



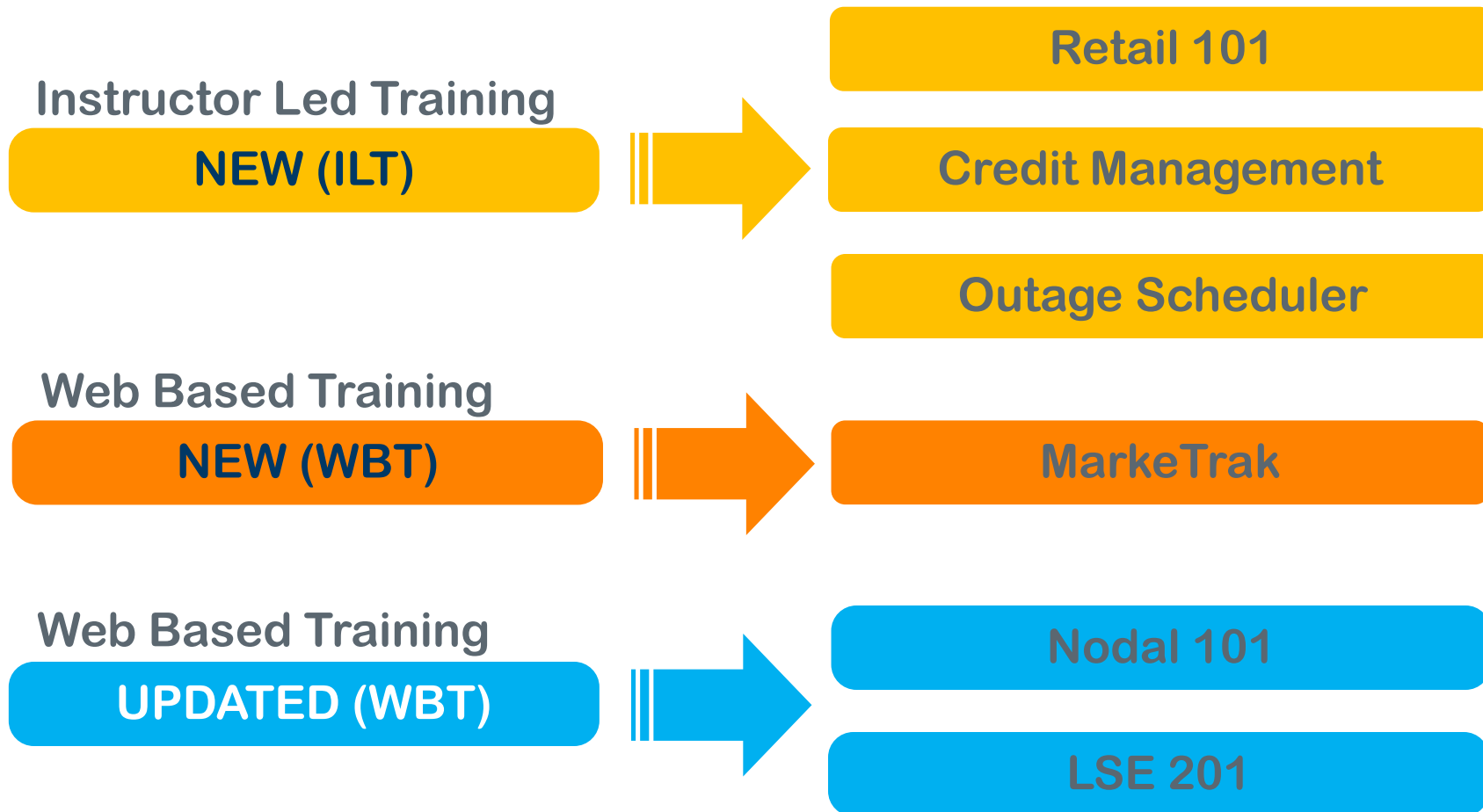
## Item 8: MARKET TRAINING UPDATE

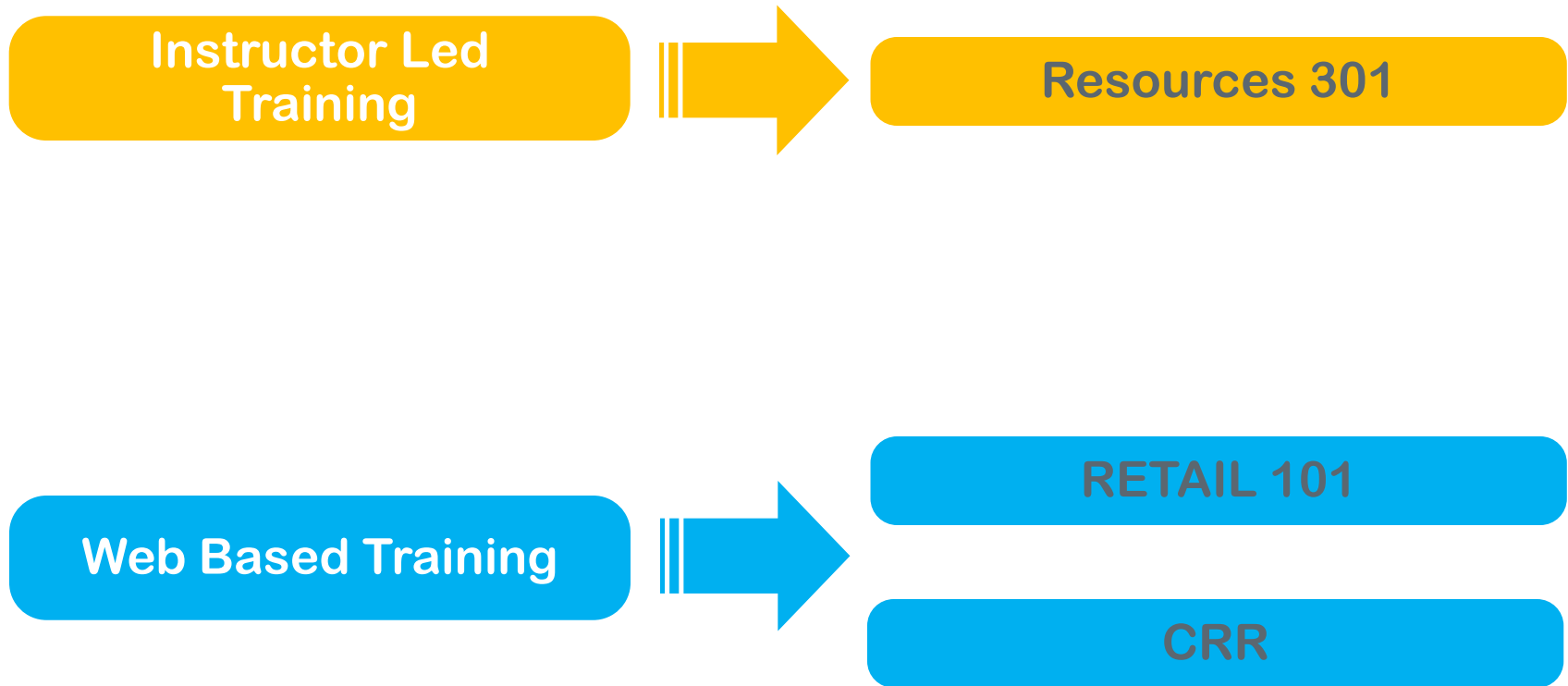
Ted Hailu, Director, Client Services

HR & Governance Committee, June 13, 2016



- New courses developed
- Existing courses updated





*\* Additions in 2016*

## Retail 101

LSE 201

CRR

Retail Market  
Workshops

## Nodal 101

Basic Training Program

**Resources 301**

Transmission 101

Settlements 301

**Credit Management**

Wholesale Market Workshops

## Market Operations

*\* Additions / updates in 2016*

**Retail 101**

**Nodal 101**

LSE 201

ORDC

CRR

Introduction to data extracts

## User Interfaces

**MarkeTrak\***

Market Manager

**Outage Scheduler\***

**NMMS System**

Market Information  
System

## Instructor-Led Training

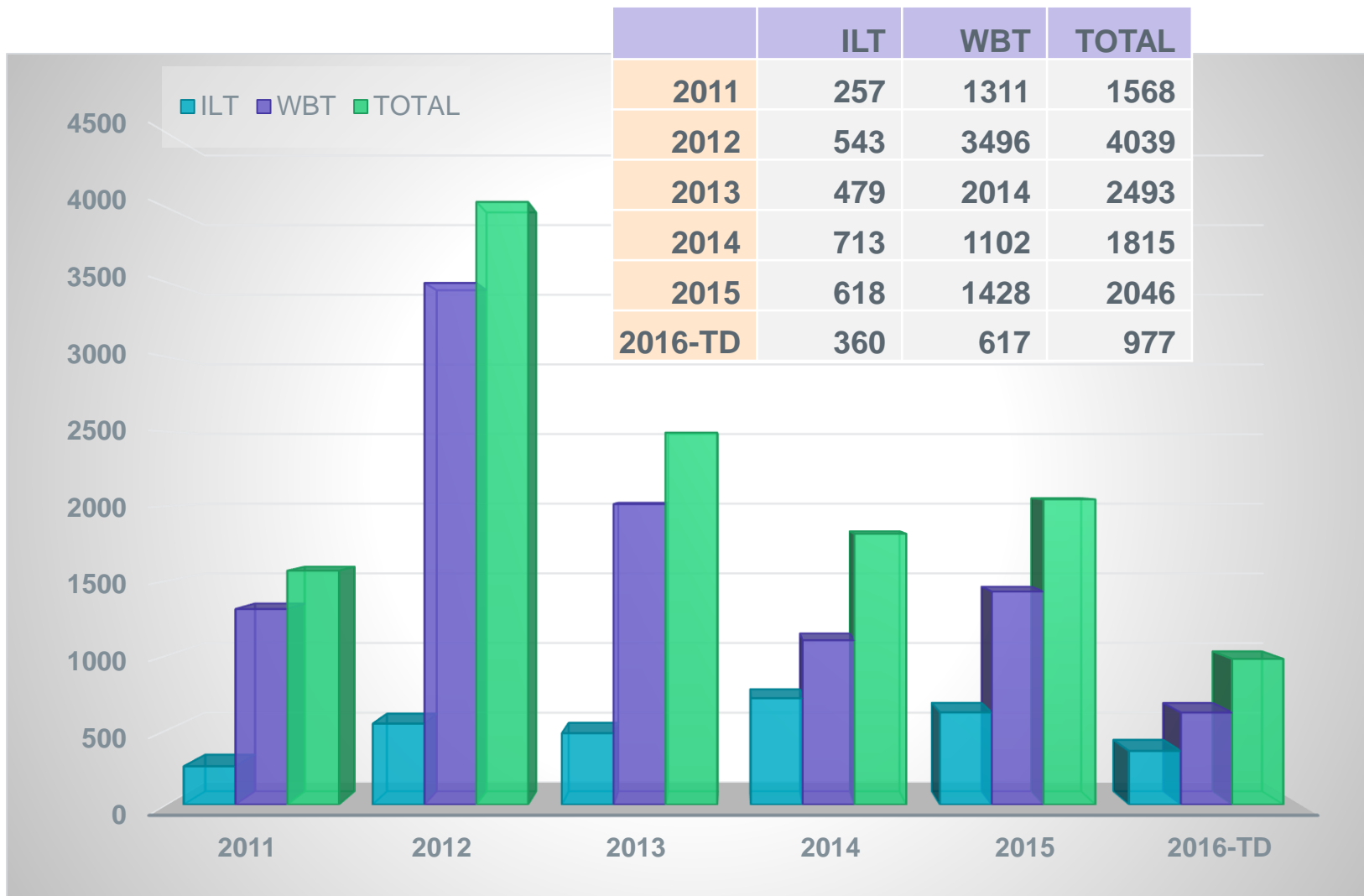
- Renewables 201
- ERCOT 101

## Web-Based Training

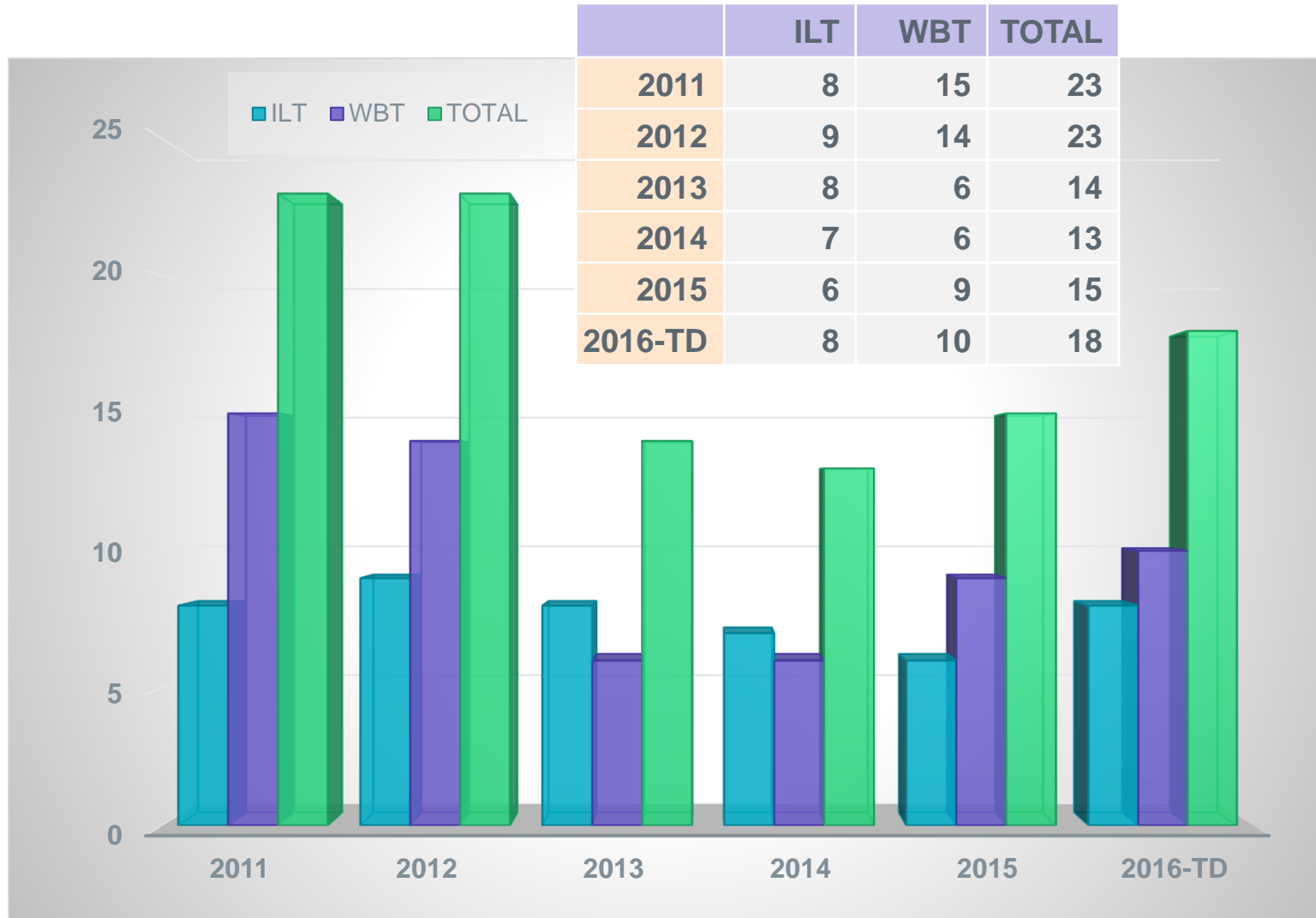
- User Interface Training
  - CRR Manager update
- WBT versions of ILT courses
  - Basic Training Program
  - Settlement 301
  - Resources 301
  - Credit Management



# Training Attendance



# Number of courses







**Patrick Coon**  
*Manager, Market Training*



**Bill Kettlewell**  
*Market Training Lead*



**Samantha Findley**  
*Market Instructor*



**Matt Tschetter**  
*Instructional Systems Developer*



**Kim Parish**  
*Instructional Systems Administrator*



**Brian Beardsley**  
*Instructional Systems Developer*