Digital Technology Operations Update

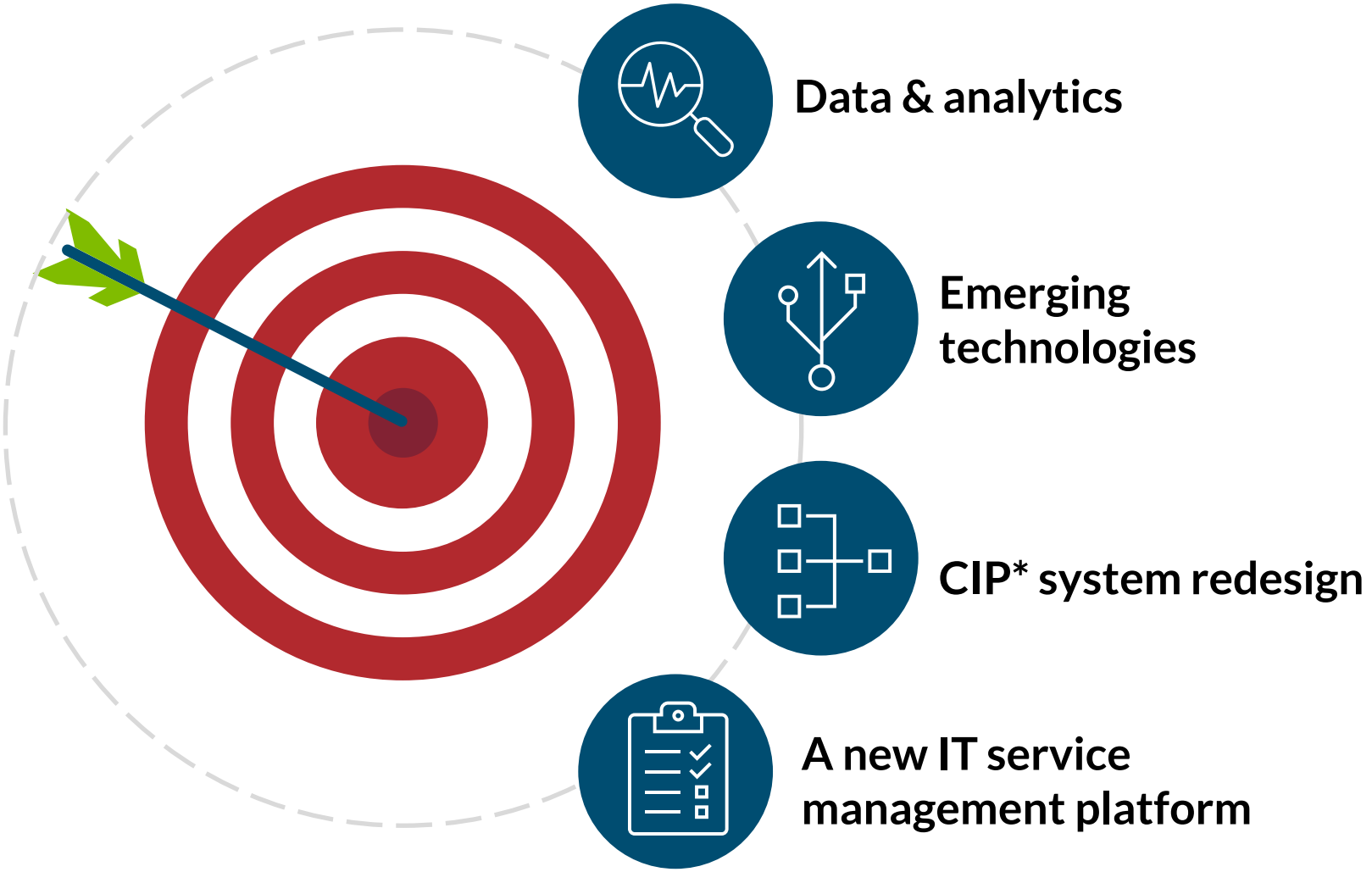
Technology Committee
of the Board of Directors

March 11, 2025

Executive Summary

- Digital Technology has clear priorities that will drive transformation in 2025
- The new service platform will drive operational efficiency, among other benefits
- The Uncertainty Management platform's advanced technology is improving forecast predictions to inform decision-making
- In 2024, MISO's System Availability metrics achieved excellent performance
- MISO is starting the year strong, with no unplanned downtime or critical incidents in January

Digital Technology has clear priorities that will drive digital transformation and increase operational efficiency in 2025



*CIP = Critical Infrastructure Protection

MISO is implementing a modern platform to automate IT workflows, drive efficiency, enhance security and ensure compliance; the first two phases are launching in 2025 using agile methodology

THE NEW PLATFORM

- Automates ITIL* best practices for change, configuration, incident, asset and service management
- Industry-leading security capabilities
- Aligns with NERC compliance standards
- Serves other RTOs and most other Fortune 500 companies

THE BENEFITS

- Increased productivity
- Centralized view of our assets for proactive decision-making
- Faster issue resolution and reduced downtime
- Access to emerging technologies in the future

WHY IT MATTERS

Directly improves the reliability, quality and speed of IT service delivery for internal MISO staff and MISO's members, leading to a more reliable grid

*ITIL = Information Technology Infrastructure Library

MISO is harnessing AI/ML* with its Uncertainty Management Model to improve forecasting and operational decision-making, leading to more efficient and reliable market outcomes

- The model uses a cloud-based architecture to assess several different inputs — such as load and available wind and solar generation — to determine the level of uncertainty for the operating conditions of the next day
- The model is doing well forecasting high-uncertainty days in the winter; during the winter events from Jan. 19–22, 2025, the model successfully predicted high uncertainty
- MISO's Digital Technology team nominated the model for an award and is a finalist for the prestigious 2025 Mira Award in the Digital Transformation category



*AI/ML = artificial intelligence and machine learning

Excellent performance in 2024, in the face of system changes and upgrades, is a result of our commitment to reliability and quality

2024 Metrics

Short-Term Incentive Metrics	JAN 24	FEB 24	MAR 24	APR 24	MAY 24	JUNE 24	JULY 24	AUG 24	SEPT 24	OCT 24	NOV 24	DEC 24	Trend*	YTD	Threshold | Target | Excellent
Critical Systems Availability (Downtime in Hours)	0	0	.6	0.1	0.1	0	0	0	0.1	0.4	0.3	0	↗	**1.5**	5 Hours | 4 Hours | 3 Hours
Number of Critical System Incidents Exceeding 30 Minutes	0	0	1	0	0	0	0	0	0	0	0	0	↔	**1**	4 | 3 | 2

Other Availability Metrics	JAN 24	FEB 24	MAR 24	APR 24	MAY 24	JUNE 24	JULY 24	AUG 24	SEPT 24	OCT 24	NOV 24	DEC 24	Trend*	Monthly Target
ICCP** (Availability %)	100	100	100	100	100	100	100	100	100	100	100	100	↔	99.5
Customer Facing Applications – Portals (Availability Index)	10	10	10	10	10	10	10	10	10	10	10	10	↗	10 of 10
Markets (Availability Index)	4	4	4	4	4	4	4	4	4	4	4	4	↔	4 of 4
Reliability Targets (Availability Index)	3	3	3	3	3	3	3	3	3	3	3	3	↔	3 of 3

**Trend lines represent year-over-year performance*

***ICCP = Inter-Control Center Communications Protocol*

System Availability metrics are starting off strong in 2025, and MISO is being proactive in deploying strategies to reduce downtime and achieve an even higher standard of reliability excellence

January 2025

Short-Term Incentive Metrics	JAN 25	Trend*	YTD	Threshold | Target | Excellent
Critical Systems Availability (Downtime in Hours)	0.0	↗	**0**	4 Hours | 3 Hours | 2 Hours
Number of Critical System Incidents Exceeding 30 Minutes	0	⟷	**0**	2 | 1 | 0

Other Availability Metrics	JAN 25	Trend*	Monthly Target
ICCP** (Availability %)	100	⟷	99.5
Customer Facing Applications – Portals (Availability Index)	10	⟷	10 of 10
Markets (Availability Index)	4	⟷	4 of 4
Reliability Targets (Availability Index)	3	⟷	3 of 3

**Trend lines represent quarter-over-quarter performance*

***ICCP = Inter-Control Center Communications Protocol*