



European Network of
Transmission System Operators
for Electricity

COMPLIANCE AUDIT REPORT NEZAVISNI OPERATOR SUSTAVA U BOSNI I HERCEGOVINI

29 – 30.9.2010

**COMPLIANCE AUDIT CONDUCTED IN SARAJEVO BY THE
ENTSO-E RGCE SG COMPLIANCE MONITORING &
ENFORCEMENT
AT THE CONTROL CENTRE OF THE ENTSO-E MEMBER
TSO ISO BIH**

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1 EXECUTIVE SUMMARY

1.1 COMPLIANCE MONITORING IN ENTSO-E RGCE

The mission of the Regional Group Continental Europe (RGCE) is to improve the reliability and security of the interconnected power system in the continental part of Europe through developing and enforcing Operation Handbook standards, monitoring the interconnected power system and assessing its future adequacy. The RGCE member TSOs are subject to compliance with all approved Operation Handbook (OH) standards. The Compliance Monitoring Program (CMP) is the RGCE program that monitors and assesses compliance with these standards via:

- the yearly processes of self-assessment, which is applied to all TSOs, as well as
- the yearly process of mandatory on-site Compliance Audits, which is applied to a certain number of TSOs chosen on a rotating base either directly (in case of doubts that a certain TSO complies with OH Standards) or by random.

SG Compliance Monitoring & Enforcement (SG CME) is in charge of performing these processes.

The year 2010 is the first year of conducting mandatory Compliance Audits. Before this, in 2008 and 2009 Voluntary Compliance Audits have been performed at altogether 4 volunteering TSOs. Through this, the SG CME gained first experiences with this kind of process.

1.2 AUDITED TSO

The RGCE member TSO ISO BiH was chosen for a Compliance Audit in 2010. SG CME conducted the audit on 29 – 30th of September in 2010 at the control centre of ISO BiH in Sarajevo.

1.3 AUDITED OH STANDARDS

The Compliance Audit encompassed all 14 standards of Operation Handbook Policy 8 which is related to operational training of dispatchers. In 2009 ISO BiH made 14 compliance declarations in the self-assessment process. ISO BiH did not have any addenda for Policy 8.

ISO BiH declared full compliance with the following standards:

- P8-A-S2 TSO reference list of English technical terms, P8-C-S3 Evaluation, P8-C-S4 First accreditation

ISO BiH declared sufficient compliance with the following standards:

- P8-A-R1 Training program, P8-A-R2 Initial program, P8-A-R3 Continuous program, P8-A-R4 English training, P8-A-S1 Training programs, P8-B-R1 Experience exchange, P8-B-S1 Common training, P8-C-S1 Coordination of the training, P8-C-S2 Organization, P8-C-S5 Trainers' selection and P8-C-S6 Training of trainers

ISO BiH declared non compliance with the following standards:

- None

1.4 ISO BiH APPROACH TO THE AUDIT

The representatives of ISO BiH were well prepared for the audit. All documentation which the TSO had was available and well organised. The representatives of ISO BiH clearly demonstrated that they are familiarized with the content of every single document. The Audit Team particularly wishes to stress the easiness and quickness with which all required evidences were presented and explained.

A visit to the ISO BiH control room helped the Audit Team members to better understand the processes implemented at ISO BiH and the explanations given by the ISO BiH representatives later on.

In the beginning of the audit the Control Area Manager of ISO BiH presented the organisation of ISO BiH, how the grid looks like, where it is interconnected, and many facts related to the operation of the system that allowed the Audit Team Members afterwards to understand adequately the particularity of the case.

The readiness of the ISO BiH representatives to explain and discuss openly all subjects contributed to conclude the Audit Team members about the compliance level with requirements and the disparity between their conclusion and the previous declarations of ISO BiH.

1.5 RESULTS

The Audit Team found that the evidence presented by ISO BiH during the audit is adequate and that ISO BiH is fully compliant in case of 6 out of 14 investigated OH standards. In 6 cases shown evidences allow to assess that ISO BiH is sufficiently compliant and in two cases the Audit Team concludes that ISO BiH is non compliant.

For the standards “P8-A-R4 English training”, “P8-B-R1 Experience exchange”, “P8-B-S1 Common training” and “P8-C-S5 Trainers’ selection” the audit team assesses compliance level as fully compliant, while ISO BiH declared in 2009 to be sufficiently compliant. For “P8-A-S2 TSO reference list of English technical terms” the Audit Team considers the ISO BiH compliance level as sufficient while the company did it as fully. In cases “P8-C-S1 Coordination of the training” and “P8-C-S6 Training of trainers” the Audit Team concluded that ISO BiH is non compliant nevertheless the TSO declared itself to be sufficient compliance.

The Audit team suggested ISO BiH to create general written initial and continuous training programs including effective DTS training in both programs. Also review current version of reference list of technical terms for dispatchers was recommended.

Generally speaking ISO BiH should establish a formal and complete Training Organization which includes the appointment of a training coordination manager, determination of objectives, training procedures, performance measurements, and training program for trainers etc.

Nevertheless ISO BiH includes in this report improvement and mitigation plans with deadline when needed those have not been evaluated by the Audit Team because they are an after the visit revision done by ISO BiH.

2 AUDIT PARTICIPANTS

2.1 CME AUDIT TEAM STRUCTURE

The Audit Team has the task to prepare and perform the Compliance Audit as well as to write the corresponding Audit Report. The Audit Team consists of the following members:

- Audit Team Leader – a member of the SG CME not belonging to the audited TSO and its neighbouring TSOs
- Up to two Control Area Managers (CAMs) or members of the SG Coordinated System Operation (CSO) excluding the CAM and representatives of the audited TSO as well as those of the neighbouring TSOs
- Two members of the SG CME not belonging to the audited TSO and its neighbouring TSOs
- One observer/supporter from the ENTSO-E Secretariat.

In this particular case the Compliance Audit was conducted without participation of a Control Area Manager or a member of the WG CSO. Audit team did not have a member who could understand evidence in a fluent manner because of sudden last rearrangement in Audit Team structure.

2.2 CME AUDIT TEAM FOR ISO BiH

Audit Team Role	Name	Role in the Compliance Audit Process	Company (TSO) or ENTSO-E
AT Leader	Jaime Sanchiz Garrote	Member of the SG CME	REE
AT Member	Kurt Misak	Member of the SG CME	VERBUND-APG
AT Member	Martin Jedinak	Member of the SG CME	SEPS
AT Member	Lasse Konttinen	Compliance Monitoring Advisor	ENTSO-E Secretariat

A TSO subject to an audit may object any member of the Audit Team on grounds of a conflict of interests or the existence of other circumstances that could interfere with the impartial performance of his or her duties. The audited TSO is obligated to express its concerns with the proposed team member prior to the team's arrival on-site. ISO BiH didn't make any such objection.

2.3 ISO BiH AUDIT STAFF

Name	Function at ISO BiH
Vojislav Pantić	Head of Operational Planning (Control Area Manager)
Nikola Rusanov	Head of Strategic Planning
Senad Hadzic	Head of Operational Control
Dusko Vickovic	Head of IT Department

An initial letter and an audit schedule were sent to ISO BiH on 30th June 2010. This letter included an audit questionnaire. ISO BiH submitted the completed audit questionnaire on 13th August 2010. A reminder and the first draft of the Compliance Audit Report containing the general layout of the report text and the methodology of the Compliance Audit were sent to ISO BiH on 20th September 2010.

3 AUDIT PLAN

3.1 OBJECTIVES

In 2010 the objective of Compliance Audits is to check all 14 RGCE OH standards and requirements of Policy 8. These standards were also monitored in the 2009 regular process via the self-assessments.

Furthermore, at performing the Compliance Audit the Audit Team makes recommendations to the audited TSO so as to enhance the evidence or documentation on compliance with the audited OH standards.

3.2 SCOPE

The scope of a Compliance Audit encompasses:

- issues which are directly related to the compliance of the audited TSO with the audited RGCE OH standards
- issues which make a general background for the implementation of the OH at the audited TSO

Directly related issues

Issues directly related to the audited RGCE OH standards are the following:

- Existence of TSO's addenda and/or non-compliance declarations/non-compliance self-reports
- Follow-up of the TSO's mitigation plans to remove the declared non-compliances
- 2009 self-assessment questionnaires stored at the ENTSO-E Secretariat related to ISO BiH concerning the audited OH standards
- Information and explanations which the Audit Team receives on site
- Implementation of the knowledge of the audited OH standards in the training of dispatchers and operators

General background

The Compliance Audit also encompasses issues of general nature listed below:

- Reference system of rules existing at the audited TSO: general policies of ISO BiH, related set of rules and procedures for the control centre(s) of ISO BiH
- Procedures to control the application of the audited OH standards and their follow-up
- Procedures to improve the compliance with the audited OH standards
- Existence of any TSO's internal report related to the implementation of the audited OH standards
- Existence of TSO's internal audits and/or documentation concerning implementation of OH standards
- Existence of TSO's internal bodies (forums, panels) for the implementation of the OH standards

3.3 METHODOLOGY

The SG CME prepared an audit schedule defining the chronological order of the compliance audit, which ISO BiH accepted without comment.

The Audit Team reviewed the existing material on ISO BiH and its neighbouring TSOs already collected through the self-assessment process in the 2009 self-assessment questionnaires. It also inspected the answers in the 2010 audit questionnaire filled in by ISO BiH.

The methodology includes audit criteria and expectations based on best practices. The criteria are objective, measurable (if possible), complete and relevant to the objectives. At defining the audit

methodology the auditors identify the potential sources of audit evidence and estimate the amount and type of evidence needed.

The Audit Team used an Audit Worksheet (AW) (see chapter 4) for reviewing the audited OH standards. The purpose of the AW is to help to ensure consistency and fairness. By using the AW the Audit Team documented the material reviewed and the observations made.

As ISO BiH declared full compliance and sufficient compliance for the most of the audited OH standards, the Audit Team communicated to the ISO BiH Control Area Manager all evidences of possible deviation from this assessment.

In fact, one of the main reasons for an on-site visit is to review the existing documentation and to interview the staff. Thus, the auditors obtain "objective evidence" which support (or not) the self-assessed claims of the audited TSO. The audit team determine whether the evidence presented by the TSO is sufficient. They do this by assessing the relevance, validity and reliability of the information and documentation presented.

It is the responsibility of the audited TSO to provide evidence of compliance with all audited OH standards.

In most cases the evidence is in written form like documents, plans, programs or records. In some cases the evidence is a review of computerized records or additional supporting material provided at interviews with the staff of the audited TSO.

3.4 EVALUATION PRINCIPLES

The evaluation principles of the audit at ISO BiH were the following:

Preparatory phase:

- Inspecting the exact wording of each audited OH standard and of additional questions formulated by the SG CME
- Identification of documents and other material the TSO has to present to the auditors in order to demonstrate its full compliance with each OH standard
- Identification of remaining discrepancies (inconsistencies) with neighbouring TSOs (by considering the answers of the latter in the 2009 self-assessment questionnaires concerning their relationship to ISO BiH)
- Analysing the explanations/comments ISO BiH made in the 2009 self-assessment and 2010 audit questionnaires by using a marking system (see below) in order to evaluate the quality of explanations/comments in general
- Determining to which needed documents and other material an explanation/comment is actually given (this equals to the identification of the missing explanations)
- Inventorying of the evidences i.e. of the reference documents ISO BiH stated in the 2009 self-assessment and 2010 audit questionnaires by using a marking system (see below) in order to evaluate the quality of statements (not of evidences themselves, because the Audit Team will see them only during the audit)
- Analysing the quality of mitigation plans and improvement plans ISO BiH stated in Addenda (if existing), and in 2009 self-assessment and 2010 audit questionnaire in case of non compliance and sufficient compliance

Audit phase:

- Demanding from ISO BiH to give additional explanations, especially related to documents and other material which were not or not fully addressed by documents and other material mentioned in the 2009 self-assessment and 2010 audit questionnaire
 - the goal is to heighten the quality of explanations to the highest mark of the marking system (if possible i.e. if ISO BiH is able to give adequate explanations)
- Demanding from ISO BiH to present that evidence and, if necessary, additional evidence, in printed or electronic form

- o the goal is again to heighten the quality of evidence to the highest mark of the marking system (if possible i.e. if ISO BIH is able to present relevant documents or other material)
- o this can be achieved by determining whether the presented material is relevant to the audited OH standard at all,
- o by remarking the titles of all presented documents, their relevant chapters and even relevant passages extracted from them as well as
- o by writing down explanations related to the presented material

The results of the preparatory and audit phase are given in the chapter 4. In the following a description of the marking system is given:

Quality of explanation (it is always applied to the entirety of stipulations of an OH standard and to additional questions formulated by the SG CME):

Missing = TSO **doesn't give any explanation.**

e = TSO gives only a **short explanation** which is mostly **only (slightly) related to the stipulations of the OH standard**, but not also to the additional questions in the 2009 self-assessment questionnaire and 2010 audit questionnaire.

d = TSO gives a **broader explanation**, but which is mostly only **related to the stipulations of the OH standard**, but not also to the additional questions in the 2009 self-assessment questionnaire and 2010 audit questionnaire.

c = TSO gives a broader explanation which is enlarged to **some explicit details asked in the additional questions.**

b = TSO gives a broader explanation which is **enlarged to the most of the explicit details asked in the additional questions.**

a = TSO gives a broader explanation which is **enlarged to all explicit details asked in the additional questions.**

Quality of list of references (it is always applied to the entirety of stipulations of an OH standard and to additional questions formulated by the SG CME):

Missing = TSO **doesn't give any list of references or gives an elusive answer.**

e = TSO lists documents which are **only indirectly** related to the question.

d = TSO lists some documents for which **one can reasonably assume** that they are related to the question, **but an explanation is needed.**

c = TSO lists some documents which are **obviously** related to the question, **but the exact document titles are missing.**

b = TSO lists some documents which are **obviously** related to the question and **the document titles seem to be complete.**

a = TSO lists some documents which are **obviously** related to the question, **the document titles seem to be complete and an additional explanation is given.**

Compliance level, mitigation/improvement plan - the compliance level the TSO declared and the quality of corresponding mitigation plan or improvement plan to remove non-compliance or sufficient compliance, respectively, are also considered within the scope of the Compliance Audit:

Compliance level the audited TSO declared:

FC = fully compliant (this implies that neither a mitigation nor an improvement plan is needed)

SC = sufficiently compliant (this implies an improvement to reach full compliance plan is obligatory)

NC = non-compliant (a mitigation plan to remove non-compliance and reach full compliance is obligatory)

N/A = not applicable

Quality of mitigation/improvement plan:

Missing = TSO **doesn't specify a mitigation/improvement plan.**

b = TSO specifies a **mitigation/improvement plan.**

a = TSO specifies a **in depth mitigation/improvement plan.**

Deadline missing (additionally to marks "a" and "b", if applicable) = TSO specifies an **(in depth) mitigation/improvement plan, but without a deadline.**

3.5 CONFIDENTIALITY

By signing this report the Audit Team members assure that they will maintain the confidentiality of information obtained during the Compliance Audit and drafting of the Audit Report. Moreover, they express their readiness to sign a confidentiality agreement in the future should ISO BiH assert such a claim.

4 AUDIT RESULTS

4.1 P8-A-R1: TRAINING PROGRAM

PREPARATORY PHASE

OH standard	Training program. Each TSO provides its dispatchers with a structured training program that is designed to develop and improve their skills. This program includes initial and continuous parts. The training has to be permanently adapted to the operational evolutions. All the issues of the training have to be regularly checked and updated.	
N°1: P8-A-R1	Mismatches with neighbouring TSOs:	N/A
	Quality of explanation:	e
	Quality of the list of references:	N/A
	Compliance level, mitigation / improvement plan:	SC

OH standard	EXPLANATION GIVEN IN THE 2009 SELF-ASSESSMENT QUESTIONNAIRE
N°1: P8-A-R1	<p>Compliance Level: SC</p> <p>Actions taken to reach compliance:</p> <p>We have Dispatcher Training Simulator-DTS but it is not in function yet. We are planning to put it in function very soon.</p> <p>Deadline: 12/2010</p> <p>Explanation of the declared compliance level:</p> <p>Additional Questions</p> <p>Do you have a training program including both initial and continuous part? yes</p> <p>Do you adapt permanently the training program? yes</p> <p>Do you have criteria to check whether the training program is in accordance with the current operational challenges ? yes</p>

OH standard	EXPLANATION GIVEN IN THE 2010 AUDIT QUESTIONNAIRE
N°1: P8-A-R1	

Do you have an Addendum to the rule: Yes No

In case of Yes:

List of Evidences of Mitigation Plan. Comments:

1.1 DO YOU HAVE A TRAINING PROGRAM INCLUDING BOTH INITIAL AND CONTINUOUS PART?

Yes No

List of Evidences. Comments:

dWe have initial part consisting of theoretical and on job training. Regarding continuous part dispatchers are regularly informed about new rules and procedures. Training simulator sessions are still not in practical use. Implementation of DTS is in progress.

1.2 HOW OFTEN DO YOU CARRY OUT THE CONTINUOUS TRAINING PROGRAM?

Instances per year: Depending on operational needs.

List of Evidences. Comments:

Different training courses (Allocation capacity, NTC, ESS software..)

1.3 DO YOU ADAPT THE TRAINING PROGRAM ON A REGULAR BASIS AND IF YES HOW OFTEN?

Yes No

List of Evidences. Comments:

Depending on significant events in power system.

1.4 DO YOU HAVE CRITERIA TO CHECK WHETHER THE TRAINING PROGRAM IS IN ACCORDANCE WITH THE CURRENT OPERATIONAL CHALLENGES?

Yes No

List of Evidences. Comments:

Operational procedures are checked after significant events.

1.5 DO YOU DIVERSIFY THE TRAINING CONTENTS ON THE BASE OF THE DISPATCHER ASSIGNMENT (OFF-DEMAND BALANCE, NETWORK SECURITY, ETC.)?

Yes No

List of Evidences. Comments:

Program for dispatchers training is the same for all dispatchers.

AUDIT PHASE

Question	Response
<p>1. P8-A-R1: Training program</p> <p>Does the TSO have evidences to confirm self-assessment?</p> <p>Finding: Initial training takes 12 months for fresh university graduates and 6 months for experience on power systems. Training consists of theoretical and practical parts with oversee by a mentor who has necessary experience for the task. A training diary and mentor reports are part of dispatcher candidate documentation. A failed accreditation test may be renewed after at least three months of additional training.</p>	<p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Needs Improvement</p>

Question	Response
<p>Good command of English is a recruitment requirement for all dispatcher candidates. All dispatchers are able to handle all tasks in the control centre. Every shift has a designated leader. Dispatcher has to have two years of dispatching experience before he can act as shift leader in the control room.</p> <p>ISO BiH provided initial training program for Nenad Čavarkapa, Muris Bakalović, Eldin Rizvanović, "TRAINING PROGRAM OF ENGINEERS FOR SYSTEM MANAGEMENT IN REAL TIME CANDIDATES-EMPLOYED IN ISO B&H DC" which consist of almost all required actions by P8-A-G2. ISO BiH DTS is currently not in operation, but they train their people with load flow / dynamics programs. The program was signed by Senad Hadžić on 15.1.2009. ISO BiH also showed older versions of initial program approval "PROGRAM OBUKE OPERATIVNIH DISPECERA – PRIPRAVNIKA UPOLENIH U DC NOS BiH" by Omer Hadzic (General Manager of ISO BiH) on February in 2006. ISO BiH provided plenty of evidence with signature for occurred initial training for above mentioned dispatcher candidates. Initial training was finished with an exam which is signed by Senad Hadzic on 15.12.2009.</p> <p>ISO BiH does not have a written procedure for continuous training, They informed the audit team that each dispatcher has to participate to continuous training at least once a year and they also organise training courses on need basis for all dispatchers.</p> <p>New mark for quality of explanation: a</p> <p>New mark for list of references: b (initial program) / e (continuous program)</p> <p>Compliance level: SC</p> <p>Remark: Written general procedure for initial and continuous training programs and checks for their validity in regular intervals.</p> <p>Improvement/mitigation plan with deadline (if needed):): Written procedure for continuous program will be prepared till March 2011.</p>	

4.2 P8-A-R2: INITIAL PROGRAM

PREPARATORY PHASE

OH standard	Initial program. The initial program consists of a theoretical part and on-the-job part complemented by simulator sessions.	
N°2: P8-A-R2	Mismatches with neighbouring TSOs:	N/A
	Quality of explanation:	e
	Quality of the list of references:	N/A
	Compliance level, mitigation/ improvement plan:	SC

OH standard	EXPLANATION GIVEN IN THE 2009 SELF-ASSESSMENT QUESTIONNAIRE
N°2: P8-A-R2	<p>Compliance Level: SC</p> <p>Actions taken to reach compliance:</p> <p>We have to include simulator sessions in the Initial program.</p> <p>Deadline: 12/2010</p>
	<p>Explanation of the declared compliance level:</p> <p>We have theoretical and on-the-job part, but do not have simulator sessions in the Initial program.</p>
	<p>Additional Questions</p> <p>Does your initial program consist of both theoretical and on-the-job part? yes</p> <p>Does your initial program include simulator sessions as well? no</p> <p>How long does the initial program on-the-job part (education) last before the new candidate is certified to take the respective dispatcher position? (How many months) (3 / 6 months - as defined in A-G1) months: 12</p>

OH standard	EXPLANATION GIVEN IN THE 2010 AUDIT QUESTIONNAIRE
N°2: P8-A-R2	<p>Do you have an Addendum to the rule: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>In case of Yes:</p> <p>List of Evidences of Mitigation Plan. Comments:</p>

	<div style="border: 1px solid black; width: 100%; height: 20px; margin-bottom: 10px;"></div> <hr style="border-top: 1px dashed black;"/> <p>2.1 DOES YOUR INITIAL PROGRAM CONSIST OF BOTH THEORETICAL AND ON-THE-JOB PART?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;">Training pogram</div> <p>2.2 DOES YOUR INITIAL PROGRAM INCLUDE SIMULATOR SESSIONS?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;">Implementation of DTS is in progress.</div> <p>2.3 HOW LONG DOES THE INITIAL PROGRAM ON-THE-JOB PART (EDUCATION) LAST BEFORE THE NEW CANDIDATE IS CERTIFIED TO TAKE THE RESPECTIVE DISPATCHER POSITION? (HOW MANY MONTHS?) (3 / 6 MONTHS - AS DEFINED IN A-G1)</p> <p>Time: 6/12 months</p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;">Six (6) months for the new candidates with sme previous experience. Twelve(12) months for the new candidates without any experience.</div>
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AUDIT PHASE

Question	Response
<p>2. P8-A-R2: Initial program</p> <p>Does the TSO have evidences to confirm self-assessment?</p> <p>Finding: ISO BiH provided initial training program for Nenad Čavarkapa, Muris Bakalović, Eldin Rizvanović, "TRAINING PROGRAM OF ENGINEERS FOR SYSTEM MANAGEMENT IN REAL TIME CANDIDATES-EMPLOYED IN ISO B&H DC" which consist of almost all required actions by P8-A-G2. ISO BiH DTS is currently not in operation, but they train their people with load flow / dynamics programs. The program was signed by Senad Hadžić on 15.1.2009. ISO BiH also showed older versions of initial program approval "PROGRAM OBUKE OPERATIVNIH DISPECERA – PRIPRAVNIKA UPOLENIH U DC NOS BiH" by Omer Hadzic on February in 2006. ISO BiH provided plenty of evidence with signature for occurred initial training for above mentioned dispatcher candidates. Initial training was finished with an exam which is signed by Senad Hadzic on 15.12.2009.</p> <p>New mark for quality of explanation: a</p> <p>New mark for list of references: b</p> <p>Compliance level: SC</p> <p>Remark: Initial program up to date and implementation of DTS training.</p> <p>Improvement/mitigation plan with deadline (if needed): DTS will be put</p>	<p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Needs Improvement</p>

Question	Response
in operation till the end of 2011.	

4.3 P8-A-R3: CONTINUOUS PROGRAM

PREPARATORY PHASE

OH standard	Continuous program. The continuous program is applied to all dispatchers as soon as they are certified and nominated to a dispatcher position. The main aim of the continuous program is to keep and extend the dispatchers' knowledge and competences. The continuous program is established to complement the initial program with: - advanced theoretical parts; - learning of new rules and procedures; - additional simulator sessions.	
N°3: P8-A-R3	Mismatches with neighbouring TSOs:	N/A
	Quality of explanation:	e
	Quality of the list of references:	N/A
	Compliance level, mitigation/ improvement plan:	SC

OH standard	EXPLANATION GIVEN IN THE 2009 SELF-ASSESSMENT QUESTIONNAIRE
N°3: P8-A-R3	<p>Compliance Level: SC</p> <p>Actions taken to reach compliance:</p> <p>We need to put in function DTS to reach Full compliance.</p> <p>Deadline: 12\2010</p>
	<p>Explanation of the declared compliance level:</p> <p>We do not provide additional simulator sessions. To reach the full compliance we need to put in function Dispatcher Training Simulator- DTS.</p>
	<p>Additional Questions</p> <p>Do you provide advanced theoretical parts? yes</p> <p>Do you provide teaching of new rules and procedures? yes</p> <p>How often do you provide simulator sessions? months:</p> <p>Do you train dispatchers to work under new conditions affecting network operations (new network elements or power units)? yes</p>

OH standard	EXPLANATION GIVEN IN THE 2010 AUDIT QUESTIONNAIRE
N°3: P8-A-R3	

Do you have an Addendum to the rule: Yes No

In case of Yes:

List of Evidences of Mitigation Plan. Comments:

3.1 DO YOU PROVIDE ADVANCED THEORETICAL PARTS? IN CASE YOU DO, PLEASE DESCRIBE SHORTLY ITS CONTENT.

Yes No

List of Evidences. Comments:

Wind power introducing, black start capability, security and stability, power quality.

3.2 DO YOU PROVIDE TEACHING OF NEW RULES AND PROCEDURES?

Yes No

List of Evidences. Comments:

ESS new rules, capacity allocations

3.3 HOW OFTEN DO YOU PROVIDE SIMULATOR SESSIONS?

Annually to each dispatcher:

List of Evidences. Comments:

Implementation is in progress. New SCADA/EMS with DTS was installed in 2008. Acquisition of telemetered data are not still completed so DTS can not be still used.

3.4 DO YOU TRAIN THE RESTORATION AFTER A BLACKOUT?

Yes No

List of Evidences. Comments:

We have procedure for that. DTS is not included.

3.5 DO YOU CARRY OUT EXCEPTIONAL TRAINING SESSIONS WITHIN THE SCOPE OF THE CONTINUOUS TRAINING IN CASE OF NEW/CHANGED PROCEDURES?

Yes No

List of Evidences. Comments:

ESS new rules, capacity allocations,

3.6 DO YOU TRAIN YOUR DISPATCHERS ONE BY ONE OR AS A COMPLETE SHIFTING TEAM?

Single training Shifting team training

List of Evidences. Comments:

3.7 DO YOU TRAIN DISPATCHERS TO WORK UNDER NEW CONDITIONS AFFECTING NETWORK OPERATIONS (NEW NETWORK ELEMENTS OR POWER UNITS)?

Yes No

List of Evidences. Comments:

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AUDIT PHASE

Question	Response
<p>3. P8-A-R3: Continuous program</p> <p>Does the TSO have evidences to confirm self-assessment?</p> <p>Finding: ISO BiH does not have a written procedure for continuous training, They informed the audit team that each dispatcher has to participate to continuous training at least once a year and they also organise training courses on need basis for all dispatchers.</p> <p>New mark for quality of explanation: a</p> <p>New mark for list of references: e</p> <p>Compliance level: SC</p> <p>Remark: Written procedure for continuous program and implementation of DTS training.</p> <p>Improvement/mitigation plan with deadline (if needed): Written procedure for continuous program will be prepared till March 2011 and DTS implementation is expected till the end 2011.</p>	<p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Needs Improvement</p>

4.4 P8-A-R4: ENGLISH TRAINING

PREPARATORY PHASE

OH standard	English training. Dispatchers in contact with neighbouring control areas shall have sufficient knowledge of English and operational terms to carry out their tasks, ensuring the safe and smooth flow of information in an international environment using clear expressions in order to ease an immediate understanding.	
N°4: P8-A-R4	Mismatches with neighbouring TSOs:	N/A
	Quality of explanation:	e
	Quality of the list of references:	N/A
	Compliance level, mitigation/ improvement plan:	SC

OH standard	EXPLANATION GIVEN IN THE 2009 SELF-ASSESSMENT QUESTIONNAIRE
N°4: P8-A-R4	<p>Compliance Level: SC</p> <p>Actions taken to reach compliance:</p> <p>We are planning to include English speaking skills in the dispatcher training over the English language courses.</p> <p>Deadline: 12\2010</p>
	Explanation of the declared compliance level:
	<p>Additional Questions</p> <p>Do you verify English speaking skills of your dispatchers? no</p> <p>Does the learning of English technical terms relevant to system operation make a part of the dispatcher training? no</p> <p>Does each shift team have at least one dispatcher who speaks English? yes</p>

OH standard	EXPLANATION GIVEN IN THE 2010 AUDIT QUESTIONNAIRE
N°4: P8-A-R4	<p>Do you have an Addendum to the rule: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>In case of Yes:</p> <p>List of Evidences of Mitigation Plan. Comments:</p>

	<div style="border: 1px solid black; background-color: #f0f0f0; padding: 2px; margin-bottom: 10px;">All of our neighbours use the same language.</div> <p>-----</p> <p>4.1 Do you verify English speaking skills of your dispatchers? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; background-color: #f0f0f0; padding: 2px; margin-bottom: 10px;">Basic knowledge of English is one of precondition for employment.</div> <p>4.2 Does the learning of English technical terms relevant to system operation make a part of the dispatcher training? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; background-color: #f0f0f0; padding: 2px; margin-bottom: 10px;">OH policies are compulsory.</div> <p>4.3 Do you also train dispatchers to on phone conversation in English? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; background-color: #f0f0f0; height: 20px; margin-bottom: 10px;"></div> <p>4.4 Does each shift team have at least one dispatcher who speaks English? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; background-color: #f0f0f0; height: 20px; margin-bottom: 10px;"></div> <p>4.5 Do you maintain the existing skills of dispatchers to speak languages of neighbouring countries in addition to English? In case you do which languages are concerned? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; background-color: #f0f0f0; height: 20px; margin-bottom: 10px;"></div>
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AUDIT PHASE

Question	Response
<p>4. P8-A-R4: English training</p> <p>Does the TSO have evidences to confirm self-assessment?</p> <p>Finding: ISO BiH provided the documentation for a dispatcher English course and also diploma of their teacher's accreditation from university.</p> <p>New mark for quality of explanation: a</p> <p>New mark for list of references: a</p> <p>Compliance level: FC</p>	<p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Needs Improvement</p>

Question	Response
<p>Remark: English courses should be arranged on regular basis. English training procedure should be part of the continuous training program.</p> <p>Improvement/mitigation plan with deadline (if needed):</p>	

4.5 P8-A-S1: TRAINING PROGRAMS

PREPARATORY PHASE

OH standard	<p>S1: Training programs. The initial and continuous program has to consider the relevant parts of the UCTE Operation Handbook and mutual agreements between TSOs. Each TSO defines its specific requirements for the initial program and the continuous program and their duration.</p> <p>S1.1: Initial program: The initial program has to include at least the knowledge of components of the power system, the operation of the power system, the tools for operation and respective on-the-job-practice.</p> <p>S1.2: Continuous program. The continuous program has to focus on theoretical and practical aspects of operation as well as on respective boundary conditions. The inter-TSO training as defined in chapter B is part of the continuous training.</p>	
N°5: P8-A-S1	Mismatches with neighbouring TSOs:	N/A
	Quality of explanation:	e
	Quality of the list of references:	N/A
	Compliance level, mitigation/ improvement plan:	SC

OH standard	EXPLANATION GIVEN IN THE 2009 SELF-ASSESSMENT QUESTIONNAIRE	
N°5: P8-A-S1	Compliance Level: SC	
	Actions taken to reach compliance:	
	Deadline:	12\2010
	Explanation of the declared compliance level:	
	Additional Questions	
	Is the inter-TSO training part of your continuous training program?	no
	Does your training program cover agreements between TSOs?	no
	Does your training program consider the relevant parts of the UCTE OH?	yes

OH standard	EXPLANATION GIVEN IN THE 2010 AUDIT QUESTIONNAIRE	
N°5: P8-A-S1	Do you have an Addendum to the rule:	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

	<p>In case of Yes:</p> <p style="text-align: center;">List of Evidences of Mitigation Plan. Comments:</p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p>-----</p> <p>5.1 DOES YOUR TRAINING PROGRAM CONSIDER THE RELEVANT PARTS OF THE RG CE OH? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; padding: 2px;">We are not member of RG. Training program includes parts of OH.</div> <p>5.2 DO YOUR DISPATCHERS HAVE TO ACCESS TO RG CE OH? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; padding: 2px;">We are not member.</div> <p>5.3 IS THE INTER-TSO TRAINING PART OF YOUR CONTINUOUS TRAINING PROGRAM? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p>5.4 DOES YOUR TRAINING PROGRAM COVER AGREEMENTS BETWEEN TSOs? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>
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AUDIT PHASE

Question	Response
<p>5. P8-A-S1: Training programs</p> <p>Does the TSO have evidences to confirm self-assessment?</p> <p>Finding: Does the TSO have evidences to confirm self-assessment?</p> <p>Finding: ISO BiH provided initial training program for Nenad Čavarkapa, Muris Bakalović, Eldin Rizvanović, "TRAINING PROGRAM OF ENGINEERS FOR SYSTEM MANAGEMENT IN REAL TIME CANDIDATES-EMPLOYED IN ISO B&H DC" which consist of almost all required actions by P8-A-G2. ISO BiH DTS is currently not in operation, but they train their people with load flow / dynamics programs. The program was signed by Senad Hadžić on 15.1.2009. ISO BiH also showed older versions of initial program approval "PROGRAM OBUKE OPERATIVNIH DISPECERA – PRIPRAVNIKA UPOLENIH U DC NOS BiH" by Omer Hadzic (General Manager of ISO BiH) on February in 2006. ISO BiH provided plenty of evidence with signature for occurred initial training for above mentioned dispatcher candidates. Initial training was finished with an exam which is signed by Senad Hadzic on</p>	<p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Needs Improvement</p>

Question	Response
<p>15.12.2009.</p> <p>ISO BiH does not have a written procedure for continuous training, They informed the audit team that each dispatcher has to participate to continuous training at least once a year and they also organise training courses on need basis for all dispatchers.</p> <p>New mark for quality of explanation: a</p> <p>New mark for list of references: b (initial program) / e (continuous program)</p> <p>Compliance level: SC</p> <p>Remark: Written general procedure for initial and continuous training programs and checks for their validity in regular intervals. Also DTS training should be implemented for initial and continuous training.</p> <p>Improvement/mitigation plan with deadline (if needed): Written procedure for continuous program will be prepared till March 2011 and DTS implementation is expected till the end 2011.</p>	

4.6 P8-A-S2: TSO REFERENCE LIST OF ENGLISH TECHNICAL TERMS

PREPARATORY PHASE

OH standard	TSO reference list of English technical terms. Each TSO makes available a reference list of technical terms in English with translation to the mother language of dispatchers for operation and for training based on the existing UCTE reference list (see Appendix 8).	
N°6: P8-A-S2	Mismatches with neighbouring TSOs:	N/A
	Quality of explanation:	e
	Quality of the list of references:	N/A
	Compliance level, mitigation/ improvement plan:	FC

OH standard	EXPLANATION GIVEN IN THE 2009 SELF-ASSESSMENT QUESTIONNAIRE
N°6: P8-A-S2	Compliance Level: FC
	Explanation of the declared compliance level:
	<p>Additional Questions</p> <p>Do you have and make available to dispatchers a list of English technical terms relevant to system operation, with translation into their native language? yes</p>

OH standard	EXPLANATION GIVEN IN THE 2010 AUDIT QUESTIONNAIRE
N°6: P8-A-S2	Do you have an Addendum to the rule: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	<p>In case of Yes:</p> <p>List of Evidences of Mitigation Plan. Comments:</p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>
	<p>6.1 DO YOU HAVE AND MAKE AVAILABLE TO DISPATCHERS A LIST OF ENGLISH TECHNICAL TERMS RELEVANT TO SYSTEM OPERATION, WITH TRANSLATION INTO THEIR NATIVE LANGUAGE?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; padding: 5px;">OHs are translated to local language.</div>

AUDIT PHASE

Question	Response
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Question	Response
<p>6. P8-A-S2: TSO reference list of English technical terms</p> <p>Does the TSO have evidences to confirm self-assessment?</p> <p>Finding: ISO BiH provided document "Medjunarodni elektrotehnicki rečnik" (1988) which contained translations of technical terms to French, English, Russian and German with detailed explanations per term. The document can be found in the control room of ISO BiH.</p> <p>New mark for quality of explanation: a</p> <p>New mark for list of references: b</p> <p>Compliance level: SC</p> <p>Remark: Remake the current document to match with meaning of this standard. Reference list has to be done in a way, that technical term in English is translated to mother language (opposite way is using at this time). Reference list of English technical terms has to be based on the Appendix 8 of RGCE OH. Check that document is available for dispatchers.</p> <p>Improvement/mitigation plan with deadline (if needed): Appendix 8 is to be translated till the end of October 2010.</p>	<p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Needs Improvement</p>

4.7 P8-B-R1: EXPERIENCE EXCHANGE

PREPARATORY PHASE

OH standard	Experience exchange. TSOs have to exchange the operational experience with their neighbours in order to cope with normal and abnormal situations in a coordinated way.	
N°7: P8-B-R1	Mismatches with neighbouring TSOs:	None
	Quality of explanation:	e
	Quality of the list of references:	N/A
	Compliance level, mitigation/ improvement plan:	SC

OH standard	EXPLANATION GIVEN IN THE 2009 SELF-ASSESSMENT QUESTIONNAIRE					
N°7: P8-B-R1	<p>Compliance Level: SC</p> <p>Actions taken to reach compliance:</p> <p>Deadline: 12\2009</p> <p>Explanation of the declared compliance level:</p>					
	<p>Additional Questions</p> <p>Do you organize the exchange of the operational experience with your neighbors?</p> <table style="width: 100%; border: none;"> <tr> <td style="text-align: center;">EPCG</td> <td style="text-align: center;">HEP-OPS</td> <td style="text-align: center;">JP EMS</td> </tr> <tr> <td style="text-align: center;">yes</td> <td style="text-align: center;">yes</td> <td style="text-align: center;">yes</td> </tr> </table> <p>Do your dispatchers take part in that exchange? yes</p>	EPCG	HEP-OPS	JP EMS	yes	yes
EPCG	HEP-OPS	JP EMS				
yes	yes	yes				

OH standard	EXPLANATION GIVEN IN THE 2010 AUDIT QUESTIONNAIRE
N°7: P8-B-R1	<p>Do you have an Addendum to the rule: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>In case of Yes:</p> <p>List of Evidences of Mitigation Plan. Comments:</p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>

	<p>-----</p> <p>7.1 Do YOU ORGANIZE THE EXCHANGE OF THE OPERATIONAL EXPERIENCE WITH YOUR NEIGHBOURS? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> One per year with each neighbou, and with block leader. </div> <p>7.2 Do YOUR DISPATCHERS TAKE PART IN THAT EXCHANGE? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; height: 20px; margin: 5px 0;"></div>
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AUDIT PHASE

Question	Response
<p>7. P8-B-R1: Experience exchange</p> <p>Does the TSO have evidences to confirm self-assessment?</p> <p>Finding: ISO BiH provided email exchange on arranged common training and workshops. They also presented agendas, presentations and actual expense reports for past workshops. Inter-TSO workshops are arranged once per year with each neighbouring TSO according to ISO BiH.</p> <p>New mark for quality of explanation: a</p> <p>New mark for list of references: b</p> <p>Compliance level: FC</p> <p>Remark: Written basic plan for Inter-TSO experience exchange for dispatchers. Workshops and conferences should have "minutes".</p> <p>Improvement/mitigation plan with deadline (if needed):</p>	<p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Needs Improvement</p>

4.8 P8-B-S1: COMMON TRAINING

PREPARATORY PHASE

OH standard	Common training. Each TSO implements at least one of the four actions defined in guidelines P8-B-G3 to improve communication and coordinated measures between neighbouring TSO dispatchers. The actions taken have to be chosen depending on the mutual level of risks for secure system operation with the first (or further) neighbouring TSO.	
N°8: P8-B-S1	Mismatches with neighbouring TSOs:	None
	Quality of explanation:	e
	Quality of the list of references:	N/A
	Compliance level, mitigation/ improvement plan:	SC

OH standard	EXPLANATION GIVEN IN THE 2009 SELF-ASSESSMENT QUESTIONNAIRE						
N°8: P8-B-S1	<p>Compliance Level: SC</p> <p>Actions taken to reach compliance:</p> <p>Deadline: 12\2010</p> <p>Explanation of the declared compliance level:</p> <p>Additional Questions</p> <p>Which actions defined in guidelines P8-B-G3 do you implement? (To answer this question border by border).</p> <table style="width: 100%; border: none;"> <tr> <td style="text-align: center;">EPCG</td> <td style="text-align: center;">HEP-OPS</td> <td style="text-align: center;">JP EMS</td> </tr> <tr> <td style="text-align: center;">P8-B-G3.1</td> <td style="text-align: center;">P8-B-G3.1</td> <td style="text-align: center;">P8-B-G3.1</td> </tr> </table>	EPCG	HEP-OPS	JP EMS	P8-B-G3.1	P8-B-G3.1	P8-B-G3.1
EPCG	HEP-OPS	JP EMS					
P8-B-G3.1	P8-B-G3.1	P8-B-G3.1					

OH standard	EXPLANATION GIVEN IN THE 2010 AUDIT QUESTIONNAIRE
N°8: P8-B-S1	<p>Do you have an Addendum to the rule: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>In case of Yes:</p> <p>List of Evidences of Mitigation Plan. Comments:</p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>

8.1 WHICH ACTIONS DEFINED IN GUIDELINES P8-B-G3 DO YOU IMPLEMENT? (PLEASE ANSWER THIS QUESTION BORDER BY BORDER)

Neighbour	P8-B-G3.1.	P8-B-G3.2.	P8-B-G3.3.	P8-B-G3.4.
HEP OPS	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
EMS	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
AD Prenos	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>

8.2 Do YOU CARRY OUT COMMON TRAINING ONLY SPORADICALLY OR ON A REGULAR BASIS? How OFTEN IF REGULAR?

Yes No

List of Evidences. Comments:

AUDIT PHASE

Question	Response
<p>8. P8-B-S1: Common training</p> <p>Does the TSO have evidences to confirm self-assessment?</p> <p>Finding: ISO BiH provided email exchange on arranged common training and workshops. They also presented agendas, presentations and actual expense reports for past workshops. Inter-TSO workshops are arranged once per year with each neighbouring TSO according to ISO BiH.</p> <p>New mark for quality of explanation: a</p> <p>New mark for list of references: b</p> <p>Compliance level: FC</p> <p>Remark: Written basic plan for Inter-TSO experience exchange for dispatchers. Workshops and conferences should have “minutes”.</p> <p>Improvement/mitigation plan with deadline (if needed):</p>	<p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Needs Improvement</p>

4.9 P8-C-S1: COORDINATION OF THE TRAINING

PREPARATORY PHASE

OH standard	Coordination of the training. TSO appoints a training coordination manager responsible for training organization: designing, following-up and updating the full training process.	
N°9: P8-C-S1	Mismatches with neighbouring TSOs:	N/A
	Quality of explanation:	e
	Quality of the list of references:	N/A
	Compliance level, mitigation/ improvement plan:	SC

OH standard	EXPLANATION GIVEN IN THE 2009 SELF-ASSESSMENT QUESTIONNAIRE
N°9: P8-C-S1	<p>Compliance Level: SC</p> <p>Actions taken to reach compliance:</p> <p>Deadline: 12\2010</p> <p>Explanation of the declared compliance level:</p> <p>We did not appoint responsible training coordination manager, and these activities are provided by more persons.</p> <p>Additional Questions</p> <p>Have you appointed a training coordination manager?</p>

OH standard	EXPLANATION GIVEN IN THE 2010 AUDIT QUESTIONNAIRE
N°9: P8-C-S1	<p>Do you have an Addendum to the rule: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>In case of Yes:</p> <p>List of Evidences of Mitigation Plan. Comments:</p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p>-----</p> <p>9.1 HAVE YOU APPOINTED A TRAINING COORDINATION MANAGER?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; padding: 5px;"> Training coordination manager is appointed only for new candidates. </div>

	<p>9.2 Do YOU HAVE A PERMANENT BODY TO FOLLOW-UP THE TRAINING PROCESS?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>
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AUDIT PHASE

Question	Response
<p>9. P8-C-S1: Coordination of the training</p> <p>Does the TSO have evidences to confirm self-assessment?</p> <p>Finding: ISO BiH has not nominated training coordination manager, but some of the tasks are covered by various bodies and people of ISO BiH.</p> <p>New mark for quality of explanation: a</p> <p>New mark for list of references: missing</p> <p>Compliance level: NC</p> <p>Remark: Formal nomination of training coordination manager with responsibility mentioned in the standard: “following-up and updating the full training process”.</p> <p>Improvement/mitigation plan with deadline (if needed): Training coordination manager will be nominated till March 2011.</p>	<p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Needs Improvement</p>

4.10 P8-C-S2: ORGANIZATION

PREPARATORY PHASE

OH standard	Organization. The training coordination manager determines appropriate procedures for the training organization. These procedures shall cover: - a description of the dispatchers required qualifications (knowledge and skills); - a reference list of topics for training programs linked to the dispatchers required qualification; - the processes for the initial and continuous programs including scripts/documents; of the theoretical sessions, time-schedules, supervision, tools, support for trainees, evaluation/validation and continuous improvement of the programs; - the process of dispatchers accreditation; - trainers selection and training of trainers.	
N°10: P8-C-S2	Mismatches with neighbouring TSOs:	N/A
	Quality of explanation:	e
	Quality of the list of references:	N/A
	Compliance level, mitigation/ improvement plan:	SC

OH standard	EXPLANATION GIVEN IN THE 2009 SELF-ASSESSMENT QUESTIONNAIRE	
N°10: P8-C-S2	Compliance Level: SC	
	Actions taken to reach compliance:	
	Deadline:	12\2010
	Explanation of the declared compliance level:	
Additional Questions		
	Do your procedures for training include a description of the dispatchers required qualifications	yes
	Do your procedures for training include a reference list of topics for training programs linked to the dispatchers required qualification	yes
	Do your procedures for training include the processes for the initial and continuous programs including scripts/documents; of the theoretical sessions, time-schedules, supervision, tools, support for trainees, evaluation/validation and continuous improvement of the programs	yes

	Do your procedures for training include the process of dispatchers accreditation	yes
	Do your procedures for training include trainers selection and training of trainers	no

OH standard	EXPLANATION GIVEN IN THE 2010 AUDIT QUESTIONNAIRE
N°10: P8-C-S2	<p>Do you have an Addendum to the rule: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>In case of Yes:</p> <p style="padding-left: 40px;">List of Evidences of Mitigation Plan. Comments:</p> <div style="border: 1px solid black; height: 20px; width: 580px; margin-left: 40px;"></div> <hr style="border-top: 1px dashed black;"/> <p>10.1 DO YOUR PROCEDURES FOR TRAINING INCLUDE A DESCRIPTION OF THE DISPATCHERS REQUIRED QUALIFICATIONS?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; height: 20px; width: 630px; margin-left: 40px;"></div> <p>10.2 DO YOUR PROCEDURES FOR TRAINING INCLUDE A REFERENCE LIST OF TOPICS FOR TRAINING PROGRAMS LINKED TO THE DISPATCHERS REQUIRED QUALIFICATION?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; height: 20px; width: 630px; margin-left: 40px;"></div> <p>10.3 DO YOUR PROCEDURES FOR TRAINING INCLUDE THE PROCESSES FOR THE INITIAL AND CONTINUOUS PROGRAMS INCLUDING SCRIPTS/DOCUMENTS; OF THE THEORETICAL SESSIONS, TIME-SCHEDULES, SUPERVISION, TOOLS, SUPPORT FOR TRAINEES, EVALUATION/VALIDATION AND CONTINUOUS IMPROVEMENT OF THE PROGRAMS?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; padding: 2px; margin-left: 40px;">Training program</div> <p>10.4 DO YOUR PROCEDURES FOR TRAINING INCLUDE THE PROCESS OF DISPATCHERS' ACCREDITATION?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; padding: 2px; margin-left: 40px;">After initial program is finished, candidate has to pass test for accreditation.</div> <p>10.5 DO YOUR PROCEDURES FOR TRAINING INCLUDE TRAINERS' SELECTION AND TRAINING OF TRAINERS?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>

	List of Evidences. Comments:

AUDIT PHASE

Question	Response
<p>10. P8-C-S2: Organization</p> <p>Does the TSO have evidences to confirm self-assessment?</p> <p>Finding: ISO BiH has not nominated training coordination manager, but the list of tasks is partially covered by various bodies and people of ISO BiH.</p> <p>New mark for quality of explanation: a</p> <p>New mark for list of references: e</p> <p>Compliance level: SC</p> <p>Remark: Nominated training coordination manager should fulfil all requirements of the standard.</p> <p>Improvement/mitigation plan with deadline (if needed): Training coordination manager will be nominated till March 2011.</p>	<p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Needs Improvement</p>

4.11 P8-C-S3: EVALUATION

PREPARATORY PHASE

OH standard	Evaluation. The initial program has to be completed by an evaluation in which the knowledge and capabilities of a candidate to perform a dispatcher job are tested. This evaluation is performed by the trainers; a relevant document is forwarded to the manager of the candidate.	
N°11: P8-C-S3	Mismatches with neighbouring TSOs:	N/A
	Quality of explanation:	e
	Quality of the list of references:	N/A
	Compliance level, mitigation/ improvement plan:	FC

OH standard	EXPLANATION GIVEN IN THE 2009 SELF-ASSESSMENT QUESTIONNAIRE
N°11: P8-C-S3	Compliance Level: FC
	Explanation of the declared compliance level:
	<p>Additional Questions</p> <p>Do you complete the initial program with a test of the knowledge of dispatches candidates? yes</p> <p>Does the trainer issue a document containing the results of the evaluation to the manager of the candidate? yes</p>

OH standard	EXPLANATION GIVEN IN THE 2010 AUDIT QUESTIONNAIRE
N°11: P8-C-S3	Do you have an Addendum to the rule: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	<p>In case of Yes:</p> <p>List of Evidences of Mitigation Plan. Comments:</p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>
	<p>-----</p> <p>11.1 Do YOU COMPLETE THE INITIAL PROGRAM WITH A TEST OF THE KNOWLEDGE OF DISPATCHER CANDIDATES?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; padding: 5px;"> General manager forms commission for this purpose. </div>
	11.2 DOES THE TRAINER ISSUE A DOCUMENT CONTAINING THE RESULTS OF THE EVALUATION TO THE MANAGER

	<p>OF THE CANDIDATE?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; padding: 5px; background-color: #f0f0f0;"> <p>Each candidate fulfils his own diary which has to be presented to trainer for approval. Also, trainer makes document containing the results of the evaluation.</p> </div>
	<p>11.3 DO YOU HAVE OTHER TRAINERS THAN THE TRAINING COORDINATION MANAGER?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; height: 20px; background-color: #f0f0f0;"></div>
	<p>11.4 IS TRAINING OF THE DISPATCHERS A FULL TIME JOB FOR TRAINER?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; height: 20px; background-color: #f0f0f0;"></div>
	<p>11.5 DO THE TRAINER CARRY OUT THE EVALUATION OF THE DISPATCHERS?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; padding: 5px; background-color: #f0f0f0;"> <p>See 11.2.</p> </div>
	<p>11.6 IS THERE ANY EXTERNAL BODY THAT DOES THE EVALUATION OF THE DISPATCHERS?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; height: 20px; background-color: #f0f0f0;"></div>

AUDIT PHASE

Question	Response
<p>11. P8-C-S3: Evaluation</p> <p>Does the TSO have evidences to confirm self-assessment?</p> <p>Finding: ISO BiH provided document "Rjesenje o imenovaju komisije za polangaja pripravnickih ispita" signed by Omer Hadzic (General Manager of ISO BiH) on 9.12.2009. He approves dispatcher candidates who have passed their accreditation exam. "Zapisnik sa sastanka komisije za polaganje pripravnickih ispita" document describes the questions for accreditation exam and the decision of the evaluation committee. It was signed by all members of the evaluation committee on 14.12.2009.</p> <p>New mark for quality of explanation: a</p> <p>New mark for list of references: a</p>	<p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Needs Improvement</p>

Question	Response
Compliance level: FC Remark: Improvement/mitigation plan with deadline (if needed):	

4.12 P8-C-S4: FIRST ACCREDITATION

PREPARATORY PHASE

OH standard	First accreditation. The TSO has to deliver a first accreditation to the dispatcher candidate that authorizes him to perform his job in the control room. The first accreditation is attributed according to defined criteria for a duration decided by the TSO as in below-mentioned guidelines.	
N°12: P8-C-S4	Mismatches with neighbouring TSOs:	N/A
	Quality of explanation:	e
	Quality of the list of references:	N/A
	Compliance level, mitigation/ improvement plan:	FC

OH standard	EXPLANATION GIVEN IN THE 2009 SELF-ASSESSMENT QUESTIONNAIRE
N°12: P8-C-S4	Compliance Level: FC
	Explanation of the declared compliance level:
	Additional Questions
	Do you deliver a first accreditation to your dispatcher? yes Do you have criteria for accreditation of dispatcher candidate? yes

OH standard	EXPLANATION GIVEN IN THE 2010 AUDIT QUESTIONNAIRE
N°12: P8-C-S4	Do you have an Addendum to the rule: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	In case of Yes: List of Evidences of Mitigation Plan. Comments: <div style="border: 1px solid black; height: 20px; width: 100%;"></div>
	----- 12.1 DO YOU DELIVER A FIRST ACCREDITATION TO YOUR DISPATCHER? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> List of Evidences. Comments: <div style="border: 1px solid black; padding: 5px;">Internal permission for dispatcher job.</div>
	12.2 DO YOU HAVE CRITERIA FOR ACCREDITATION OF DISPATCHER CANDIDATE?

	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;">Commission make a report after tst.</div> <p>12.3 HOW LONG DOES THE ACCREDITATION LAST?</p> <p>Time:</p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;">long term with periodical tests.</div> <p>12.4 DO YOU HAVE DIFFERENT LEVELS OF ACCREDITATION?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; padding: 5px; height: 20px; margin-bottom: 10px;"></div>
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AUDIT PHASE

Question	Response
<p>12. P8-C-S4: First accreditation</p> <p>Does the TSO have evidences to confirm self-assessment?</p> <p>Finding: ISO BiH provided diplomas for accreditation of dispatchers signed by Omer Hadzic (General Manager of ISO BiH) on 16.12.2009. First accreditation has a long term validation with periodical tests.</p> <p>New mark for quality of explanation: a</p> <p>New mark for list of references: a</p> <p>Compliance level: FC</p> <p>Remark:</p> <p>Improvement/mitigation plan with deadline (if needed):</p>	<p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Needs Improvement</p>

4.13 P8-C-S5: TRAINERS' SELECTION

PREPARATORY PHASE

OH standard	Trainers' selection. TSOs have to determine the profile of trainers with regards to their respective tasks and responsibilities in the training programs. Trainers are selected internally (experienced dispatchers) or from external bodies.	
N°13: P8-C-S5	Mismatches with neighbouring TSOs:	N/A
	Quality of explanation:	e
	Quality of the list of references:	N/A
	Compliance level, mitigation/ improvement plan:	SC

OH standard	EXPLANATION GIVEN IN THE 2009 SELF-ASSESSMENT QUESTIONNAIRE
N°13: P8-C-S5	<p>Compliance Level: SC</p> <p>Actions taken to reach compliance:</p> <p>Deadline: 12\2009</p> <p>Explanation of the declared compliance level:</p> <p>Additional Questions</p> <p>Do you have determined profile of trainers? yes</p> <p>Do you appoint external bodies for carrying out the training programs? no</p>

OH standard	EXPLANATION GIVEN IN THE 2010 AUDIT QUESTIONNAIRE
N°13: P8-C-S5	<p>Do you have an Addendum to the rule: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>In case of Yes:</p> <p>List of Evidences of Mitigation Plan. Comments:</p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p>-----</p> <p>13.1 HAVE YOU DETERMINED THE PROFILE TRAINERS SHOULD HAVE?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>

	<p>List of Evidences. Comments:</p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>
	<p>13.2 DO YOU APPOINT EXTERNAL BODIES FOR CARRYING OUT THE TRAINING PROGRAMS?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>
	<p>13.3 DO YOU SELECT TRAINERS WITH DISPATCHING EXPERIENCE?</p> <p>Time: At least ten (10) years of dispatching experience.</p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>

AUDIT PHASE

Question	Response
<p>13. P8-C-S5: Trainers' selection</p> <p>Does the TSO have evidences to confirm self-assessment?</p> <p>Finding: ISO BiH does not have written procedure for trainer's selection. ISO BiH management always chooses most appropriate person/people to act as a trainer.</p> <p>New mark for quality of explanation: a</p> <p>New mark for list of references: a</p> <p>Compliance level: FC</p> <p>Remark: Written procedure for trainers' selection.</p> <p>Improvement/mitigation plan with deadline (if needed):</p>	<p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Needs Improvement</p>

4.14 P8-C-S6: TRAINING OF TRAINERS

PREPARATORY PHASE

OH standard	Training of trainers. Depending on education and previous experience, an individual training program is defined for each trainer; it can be provided by internal sessions or by outsourced training sessions.	
N°14: P8-C S6	<i>What is essential:</i> 1. TSO has to demonstrate that it has defined an individual training program for each trainer. 2. This training program can be provided by internal sessions or by outsourced training sessions. 3. The training program should have elements of pedagogical education. <i>Which documents the TSO need to show:</i> 1. Documents describing the individual training programs (with elements of pedagogical education) for each trainer.	
	Mismatches with neighbouring TSOs:	N/A
	Quality of explanation:	e
	Quality of the list of references:	N/A
	Compliance level, mitigation/ improvement plan:	SC

OH standard	EXPLANATION GIVEN IN THE 2009 SELF-ASSESSMENT QUESTIONNAIRE	
N°14: P8-C-S6	Compliance Level: SC	
	Actions taken to reach compliance:	
	Deadline:	12\2010
	Explanation of the declared compliance level:	
	Additional Questions	
	Do you have individual training program for trainers?	no
	Do you have pedagogical program for trainers?	no

OH standard	EXPLANATION GIVEN IN THE 2010 AUDIT QUESTIONNAIRE	
N°14: P8-C-S6	Do you have an Addendum to the rule: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
	In case of Yes:	
	List of Evidences of Mitigation Plan. Comments:	

	<p>-----</p> <p>14.1 Do YOU HAVE INDIVIDUAL TRAINING PROGRAM FOR TRAINERS? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p>14.2 Do YOU HAVE PEDAGOGICAL PROGRAM FOR TRAINERS? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>List of Evidences. Comments:</p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>
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AUDIT PHASE

Question	Response
<p>14. P8-C-S6: Training of trainers</p> <p>Does the TSO have evidences to confirm self-assessment?</p> <p>Finding: ISO BiH does not have a procedure for training of trainers. ISO BiH cleared out that trainers participate to CIGRE meetings and also some of the trainers are university professors.</p> <p>New mark for quality of explanation: b</p> <p>New mark for list of references: missing</p> <p>Compliance level: NC</p> <p>Remark: Create a written procedure for training of trainer's</p> <p>Improvement/mitigation plan with deadline (if needed): Procedure will be created till the July 2011.</p>	<p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Needs Improvement</p>

5 CONCLUSIONS

The Compliance Audit conducted at ISO BiH demonstrated that the ISO BiH attitude, efforts and resources assignment to train dispatchers are sufficient to ensure the reliability of the interoperability of the RG CE area of ENTSO-E, nevertheless there is still room for improvement.

The self assessment conclusions of ISO BiH in 2009 were mainly adequate. Some of the standards assessed then as sufficient have been improved in the last year being nowadays fully compliant. Few standards were misunderstood resulting in over assessment of the accomplishment.

Tasks to be done by the audited TSO:

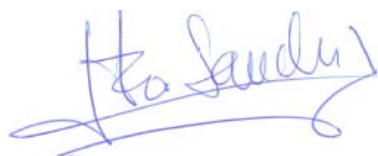
- To determine and develop improvement for P8-A-R1 Training program, P8-A-R2 Initial program, P8-A-R3 Continuous program, P8-A-S1 Training programs, P8-A-S2 TSO reference list of English technical terms and P8-C-S2 Organization
- To determine and develop mitigation plans for P8-C-S1 Coordination of the training and P8-C-S6 Training of trainers

The Audit Team recommends:

- To commit with a general reorganization of the Operation Training in order to enlarge it until covering all requisites of the Policy 8.

6 SIGNATURE PAGE

ENTSO-E Audit Team Members:



Jaime Sanchiz Garrote (Audit Team Leader)



Kurt Misak (Audit Team Member)



Martin Jedinak (Audit Team Member)



Lasse Kontinen (Compliance Monitoring Advisor)

Date and Place: 9th of December in Brussels, Belgium