



NERC CIP Program Recovery

CHALLENGE

A large electric utility had received an unfavorable audit that pointed to a significant programmatic breakdown and a lack of cultural understating of NERC CIP standards. Significant gaps existed in the organization's roles and responsibilities to provide governance and oversight for the standards, procedures were not well maintained or did not exist, and the organization relied on manual methods to document and collect evidence. Operating and technical groups did not understand the NERC CIP standards, requirements, or the implications of not complying. Enterprise and business unit leadership were facing tight timelines to respond to audit findings and a situation where repeat issues would not be tolerated by the regulator or the board.

PROCESS

- Developed and updated NERC CIP documentation, including seven technical program documents, 11 new CIP procedures, and more than seven updated procedures
- Developed more than 25 PMs and entered them into Maximo work management tool for recurring CIP requirements; allowed management visibility to oversee on-going CIP tasks
- Developed eight template job plans with work instructions
- Delivered CIP technical instructor-led training at medium-impact facilities providing direct training to more than 350 workers
- Provided initial training to compliance managers and compliance analysts

RESULTS

- Next NERC CIP regulatory audit contained zero findings for the business unit
- Developed the program in a way that engaged more than 120 employees, and the entire organization (compliance, engineering, cybersecurity and operations) was able to self-sustain the program

AT A GLANCE



**Became 100%
NERC CIP compliant**



**Established an operating
model and organization
for the NERC CIP standards**



**Provided training for
over 800 workers, totaling
1,200 course completions**

**ScottMadden
understands the need
for an organized, dynamic
system for conducting
NERC compliance
activities to ensure that
they meet evolving
requirements. [Contact
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help your organization.**

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