



NERC Lessons Learned

Donnie Bielak
Manager, Reliability Engineering



Pandemic Response [1]



General Processes



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- COVID-19 pandemic resulted in actual use of business continuity plans (BCP) early in 2020
- Can be expected that adjustments will need to be made
- Generic actions taken initially to cover a wide range of circumstances
- Adjustments and improvements made after more is known
- Learn lessons to improve effectiveness of future pandemic response plans and other scenarios

- DOE, FERC, NERC, and NATF Epidemic/Pandemic Response Plan Resource [2]
- BCPs need to be re-examined, adjusted, and communicated when exercised in a real world case
- Consider updating plans for primary and back up control centers to ensure that in the event primary center need to be evacuated for virus exposure the backup center is readily available
- Entities had to review work practices and make modifications to ensure work needed to maintain system reliability can continue

- Communication between entities is an area that should be reviewed in BCP
- Reopening/return to the workplace milestones need to be communicated when defined
- The main transportable experience from the COVID-19 responses were expanded and improved WFH processes
- Consider the psychological and mental health needs of employees as well as their knowledge levels

[1] Pandemic Response

https://www.nerc.com/pa/rrm/ea/Lessons%20Learned%20Document%20Library/LL20211001_Pandemic_Response.pdf

[2] Epidemic/Pandemic Response Plan Resource

<https://www.natf.net/docs/natf/documents/resources/resiliency/epidemic-pandemic-response-plan-resource.pdf>

Presenter:

Donnie Bielak, donnie.bielak@pjm.com

SME:

Donnie Bielak, donnie.bielak@pjm.com

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Member Hotline

(610) 666 – 8980

(866) 400 – 8980

custsvc@pjm.com