



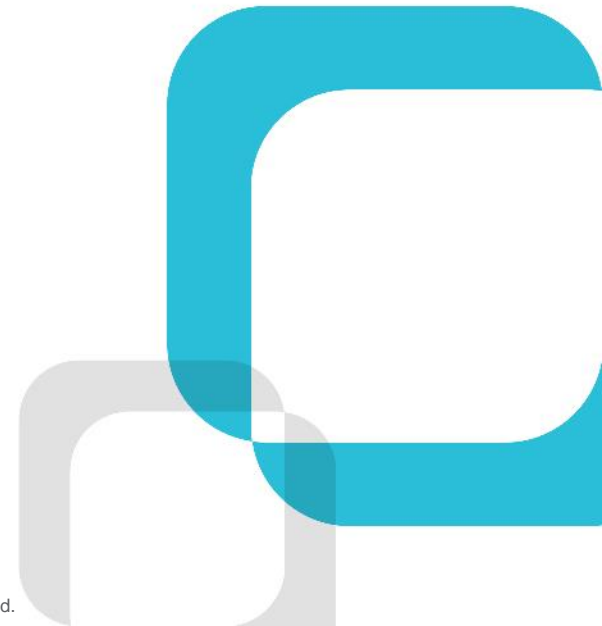
Smart. Focused. Done Right.®



# Why Embed NERC Compliance into Operations?



Revised November 2021



# Common Symptoms May Indicate More Significant Problems



## Our clients experience the following common symptoms related to their NERC program:

- Excessive time spent preparing for an audit
- Employees unaware of compliance requirements
- Limited compliance oversight
- Lack of line accountability for compliance activities
- Mitigation actions which are not targeted to the issue
- Workers are unclear on their roles and responsibilities

## Which are often discovered through events such as:

- Difficulty locating evidence
- Access controls for CIP information not properly restricted
- Missed patch evaluations
- Overdue or incomplete mitigation actions
- Repeat violations (e.g., GOP fails to notify TOP)
- Evidence is not stored properly for maintenance and testing

## And can be an indicator of underlying problems:

- Lack of compliance infrastructure
- Gaps between internal operational processes and NERC standards
- No defined roles or responsibilities
- Ineffective issue resolution

## Problems that Lead to Violations

### Lack of a Culture of Compliance

Employees are generally not aware of what NERC compliance is or why it is important. As a result, execution of compliance activities varies widely.

1

### NERC Compliance is not close enough to the work being performed

Corporate compliance groups do not understand the day-to-day operations well enough leading to internal standards, documentation and guidance that is not actionable

2

### No defined roles or responsibilities

Accountability model for compliance-related activities are not clearly defined or understood. Roles and responsibilities are not documented, often causing issues when key individuals retire or transition to new roles

3

### Lack of compliance infrastructure

Evidence is not stored in a common repository. NERC Compliance activities (routine work and mitigation actions) are not visible to line management making it difficult to monitor regulatory-required tasks.

4

### Gaps between internal processes/procedures and NERC standards

Internal compliance procedures are unnecessarily complex, or confusing, and do not meet the requirements of the NERC Standards

5

### Ineffective issue resolution

NERC-related resolution processes do not address fundamental problems which can lead to recurring violations and are often not aligned with established corrective action programs

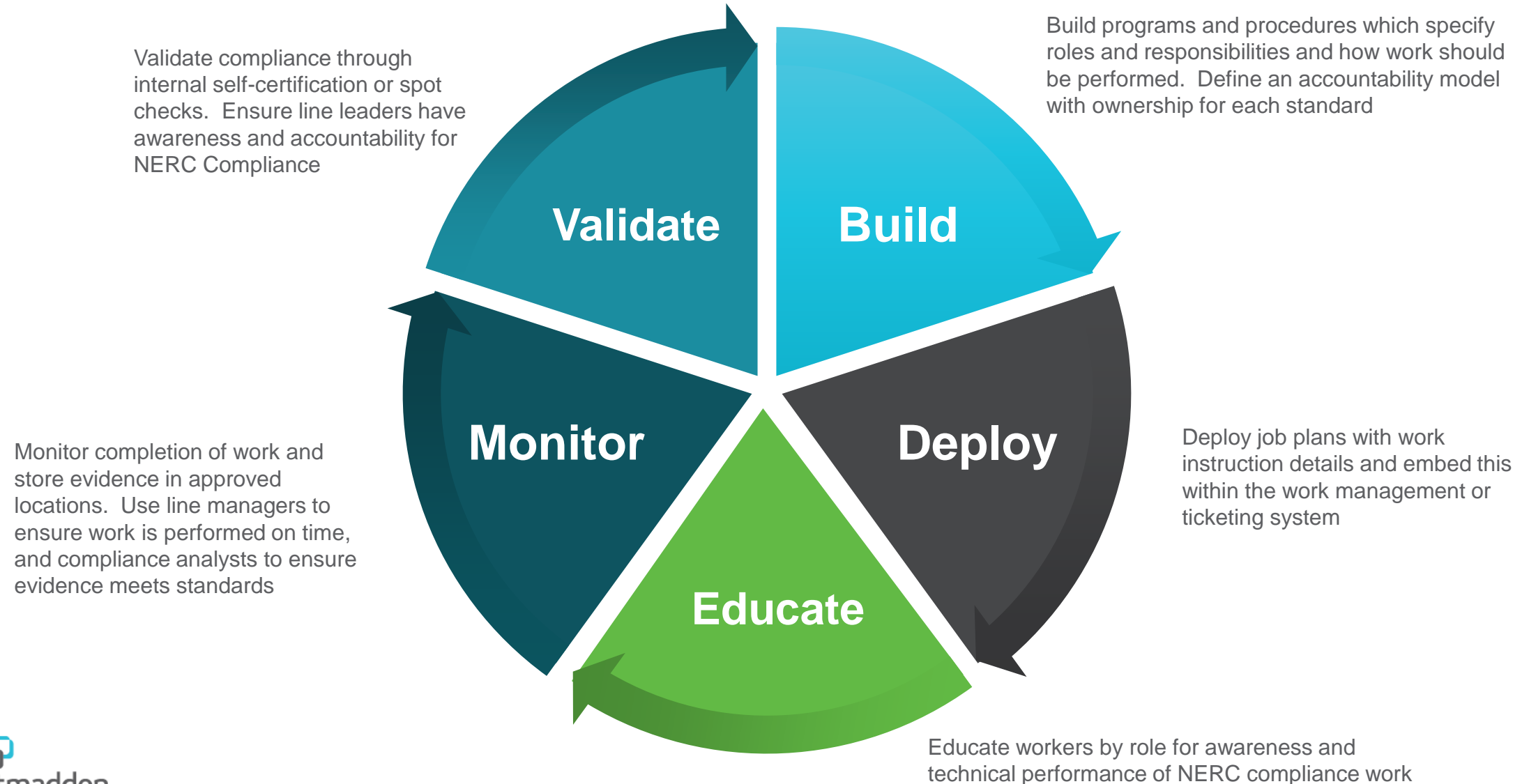
6

### Lack of coordination between IT and CIP Compliance

Lack of communication and coordination between IT and CIP Compliance leading to inefficiencies and potential compliance gaps. Confusion or overlap on who performs CIP compliance and cybersecurity work

7

# How to Operationalize a NERC Compliance Program



## ScottMadden's NERC Compliance Service Overview

With our NERC compliance services, our energy experts have the capabilities and experience to:

- Assess gaps in programs, procedures, and processes, compare them to industry leading practices, and develop mitigations measures to address gaps and improve the compliance program
- Address findings by improving or implementing NERC compliance program elements such as training, work management processes, procedures, and program documents
- Develop and conduct role-based training rather than positional based
- Conduct field validation of the program activities to ensure the people executing the work are able to practically apply the training, procedures, and processes that have been developed
- Develop detailed programs, procedures, and processes that comply with the regulations without adding significant burden or time to your daily tasks

*We bring more than 35 years of experience working with utilities across North America to help you address the challenges of NERC compliance and create a successful and cost-effective compliance program.*

# Cybersecurity, CIP and Operational Technology (OT) Capabilities

Capabilities

Cybersecurity		NERC CIP	Operational Technology (OT)
Corporate – Security / IT	Energy	IT, Generation, Transmission	Energy
<ul style="list-style-type: none"> <li>■ Security Operating Model Services                             <ul style="list-style-type: none"> <li>• Governance</li> <li>• Security risk assessment</li> <li>• Business planning</li> <li>• Metrics and performance management</li> <li>• Security functional support</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>■ Governance and accountability model</li> <li>■ Work scope delineation</li> <li>■ Sourcing evaluation for Cybersecurity and OT tools</li> <li>■ Cyber hygiene – risk-based application of security controls to specific assets</li> </ul>	<ul style="list-style-type: none"> <li>■ NERC CIP Compliance Implementation                             <ul style="list-style-type: none"> <li>• Program development</li> <li>• Program recovery</li> <li>• Process improvement</li> <li>• Education and NextGen Training®</li> <li>• Change management</li> <li>• Field visits to validate controls and procedure execution</li> </ul> </li> <li>■ NERC CIP audit support and technical advisory</li> </ul>	<ul style="list-style-type: none"> <li>■ Organizational design and staffing</li> <li>■ Technical advisory support</li> <li>■ Work management</li> <li>■ Program development</li> <li>■ OT/IT integration or separation</li> <li>■ Architecture and system design review</li> <li>■ Owner's engineer / functional advisor</li> <li>■ Transformation</li> </ul>
<ul style="list-style-type: none"> <li>■ Cybersecurity program development</li> <li>■ Cybersecurity program implementation</li> </ul>			

# CONTACT INFORMATION



**Sean Lawrie**

Partner

---

**ScottMadden, Inc.**  
2626 Glenwood Avenue  
Suite 480  
Raleigh, NC 27608  
[slawrie@scottmadden.com](mailto:slawrie@scottmadden.com)  
O: 919.781.4191  
M: 404.731.6338



**Luke Martin**

Partner

---

**ScottMadden, Inc.**  
2626 Glenwood Avenue  
Suite 480  
Raleigh, NC 27608  
[lukemartin@scottmadden.com](mailto:lukemartin@scottmadden.com)  
O: 919.714.7615  
M: 919.349.3922



**Todd Ponto**

Director

---

**ScottMadden, Inc.**  
2626 Glenwood Avenue  
Suite 480  
Raleigh, NC 27608  
[tponto@scottmadden.com](mailto:tponto@scottmadden.com)  
O: 919.781.4191  
M: 802.342.3837