



CAM Roles and Responsibilities

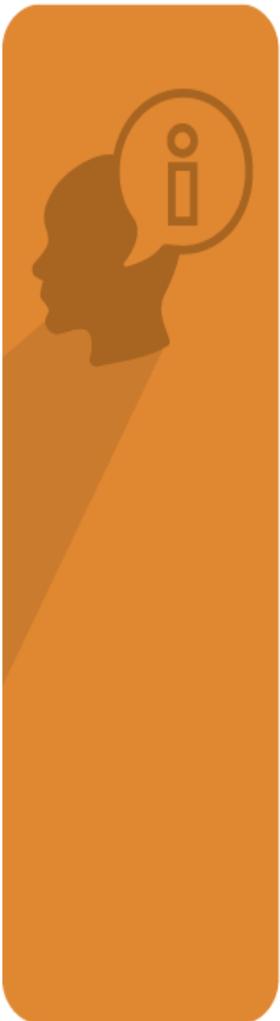
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- Introduction and Purpose
- Existing CAM Roles and Responsibilities
- Membership Management Community
- Recertification Updates
- Documentation Updates
- Future Opportunities and CAM Feedback and Input
- Next Steps

PJM completed a holistic review of the following as it relates to the CAM role:



- Validate user accounts
- Set up user accounts as necessary
- Manage user accounts
 - Approve/remove tool access
 - Lock/unlock accounts
 - Reset passwords
 - Terminate users as appropriate
- Request additional tool access at the account level
- Manage Whitelist



Membership Management



Community



Applications: An online membership enrollment tool.

Available now

Contact Management: A “one stop shop” for members to maintain member level contact information for their company.

Available now

Member Maintenance: An online feature for members to recertify member information and initiate member-level requests.

Available in 2020

- Member Maintenance feature to be rolled out in March 2020
 - Access is limited to an Officer or Authorized Representative
 - Functionality includes:
 - CAM updates
 - Subaccount requests
 - Annual CAM recertification
 - Existing CAM form B to retire

- CAM recertification process defined in Manual 33
 - CAM recertification
 - Must be completed by Officer or Authorized Rep
 - Recertification period: March 2020 to April 30, 2020 (30 days)
 - Non-compliance with recertification request will result in loss of all tool access for market participants

- User recertification process defined in Manual 33
 - User recertification
 - Must be completed by company CAM
 - Recertification period: June 2020 to July 31, 2020 (60 days)
 - Non-compliance with recertification request will result in loss of all tool access for market participants

- CAM roles and responsibilities to be defined in Manual 33: Administrative Services for the PJM Interconnection Operating Agreement.
 - Role of Officer/Authorized Rep
 - Lead/employee CAM
 - Adding/removing CAM(s) to/from an account
 - Establishing subaccount(s)
 - Utilizing Whitelist capabilities
- First read of updated Manual language – MRC on 1/23
- Endorsement of updated Manual language – MRC on 2/20

- 1Q 2020 efforts
 - PJM to develop CAM Process Guide/Job Aid
 - PJM to develop formalized training for new CAM(s)
 - PJM to update Account Manager User Guide

- Enhance Account Manager to allow member(s) to have more control over the user management process
 - Locking/unlocking user accounts
 - Password resets
- Document PJM's CAM administrator role as it relates to assisting members with these processes in Manual 33

- Provide additional feedback to camadmin@pjm.com
- Encourage CAMs to participate in upcoming training sessions
- Share who your CAMs are internally within company