Tech Change Forum
PJM Conference and Training Center
June 13, 2018
1:00 – 3:00 p.m. EPT

Facilitator: Rebecca Stadelmeyer
Secretary: Monica Burkett

Administration (1:00-1:35)

1. Rebecca Stadelmeyer, PJM, provided a brief overview of the Tech Change Forum as well as ground rules and the agenda.

Working Issues (1:35-3:00)

2. Enterprise Security

   A. Colin Brisson, PJM, provided a background on the purpose of enhancing security on PJM systems. He discussed PJM's response to cyber threats by reviewing PJM's approach to Geo-IP blocking in a step by step process. Mr. Brisson reviewed PJM's support and response approach such as the PJM communication change process, standard updates at meetings along with collecting feedback on individual cases. He reviewed efforts that PJM has taken to date such as blocking high risk countries and limiting access to the internet SCADA. Mr. Brisson provided opportunity for open discussion with the group where no questions were brought up at the time.

   B. Sunil Kumar Rachakonda, PJM, provided a review of the upcoming two-step verification to PJM Tools. He stated the new security feature will provide an extra layer of security, prevent a breach even if password was known, as well as utilize password along with additional token.

      Mr. Rachakonda advised the group that the two-step verification is triggered via logon from an unrecognized device where the end user logs in with their username/password combination. He stated the user will then receive a token via a valid email for the user to input and complete the logon process. Mr. Rachakonda reviewed the ease of use for this new feature and provided opportunity for open discussion with the group.

      Several participants requested further details around impacted tools, device usage, user impact as well as ability to expand token validation from email to other solutions. PJM will update the current slide deck to provide a full list of impacted and non-impacted PJM Tools as well as future Tech Change Forum slide decks. Mr. Rachakonda stated once a user authenticates with a sixth device the oldest device that is connected will be removed from the system. He also advised the group that the two-step verification is mandatory and users will not be able to opt-out.

      Mr. Rachakonda mentioned that only browser-based interactions will be impacted at this time. He stated the only tools that are not impacted are PJM.com eDART and eGADS. Mr. Rachakonda reviewed the project timeline where PJM will implement this feature in Train on August 15th with an October 10th Production roll out.

3. Account Manager New User Workflow

   Gerry McNamee, PJM, presented the Account Manager new user workflow plan. He provided a review of the current process for new user registration within Account Manager where users automatically receive default access to public areas such as MyPJM and Data Viewer. Mr. McNamee also reviewed stakeholder feedback with concerns to the current process. He spoke to a proposed solution from March 2018 where no PJM Tool access would be granted until the CAM approves the new user.

Mr. McNamee stated PJM has reevaluated the March 2018 proposal due to increased security efforts. He reviewed PJM's recommendation to utilize the user's email address as a key identifier. Mr. McNamee mentioned that CAMs will be able to whitelist domains for their company as well as specific email addresses and if the user registering has an invalid address they will be rejected from the new user process. A few participants requested further details in regarding the whitelisted domains such as limitations or larger groups having access. Kevin Bonner, PJM, stated the new user workflow does not expect to have a cap on the amount of domains CAMs can insert. Rebecca Stadelmeyer, PJM, stated CAMs are able to identify specific email address to avoid larger group access for certain partner companies.

Mr. McNamee stated the timeline is expected for the next 2-3 months in alignment with the Tools Security two-step verification.

Future Meeting Dates

June 19, 2018   10:30 a.m.   PJM Conference & Training Center/ WebEx

Author: Rebecca Stadelmeyer

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