

## Minutes Technology and Security Committee Open Meeting

February 12, 2025 | 8:30-9:30 a.m. Eastern

In-Person  
JW Marriott Miami  
1109 Brickell Ave  
Miami, FL 33131

### Call to Order

Mr. Jim Piro, Committee member, called to order a duly noticed open meeting of the Technology and Security Committee (the Committee) of the Board of Trustees (Board) of the North American Electric Reliability Corporation (NERC or the Company) on February 12, 2025, at approximately 8:30 a.m. Eastern, and a quorum was declared present.

Present at the meeting were:

### Committee Members

Larry Irving  
Suzanne Keenan  
Susan Kelly  
Robin E. Manning  
Jim Piro  
Kenneth W. DeFontes. Jr., *ex officio*

### Board Members

Robert G. Clarke  
George Hawkins  
Colleen Sidford  
Kristine Schmidt  
James B. Robb, President and Chief Executive Officer

### NERC Staff

Tina Buzzard, Assistant Corporate Secretary  
Manny Cancel, Senior Vice President and CEO of the E-ISAC  
Mathew Duncan, Vice President, E-ISAC Security Operations and Intelligence  
Shamai Elstein, Associate General Counsel  
Howard Gugel, Senior Vice President, Regulatory Oversight  
Kelly Hanson, Senior Vice President and Chief Operating Officer  
Fritz Hirst, Vice President, Government Affairs  
Stan Hoptroff, Vice President, Business Technology  
Soo Jin Kim, Vice President, Engineering and Standards  
Mark Lauby, Senior Vice President and Chief Engineer  
Kimberly Mielcarek, Vice President, Corporate and External Communications  
Sonia Rocha, Senior Vice President, General Counsel, and Corporate Secretary  
Liz Saunders, Vice President, People and Culture  
Andy Sharp, Vice President and Chief Financial Officer  
LaCreacia Smith, Director, Project Management Office  
Bluma Sussman, Vice President, E-ISAC Stakeholder Engagement

### **NERC Antitrust Compliance Guidelines**

Ms. Buzzard directed the participants' attention to the NERC Antitrust Compliance Guidelines included in the advance agenda package and indicated that all questions regarding antitrust compliance or related matters should be directed to Ms. Rocha.

### **Chair's Remarks**

Mr. Piro welcomed participants to the meeting and reviewed the agenda. On behalf of Jane Allen, Committee chair, Mr. Piro thanked Mr. Hoptroff for his contributions and leadership.

### **Minutes**

Upon motion duly made and seconded, the Committee approved the minutes of the August 14, 2024, open meeting as presented at the meeting.

### **ERO Enterprise Business Technology Strategic Plan**

Ms. Smith provided an update on the implementation of the ERO Enterprise Business Technology Strategic Plan. She reported on the technology investments and solutions completed in 2024 and planned for 2025. The Committee discussed the new NERC website, the Reliability Coordinator Information System, and plans for continued solicitation on customer feedback on new deployments.

### **ERO Enterprise Stakeholder Engagement**

Mr. Hoptroff provided an overview of the results of the 2024 ERO Enterprise Business Technology client survey. He noted that the purpose of the survey is to assess customer satisfaction with the Business Technology department and identify areas for continued improvement. Mr. Hoptroff reported that survey indicated that satisfaction with NERC's Business Technology improved from 2023 (in both customer support and Business Technology overall) and highlighted the following key areas for continued improvement: (1) ease of reporting issues; (2) notification to customers on status of reported issues; (3) speed of issue resolution; and (4) ensuring responses resolve the reported issue.

### **Threat Landscape**

Mr. Duncan summarized the E-ISAC's recent activities and the threat landscape facing the electric industry, with a focus on a brief discussion of the incidents over the holiday season, Chinese cyber activity, and drones. He also provided a comparison of 2024 and 2023 cyber and physical direct shares, a proactive E-ISAC program to address visible vulnerabilities. The Committee discussed sharing with other Information Sharing and Analysis Centers and the Cybersecurity Risk Information Sharing Program.

### **E-ISAC Customer Experience**

Ms. Sussman reported on the upcoming strategic implementation phase of the E-ISAC's stakeholder experience effort, reviewing information consumption, event participation, stakeholder sentiment factors, and plans to operationalize this feedback in E-ISAC products and services. The Committee discussed the use of personas to chart the stakeholder experience and the ability to customize the portal based on those personas.

**Adjournment**

There being no further business and upon motion duly made and seconded, the meeting was adjourned.

Submitted by,

A handwritten signature in black ink, appearing to be 'SR' followed by a long horizontal stroke.

Sônia Rocha  
Corporate Secretary