

Minutes Technology and Security Committee Open Meeting

August 16, 2023 | 8:30-9:30 a.m. Eastern
Hybrid

Westin Ottawa Hotel
11 Colonel By Dr.
Ottawa, ON K1N 9H4, Canada

Call to Order

Ms. Jane Allen, Committee Chair, 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 August 16, 2023, at approximately 8:30 a.m. Eastern, and a quorum was declared present.

Present at the meeting were:

Committee Members

Jane Allen, Chair
Suzanne Keenan
Robin E. Manning
Jim Piro
Colleen Sidford
Kenneth W. DeFontes. Jr., *ex officio*

Board Members

George S. Hawkins
Robert G. Clarke
Susan Kelly
Kristine Schmidt
Larry Irving

NERC Staff

Tina Buzzard, Assistant Corporate Secretary
Manny Cancel, Senior Vice President and CEO of the E-ISAC
Mathew Duncan, Director Intelligence
Howard Gugel, Vice President, Compliance Assurance and Registration
Kelly Hanson, Senior Vice President and Chief Administrative Officer
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, Communications
Sonia Rocha, Senior Vice President, General Counsel, and Corporate Secretary
Janet Sena, Senior Vice President, External Affairs
Andy Sharp, Vice President and Chief Financial Officer
Bluma Sussman, Director, Membership

NERC Antitrust Compliance Guidelines

Ms. Allen 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

Ms. Allen welcomed participants to the meeting and reviewed the agenda.

Minutes

Upon motion duly made and seconded, the Committee approved the minutes of the May 10, 2023, open meeting as presented at the meeting.

ERO Enterprise Business Technology

Mr. Hoptroff provided an overview of NERC's approach to customer support for its business technology solutions, including NERC's support philosophy, the mechanism for providing support, and its support focus areas in 2023 and longer term to enhance the customer experience. He also provided an update on implementation of Align in Canada, noting that Align is in production in Ontario, Nova Scotia, Manitoba, Saskatchewan, and in development in Alberta and British Columbia. NERC is in discussion with Quebec regarding Align and will be discussing Align with New Brunswick

E-ISAC Operations

Mr. Cancel introduced the discussion topics and thanked the Canadian stakeholders and participants. He thanked the Regulators and the Canadian Center for Cyber Security. Mr. Cancel provided an update on the Member Executive Committee (MEC) charter changes. He noted that Barbara Sugg is the new co-chair and Bill is retiring but will remain the MEC Chair.

Mr. Duncan provided an overview of cyber and physical security threats and E-ISAC responses to these threats. He highlighted that the threat environment continues to be dynamic and the continued need for collective defense. Mr. Duncan thanked the Canadian Government and noted NERC's partnership with the Canadian Center for Cyber Security.

Ms. Sussman provided an overall summary of E-ISAC and noted the Canadian participation. She discussed the results of the E-ISAC's 2023 membership survey. Ms. Sussman noted that the survey was intended to gather feedback about the quality of the products the E-ISAC develops, current services offered, and the overall satisfaction they have with the organization. She reported that the E-ISAC received positive feedback with a high net promoter and overall satisfaction scores. Ms. Sussman also discussed feedback that identified opportunities for growth, noting that the E-ISAC will use that feedback to enhance its products and services.

Ms. Sussman also provided an update on the Vendor Affiliate Program, which is focused on facilitating information sharing and best practices between vendors and E-ISAC member and partner organizations.

Ms. Allen thanked the presenters for noting their collaboration with the Canadian organizations. She noted that additional learnings will be provided by the February meeting.

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', with a long horizontal line extending to the right.

Sônia Rocha
Corporate Secretary