

RMS Tutorial for Generation Interconnection Matters

January 2022



SouthwestPowerPool



SPPorg



southwest-power-pool

RMS Web Portal

SPP utilizes the Remedy Management System (RMS) to help staff manage the volume incidents and problems submitted from outside SPP.

The RMS Web Portal is aiding the Generation Interconnection Department in capturing, prioritizing, investigating and responding to incidents and problems outside WebEx and Email chains. This affords SPP the opportunity to better allocate the limited resources to focus on core engineering activities.

RMS System Best Suited As An

“Incident and Problem Resolution Manager for discrete events or general inquiry that is best resolved through a structured notification process, internal investigation trail and a response portal under a time-managed platform.”

SPP RMS Portal is not intended for submitting Tariff or Process Changes, Debate Policy or Engineering Practices. There are other more transparent venues for those matters (RR Process, Working Groups, User Forums, etc).

RMS Web Portal - Direct

<https://spprms.issuetrak.com/login.asp>

← → ↻ spprms.issuetrak.com/login.asp [Icons]

Imported Tariff Services Mana...

SPP Southwest Power Pool

Welcome to Southwest Power Pool's Request Management System (RMS)

Don't have an account? Use the "Register Now" link below. **Please use your e-mail address as your User ID.**

Don't remember your Password? **DO NOT** create a new account - you won't have access to your Requests!
Enter your User Id then click the "Forgot your password?" link below.

Please note that RMS should not be used to report real-time operational issues, contact operations directly.

Please note that RMS is no longer compatible with IE. Please use Firefox, Chrome, Microsoft Edge, or Microsoft Edge Chromium.

May Require Registration on SPP.org

User ID:

Password:

Sign In

[Forgot / Reset your password?](#)
[Register Now](#)

RMS Web Portal - Indirect

<https://www.spp.org/>

Drop Down Menu
Appears Under
"Stakeholder Center"

The screenshot shows the SPP website interface. At the top, there is a navigation bar with links for 'About Us', 'Stakeholder Groups', 'Newsroom', and 'Events', along with a search bar and social media icons. Below this is a dark header with the SPP logo and the text 'Southwest Power Pool'. A dropdown menu is open under 'Stakeholder Center', listing several options: 'Customer Relations', 'Customer Training', 'Exploder Lists', 'Join SPP', 'RMS Link' (highlighted in yellow), 'RMS Metrics', 'SPP Learning Center', and 'SPP Roadmap'. A red arrow points from the 'Stakeholder Center' header to the dropdown menu, and another red arrow points from the 'RMS Link' option to a red callout box that says 'See RMS Link'. The main content area features a large orange graphic with the text 'SPP board of directors western RTO terms and conditions', a map of the western United States with a 'PRESS RELEASE' button, and various other sections like 'Price Contour Map' and 'Forecast vs. Actual'.

See RMS Link

RMS Log In Prompt

User ID:

bfinkbeiner@spp.org

Password:

.....

Sign In

[Forgot / Reset your password?](#)

[Register Now](#)



Initiate A New RMS Request

← → ↻ <https://spprms.issuetrak.com/TrakHome.asp>

Tariff Services Mana... Imported

Welcome to Southwest Power Pool's Request Management System

New Request

Request Hub

Global Requests (0) Open Requests (401) Summa...

Click On New Request Button To Initiate An RMS Ticket

- Home
- Dashboard
- Request Hub
- Search Requests
- Calendar
- Knowledge Base

Use “Submit an Inquiry”

SPP Southwest Power Pool | Welcome to Southwest Power Pool's Request Management System (RMS)

New Request

- Home
- Dashboard
- Request Hub
- Search Requests
- Calendar
- Knowledge Base
- Closing Requests
- SPP Website

Submit Request

Please begin by selecting Request Template

*Request Template:

- Submit an Inquiry**
- Submit Information
- Request Technical Support
- Initiate a System Access Action
- Initiate a Customer Registration Action
- Z2 Tariff Section 7.4 Billing Dispute

Bookmarks

Populate Template Fields (#1)

SPP Southwest Power Pool | Welcome to Southwest Power Pool's Request Management System (RMS)

New Request

- Home
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Submit Request

Request Template:

Request Status:

* Request Type:

* Subtype 1:

* Subtype 2:





* Subtype 3:


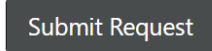
* Subtype 4:

* Subject:

Select "Tariff Services and Studies" for Subtype 1 and then select "Generation Interconnection" for Subtype 2

Populate Template Fields (#2)

 Welcome to Southwest Power Pool's Request Management System (RMS)   






Submit Request  

* Subject:

System Reference #:

* Full Description:

File Edit View Insert Format Tools Table

  **B** *I* U A   

<Enter Details Of Your Question, Incident Or Problem That You Need SPP GI Engineering To Investigate. Please Provide Enough Detail To Aid Staff In The Investigation (GEN #, Study Number, Model Details, Etc)>

<Include Your Contact Information Below>

Include Attachment(s) (upload screen will display on submit)

Populate Template Fields (#3)

Welcome to Southwest Power Pool's Request Management System (RMS)

Request #76436 was successfully submitted!

Attachments for Request #76436

Request Details

Request #: 76436
Subject: Enter An Intuitive Subject Line Here

Attachments:

Add Attachments

To add attachments, first select files and then press Save.

Filenames:

- Choose File SPP EMT M...irements.pdf
- Choose File No file chosen
- Choose File No file chosen

Save Reset

After you enter your RMS text and his SUBMIT REQUEST, it will preassign an RMS # and then take you to the Attachment pane to upload your attachment(s). Keep in mind you have to preselect the box "Include Attachment(s) (upload Screen will display on submit)

You can verify your Attachment will be included to your RMS Ticket, here. Once verified, then hit the SAVE button.

What Happens Next. . .

SPP Customer Relations receives request in their RMS Queue. Following their review, they will assign the RMS to one or more 'task groups', departments or individuals based on "triage list".

Tariff Services, upon notification of the RMS request, will acknowledge receipt with the submitter. If the matter can't be answered immediately, it will be captured and include it with the active RMS requests to be reviewed and evaluated by GI Engineering.

GI Engineering evaluates active RMS request, weekly. Depending on volume / workload not all RMS requests will be address before next weekly meeting.

RMS Responsiveness

SPP Tariff Studies seeks to resolve RMS requests as soon as practical. Due to resource constraints, core study efforts take precedence in workflow priorities.

SPP is unable to hold RMS requests open pending Tariff RR process, vetting concerns through Working Groups or Forums, or other indeterminate dependencies outside the RMS process.

Ever need to **escalate**, contact:

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