



Work Management

CHALLENGE

A site-level analyst discovered that patch evaluations and patch mitigation plans were not completed within the required 35-day window, resulting in a compliance violation with NERC Standard CIP-007-6. No system was in place to alert workers to identify and evaluate patches nor track patch mitigation plan activities. Security patch mitigation plans were created but had not been completed by the designated due dates. Stakeholders in both corporate and the business unit had to evaluate security patches, creating confusion. Each site managed security patch implementation differently.

PROCESS

- Built a technical program document and procedures with input from a cross-function team to define fleet standards and roles and responsibilities for cyber system security management, including security patch management
- Developed standard job plans and worked with planners across the fleet to establish and categorize NERC work orders in the work management system. Work orders direct site analysts to execute the job plan for security patch management
- Created reports and dashboards for management to track required compliance tasks

RESULTS

- Entered/updated 350+ work orders in the work management system to provide scheduled alerts for required compliance tasks
- Improved visibility of required NERC CIP tasks for site and business unit compliance management

AT A GLANCE



Defined a standard owner or SME to establish governance for CIP-007



Trained site CIP compliance workers to use the work management system

ScottMadden understands the need for an organized, dynamic system for conducting NERC compliance activities to ensure that they meet evolving requirements. [Contact us](#) to learn how we can help your organization.

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