

## **CRO Training Overview – 00:00**

Expectations for training. I always recommend take lots of notes and we will have resources available. These videos will be recorded. However, a lot of times it's easier to understand step by step instructions if you write them down yourself. So I would recommend doing that however you want. Type it up in a word, doc. Write it on a piece of paper and write in Dropbox paper or however you do that.

I would also highly, highly recommend you ask any and all questions you have, even if you think they're dumb. Promise you someone else will have the same question. Even if it's not today, it might be a week later. So better just get all that out of the way. Write that down. Makes it so you're not worried about it when you're alone in that control room.

Another thing. So I have put some time for general training on your schedule. Part of that is going to be Marge likes to schedule what we have and it's like somewhere between 5 to 7 standard trainings. We have all new employees. So before you guys all start working overnight shifts, we really want to try and get those in.

I'm not very sure if the schedule is going to look like for those, so I don't know that we're going to be like super efficient and filling up all of that time. So if you do have free time, I would suggest practicing skills or coming up with any questions or like going over your notes saying like, I forgot to write down the step, what was the step?

And things like that make things go a little bit more smoothly.

## **Friday Trial Day – 01:20**

As I said, Friday will be trial day, so there will be an on-call team who can support you that day. They'll be available to ask any questions. Chelsea said she can also come in if you guys need her to come in for whatever reason, but it will be you.

And then the Burnout Day office staff in this building.

## **First Week and Training – 01:36**

As I said, first shift is Monday 13th at 6 a.m.. I'll try and get you the schedule today and we will likely be adding more advanced training as we decide what other responsibilities we would like you all to have. I, as I keep saying, training, Sessions are recorded, We will also have a bunch of reference materials we have printed out for you, and we've also put a bunch of stuff in what we call Dropbox paper, which is kind of like Google Sheets or Google Docs.

If you've used that before. It's just kind of like a way to collaborate online in the cloud. So going to try and put as much stuff in there as possible. And we've intended this to be a space for you guys to kind of collaborate and share whatever information you've learned. So say, you know, one of the projects is being finicky and you have to log into it a certain way, right?

Like, write that down, put that in the knowledge shared so that the next person who's on call knows or if we don't have a resource available and it's just something small like write that down in there. It's just so everyone knows if you need other resources or other materials, you know, we're happy to make them. Whatever makes your guys life easier.

Thanks. Our lives easier. Any questions so far? I'm talking kind of quickly.

### **Software – 02:48**

So here's all the software going to be training you on. I figured it's best just to break it down now before you start having individual sessions. So Ivanti is our VPN software and this is how we connect into SCADA and the relay and meter. So we require VPN to connect into all of those SCADA and I forget what the acronym stands for at the moment, but you can see it on the wall downstairs or in the control room.

This is how we monitor the turbines and keep an eye on their operations. So from there we can see the wind speed, how much power is being produced that can help us track icing. If there's any icing on the blade, we'll know if the turbines have faulted by how they look on that monitor. We can also stop and start them through SCADA or download any data from there, like ten minute data, daily data.

We use that for some of our reports, so we get all that through SCADA. Accelerator Quickset. This is how we access our relay and meter. To my understanding, you guys won't have to worry about the meter just yet, but the relay is how we get all of our fault information so we can download fault files from here.

And again, you need the VPN to access that as well. You also have keepass and this one is fairly simple to use, but this is the password manager that our company uses. So each of you should have a personal Keepass. We have also put together a control room Keepass. Each project also has its own Keepass and then we have a master Keepass for all of the projects.

So there's a lot I will make sure you guys have access to control room keepass at some point this week. But yes, any passwords you have to create should be saved in there just to make sure that we're not, you know, losing anything or losing any knowledge.

### **Don't Send Passwords Virtually For Security – 04:35**

Another thing to note while we're talking about passwords, please, please, please do not send passwords over Google Chat.

If you need to give someone a password, either call them or if they're in office, you can leave them a sticky note. But you know, we're worried about security, especially with the control room. So you want to make sure we're not sending anything over chat or email. All right.

### **Software Continued – 04:57**

So FIIX is our asset documentation software. I believe it's in-browser, so you don't have to download anything for it.

Kellie can talk a lot more about that than I can, but we just want to make sure you guys get access to it in case we need to update documentation on something. All right. We also have Google Forms. So we've created some standard forms we would like you guys to use through Google forms. These are going to be our sys ops event log and our time log.

So essentially, if there were to be an event that happened while you're on shift, you want to make sure you fill out that Google form and send it off. It will then be collected into a spreadsheet. So we keep track of everything that's happened. The time log is more of a like if anything happens. So like handoffs should be noted in a time log, hourly checks should be noted in the time log.

If someone calls you, it should be noted in the time log. We'll give you more clear protocols on that later on. But for now we have an event log and a time log. Those will both feature Google forms, which you have access to through the ops account, which is its own email address. As I mentioned before, we have Dropbox paper, so your access to Dropbox through the ops account will be very limited.

So we're trying to pull in all the resources you would need through Dropbox paper instead so you can access them. Let us know if we're missing anything or if you think anything else would be helpful. And again, this is kind of meant to be where we're sharing knowledge with you guys, where you guys can share knowledge with each other.

Then we also have the office cameras. So I don't know if you've seen them below. Sometimes we have them up, but we do have a bunch of security cameras all around the office. There's just we've decided to put them in the control room. Just see you guys. Keep an eye on them. If anything looks suspicious, you can communicate with security about it.

That should be all. As far as, let me think how to phrase this. So essentially, Ivanti, SCADA and Accelerator are pretty closely connected. I think they tend to be the most confusing to figure out how to like log into and what all you need. The rest of it should be fairly straightforward, except for maybe the office cameras, but we'll give you training on that too.

But if you were to find a if you were to pick a couple of trainings to focus on, I would focus on those first three.

### **Training Schedule – 07:23**

So I kind of just put in bullet points all of the weeks training. You'll find it also on your schedule. I mostly put this together just because I think this could be a good checklist to make sure that you have a good understanding of everything.

Before the end of the week. I have scheduled a couple skill checks on your schedule. You should see them. So the first one will be tomorrow morning and then we have another one Thursday afternoon. These are a good time to check in. Lukas will be with you tomorrow morning. He can help you if you have any problems logging into the VPN.

Or SCADA, project networking, understanding all of that. But again, I would just use this and I will email this to you guys after this, but I would just use the slide as a resource. Just make sure you have a good understanding of this. I do have a good understanding of this and you have questions on this and things like that.

Any questions so far? Nope?

### **Skill checks – 08:19**

skill checks again. So we have Tuesday, 11 a.m. and Thursday, 1 to 3 p.m., subject to change. But again, these are designed to allow you the time to practice necessary skills. So a lot of this is going to be making sure you can log in to that VPN, log into the log into the accelerator, click set software.

So by Thursday, these are all the skills I expect you to be able to put into practice and to set up a control room with. So I won't go through them all here. But essentially, you know, you guys will be spending time

in the control room on Thursday making sure that you have everything set up. We have all the screens set up.

You know how to log in to everything, yada, yada. Okay. Any questions on this? no?

### **More on Friday Trial Day – 09:13**

So like I said, trial day Friday, the 10th, 8 a.m. to 5 p.m., we will have limited staff in office. You won't be completely alone. On call team will be Chelsea. Chelsea, Josh and Kevin Padgett. Josh is a new system operator, so he will likely be of limited help if you need something. So just keep that in mind.

So if you do need help with something like you just forgot how to log into the VPN or something's up with SCADA and you're really confused. I would suggest calling Kevin first and then you can call Chelsea if need be. Just keep in mind Kevin won't be able to come into the office just because his car is getting service that day.

So if you need physical help, you'll have to call Chelsea and the time is yours to use as you see fit. This is just going to be and how well does this work kind of day. You three will all be in the same room. So you know, we can pull in extra chairs. But I think this be a good time to review protocols and practice handoff.

We will give you guys those handouts before Friday but making sure you all understand where everything should be. Make sure you agree on where everything should be. As Jeremy mentioned, we've kind of put together the room in a way that we think works, but may not necessarily. So it's like you really hate where we put the phone in the tablet.

Feel free to move it, just let us know and we can really relabel everything. Agree on where you want everything located, we can always move things. And then since you will be in the room for, you know what's that 9 hours, if you think of anything else we can get to to make that more comfortable, let us know.

We are ordering that footrest. And if there's anything else like you want a more ergonomic mouse for all the desks or something, let us know.

### **Ops Account for Control Room Access – 11:06**

Okay, last note I have. So for training, we've given you all personal accounts for that VPN so you can log in through that. Once you start actually working in the control room, everything you do will be through the ops account.

So you'll log into the VPN with that, you'll have Google through that and you'll have Microsoft through that. You know, you'll have what else do we we have Dropbox through that. So making sure that you're only logging into those computers with that account.

### **Yubi Keys – 11:38**

And then I'll give you more training on this later but we do also have physical security keys.

They're called yubikeys and essentially they work this method of two factor authentication where you log in with your password and then you plug the yubikey in and then just press the button on it. And that works as an extra layer of security.