



# Decision on Five-Year Strategic Plan (2009-2013)

John Anders  
Director, Organizational Effectiveness

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The ISO's strategic planning process sets the direction of the organization for the next five years.

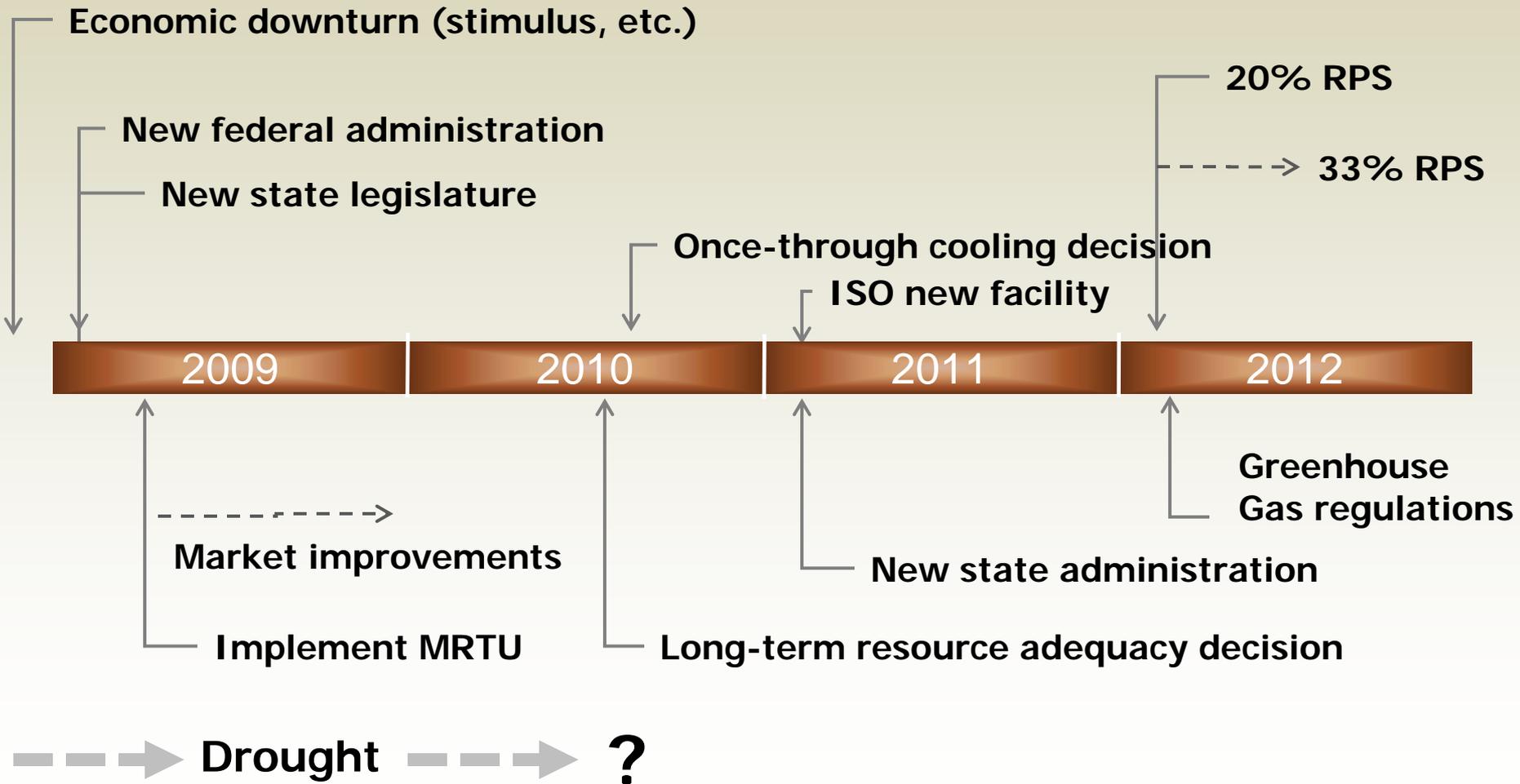


This year we thoroughly tested the plan and validated prior assumptions and direction.

- **Scenario exercises**
- **Enterprise risk inventory and report**
- **Cross-org employee focus groups and vision teams**



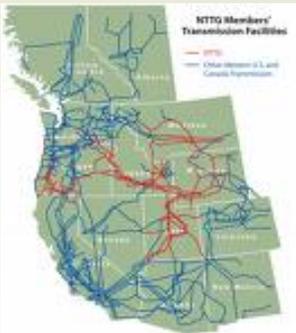
The plan points in the right direction in the face of tremendous transformation in our environment.



# The ISO's objectives and initiatives focus on leadership in an era of significant transformation.

## Excellence in Grid and Market Operations

- maintain compliance
- efficient market operations
- technology innovation



## Effective and Timely Resource Development

- coordinated transmission planning
- value added market enhancements
- advance environmental policies



## Organizational Effectiveness

- enhanced customer service
- employee talent management
- performance improvement