



Transmission Business Line (TBL)

Talking Points

Customer Participation in TM Business Systems Automation Development

- Customers have requested more involvement in TBL IT projects. BPAT would like to accommodate that desire in a manner that balances customers' needs for input regarding upcoming IT systems changes that will impact TBL customers and information about those impacts with TBL's needs to minimize project costs and make best use of scarce TBL system development resources.
- The customer-involvement plan will identify specific roles and responsibilities for customers, general time-lines, and communication plans for how customer involvement will be obtained.
- The first IT systems development project to use this approach will be done on a pilot basis, and when it is finished, an TBL will examine the lessons learned and re-evaluate the usefulness of the approach.
- If the first effort is found to be of significant value to customers and BPA, future TBL TM systems automation development projects will be required to include development of a customer involvement plan up front.
- Proposed customer involvement will vary from none to extensive, depending on the specifics of the project. Factors that will affect the extent of proposed involvement include:
 - - extent to which customers are impacted by the system development
 - - level of security needed regarding the functioning of the system
 - - amount of clarity about what relevant Tariff guidance requires
 - - timeline on which the project must be accomplished
 - - level of customer interest in being involved in the specific project
 - - amount of resources that are available to implement customer involvement
- BPAT will continue to assess customer satisfaction with their level of involvement with IT systems development and the level of value that it provides and make adjustments accordingly.