

IT Technical Issues

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System Update Event

PJM and its vendor initiated system updates after business hours on Aug. 3.

Following the updates, a number of PJM's applications and tools, pjm.com and external email were unexpectedly affected.



**August
3**



Members and stakeholders were notified as quickly as possible.



PJM personnel and its vendor worked together to restore the applications and tools, pjm.com and email functionality.

August 5



External email was restored
 While external email was unavailable, stakeholders were able to communicate with PJM through the Member Relations help line and the Information Technology Operations Center.

August 7



The majority of applications and tools were restored and available

August 10



Remaining Tools restored and were fully functional



At no time was the reliability of electric grid affected by the technical issues.

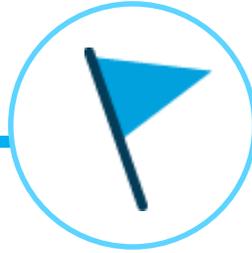


PJM's core markets were restored quickly and have been available and running without interruption.



PJM drills for a variety of events similar to this system maintenance issue, which prepares us to quickly respond to unforeseen circumstances.





PJM is examining the event and will implement corrective action to avoid the possibility of a reoccurrence during similar system maintenance in the future.

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IT Technical Issues – August 3, 2020



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