

# Memorandum

**To:** ISO Board of Governors  
**From:** Jim Detmers, Vice President, Operations  
**Date:** March 18, 2008  
**Re:** *Operations Report*

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*This memorandum does not require Board action. This memo is an update to the Board.*

## EXECUTIVE SUMMARY

The Operations department is providing to the Board of Governors a status report highlighting critical activities and events. Each Board meeting, the Market Services report will be updated with the most recent information and will also include additional information as deemed relevant. Every report will include the following sections:

- **Operations Highlights**

The Operations section of the report will highlight notable events, system performance, and operation performance including performance standards, sanctions, and performance relative to the ISO goals.

- **Market Services Highlights**

The Market Services section of the report will highlight Market system availability and notable settlement activity. It is intended that additional information on market activity will be included in this section of the report over the next several months.

- **Operations Support Highlights**

The Operations Support section will highlight compliance activity including Ancillary Service No Pay and payments rescinded for non-compliance. This section also includes settlement dispute activity.

- Update on Upgrade of Public Key Infrastructure (PKI)