



# 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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404.814.0020



[scottmadden.com](http://scottmadden.com)



[info@scottmadden.com](mailto:info@scottmadden.com)