

Entity Support Process

Level 0 Support

Self-Service Resources

Resources that can be accessed directly, on-demand, by end-users to answer frequent questions or issues

- Align training materials
- Quick reference guides
- Training recordings/videos
- FAQs

Level 1 Support

Regional POC (L1)

Regional Entity Point of Contact that manage issues for, and responds to, registered entity end-users

- Receive end user issues via FootPrints
- Resolve/respond to basic inquiries using support resources or collaborating with regional counterparts
- Consult with L2 resources as appropriate
- If able to resolve issue, update FootPrints and respond to registered entity end user to close loop
- Submit Regional issues requiring NERC Support in FootPrints (e.g., regional user termination requests)

If unable to resolve issue, escalate to NERC Support via FootPrints

Level 2 Support

NERC Support (L2)

Centralized NERC team that helps resolve complex or technical inquiries

- Review FootPrints backlog, prioritize, and address issues
- If able to resolve issue, reach out to Regional POC and close ticket once end-user confirms the issue has been resolved
- If unable to resolve issue, escalate to BWISE support team to troubleshoot
- Once issue is resolved, reach out to Regional POC and close ticket in FootPrints
- Escalate major support issues to IT Leadership
- Generate reports on a weekly basis to track and report on key metrics

If unable to resolve issue, contact BWISE Technical Support

Level 3 Support

BWISE Tech Support (L3)

BWISE technical support resources that help resolve system issues

- Coordinate with NERC Support to assign, prioritize and resolve issues
- Troubleshoot system issues
- Contact NERC Support upon issue resolution
- Escalate major support issues to appropriate BWISE leadership

1. Regional Entity will be the first point of contact and resolution
2. The Regional Entity will escalate to NERC, if required for resolution
3. NERC may escalate to Bwise if unable to resolve with internal resources

