

CGI Group Inc. CIP Framework for NERC Compliance

Partner Solution

- **Business Application**
*Critical Infrastructure Protection
Process Management*
- **Target Industry**
Energy and Utilities
- **Products**
*IBM FileNet Business Process
Manager*
IBM FileNet Content Manager
IBM FileNet eForms

Business Challenge

Following the Northeast Blackout of 2003, the North American Electric Reliability Corporation (NERC) was established to ensure the reliability of the bulk power system in North America. To achieve its objectives, NERC develops and enforces reliability standards; monitors the bulk power system; assesses and reports on future transmission and generation adequacy; and offers education and certification programs to industry personnel. To be NERC-compliant, energy utilities must prove that they have set processes to secure all controllable cyber and physical access points that can affect the electric grid. Every process execution must also have an audit trail. Violations can result in fines of up to \$1 million per infraction per day.

The associated costs along with the added resource burden creates complexity within an industry already plagued with high costs of repairing and replacing aging infrastructure; as well as the ongoing concerns over an aging workforce.

Solution

The CGI Critical Infrastructure Protection (CIP) Framework for NERC Compliance helps energy utilities comply with standards established by the North American Electric Reliability Corporation (NERC). This solution provides an enterprise framework to meet NERC requirements for managing, tracking and monitoring NERC-related compliance tasks.

CGI CIP Framework's architecture consists of the following:

- An expandable suite of products designed to facilitate NERC compliance – all accessible from within a single, browser-based solution;
- Preconfigured interfaces for users;
- Flexible workflows, queues, decisioning screens, and system interfaces that are simple to modify and maintain; and
- Tight security model controls access to screens, work items, and documents to protect confidential data.

The CGI CIP Framework captures data relative to each NERC process and stores it in a central, consolidated location. Additionally, each business process is designed to meet NERC compliance requirements, and as such, helps reduce the work burden on employees. The system is designed for adherence each and every time the process is executed. Energy utilities can then access, at any point in time, data related to the NERC compliance and to produce an audit trail of any captured NERC-related event.

Value Proposition

With the CGI CIP Framework, energy utilities can:

- electronically track and monitor CIP-



related processes, and leverage workflows designed to meet NERC compliance standards;

- streamline and automate the approval process outlined by NERC in the Reliability Standards for critical infrastructure protection;
- maintain audit trails and provide both historical and current documentation needed to prove compliance during a NERC audit; and,
- electronically store all documents, thus eliminating lost records and misfiled documents.

The CGI CIP Framework measurably decreases the cost, time and complexity involved in tracking processes related to NERC requirements, gathering audit information, running reports on work-in-progress, retrieving desired documentation and managing data retention. By providing a framework for best practice NERC compliance, the CGI CIP Framework assists utilities in minimizing risks and fines associated with NERC non-compliance.

With its enterprise-wide scalability and out-of-the-box implementation, the CGI CIP Framework enables energy utilities to concentrate their effort on existing workload, with minimal overhead investment. The out-of-the-box features of the solution and automated workflows make the CGI CIP Framework an ideal choice for attaining NERC compliance.

Company Description

Founded in 1976, CGI Group Inc. is one of the largest independent information technology and business process services firms in the world. CGI and its affiliated companies employ approximately 25,000 professionals. CGI provides end-to-end IT and business process services to clients worldwide from offices in Canada, the United States, Europe, Asia Pacific as well as from centers of excellence in North America, Europe and India. CGI shares are listed on the TSX (GIB.A) and the NYSE (GIB) and are included in the S&P/TSX Composite Index as well as the S&P/TSX Capped Information Technology and MidCap Indices.

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