



Account Manager Refresh

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Tools Refresh
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- Survey Results
- Discuss CAM screens
- Review available Account Manager Mock-ups
- Next Steps



What would be helpful to add to the new user set up for you? / (Example: Additional fields, access descriptions)

- Frequent Response – Access and Role Type Descriptions
- Automatically generated password when CAM creates Username
- Longer Usernames
- Setting up the
- One Username for multiple companies
- Supporting all users from one portal
- Copy function to use a similar account to create a new one.



Please supply what you need to approve access of what would be more / helpful.

- An email request from that persons superior setting the business case for such access, specific access request (including privilege level) and an approval from the "data owner"
- Understand what all the Privileges mean or have a link/training document that spells out what each is for and the intended audience.
- It would be helpful to know the department and direct supervisor for the individual requesting access
- I have no idea who some of the requestors are. I need to find out what department within my company they are associated with and why they require access to PJM eSUITE.
- Job title / function
- We request internal approvals



What details submitted by a user applicant would be helpful to / obtain in the future to decide what access they need?

- Some people have internal processes they follow
- Additional information such as; title, department, role, reason, etc
- Business justification field



Is there a way you would like to be able to search that you cannot / today?

- Drill down into an application search so that we can quickly get a list of everyone with a given level of access to the tools. To do that currently, we would have to run the user report, separate the fields, and sort appropriately.
- Would like to be able to construct a list of users and privileges in a single report from all sub-accounts that I own.
- Identify new user or access change requests without going into each user account.

- Most felt they had a strong control over what is happening with their accounts
- Several companies manage their own internal process to review users and their access.
- Most would like the ability to run a report to see who has not logged into their account for a 3 month period.



Please explain why you are not satisfied with your level of control

- Need to know when people are inactive and when they automatically get an account even if it's just for public data.
- Do not have any idea how many times or when the last time a user accessed their account.
- There's not any easily identifiable selection to "EDIT" Existing User privileges. To "EDIT" a user in the current system, you click on the "user name" field. But who would know that? Why isn't there an "EDIT" button?
- There needs to be a parent-child relationship between a company and its subaccounts. All subaccount users should be accessible from one CAM account login.
- Monitoring activity and limiting additional access.
- Centralized access for all users across companies I support.
- Want to know when users get the public access tools



What would make the My Company page more useful?

- Many said they don't use the page
- Some say it helps with basic information

- An indicator of when the user last used each function. This would help to determine if they have been authorized for functions which they really don't need.
- Overall CAM is good. however i shouldn't have to create separate requests to remove people from non-eSuite apps when CAMS has a message that says clicking yes will remove access to all other applications. in fact it doesn't and that just adds more steps for me to get them out of eDART and other app's. This should ALL be centralized not just eSuite by itself.
- If someone has the proper access to the main eTool (eg. eSchedules - InSchedules), then it should not be necessary to require separate access to the specific eTool sandbox version.

- "Account History" screen within My Account only shows history of what happens to that user's particular account. For audit purposes, perhaps a "CAM Account History" could be created, where a CAM can see every CAM-level change that was made within that account, who made it, and when it was made. This would provide a report management could use to audit the CAM activity. It could have similar filters, search capabilities, sorts, etc. Even if it was only available as a downloadable CSV, like the user list, it could be useful for audit. Another suggestion -- some CAMs are CAMs on multiple PJM accounts, a primary and several sub-accounts, and it is easy to get mixed up on which one they are logged into -- so perhaps making that a bit more prominent on all of the screens would be helpful so that it stands out more.

- Also, PJM sends an e-mail every year to verify that CAMs are still active. E-mail and paper forms (often scanned and sent back via e-mail with a signature) are also heavily relied upon for CAM additions or changes. Perhaps the CAM application could provide a way to more effectively manage workflows like these, as opposed to relying on individual forms, signatures, etc. In the same vein, if PJM wanted to create an automated way for a company to create a new account, perhaps -- outside of CAM -- PJM could have an electronic form and associated workflow driven by electronic approvals that would result in creation of a new account and assignment of designated CAMs without having to return paper forms to PJM in some way.

- If you delete a user, all of the history for that user is lost. Our practice is to lock the account and remove all permissions so we can review history if needed. A feature that would be useful is to allow a user to be disabled so we can tell what users are disabled rather than just locked out.
- Have a master CAM access where I can toggle through the multiple subaccounts. Because sometimes when I press the logout button it doesn't completely log me out and i have to close all my explorers which means sometimes i lose links that I was using.
- Add in eDart to the same CAM system.
- Would be very helpful, if the function of designating contact persons for different applications/functions was incorporated in CAM.