Task Number	Task Name	Start Date	End Date	Key Contact Name	Key Contact Role	Key Contact Email	Legend/Category	Description	Drivers	Benefits	Strategic Theme	EDITF recommendation	User types	Success Criteria	Progress and output	Next Steps
1.1	ConnectLite (Click2Connect) - Phase 2	23/12/2022	22/04/2024	Mitch Golder	Project Manager	mgolder@nationalgrid.co.uk	Customers	Customer Self-Service LV budget quotation tool	Customers are able to obtain timely budgetary quotations, whilst also reducing the workload of our design teams.	Offers our customers a self service budget estimate application as well as reducing the workload on our planners.			All			
1.2	Customer Relationship Management System	01/05/2022	01/05/2023	Mitch Golder	Project Manager	mgolder@nationalgrid.co.uk	Customers	A CRM solution, or Customer Relationship Management system is a technology or system that supports customer service activities. A CRM is designed to capture and interpret customer data, both structured and unstructured, and to support to management of customer related operations by automating processes and workflows and helping to organise and interpret data to support the business in engaging with customers more effectively.	Ensuring a seamless experience from initial contact to delivery of a new connection is key to meeting the needs of our customers and supporting the decarbonisation of the distribution network. The needs of new connections customers are changing rapidly and therefore the system required to support both customers and the business needs to be agile and adaptable.	A new connections CRM system will deliver significant benefits internally and externally. Consolidation of connection data into a single system will improve communication and insight resulting in improvements to customer satisfaction. New connection enquiries will be dealt with more efficiently and progress through the connection process made more transparent to customers.	Improved data management, increased network insight and operation	Digitalisation of the energy system, maximising the value of data, visibility of data	All	New connections enquiries are raised and managed in a new CRM, implementation of automated workflows for appropriate enquiry categories, faster time to quote and connect, visibility of connection progress provided to customers	Currently assessing requirements to meeting business and stakeholder requirements, improve business efficiency, respond future market requirements and provide improvements in customer experience	Following confirmation of the requirements a complete Functional Specification will be produced and potential CRM solutions will be considered.
1.3	ConnectLV Ph-2	28/02/2022	14/07/2022	Raj Nagarajan	Project Manager	rnagarajan@nationalgrid.co.uk	Customers	Phase 2 of Connect/LV will provide a self-service web-based LV design tool for customers. The self-service LV design tool will allow customers to view local network capacity, enter electrical characteristics for their new connection and obtain a cost estimate for connection works where appropriate. This will build on previous development phases, which has replaced a legacy desktop application with a modern, web-based LV design tool, utilised GIS and asset data to automate the creation of LV network topology models and integrated with our CRM in order to provide a simplified and efficient workflow for network designers	Increasing volumes of generation and LCTs connected to NGED's LV network is resulting in significant changes to how the LV network is designed and operated. The implementation of a self-service LV design tool will provide access to a simple LV network design tool which can be used by customers to provide a significant improvements in responding to customer enquiries	Building on previous developments, the implementation of a self-service LV design tool will result in improvements to customer enquiry response times and customer service. The facility will provide guide customers through the connection process, and where possible, calculate a budget estimate that the customer can use to decide whether or not to proceed with the next stage of the connection process.	Increased network insight and operation	Digitalisation of the energy system, Maximising the value of data, Coordination of asset registration, Visibility of infrastructure and assets	Internal: Design & Planning, Operation External: Commercial, Consumer, Local Authorities & Regulators, Energy Sector, Third Sector	Implementation of a self-serve LV design tool on NGED website; faster time to quote for new connections; improved customer satisfaction		
1.4	Next Generation Maps - Dist. S/S Network Capacity Map	16/05/2022	21/04/2023	Sam Rossi Ashton	Project Manager	srossiashton@nationalgrid.co.uk	Customers	The current network capacity map provides an indication of the networks capability to connect large-scale developments to major substations. The map also displays National Grid Transmission's (NGT) Statement of Works responses applicable to each site which may further restrict connection availability. Increasing the granularity to include distribution substations is imperative in enabling customers to make informed decisions.	Capacity maps allow customers to check the capacity and load of power generation connections in different geographical areas. These maps show the network of available hosting capacities and help customers find the installation location, saving time and money.	A customer portal will provide an instant & open line of communication to ensure the customer is always able to access to most up to date information, wherever or whenever they chose to access it. This results in high levels of customer satisfaction due to increases availability of and access to information and more time for customer service teams.	Increased network insight and operation	Digitalisation of the energy system, coordination of asset registration	Internal: Operation External: Commercial, Consumer, Local authorities & regulators, energy section, third sector	Customers able to view and update their enquiries using a personalised portal, reduce volume of traditional communications, increased customer satisfaction	The project is currently being scoped in collaboration with subject matter experts.	The draft project plan is for a trial to be developed by Mar 2022 to allow opportunities for stakeholder engagement and feedback to be captured during Q2 2022 and developed into a final solution ready for go live in Dec 2022.
1.5	Connections portal	09/11/2022	24/03/2023	Mitch Golder	Project Manager	mgolder@nationalgrid.co.uk	Customers	A customer portal will allow NGED to build on existing high levels of customer service by providing customers the support and access they need when they need it. The portal will provide customers access to raise enquiries and track the progress of their connection application, interact with their own enquiries by uploading connection details and accepting quotes, and viewing historic and future data relating to their connection. Customers using the portal will be presented with information tailored to their needs in a clear and simple layout and provide the option to speak directly the responsible team or person should the need arise.	NGED customers have historically received industry leading levels of customer service through traditional communication methods. The addition of a customer portal will complement NGEDs approach to customer service by providing an alternative for customers wishing to utilise it by providing customers will access to their data when they need it.	A customer portal will provide an instant & open line of communication to ensure the customer is always able to access to most up to date information, wherever or whenever they chose to access it. This results in high levels of customer satisfaction due to increases availability of and access to information and more time for customer service teams. Increases in customer service can be provided without additional resources as a result of the efficiency gains from digital communication methods.	Increased network insight and operation	Digitalisation of the energy system, coordination of asset registration	Internal: Operation External: Commercial, Consumer, Local authorities & regulators, energy section, third sector	Customers able to view and update their enquiries using a personalised portal, reduce volume of traditional communications, increased customer satisfaction	The project is currently being scoped in collaboration with subject matter experts.	The draft project plan is for a trial to be developed by Mar 2022 to allow opportunities for stakeholder engagement and feedback to be captured during Q2 2022 and developed into a final solution ready for go live in Dec 2022.
2.1	11kV Planning Tool - Phase 2 data integration	09/07/2021	01/01/2023	Neil Murdoch	Project Manager	nmurdoch@nationalgrid.co.uk	Employees	Building on the previously implemented 11kV Planning Tool, phase 2 will integrate with master data systems to create automatically updated 11kV network models. This new data integration will result in the most accurate and recent network asset data is used to produce 11kV network models used for design and planning purposes.	The needs of the 11kV, both in terms of demand and generation, have changed significantly and how that network is designed and operated needs to change also. The data integration of the 11kV planning tool with master data systems will ensure 11kV design and modelling of new technical and commercial solutions is undertaken based on the most recent changes to the network and therefore is key to optimisation of the 11kV network.	Data integration of the 11kV planning tool with master data systems will allow for the automated generation of accurate of up to date network models used for 11kV network design and planning while avoid the manual processing and combination of data from multiple sources.	Increased network insight and operation	Digitalisation of the energy system, visibility of data	Internal: Design & Planning, Operations External: Commercial, Consumer, Local authorities, Energy sector, Third sector	11kV planners using SINCAL for all 11kv planning work	A data integration process has been built and tested. Network models for all areas	Final training of 11kV planners is now underway
2.2	ConnectLV Phase -3	01/03/2023	31/12/2023	Raj Nagarajan	Project Manager	rnagarajan@nationalgrid.co.uk	Employees	Phase 3 of Connect/LV will integrate with NGED's Customer Relationship Management system to provide a more efficient workflow for network planners. Phase 3 of this development will provide the facility for connection enquiry requests to be pushed into Connect/LV. Results of electrical designs will identify current and future network assets and will generate a bill of materials, which will be pushed to the CRM to calculate a quote for the customer. Previous phases have replaced a legacy desktop application with a modern, web-based LV design tool, developed from the ground up to support a smart and flexible connection process. In additional, the use of GIS and asset data has simplified and accelerated the design process by replacing manually modelled LV networks with an automated network topology process utilising digitalisation and data	Increasing volumes of generation and LCTs connected to NGED's LV network is resulting in significant changes to how the LV network is designed and operated. The implementation of this phase of Connect/LV will improve the workflow for LV network designers in order to improve the time required to provide customers with quotations.	The implementation of phase 3 of Connect/LV will streamline to process for LV network designers to progress connect enquiries from receipt of minimum information to network design and generate a quotation for the customer.	Increased network insight and operation	Maximising the value of data, visibility of infrastructure and assets	Internal: Design & Planning External: Commercial, Consumer, Local Authorities & Regulators, Energy Sector, Third Sector	Implementation of Connect/LV phase 3; faster time to quote for new connections; improved customer satisfaction	* Project scope and timeline is now finalised and approved * Contract awarded for application development * Requirements workshops underway for new functionality	* Project scope and timeline is now finalised and approved * Contract awarded for application development * Requirements workshops underway for new functionality
2.3	Internal Data Catalogue (Phase 2)	17/05/2021	01/02/2023	Daniel Hardman	Project Manager	dhardman@nationalgrid.co.uk	Employees	A data catalogue provides centralised data access for a wide variety of data, technical, asset focussed, regulatory and other. It also enables a standardised approach to metadata (the data used to describe the data) and to employ data management and governance. This will provide greater data visibility and insight without the need for individuals to separately interrogate the data to drive useful insight through the identification and use of metadata.	Data is currently stored in a variety of locations, some central and some disparate (shadow IT) where access to this data is varied based on user type, role and the department, which drives the need for aspects of duplication of effort in terms of identifying data, gathering and combining separate data sets to provide informed output across the business.	Increased data insight based on the utilisation of built in Power BI functionality, such as 'Key Influencers' in drive system and process improvements. Timely access to data, moving from monthly reports to real-time information access and improved business understanding for all employees based on increased visibility of data and information.	Improved data management	Maximising the value of data, visibility of data	All	Centralised data access for prioritised datasets; useage of data included for these datasets; data utilisation tracked to provide future needs insight; cloud-based data catalogue implemented containing all existing datasets available throughout our Energy Data Hub.		* Implement learning from data engineer workshops, create business glossary terms, implement data governance policies into the tool and create new business processes to embedded the tool into NGED as a business as usual process * Ingest high priority datasets in Q1 2022 to realise value throughout the business
2.4	Internal Work Management System	16/12/2022	31/12/2023	Neil Murdoch	Project Manager	nmurdoch@nationalgrid.co.uk	Employees	Delivery of the new internal work management system will provide us with a platform that can optimise the utilisation of our staff to reduce operational expenditure, improve customer satisfaction and provide us with the information we need to plan our business.	The volume of work across our business is set to increase dramatically in RIIO-ED2 and beyond. A fundamental step change in the way we currently schedule and manage our work loads is required to ensure we deliver a high quality service for our customers.	The new platform will provide a centralised, standard system to optimise all network services work. Through this it will help reduce travel time, ensure more tasks are delivered on-time and allow us to respond to customer requests faster than before.						
3.1	External Work Management System	19/04/2021	2023-04-17	Daniel Hardman	Project Manager	dhardman@nationalgrid.co.uk	Infrastructure	A new work management system will be implemented to manage the full life cycle of work issued to contractors and other third party service providers. This new system will replace a legacy system and enable the issue, acceptance, variation, completion, invoicing and analysis of services provided contractually by third party organisations through the execution of contracts with a schedule of works. The existing legacy system relies on manual processing of invoices and lack granularity of completed work to support insight and data analysis.	Granular data analysis of work orders issued to and completed by contractors and third party service providers will deliver insight and business efficiency. In addition, a new system will provide efficient real-time communication of work status, safety and street works information to support smart and flexible working.	The new work management system will ensure contracts are legally executed, work orders are efficiently issued and managed through to execution and completion of the work, milestones are updated in real-time from the field, variations to work are agreed, recorded and evidenced and manual processing of invoices is removed.	Improved data management, increased network insight and operation	Maximising the value of data, visibility of data	Internal: Design & planning, Operation, Finance, Regulatory External: Local authorities & regulators	Implementation of a new system for use by staff, contractors and service providers, management of work issued in a variety of contracts	Following a competitive tender exercise, contracts have been issued for a software solution and delivery services. Following project initiation and approval, workshops have been completed with a large number of stakeholders to confirm the functional, technical and integration requirements. Additional business efficiencies have were identified during the workshops and added to the project scope.	The solution is currently being build based on the agreed solution design - this will be completed in Q3 2022. Following the build phase, user acceptance testing, business change and go live will be completed by the end of Q3 2022.
3.2	Data Warehouse	02/08/2021	14/01/2023	Daniel Hardman	Project Manager	dhardman@nationalgrid.co.uk	Infrastructure	A data warehouse is a system used to reporting and data analysis and is a core component for business intelligence by centralisation of data repositories from disparate data sources. Data warehouses provide the facility to store current and historic data in a single place that can be used for analytic reports for users throughout the business	Data is current stored in a number of legacy systems, resulting in duplication of data, data gaps, inefficient access to data and challenges in analysis, data quality improvement and utilisation.	A data warehouse allows integration of data from multiple sources, mitigates the impact of resource intensive operations on production systems, maintains data history, facilitates data integration and support data quality improvement by providing consistency and common data models. This is a foundational system to facilitate a responsive and flexible approach to react to network and market changes and is key to effective and efficient use of data and information by analysts, managers and other stakeholders.	Improved data management, Increased network insight and operation, delivering for stakeholders	Maximising the value of data, visibility of data	All	Implementation of a data warehouse and integration with core data systems		
4.1	Envision Phase 2	02/12/2022	01/09/2023	Sam Rossi Ashton	Project Manager	srossiashton@nationalgrid.co.uk	Smart and flexible	Development of a tool that facilitates automated data manipulation and time series data storage. It will allow the business to access data visualisation features such as interactive trends and custom reports.	Existing methods of time-series data processing are not uniform and done on decentralised spreadsheets and tools, leading to an inconsistent approach throughout the business.	This tool will provide the Network Designers, Planners and Network Strategy teams with centralised access to time-series data and processing capabilities. This centralised access will reduce the need for individual translation, maximising productivity in the business.	Improved data management, Increased network insight and operation	Visibility of data, Maximising the value of data	Internal: Design & Planning, Operation	Centrally hosted and supported tool capable of producing interactive trends		
4.2	Flexibility System	02/08/2022	2023-11-30	Sam Rossi Ashton	Project Manager	srossiashton@nationalgrid.co.uk	Smart and flexible	A standardised Flexibility system where users can access and gain visibility of Flexibility Services	Increased business efficiency	Increased flexibility service resource efficiency and lower barrier to entry to flexibility markets.						
4.3	LV Network Visibility	02/08/2022	28/04/2023	Chris Hogg	Project Delivery Manager	chogg@nationalgrid.co.uk	Smart and flexible	Provide visibility of the LV network to allow NGED to gain better customer supply visibility and insights.	Gaining increased visibility of the LV network will ensure that we can better serve our customers today and in the future.							