



Communities Roadmap

As of July 15, 2020

- Added information about the Member Community refresh effort

Product - Action Required	Deadline	Who May Be Affected
Member Community - Provide feedback on current usage.	July 31	Member Community Users



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Member Community					DOA Pilot and Demo May 6			Feedback Requested by July 31				
Tech Change Community												
Planning Community												
Membership Management Community					2020 Maintenance Go Live Production: May 11							

Legend

- Start Date
- ◆ End Date



- Based on feedback – refreshing Member Community
 - “Make Communities look different so that you can differentiate which one you are on”
 - “Finds layout to be scattered and confusing”
- Navigation and Look/Feel
 - Simplifying navigation items
 - Updates to easily identify with Member Community vs other PJM communities

- Content Layout
 - Re-organization of home page for easy access to specific areas
 - Improvements to Knowledge Article section for easy viewing, searching and access to similar topics
 - Updates to Case views and email templates
- Demonstration will be provided at future Tech Change Forum meeting prior to launching refreshed Member Community
- Feedback can be sent to TechChangeForum@pjm.com by July 31.



Product Details

The [Member Community](#) allows members to find answers to their questions, get the information they need when they need it, and resolve issues quickly and efficiently.

Key Product Features

- Research topics quickly and easily
- Submit questions, issues and requests to PJM
- Track the real-time status of your requests
- Initiate various processes for demand bid, generation transfers, etc.

The [Tech Change Community](#) allows users to find information and collaborate with other users and PJM subject matter experts about PJM's tools and initiatives. Discussions are based on topics covered within the monthly Tech Change Forum meetings.

Key Product Features

- Moderated discussion boards
- Research topics quickly and easily
- Submit questions, issues and requests to PJM

The [Planning Community](#) will allow Transmission and Generation Owners to find information and collaborate with other users and PJM subject matter experts about Planning initiatives, proposal windows and process questions. Discussions are based on Planning topics.

Key Product Features

- Moderated discussion boards
- Research topics quickly and easily
- Submit questions, issues and requests to PJM

The [Membership Management Community](#) will allow companies to submit application information for PJM membership and maintain member level contact information.

Key Product Features

- **My Membership**

- Track the real-time status of your membership application
- Submit documentation for application

- **Contact Management**

- Maintain member level contact information for certain roles identified by PJM

- **Maintenance**

- Track the real-time status of your membership requests
- Initiate membership related requests such as name change, withdrawal, etc. via the community
- Complete membership recertification tasks