



Communities Roadmap

As of September 15, 2020

- Added information about the Member Community refresh effort and automation of the Market Participant Form for member applications on Membership Management Community
- Added details regarding demonstration schedule for each update
- Added updates regarding Community registration

Product - Action Required

Deadline

Who May Be Affected

N/A

N/A

N/A



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Member Community					DOA Pilot and Demo May 6			Feedback Requested by July 31		Refresh Demo: Oct. 20		
Tech Change Community												
Planning Community												
Membership Management Community					2020 Maintenance Go Live Production: May 11					Market Participant Form Demo: Oct. 20		

Legend

- Start Date
- ◆ End Date



- Based on feedback – refreshing Member Community
 - “Make Communities look different so that you can differentiate which one you are on”
 - “Finds layout to be scattered and confusing”
- Navigation and Look/Feel
 - Simplifying navigation items
 - Updates to easily identify with Member Community vs other PJM communities

- Content Layout
 - Re-organization of home page for easy access to specific areas
 - Improvements to Knowledge Article section for easy viewing, searching and access to similar topics
 - Updates to Case views and email templates
- Demonstration: October Tech Change Forum meeting
- Feedback can be sent to TechChangeForum@pjm.com

- **Market Participant Form**
 - New FERC approved requirement for new member applications
 - Currently DocuSign form used with member application process
 - Expected to be automated with online application by October timeframe

- **Demonstration: October Tech Change Forum meeting**

- Current registration form being replaced by Secure Area Access Request pages on pjm.com
- Community registration can be found on each Community informational page on pjm.com
 - [Member Community](#)
 - [Tech Change Community](#)
 - [Planning Community](#)
- Access for the Membership Management Community will continue to be handled through the required forms



Product Details

The [Member Community](#) allows members to find answers to their questions, get the information they need when they need it, and resolve issues quickly and efficiently.

Key Product Features

- Research topics quickly and easily
- Submit questions, issues and requests to PJM
- Track the real-time status of your requests
- Initiate various processes for demand bid, generation transfers, etc.

The [Tech Change Community](#) allows users to find information and collaborate with other users and PJM subject matter experts about PJM's tools and initiatives. Discussions are based on topics covered within the monthly Tech Change Forum meetings.

Key Product Features

- Moderated discussion boards
- Research topics quickly and easily
- Submit questions, issues and requests to PJM

The [Planning Community](#) will allow Transmission and Generation Owners to find information and collaborate with other users and PJM subject matter experts about Planning initiatives, proposal windows and process questions. Discussions are based on Planning topics.

Key Product Features

- Moderated discussion boards
- Research topics quickly and easily
- Submit questions, issues and requests to PJM

The [Membership Management Community](#) will allow companies to submit application information for PJM membership and maintain member level contact information.

Key Product Features

- **My Membership**

- Track the real-time status of your membership application
- Submit documentation for application

- **Contact Management**

- Maintain member level contact information for certain roles identified by PJM

- **Maintenance**

- Track the real-time status of your membership requests
- Initiate membership related requests such as name change, withdrawal, etc. via the community
- Complete membership recertification tasks