



# Digitalisation Action plan

## Electricity Transmission

June 2022

**nationalgrid**

Action Number	Strategic objective/enablers	Action	Due Date	Progress to date	Next steps	Status
DSAP 101	Enabler: Whole system stakeholder engagement	<p><b>Stakeholder Engagement:</b> Engage external stakeholders to verify the profiles of our external stakeholders, their data needs, business drivers and value cases.</p> <p>Develop and maintain a digitalisation-focused stakeholder engagement strategy to target key groups / personas and drive our stakeholder engagement plans.</p> <p>Establish a Stakeholder Engagement Log linking feedback to activity and stakeholder outcomes.</p>	Ongoing: stakeholder engagement will be continuous throughout.	<p>Engagement survey with external stakeholders on DSAP (February 2022) to identify engagement preferences and key topics.</p> <p>Consulted with stakeholders on the development of the DSAP Vision and Objectives, incorporated into March strategy update.</p> <p>Stakeholder segmentation against Persona groupings complete including identification of key stakeholders.</p> <p>DSAP stakeholder engagement aligned with wider NG stakeholder engagement strategy.</p> <p>Research, user testing and feedback sessions regarding improvements to Research Assistant, part of ConnectNow.</p> <p>Engagement on discreet projects and as part of wider activities across the business continues.</p>	<p>Ongoing engagement on data and digital needs; and as part of wider engagement across NG, where appropriate.</p> <p>Development of Stakeholder Engagement Log.</p> <p>Review and improve information for customers on Research Assistant to support better knowledge and improved applications for new connections, and understanding of connections process.</p> <p>Trialling potential changes to ConnectNow customer portal with target group to develop and refine improved and enhanced customer experience of connections process.</p>	In progress

<p><b>DSAP 102</b></p>	<p><b>Enabler:</b> Trusted, available, and secure data</p>	<p><b>Data Integration:</b> Improve internal data onboarding capability for new data sources to enable integration with media data types (including images, videos, audio, and geospatial data).</p> <p>Allow integration with external datasets to expand on data discovery opportunities.</p> <p>And facilitate exposure of datasets externally to meet our stakeholders' needs.</p>	<p><b>Ongoing</b></p>	<p>Developed roadmap for Data Integration pipeline (from Data Platform to Cloud-based).</p> <p>Embedded capability for storing unstructured data including media files, geospatial data, audio, and video files.</p> <p>Procured new service enabling integration with external datasets.</p> <p>We are continuing working towards a development environment to progress with building data modelling and integration capabilities.</p>	<p>Ongoing testing and refinement of new systems and processes.</p> <p>Work with wider stakeholders in relation to improving open data capability for customers and stakeholders across energy networks.</p>	<p><b>In progress</b></p>
<p><b>DSAP 103</b></p>	<p><b>Enabler:</b> Trusted, available, and secure data</p>	<p><b>Data Management:</b> Further develop our internal data catalogue to manage and maintain quality, compliance and security through proactive metadata, lineage management related to our systems, and data quality monitoring.</p> <p>Provide an external view of this to enable stakeholders to understand what data we hold and could potentially provide.</p>	<p><b>February 2023</b></p>	<p>Data Quality and Data governance toolsets selected and piloted.</p> <p>Refreshed data domain design to support delivery of the Digitalisation strategy delivery.</p>	<p>Test new Cloud Data platform capabilities, considering relevant Data Best Practice Ofgem requirements.</p> <p>Liaise with stakeholders on metadata capability and requirements.</p>	<p><b>In progress</b></p>