

Communities Roadmap

As of November 17, 2020





• Member Community demonstration rescheduled.



Impact Details

Product - Action Required	Deadline	Who May Be Affected
N/A	N/A	N/A





2020 Communities Roadmap

									S/A			
	2020								2021	2021		
	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Member Community		DOA Pilot May 6	and Demo		Feedback R July 31	equested by	,				sh Demo: ary Tech Ch	ange Forum
Tech Change Community												
Planning Community												
Membership Management Community			aintenance G tion: May 11								ive	
Legend Start Date End Date 											Tech Cha Commu	nge ?



Member Community Refresh

- 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

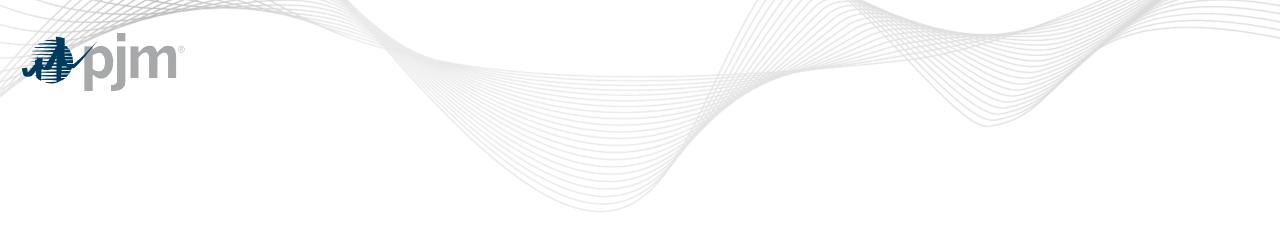


Member Community Refresh

- 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: January Tech Change Forum meeting
- Feedback can be sent to TechChangeForum@pjm.com



- Market Participant Form
 - New FERC approved requirement for new member applications
 - Currently DocuSign form used with member application process
 - Expected to be automated with online application by October timeframe
- Demonstration: October Tech Change Forum meeting
- Production Go Live: November 16



Product Details



Member Community

The <u>Member Community</u> 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.



Tech Change Community

The <u>Tech Change Community</u> 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



Planning Community

The <u>Planning Community</u> 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 <u>Membership Management Community</u> 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