

SSEN Transmission Digital Action Plan

Update

Dec 2022

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Executive Summary

SSEN Transmission's Digital Action Plan continues to underpin the vision that will support the delivery of the products and services that will allow us to achieve our expected outcomes.

SSEN Transmission continues to put stakeholders at the heart of the RIIO T2 Digital Investment plan. Our focus over the last 6 months has been to ensure that we continue to build the strong foundations to support how we manage and govern our data and ensuring that our core systems are integrated to increase process efficiency, enable greater self service and data access for our customers and realise the benefits from increased digitisation.

Our 6 value streams are now fully mobilised and these are ensuring our objective to be customer centric for both our internal and external stakeholders is being fully realised. In addition to this, we are optimising our digital ways of working across all of the value streams to ensure a consistent approach is taken to ensure we mature our agile ways of working to ensure solutions are fit for purpose now and for the future.

Our latest digital strategy shows how we continue to align with business strategy and continue to provide the outcomes our stakeholders and customers are seeking. We have continued to deliver against this, and our key highlights are included on page 5. We continue to evolve away from some historically shared Distribution systems, that allow independence and flexibility for Transmission Networks.

In addition to the elements we have delivered we also show the products and services scoped for the remainder of the year, across all of our values streams. We have shown these on pages 6 to 10. These continue to ensure that we deliver increased customer satisfaction, specifically in relation to capital delivery and our intention to meet our Net Zero objectives.

Finally, we encourage feedback from all stakeholders including the questions [here](#) (p11), at Transmission.stakeholder.engagement@sse.com

James McLean - CIO, SSEN Transmission



"The fastest route to Net Zero is via data & digitalisation"

ofgem

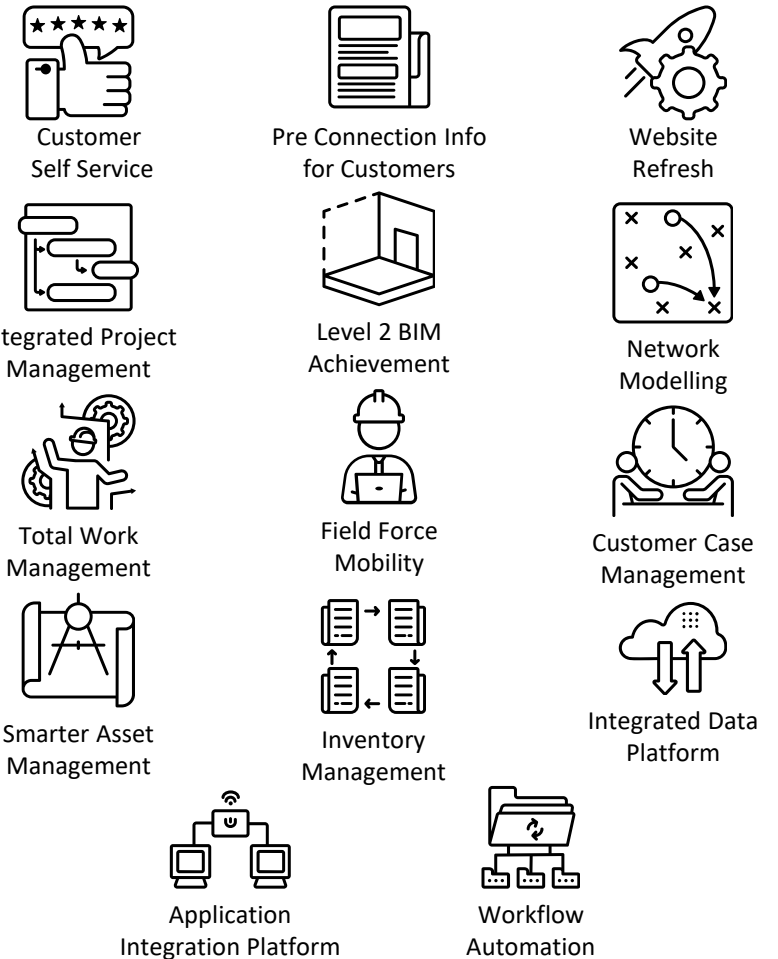
Making a positive difference
for energy consumers

The vision behind our products and services

Our overall vision remains unchanged. Since our last submission we have now mobilised the additional value stream to provide cross functional and corporate integrated solutions.

Our Value Stream...	Guided by a specific vision
Customer & Stakeholder and Commercials	Provide a high quality and transparent multi-channel service to stakeholders, with increased assisted and self-serve capabilities underpinned by an integrated group of fit-for-purpose platforms for entering and accessing information and insight
Projects & Capital Delivery	A modern, slick and interactive business moving away from the paper and excel driven processes and embracing the modern technology and practices to deliver at scale and in line with growth of demand in projects.
Network Planning	Maximise the value and the opportunities presented by having easy access to a wide range of data from across the organisation to increase system performance, and support future network modelling & forecasting, RRP, system planning, connections and innovation.
Asset and Operations	Enhance existing and deliver new capabilities across Asset & Work Management that will drive business and asset performance, resulting in decreased network risk and setting the foundation for further enhancements in T3
Enabling IT	Creating IT capabilities that provide fit for purpose suite of applications, supporting the end to end business processes and enable the business to deliver the outcomes as efficiently as possible
Enterprise and Corporate	Creating and delivering cross functional solutions that facilitates better information sharing, enhanced control, improved safety and improved financial insight

...delivering products and services.



What we have achieved in the last six months



Having implemented our new and improved website improving our customer journeys and ensuring that information is more accessible, we are continuing to integrate fit for purpose platforms managing our customer and stakeholder engagement through increased use of self service. We have mobilised projects to introduce enhanced Customer relationship management capabilities for our customers. This will include the addition of self-service capability and the introduction of case management to manage and track our connections processes resulting in an enhanced and faster resolution of customer requests.



We have reshaped and revalidated our vision, approach and plans for delivering Integrated Project Management and Building Information Modelling, and ensured alignment across our stakeholder base. Subsequently we have finalised our procurement approach across both streams of work, and are in the process of engaging the market to identify the best partners and products to support our aspirations. These partners will support the creation of our wider delivery roadmaps, which will be designed in order to deliver early benefit where possible.



We have completed the deployment of DigSILENT Power Factory. We have commenced our data architecture work in our Investment Planning and System Performance space and completed our scoping activities. We have analysed the core capabilities required to support our strategic investment and planning functions to ensure that we have the right platforms, data and analytics capabilities to support these teams to help drive further efficiencies across modelling and investment planning.



The Site Login project delivered strategic progression towards further business separation through the delivery of a reliable and self-governed system, embedding a critical safety function within the Transmission business. It delivered improved stakeholder experience and safety through the adoption of an app that removes the need for field users to wait for call backs from the Control Centre. We have also made good progress in defining the integration between the core asset systems Maximo, ArcGIS and CBRM. We deployed a successful Pilot stage for our Phasor Data Concentrator solution, allowing us to analyse data streaming from Phasor Measurement Units, providing Network event data outputs. We have also completed a full roll out of our Protection and Control Field Laptop for Field Engineers, enhancing security, control and process in the field management of operational devices through a hybrid technical solution.



We have commenced population of our Integrated Data Platform. This brings together data from across our core platforms, reducing the effort required to manually extract and consolidate data. This also provides a central reference point for validated data that can be used across the organisation improving reporting and access to data.

The Products and Services that we will be working on

Our plans are to mobilise and execute the following products and services, leading to outcomes for both our internal staff and external customers. As with customers, we are focusing on making it easier for them to engage with us, see relevant information, especially in the context of connection, and set the platform so that we can share more data with them. For our internal staff our focus is on making work easier, safer and more efficient, whilst providing the tools to our staff (especially operations) to collect data more effectively and analyse information. The Product and Services we outline below are either being delivered or being mobilised during the said period.

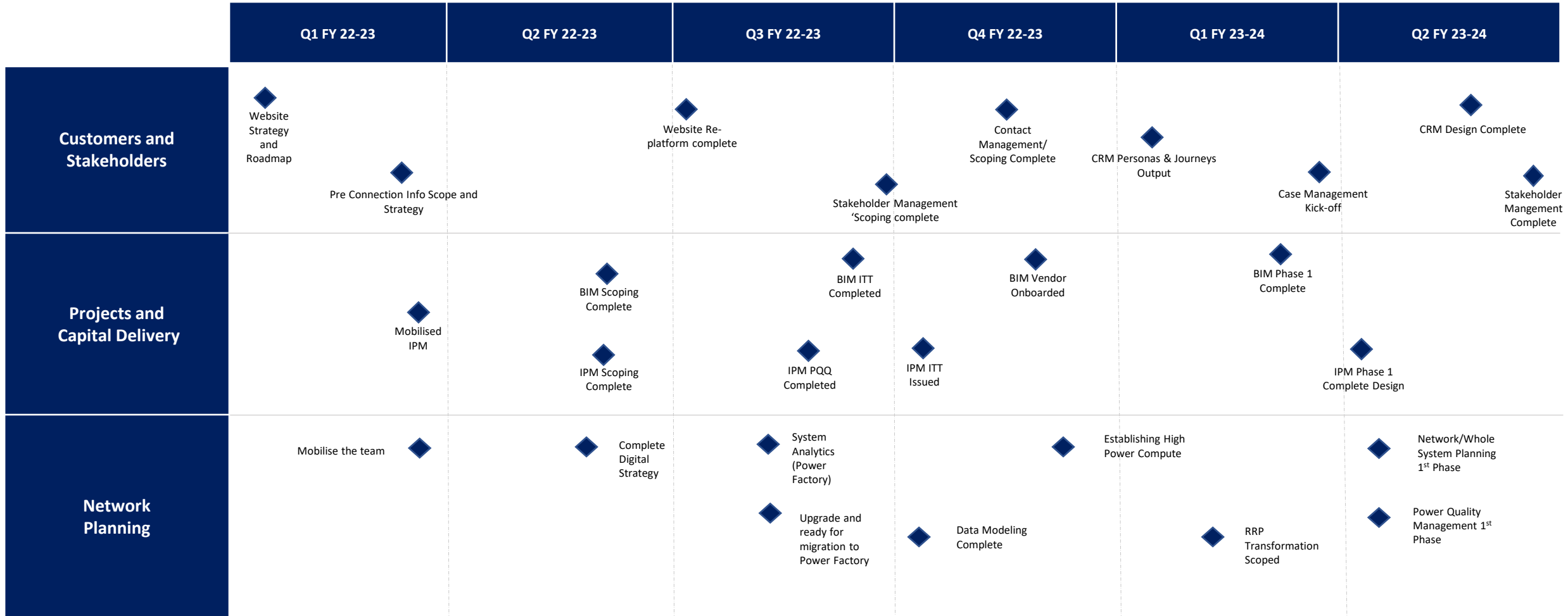
Value Stream	Product and Service	Outcome
Customer and Stakeholder	Pre-Connection Information	Having assessed the data needs to provide pre-connection information map capability we have established that this will be less complex after we have delivered other elements of our digital strategy, specifically the initiatives to consolidate and rationalise data across our core systems. We are therefore now planning to deliver this later in our plan.
	Website Refresh	Our new website is now in-place and beginning to add additional value to our customers and stakeholders. We will continue to optimise the platform based on the increased insights we gain from the new platform and from our customer and stakeholder feedback.
	Customer Case Management	Our vision remains consistent to introduce enhanced capabilities in terms of how we engage and manage customer engagement. We are actively working on capturing requirements and defining solutions to improve customer contact management and to allow the automation of follow-up contact activities using case management. Our current view is that we should be able to achieve this through a single Customer relationship management capability.
Capital Delivery	Integrated Project Management	We are in the process of engaging with the market to select the most suitable product/implementation partner to deliver our ambitions in this space.. Following this, we aim to deliver capability in a phased manner, with early realisation of benefit where possible. Schedule performance remains a key deliverable.
	Building Information Modelling	We have refined our vision and strategy to delivering our commitments to Ofgem regarding BIM, and are currently running a procurement exercise in order to engage external BIM expertise to help us deliver this. We have an agreed roadmap for this, which will deliver the required standards and processes, identify required enhancements to our common data environment, and begin rolling out the required changes to in-flight and new projects. A new function will be established in the Asset and Operations directorate to govern BIM for Transmission.
Network Planning	Network Modelling	We have fulfilled key roles for our delivery programme. We are now commencing the work on Carbon Footprint - which is one of our existing investment plan items. In parallel we are commencing the detailed scoping of work within System Modelling and Investment, looking at further developments within Power Factory. We are now proposing to submit additional recommendations to Ofgem to consider as extensions to our current T2 scope.
Asset Management and Operations	Integrated Asset & Work Management	With our core systems in place, we are focusing on leveraging the additional benefits that can be achieved through the exploitation of an integrated Enterprise Asset Management solution, encompassing asset, work, and inventory management interlinked with risk and geographical data. This will facilitate an integrated asset portfolio with visibility of all planned and maintenance work to support business planning and investment and reduce network risk. This work will be further enhanced through the selection and deployment of a mobility solution with all field data captured at source and subject to enhanced data quality validation driving accuracy and completeness of information supporting and informing asset strategy and performance management.

The Products and Services that we will be working on *(Continue...)*

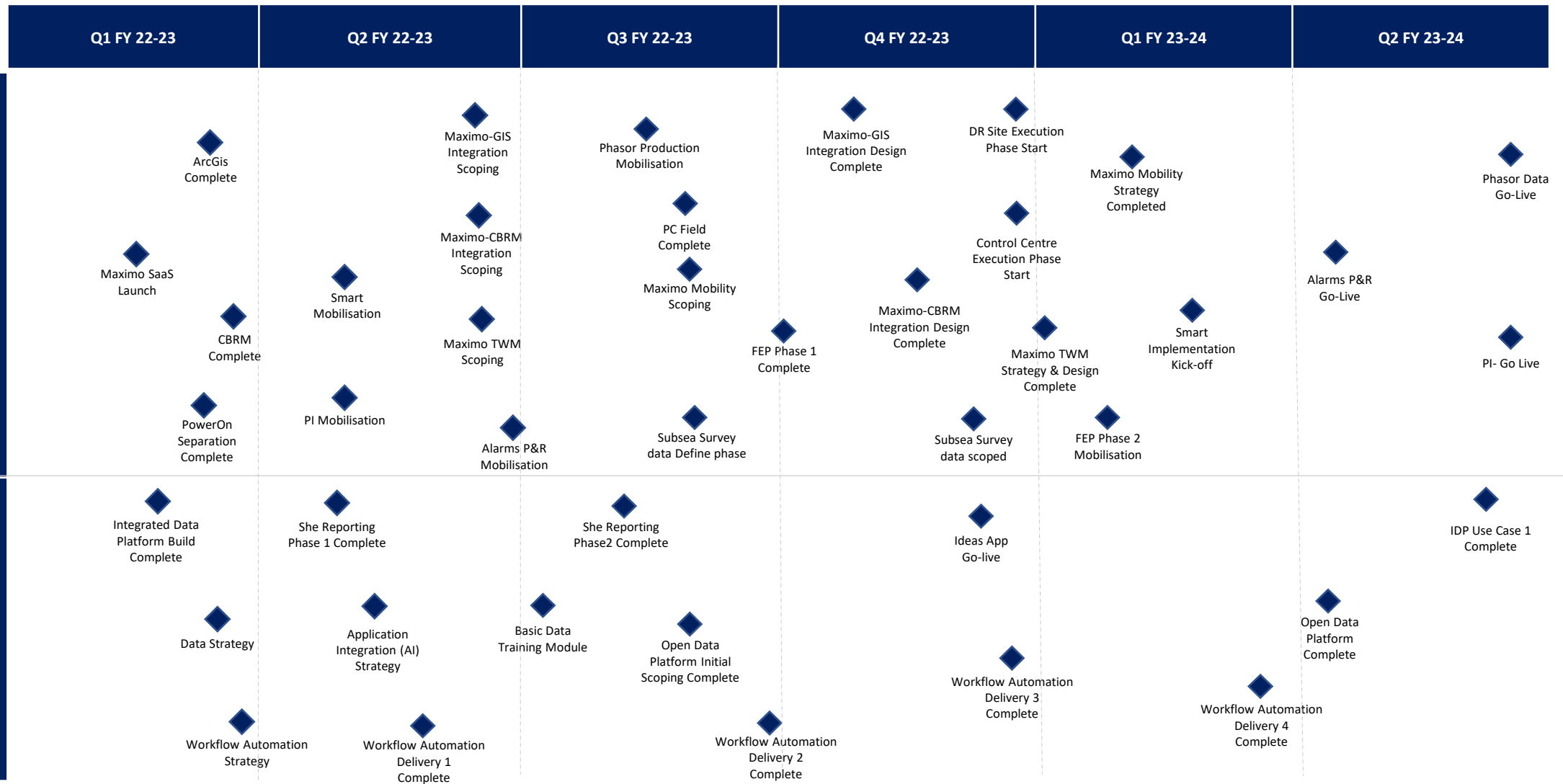
Value Stream	Product and Service	Outcome
Asset Management and Operations(Continued)	Operations Management	Having separated the Operational Technology Network PI system, we will now complete separation of the Corporate Network PI system. The new separated PI system will then provide the foundation for our Smart Monitoring solutions, bringing real-time data from the field to support asset condition intervention and analysis. We are also progressing with our Control Room strategy, in initiating the first phases of our new Disaster Recovery site in Inverness and the IT planning for our new Control Centre in Perth. Further to this we will also be developing our solutions for separation of our Front End Processors providing enhanced resilience and control. In parallel and after a successful pilot, completing our production phase of Phasor Data sharing event data with operating partners.
	Application Integration Platform	The Application Integration Strategy has been drafted, agreed and initial use cases identified. The team are now in an options analysis phase. Once in place, we will have created central IT capabilities that will be leveraged as part of our ongoing developments across the other value streams.
Enabling IT	Workflow Automation	We have delivered 2 of the use cases in this space and expanded the team to cover a data visualisation capability on top of workflow. The aim is to sill turn this into a Business as usual service in 23/24, which will continue to meet our stakeholder requirements.
	Integrated Data Platform	We continue to connect our data platform to business data sources and have begun work on building data pipelines that will complete the roll out of our first set of use cases. As with the Workflow Automation, we are aiming to turn this into a Business-as-usual service which meets our internal and external stakeholder use case requirements.
	Open Data Portal	We have begun initial scoping of this project and plan for kick off in FY23/24 to allow data to be shared with external stakeholders.
	Master Data Management	We plan to kick off our Master Data Management project in Q4 2022. This project will build on the initial Data Governance activities we have completed – these include the adoption and implementation of SSE Group Data Governance Framework and Standards. The project aims to catalogue key data elements within the Asset Management and Project data domains including documenting glossaries for data and metadata to support data users, triage data to support presumed open data principles, measuring, and improving data quality. The project will support the Digital Strategy and Action Plan deliverables and support the embedding of Ofgem Data best Practice Guidance into the SSEN Transmission business.

In the next page, we have shown a Milestone plan. The plan shows which key milestones will complete over the remainder of Q2 FY22-23 and the first 2 Q's of 23/24 as they relate to the products and services above. We hope through this approach, we are able to show our stakeholders what clear outcomes will be provided as a result of our digital activities.

This plan shows the key milestones we will reach over FY22-23/23-24



This plan shows the key milestones we will reach over FY22-23/23-24



Understanding Stakeholders' views



Getting to know our customers and their journeys

We're making sure the development of our new Customer Relationship Management (CRM) system sets off on the right foot and meets the needs of our customers by commissioning a leading research agency to support us with the development of customer 'Personas' and 'Journeys'. SSEN Transmission recognises the importance and value of speaking with customers directly to establish their service and system needs, and we will be focusing on mapping our customers' journeys from their perspective. Combined, this research will help us pinpoint the different personalities involved in customer connections and highlight what their diverse needs are in relation to information, data and decision-making. We will be engaging selected On-shore Wind developers first, followed by Battery Storage customers, then Off-Shore Wind customers. These initial customer groups have been selected because of their volume and the complexity of emerging technologies (eg. Battery Storage). At the same time, our newly-formed Customer Insights Team will be upskilled in the development of Personas and Journeys so that we have this skillset in-house and on an enduring basis. This research project will be in full-swing from January 2023.

Listening to customers and responding with change

Our connections customers appreciate the work we do to keep the connection process straightforward and we are consistently acting on the feedback we receive through a variety of feedback channels. In November 2022, our Product Owner and Connection Offers Team worked collaboratively to implement [a new online form](#) that allows customers to request a 'Pre-Application' call with SSEN Transmission. This form captures the information needed to make the necessary Pre-Application call arrangements. The new form is located on our new website and replaces a multi-step customer interaction with a single-step, improving our customer experience and creating internal efficiencies at the same time – a winning combination. This latest improvement was promoted [on our social media channels](#) on 24 November 2022.

Understanding Stakeholders' views

Enabling data analytics to help us meet stakeholders' needs

We want our new website to continue to meet the needs of our wide range of stakeholders on an ongoing basis – especially as the world around us is changing so quickly. Coinciding with the launch of our new website in October 2022, we embedded new Analytics capabilities to gather website insights that will help inform what new website content our stakeholders are searching for and how our website navigation could be improved. We will shortly have an enhanced data analysis platform ready to use in-house and we will leverage the analytics this provides to better understand our website users and help us respond accordingly.

Accessing this document and other information:

We understand the value of involving diverse groups of people in our work and the importance of being accessible and easy to deal with. As a stakeholder-led organisation that works to Account Ability's AA1000 Stakeholder Engagement Standard, SSEN Transmission is committed to continuously improving its stakeholder engagement practice and processes to make sure we are inclusive and accessible throughout your engagement with us. If you would like a printed copy of this document or require it in an adapted format, such as large print, please get in touch so that we can accommodate your preferences.

If you are unable to access our website or reach us via email and require information about our Products and Services, please call our **External Relations Team on 0345 0760 530** or write to:

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