Draft Minutes
Technology and Security Committee
Open Meeting

February 14, 2024| 9:45-10:45 a.m. Central
In-Person

The Houstonian Hotel Houston
111 North Post Oak Lane
Houston, TX 77024

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 February 14, 2024, at approximately 9:45 a.m. Central, and a quorum was declared present.

Present at the meeting were:

Committee Members	Board Members
Jane Allen, Chair	Robert G. Clarke
Larry Irving	George S. Hawkins
Suzanne Keenan	Susan Kelly
Robin E. Manning	Jim Robb
Jim Piro	Kristine Schmidt
Colleen Sidford	
Kenneth W. DeFontes. Jr., *ex officio*	

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
Eric Hartung, Director of Performance Management, E-ISAC
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
Andy Sharp, Vice President and Chief Financial Officer
Bluma Sussman, Director, Membership
Jesse Sythe, GridEx Program Manager
Angus Willis, Director of Information Technology Infrastructure and Support

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.

She also highlighted that on January 24, 2024, NERC's business technology function hosted the Security Advisory Group, which received a briefing from an independent consulting firm on the results of their Q4 2023 penetration test effort and comparison of the current ERO Secure Evidence Locker to NIST 800 171 standard. NIST 800 171 standard was the design standard for the Secure Evidence Locker. Ms. Allen noted that the consulting firm reported that the results of the review were positive and indicated a few opportunities for improvement and NERC staff are working through those improvement opportunities.

Ms. Allen also recognized that 2024 is the 25th anniversary of the E-ISAC.

Minutes

Upon motion duly made and seconded, the Committee approved the minutes of the August 16, 2023, open meeting as presented at the meeting.

ERO Enterprise Business Technology Strategic Plan

Mr. Willis provided the Committee with an overview of the ERO Enterprise Business Technology Strategic Plan. His overview included a recap of business technology projects delivered and initiated in 2023 and highlighted the projects to be delivered and initiated in 2024. The Committee also discussed implementation of the Align tool in Canada.

ERO Enterprise Stakeholder Engagement

Mr. Hoptroff presented the Committee with an overview of the results of the ERO Enterprise Business Technology client survey. The survey was conducted between December 1, 2023, and January 15, 2024. There were 428 respondents, which included personnel from Registered Entities (60%), Regional Entities (17.8%), and NERC (22.2%). Mr. Hoptroff reported that respondents indicated a general satisfaction with the customer support with the following key areas for improvement (in priority order): (1) resolving issues faster, (2) increased response time to reported issues, (3) improved notifications to customers on status of reported issues; and (4) ensuring response resolves the reported issue. The Committee discussed issuing a client survey on an annual basis and ways to collect data outside the survey to proactively address client support issues.

Threat Landscape

Mr. Duncan provided the Committee with an update on the threat landscape, with a focus on threats from nation states. Mr. Duncan's update also included a discussion with the Committee on artificial intelligence (AI) threats and opportunities and the 2024 election cycle.

E-ISAC and Customer Experience and Stakeholder Engagement

Ms. Sussman and Mr. Hartung discussed with the Committee the E-ISAC's initiatives related to enhancing the customer experience and stakeholder engagement. Ms. Sussman summarized for the Committee recent stakeholder feedback and the E-ISAC's efforts to address the feedback and provide more value to members. She also discussed the growth of the E-ISAC's vendor affiliate program. Mr. Hartung provided an overview of the E-ISAC's 2024 initiative to better understand and enhance the customer experience.

GridEx VII Recommendations

Mr. Sythe provided an overview of GridEx VII and the draft recommendations from the Executive Tabletop. He reported that the preliminary recommendations currently include:

- Evaluating technologies and processes that could be used to increase the resilience of telemetry exchange between control centers and operator voice communications that are essential to operating the grid.
- Reviewing the frameworks used to prioritize restoration during a complex power outage and determine if improvement is needed.
- Evaluating options to mitigate impact of a potential loss of market operations over an extended period.

Adjournment

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

Submitted by,

Sônia Rocha
Corporate Secretary