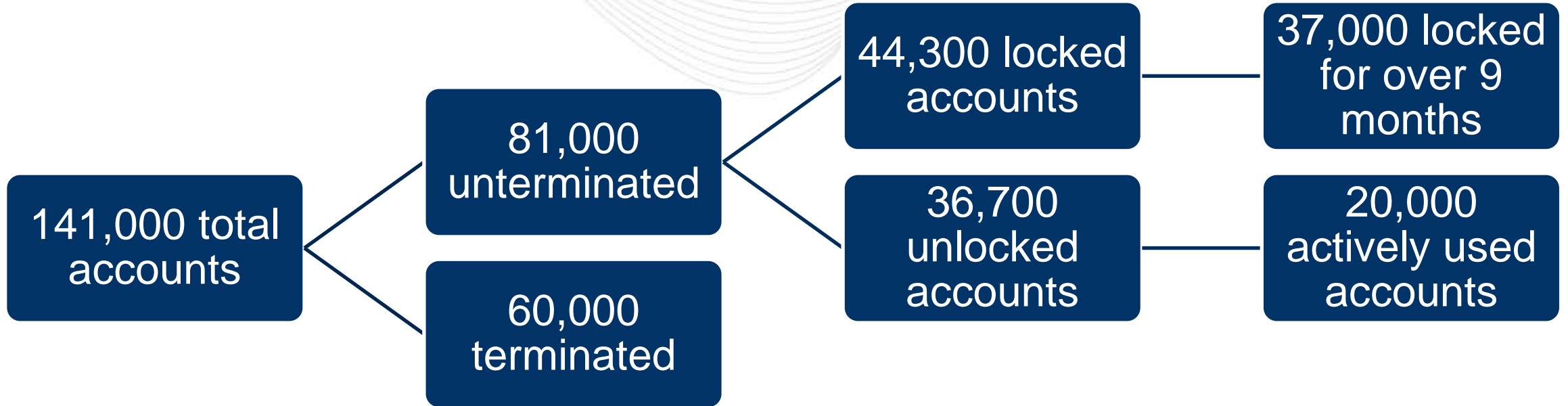


Managing Unused Tool Accounts



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Market Implementation Committee
November 8, 2017



- 46% of unterminated accounts have been locked for over 9 months
- Only 25% of effective accounts are in use

Solution

- Implement an account clean up process

Stakeholder Benefits:

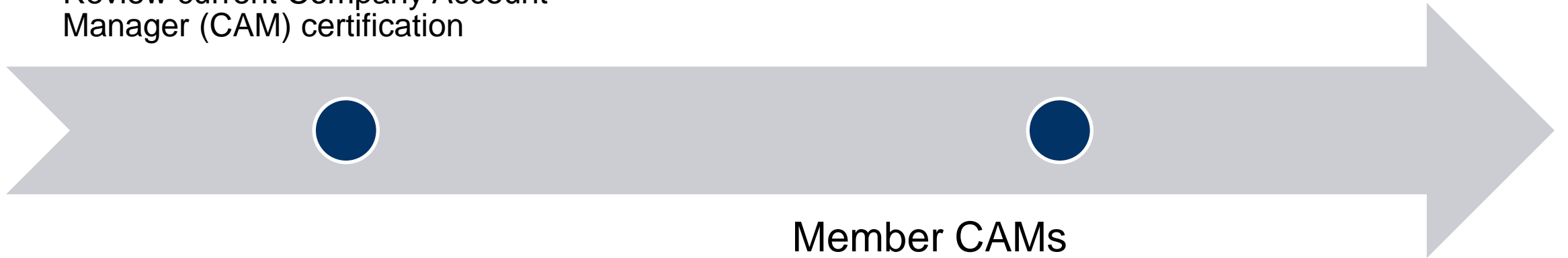
- Reduction in emails from PJM
- Reduces security risk
- Improved system performance for current users

PJM Benefits:

- Reduced security risk
- In line with best practices

PJM

- Implement user account cleanup policy
- Details in November Tech Change Forum
- Review current Company Account Manager (CAM) certification



Member CAMs

- Review locked accounts
- Terminate user accounts as needed