Goal

Embrace technologies that enable better business processes

Understand stakeholder needs	**Greater focus on quality control**
More dynamic, frequent, auditable communication	**Promote enhanced transparency**

Transparency

- Ensuring open communication and fairness of information.

- "Up-voting" and other interactivity can bring visibility to relevant/popular topics and issues.

Security

CEII/CIP information is kept confidential and secure.

Ease of Use

User-friendly to help efficient communication

Information Articles

Detailed information for self-help on key topics.

Alerts and Notifications

Follow topics of interest, receive updates, and enhance awareness

Tagging

Topic tracking through keyword searches.

Externally-facing, dynamic tool designed to connect customers and PJM with features such as business integration, customization, knowledge tools, topic management, and many others.

https://www.salesforce.com/products/community-cloud/overview/

Requirement	Community Feature

Information Articles
Detailed information for self-help on key topics.
	• "Knowledge Articles"
	   • Existing and New articles available.
	   • Easily navigable.

Security CEII/CIP information is kept confidential and secure.	• CEII material will not be posted in Salesforce. • Continue to use Axway for transferring CEII material • Users will login using PJM.com account (Single Sign-on)

Requirement	**Community Feature**
Alerts and Notifications Follow topics of interest, receive updates, and enhance awareness	• User can create a topic subscriptions. • Notification of response to questions.
Tagging Topic tracking through keyword searches.	• Tags will automatically be created through the question or comments. • Proper nouns will be recognized.

Requirement

Community Feature

Transparency

- Ensuring open communication and fairness of information.

- "Up-voting" and other interactivity can bring visibility to relevant/popular topics and issues.

- Responses to questions available to all interested parties.
- Any user can "up-vote" a thread (topic)
- More "up-votes" will move a thread to a side bar showing "trending topics"
- PJM can direct attention to hot topics.

Ease of Use

User-friendly to help efficient communication

- Type-ahead feature to help users find most relevant articles and topics.

- Additional requirements?
- PJM Internal implementation of Salesforce
  - Users can begin to see emails from Salesforce as PJM implements technology solutions internally.
- Demo