



Operation Support Personnel Awareness Training



Background

This online course is delivered through [Spark! By OES-NA](#). This course is intended to provide Operation Support Personnel with the necessary awareness training to understand how their job functions impact the System Operators perform their tasks and maintain the reliability of the Bulk Electric System. The course also provides System Operating personnel with an awareness of how Support Personnel support their completion of BES Reliability Related tasks.

Course Level

Not Applicable

Target Audience

This online course is intended for: Operation Support Personnel that play a role in supporting System Operators in their performance of BES RR Tasks, in addition to providing an awareness to System Operators in how their task performance can be impacted by Support Personnel.

NERC Continuing Education Hours

TOTAL: 2.5 CEHs
Standards: 0.0 CEHs
Ops Topics: 2.5 CEHs
Sim: 0.0 CEHS

NERC Emergency Training

2.5 hours of Emergency Training

Educating System Operators in the New Millennium!



Operation Support Personnel Awareness Training



Course Content

This online course includes seven lessons which cover the following:

Lesson 1: Training Requirement Overview: NERC Standard PER-005-2, Steps for complying with standard, Benefits of Awareness Training, and General Areas of Support

Lesson 2: Limits: Limits, Support Requirements, Importance of Accuracy, Implications of Errors, and SCADA

Lesson 3: System Studies and Plans: Study considerations related to transmission, generation, load, and reactive devices; Updating Studies, Communication and Verification of Study Results; Implications of Inaccurate Studies; Plan Development considerations related to transmission, generation, load, and reactive devices; Real-time Follow-up; Mitigating Actions for Voltage Control; and Mitigating Actions for Equipment Loading

Lesson 4: ACE and Frequency Implications: ACE issues, Low Frequency Control Options, High Frequency Control Options

Lesson 5: Restoration Planning: Support Personnel Support, Plan Writing, Assessment Elements, Transmission Assessment, Switching Considerations, Restoration Methods, Plan Objectives, Plan Viability

Lesson 6: Switch Order Writing: Considerations, Operational Concerns, Safety Concerns, Circuit Breaker Configurations, Switching Device Capabilities, and Line Charging

Lesson 7: Communications, Reporting, and Training: Three-part Communications, Communication Roles and Responsibilities, Poor Communication Impacts, NERC Reporting Requirements, Reportable Events, Training Development, and Subject Matter Expert Support

Delivery Schedule

Because the course is delivered on an individual basis via the Internet, individuals have the ability to set their own pace and schedule for completion of the course. Registered students are provided with 6 months from the time of registration to complete the course.

Educating System Operators in the New Millennium!



Operation Support Personnel Awareness Training



Student Requirements

- Students must sign-in using their individual log-in and password to access the course.
- Students are required to provide their NERC SO Certification # and other applicable contact information during the course registration process, as applicable to the awarding of NERC CEHs.
- Students must complete all course material prior to attempting the final assessment.
- Students must successfully earn a 70% grade on the final activity assessment.
- Students must submit a course evaluation form. (Level of completion is not measured, but full completion is desired)

Educating System Operators in the New Millennium!