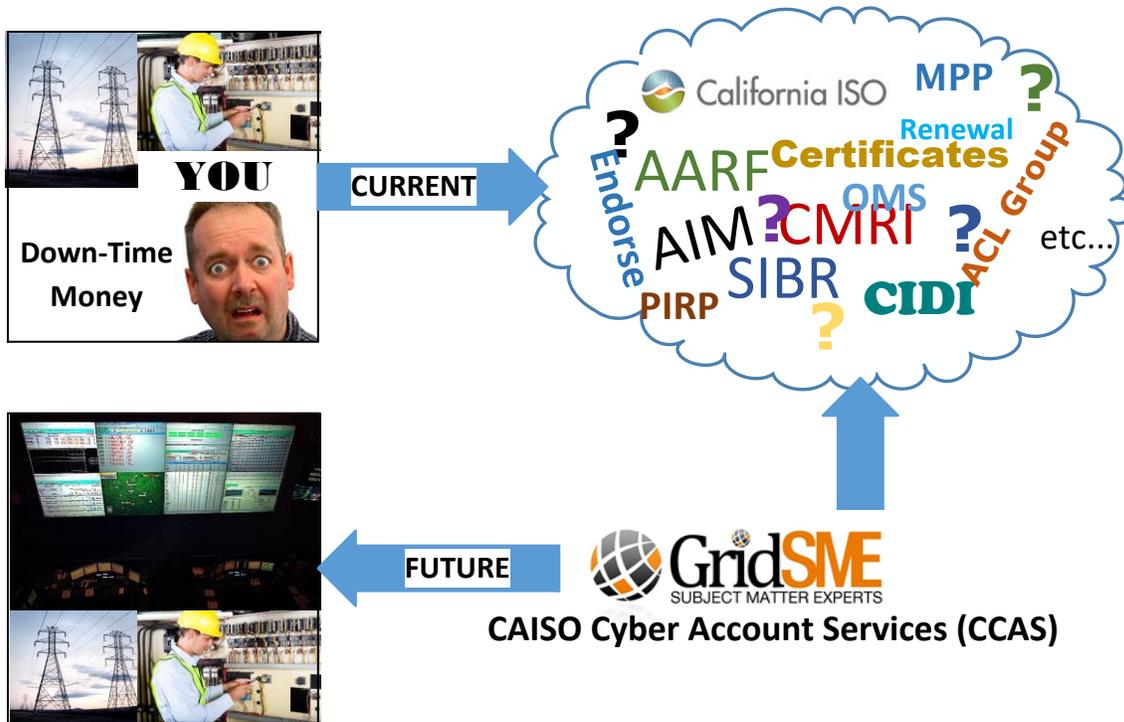


The average time it takes to create 1 account, obtain 1 certificate, install 1 device, grant 1 access to 1 CAISO application is 3 hours in a best case scenario.



GridSME’s CCAS offering allows **YOU** to focus on your **CORE BUSINESS** without the impact of having to interpret and maneuver through CAISO’s policies and procedures for accessing important data and systems that are critical to your operations. Our subject matter experts (SMEs) can work with you to develop CCAS services tailored to your organization and its needs.

Identity Management

Allow us to manage your organization’s CAISO user accounts. We will integrate with your Human Resources department to ensure compliance with your access provisioning and termination policies, as well as the NERC-CIP and SSAE16 standards, where applicable. We will generate and archive evidence of account removals so that your organization is always audit-ready. We can also assist with the UAA, User Access Administrator, process so that your organization can integrate with CAISO.

Access Management

Obtaining access to CAISO applications does not have to be painful. Our AIM and AARF SMEs know the process for obtaining access to CAISO apps – whether access is for ADS, CMRI, DRS, DRRS, PIRP, SIBR, Transmission Planning, RIMS, SFTP, or any other CAISO system. We will initiate access requests, obtain



approval from CAISO's Access Approval Administrator, if needed, verify access, interface with CAISO's Client Representatives to trouble-shoot issues and provide user access reports.

Certificate Management

Let us handle the CAISO application certificate creation, replacement, and renewal. Allow our experts to interact with CAISO's Certificate Request team to ensure timely installation so that your team can immediately be productive and not lose valuable time.

Client Advocacy

Let us be your advocate. Our SMEs attend CAISO's Customer Partnership Group and Technical User Group meetings so that your resources can focus on your business. Our offices are directly adjacent to CAISO's Folsom headquarters. We are here to work on your behalf, ask the right questions, track down answers, and influence CAISO access and identity management system changes and process flows that benefit you, the stakeholder.

CAISO UAA Training

Learn how to navigate CAISO's access and identity management processes. If you prefer to be the UAA, User Access Adminster, GridSME provides training on account creation, certificate renewal, access provisioning, verification of authorized contracts, entity type values, usage of ACL Groups, endorsement functionality, submission of CIDI cases, and tips and tricks helpful when working with CAISO.

Additional Support Services

One stop issue management. CIDI cases or working with CAISO Service Desk, GridSME will manage your CAISO issues from submission to resolution on behalf of your organization so that your resources are not spending hours trying to find an answer.