

## 2010 NERC Performance Goals and Objectives

	2010 Goals		2010 Performance Objectives
1	<b>Develop an industry program to systematically address risks to the reliability of the bulk power system.</b>	a	Implement procedures for the triage, investigation, root cause analysis, and the transparent reporting of system events for the purpose of improving reliability performance and tracking recommendations (lessons learned); team with regional entities and engage registered entities in rigorous self-evaluation of system events and risk mitigation.
		b	In consultation with stakeholders adopt a family of reliability risk curves based on transmission, generation, and load outage severity-frequency data to measure and communicate bulk power system and equipment performance.
		c	Continue improving quality and consistency of reliability assessments, expand policy impact assessments to include climate change, renewables, demand response, and other emerging policy initiatives.
		d	Assess the extent and impact of the decline in frequency responsiveness of the Eastern Interconnection and develop an action plan to address the issue.
2	<b>Improve consistency, transparency, and efficiency of compliance processes.</b>	a	Working jointly with regional entities, increase the transparency of compliance processes and expectations; increase the consistency of compliance program results among regions by deploying shared procedures, training and tools; improve risk-based approaches for auditing and spot checks to optimize resource utilization for reliability benefit; promote a culture of compliance excellence through education, transparency, information, and incentives.
		b	Achieve on-time processing of alleged violations, settlements, and mitigation plans by adopting streamlined forms and procedures for minor violations and improved coordination with regional entities.
3	<b>Facilitate effective startup of CIP compliance program.</b>	a	Establish a program with regional entities for the efficient monitoring of compliance with CIP standards by registered entities that come under the jurisdiction of the standards in accordance with the implementation plan.
		b	Implement a program jointly with the regional entities to manage and report technical feasibility exceptions and prepare requirements and plans for the conduct of nuclear plant cyber security audits under the MOU with the Nuclear Regulatory Commission.

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4	<b>Develop performance-based standards and improve timeliness of standards process.</b>	a	Expedite the highest priority reliability standards: complete a revised CIP-002 to establish clear criteria for determining critical assets and associated CIP-003 to 009; one performance-based standard by August 2010; complete version 4 of remaining CIP standards by year end; and place five additional standards on an accelerated schedule for completion in 2011.
		b	Streamline the standards development procedure and increase accountability within the stakeholder process for quality and timeliness of standards development.
5	<b>Improve delivery of results from physical and cyber security initiatives.</b>	a	Develop a policy framing NERC's scope and objectives in enhancing the physical and cyber protection of the bulk power system; provide policy inputs regarding the potential reliability impacts of smart grid initiatives; build awareness of HILF risks.
		b	Work with government agencies in the U.S. and Canada to transform classified information regarding threats to the bulk power system into declassified information for industry action.
6	<b>Be a technology leader.</b>	a	Advance the North American Synchro-Phasor Initiative.
		b	Develop an ERO information management plan.
		c	Develop a plan and design for next generation SAFNR; increase the capabilities and integration of situational awareness activities in the regions with those of NERC.
7	<b>Improve government and stakeholder relations.</b>	a	Establish a new government affairs and external communications team; improve NERC's image and stature by developing constructive relationships with Congress, FERC, DOE, states and federal and provincial authorities in Canada and by issuing high quality public communications.
		b	Review and update technical committee structure to align with ERO functions and optimize use of industry expert resources.
8	<b>Improve regional entity delegation framework.</b>	a	File revisions to regional entity delegation agreements and associated changes to the rules of procedure.
		b	Develop an ERO enterprise operation built on collaborative decision-making with regional entities.

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<b>9</b>	<b>Enhance opportunities for long-term recruitment and retention of quality staff.</b>	a	Complete a study recommending office locations and telecommuting policies to achieve goals of recruiting high quality executives and associates to work in a strong team environment and to increase accessibility of NERC to stakeholders.
<b>10</b>	<b>Provide effective cost controls and stewardship of ERO funding.</b>	a	Meet 2010 budget while reducing costs for travel, meetings, contractors, and consultants below budgeted amounts.