

SSEN Transmission Digital Action Plan

Update

June 2022

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Executive Summary

SSEN Transmission's Digital Action Plan describes our vision for the products and services we are developing, their intended outcomes and our schedule for delivering them.

SSEN Transmission puts stakeholders at the heart of the RIIO T2 Digital Investment plan. We recognise digital as an enabler to our internal and external customer's requirements and what our overall stakeholders want. We recognise that digital requires a strong foundations, and therefore, our plan is focused on achieving them. Data is a big part of our plan, including its governance. This is why some of our key initiatives start with focus on data, its quality and flow within the organisation.

In the last submission we stated that we are organised in 5 value streams. Based on how our projects have emerged, we have now added a 6th value stream to provide more focus to our internal and external stakeholders. Our organising into Value Streams is an important strategic delivery decision. It allows us to apply a customer centric approach to our solutions, and also build the platform for us to transition to a product owner structure in the future.

We submitted our latest digital strategy, and showed how we are aligned with business strategy and continue to provide the outcomes our stakeholders and customers are seeking. Based on that strategy, we have completed a number of key projects. We have explained key highlights on pages 5 and 6. These projects are foundations in Asset and Operations and Customer space, which give us better performance, full independence form our Distribution company and build key capabilities that allow us to become more responsive, efficient and more analytical.

We show that we are key products and services scoped for the remainder of the year, across all of our values streams. We have shown these on pages 7 to 10. You will see from these that our outcomes are based on business needs aimed at achieving higher customer satisfactions. Key amongst these is our focus on capital delivery and indeed our intention to help the Net Zero agenda.

Finally, we encourage feedback from all stakeholders including the questions [here](#) (p12), 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 vision remains unchanged. Since our last submission, and in order to structure ourselves more effectively, we have added a new 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.



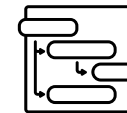
Customer Self Service



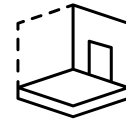
Pre Connection Info for Customers



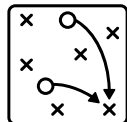
Website Refresh



Integrated Project Management



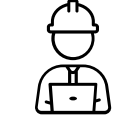
Level 2 BIM Achievement



Network Modelling



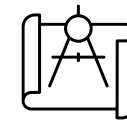
Total Work Management



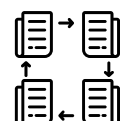
Field Force Mobility



Customer Case Management



Smarter Asset Management



Inventory Management



Integrated Data Platform



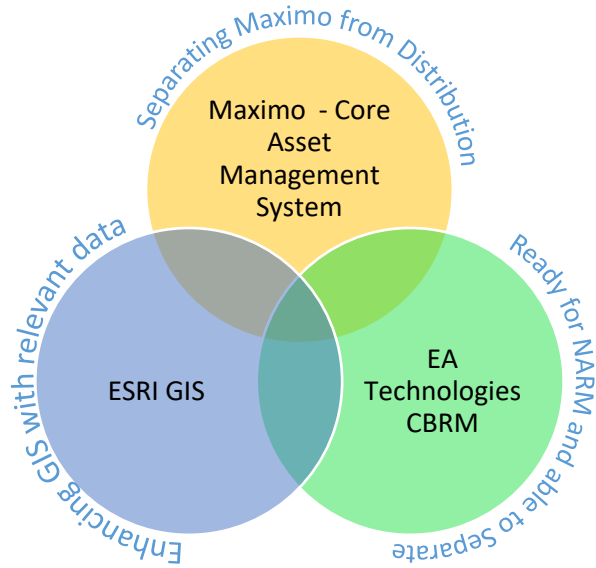
Application Integration Platform



Workflow Automation

What we have achieved in the last six months 1/2

Since our last submission, we have completed a number key initiatives in Asset and Operations that strengthen our foundation for further development and capability provisions, and also provide us with further clarity on our short term plans.



Our core Enterprise Asset Management (EAM) Systems are made up of Maximo, ESRI GIS and EA CBRM systems. Collectively these systems allows us to visualise the location of our assets, understanding their risk based conditions and then plan and execute work for their proactive and potentially reaction maintenance. Maximo was a shared system with our Distribution company. In the last six months we have fully separated it and placed on Cloud. We have also completed our use cases on GIS and CBRM at foundational level.

The benefits of these initiatives are outlined on the right. We now plan to build further on this to add more functionality into Maximo around Inspections, Planned and Reactive Maintenance extending them to Field Mobility . We also have a programme to integrate these core systems to create work efficiencies and improve sharing of data.



Independent Transmission Systems giving us the ability to scale as we grow, as a result of cloud first strategy, develop capabilities based on our priorities, and assure our separation obligations



Up to date functionality to meet regulatory requirements by having implemented the latest requirements of NARM



Integrated EAM systems, for the operational backbone and enabling digitisation to carry out work more efficiently, removing Swivel chair, freeing up key resource time for additional added value work



Centralisation of data and the foundation to become predictive. Easy transfer of data between systems and centralisation of it, will allow us to build the foundation for predictive analytics



The right operational backbone to add digital, value add propositions Easy transfer of data between systems and centralisation of it, will allow us to build the foundation for predictive analytics

What we have achieved in the last six months 2/2



Early in this calendar year we completed our **Website** strategy and entered into a procurement process to follow up with the design and build of our new Website. We have now completed the design phase and are on plan to complete the re-platforming and launch of our new Website. This initiative allows us to use Cloud to scale as and when needed, improve our operational costs, and most importantly provide an enhanced stakeholder and customer experience. Additionally, we will be using the Website to create additional digital channels for our customers and stakeholders as they engage with, such as integration with upcoming Customer Portal, and Open Data Platforms.



We have now completed our discovery phases of the Building Information Management initiative. We are on plan to integrate our technologies and roll out a Common Data Environment that allows our stakeholders, and partners to collaborate on Building Information Management standards as they relate to key capital delivery projects. At the same time, we are starting an initiative that scopes early stages of solutions for Integrated Project Management. Our focus is on rolling out capabilities that improve on our scheduling and planning performance.



In Q1 of this financial year, we started to engage with our Network Planning teams on their Digital Strategy. We have established key business objectives that can be enabled through digital in areas such as Power Quality Management, Network Planning and Whole System Planning. We have also identified key digital use cases in Regulatory Reporting, Risk and Assurance and Innovation that would help the business achieve key outcomes. We are in the process of further defining the scope of these initiatives, some of which we will consider for Regulatory Investment Planning.



In addition to what we have achieved with our core EAM, between Q4 last financial year and Q1 this financial year, we have gone live with our first phase of Mobility use cases. These focus on efficiency and safety outcomes and provide our field force and wider stakeholders with the means to effectively communicate across operational domains. As we build our core EAM systems, we will further develop our mobility capabilities. In parallel with these, we have achieved the full separation of our Power On System from Distribution, and have completed key Architectural designs to enable our Smart Monitoring initiatives.



A key initiative that we have rolled out is Data Modelling within our business. We are ensuring we are meeting our business data needs by understanding where data resides, to which quality it is and how it should be maintained. We know data is a key enabler of our solution outcomes and therefore, want to make sure we are data ready as we go live with each initiative. We have also stood up the infrastructure and the engine for our Integrated Data Platform. This platform will allow us to collect data centrally, from a cross a number of core systems, and build the foundation for our reporting, visualisation and analytics. We have a number of use cases that we will complete per plan.

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.

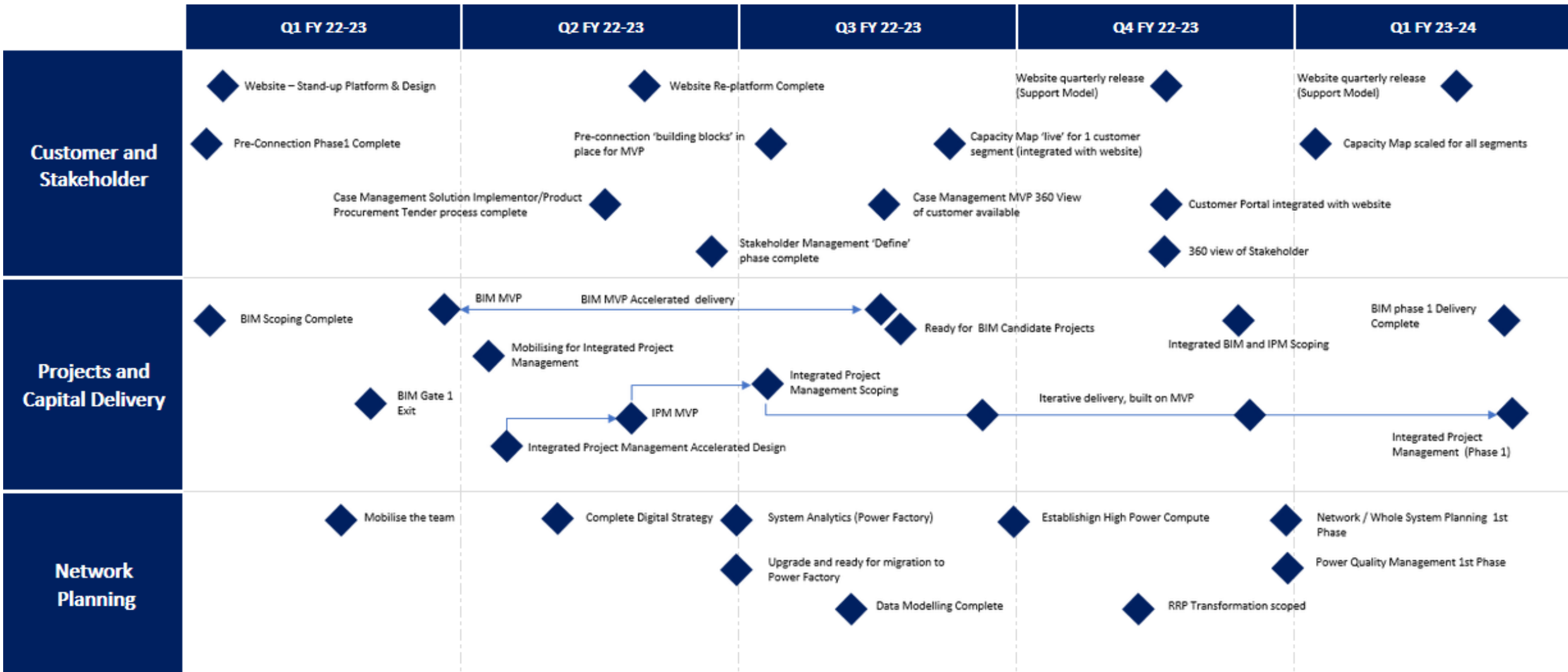
Value Stream	Product and Service	Outcome
Customer and Stakeholder	Pre-Connection Information	We have mobilised a project to roll out a Pre Connection Information map as an Minimum Viable Product. We will work on this MVP with a select group of customers to build further information and capability. Examples include a heat map of our connection points, and their associated capacity
	Website Refresh	The Re-platforming and launch of the new Website is planning for Q2 this financial year. Once complete, we will continue to make incremental improvements based on feedback we get from our website.
	Customer Case Management	We have refined our roadmap in this space. We plan to create a Single View of the Customer. We are aiming to commence a procurement process to obtain the right solution that meets our Customer and Stakeholder Strategy. Once our first step of the roadmap is complete, we will continue to build incremental capabilities as our roadmap dictates.
Capital Delivery	Integration Project Management	We have refined our roadmap in this space to align with our capital delivery ambitions. Given our capital delivery teams want better control on project delivery schedule, we are aiming to build an MVP for schedule performance. We will then build on this capability to provide more enhanced planning and control capabilities.
	Level 2 BIM	We are in the process of completing our Common Data Environment. Once done, we will have selected a number of project(s), where the CDE is to be utilised to execute collaborative design and engineering work. By the end of its implementation we will have reached our investment outcomes.
Network Planning	Network Modelling	We have refined our strategy in this space and are focusing on ensuring we have the appropriate data models in place to clearly articulate the data needs for more effective and enhanced planning and modelling. We are aiming to standing up a more enhance network analytical tool and are creating more powerful infrastructure for it so that our modelling capabilities become more frequent and can use more data points.
Asset Management and Operations	Integrated Work Management	Having built our core EAM systems, we are now focusing on incorporating additional capabilities into our Asset Management solution. We will start by transforming the way we do Inspections and follow that with additional capabilities into Planned and Reactive Maintenance. We are integrating these capabilities with transformations in Inventory Management, so that we create an integrated approach to work planning and execution. In parallel we will be choosing a Field Mobility solution which will incrementally develop in line with the capabilities that are rolled from our EAM, i.e. we will roll out desktop capability to the field.
	Integrated Asset Management	We have a project to integrated our core EAM systems. This will enable us to pass on data between systems more effectively and create further efficiencies in the way we plan and execute work.

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

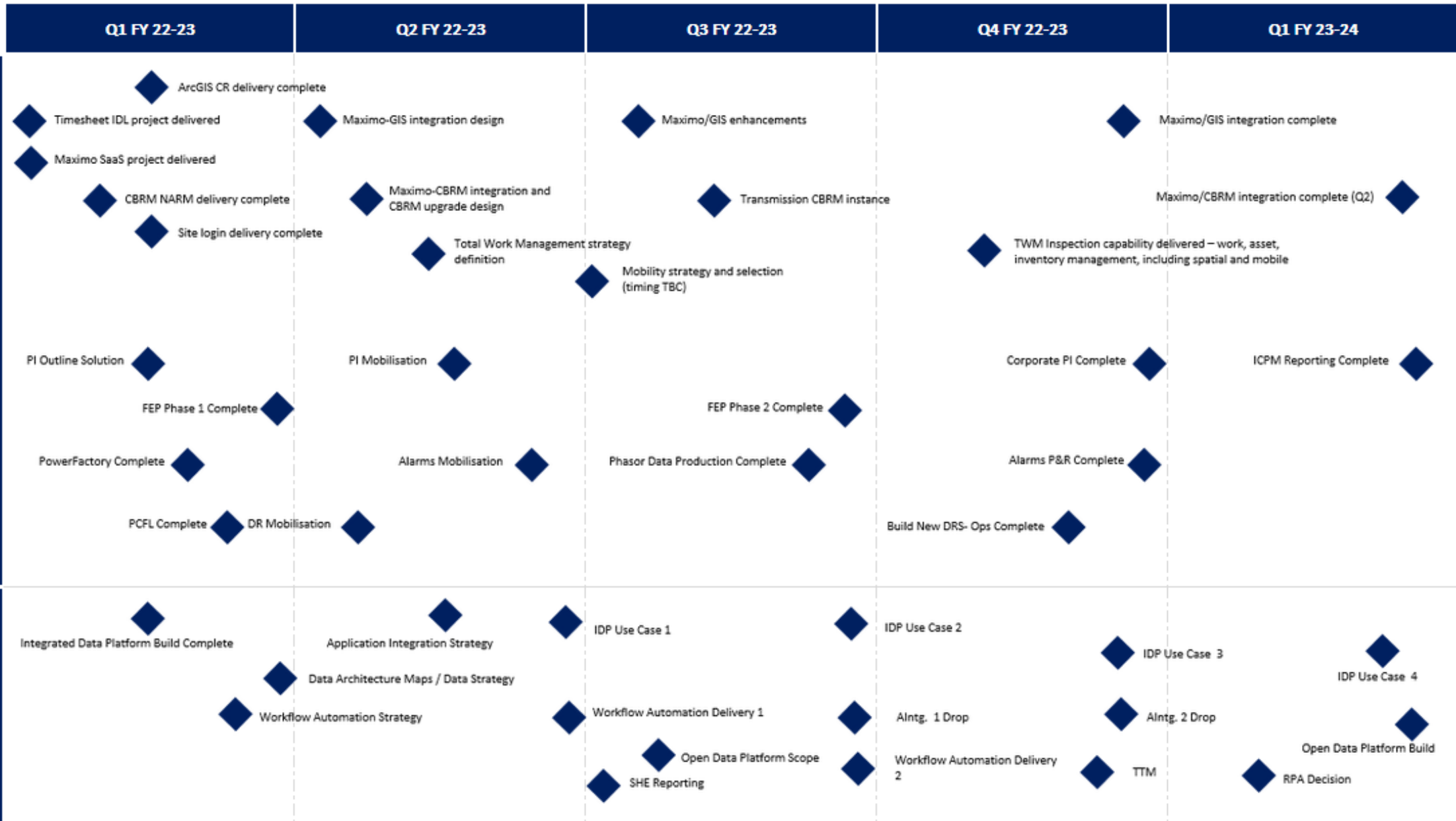
Value Stream	Product and Service	Outcome
Enabling IT	Application Integration Platform	We are starting this work by first completing our strategy. This will dictate the approaches we will in the integration of applications across the entire IT landscape. Once in place, we will have created central IT capabilities that will be leveraged as part of our ongoing developments across the other value streams.
	Workflow Automation	We have refined our strategy in this space and are using a mix of different existing capabilities to accelerate our work flow automation. We have captured a number of use cases and have commenced work in this space. We are intending to complete our technology stack and turn this into a BUA service which meets our internal and external stakeholder use case requirements.
	Integrated Data Platform	The Integrated Data Platform has now been set up. We are in the process of connecting the platform to different data sources and will soon be able to complete the roll out of our first set of use cases. As with the Workflow Automation, we are aiming to turn this into a BUA service which meets our internal and external stakeholder use case requirements.

In the next page, we have shown a Milestone plan. The plan shows which key milestones will complete over the course of Q2 FY22-23 and all of FY22-23 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 the remainder of FY22-23



This plan shows the key milestones we will reach over the remainder of FY22-23 (cont...)



Understanding Stakeholders' views

Human and digital interactions :

Our approach to engaging with and serving our stakeholders and customers is both human and digital. We are deliberately choosing to offer a human or digital touchpoint, based on customer/stakeholder preferences, accessibility and context of the engagement or service delivery. We are also using automation in targeted areas to release capacity within teams and collect customer insight, this allows us to provide enhanced service during our human interactions.

Removing barriers for stakeholders :

In response to stakeholder feedback, we have provided advice and training for stakeholders that were unfamiliar with the digital platforms being used during our engagement, up-skilling this hard to reach group and successfully moving all our community liaison meetings online. The number and diversity of attendees increased as a result.

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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