENTS	
PLANNING		
INTERCONNECTION PROC	ESS	
SYSTEMS AND ADMINIST	RATION	

DECISION SUPPORT SYSTEM REGISTRATION



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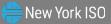
Next Steps

Deploy Knowledge Base by Year End 2020

- Build knowledge base in a production environment
- Communicate with internal and external customers
- Continue to work with respective business owners to develop articles in all business areas
- Follow up with Market Participants throughout 2021 to get feedback on the Knowledge Base platform



Questions?



Our mission, in collaboration with our stakeholders, is to serve the public interest and provide benefit to consumers by:

- Maintaining and enhancing regional reliability
- Operating open, fair and competitive wholesale electricity markets
- Planning the power system for the future
- Providing factual information to policymakers, stakeholders and investors in the power system



