



Item 8: Market Participant Training Update

Art Deller

Manager, Market Training

Human Resources and Governance Committee
Meeting

ERCOT Public

April 9, 2018

Developments since last update – Aug 2017

Instructor Led Training

New

ERCOT Fundamentals

Renewables 301

Web Based Training

New

ERCOT Fundamentals

Wholesale Market 201

CRR UI

Resource 301

Renewables 301

Market Training Courses - 2017

Instructor Led Training

- ERCOT Fundamentals
- Nodal 101
- Retail 101
- Inadvertent Gain / Loss
- Load Serving Entities 201
- Congestion Revenue Rights
- Credit Management
- Market Settlements 301
- Wholesale Markets 201
- Resources 301
- Renewables 301
- Transmission 101

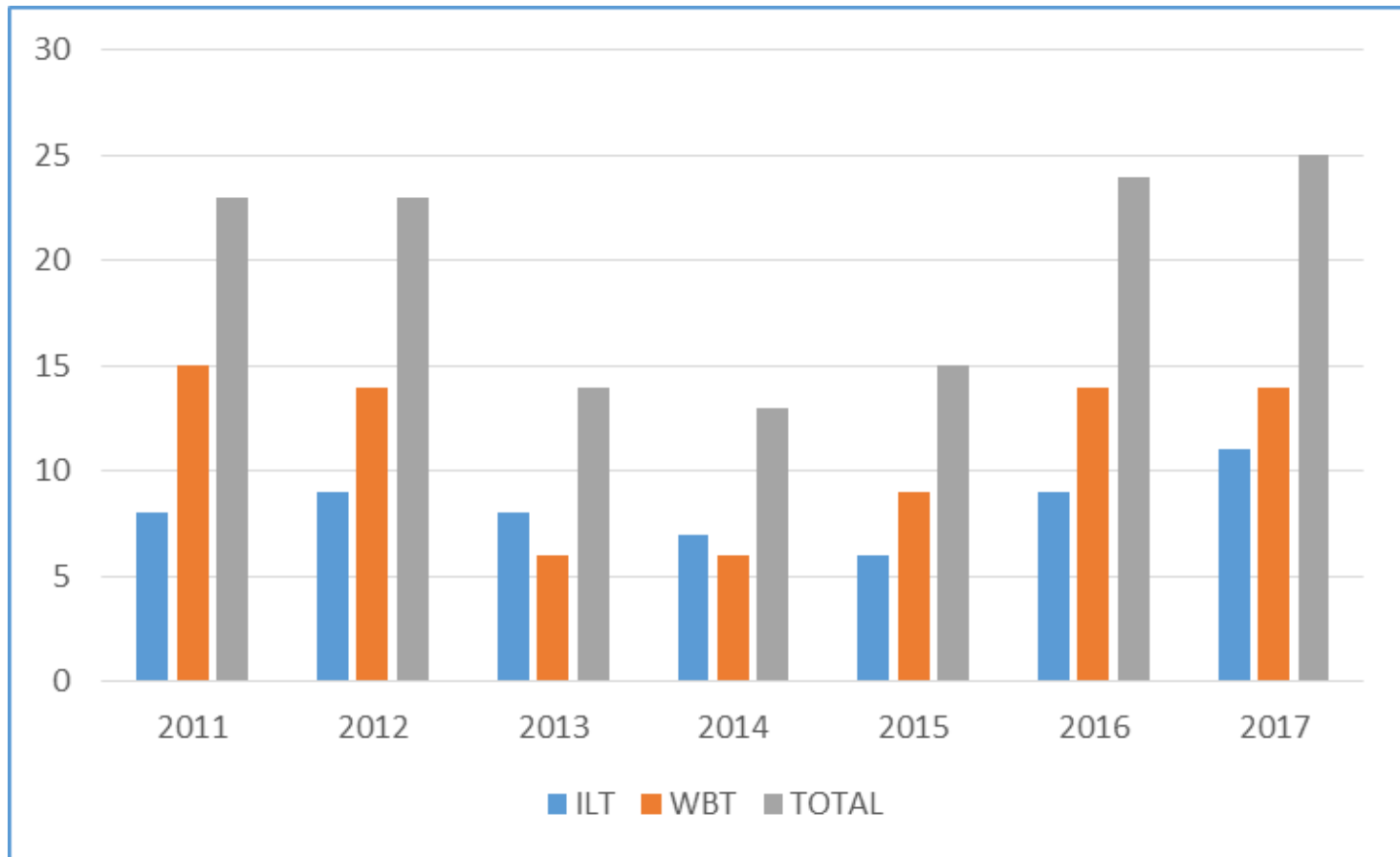
Web Based Training

- ERCOT Fundamentals
- Nodal 101
- Retail 101
- Load Serving Entities 201
- Wholesale Markets 201
- Resource 301
- Renewables 301
- Credit Management
- Congestion Revenue Rights
- Intro to Data Extracts
- ORDC
- Outage Scheduler
- Market Manager
- MarkeTrak
- CRR Market User Interface
- Market Info. System (MIS)

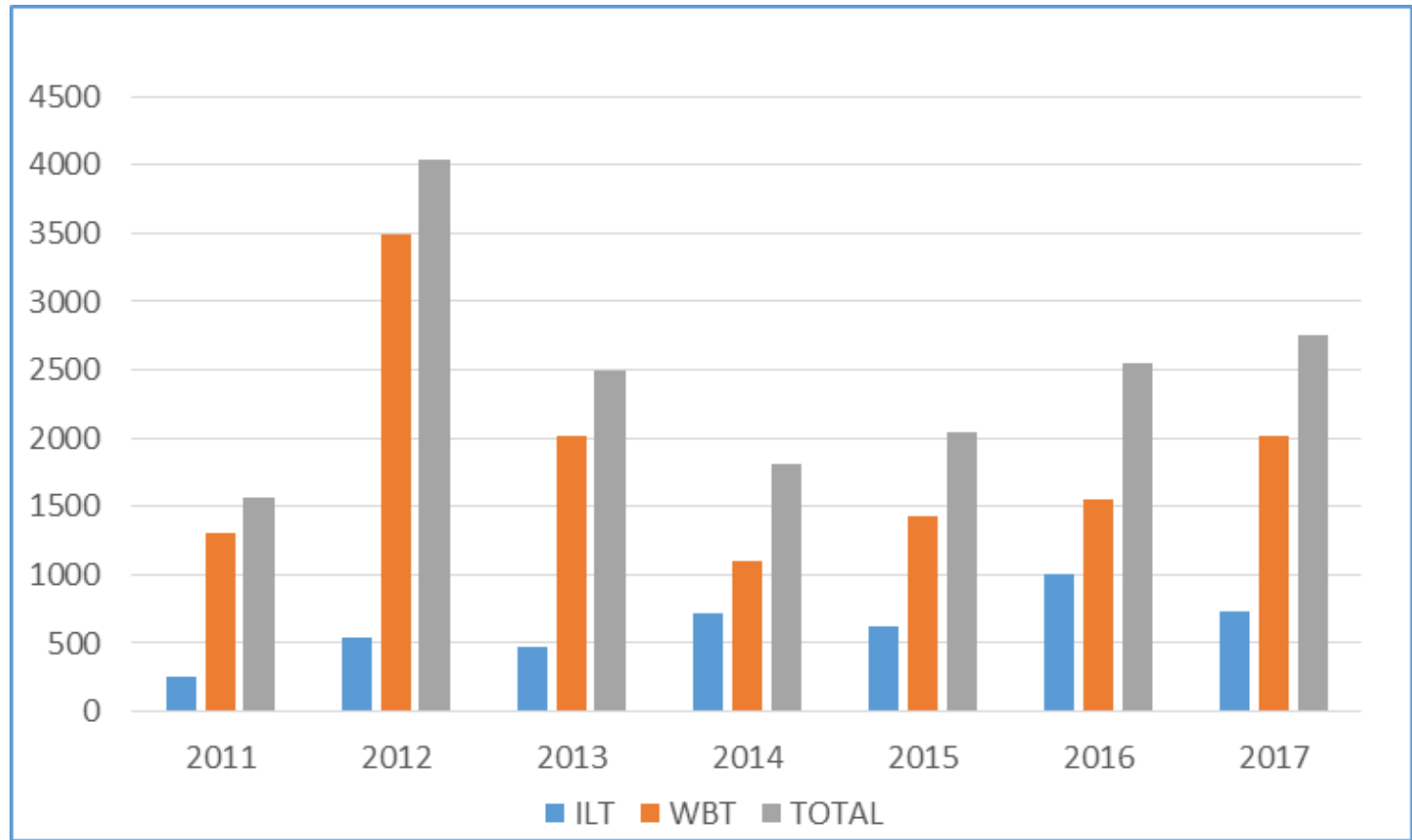
Course Recommendations – New web Page

	QSE	QSE-L	QSE-R	RE	LSE	CRR	TDSP
Basic Market Information							
Nodal 101 ILT \ WBT	✓	✓	✓	✓	✓	✓	
Retail 101 ILT \ WBT					✓		
Transmission 101 ILT							✓
Intermediate Market Information							
Wholesale Markets 201 ILT	✓	✓	✓				
Load Serving Entities 201 ILT \ WBT		✓			✓		
Congestion Revenue Rights ILT \ WBT	✓	✓	✓			✓	
Advanced Market Information							
Market Settlements 301 ILT	✓	✓	✓				
Resource 301 ILT			✓	✓			
Credit Management ILT \ WBT	✓	✓	✓			✓	
User Interface and Focused Topics							
Market Information System (MIS) WBT	✓	✓	✓	✓	✓	✓	✓
Introduction to ERCOT Data Extracts WBT	✓	✓	✓	✓	✓	✓	✓
Market Manager WBT	✓	✓	✓				
Operating Reserve Demand Curve WBT	✓	✓	✓		✓		
Outage Scheduler WBT			✓	✓			✓
MarkeTrack System Application WBT					✓		✓
CRR Market User Interface WBT						✓	
Resource Indicator Start-Up Shut-Down WBT			✓				

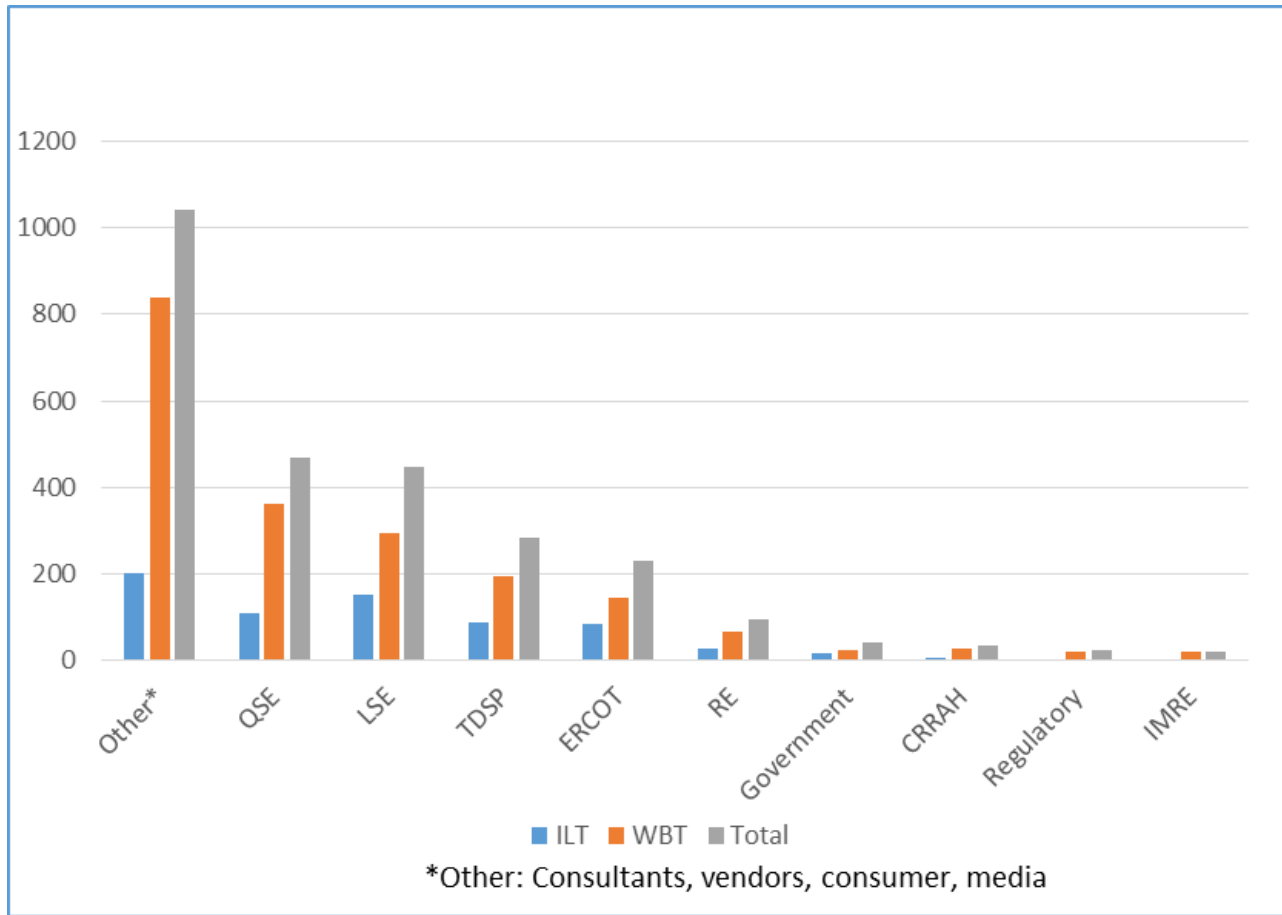
Courses Offered



Training Attendance



2017 Attendance by Market Participant Type



Upcoming Development for 2018

- Updates to existing classes
 - Credit Management
 - ORDC
- Focused Settlement Topic Modules
- Emergency Operations WBT
- Review curriculum for alignment
- Explore smaller on-demand content

Initiatives for 2018

- Hire Instructional Designer ✓
- Tracking of Market Rules and System Changes
- Regular revision schedule for courses ✓
- Continue work with Market groups on new material

Market Training team

Art Deller – Manager Market Training

Bill Kettlewell – Market Training Lead

Lloyd Prichard – Market Training Instructor Sr

Debra Roberts – Instructional Designer

Matt Tschetter – Instructional Systems Developer

Kim Parish – Instructional Systems Administrator