

Project Name	Start Date	End Date	Legend/Category	Key contact name	Key contact role	Key contact email	Description	Drivers	Benefits	Strategic theme	EDF recommendation	User types	Success Criteria	Progress and output	Next Steps
1-1 Connective (iStockConnect) - Phase 2	01/01/2023	01/31/2024	Customers	Rej Naganjan	Project Manager	rejan@nationalgrid.co.uk	EDF Connective is an online tool for all customers providing an instant 5-6amp LV self service from meter for connections.	Providing a "frictionless" customer service and increasing efficiency for the connection journey.	Improving time to quote for our customers.	Increased network insight and operation	Digitalisation of the energy system, maximising the use of data, visibility of data.	Internal: NGS External: Commercial, Consumer, Local authorities & regulators, energy sector, third sector.	Allowing 5-6amp LV self service to obtain from self service customers.	Full testing has been undertaken and the network testing and tool are being progressed.	CIC Phase 2 increasing functionality and widening the capabilities within the CIC tool can be used.
1-2 Customer Relationship Management System	01/06/2022	31/03/2025	Customers	Michal Golder	Project Manager	migolder@nationalgrid.co.uk	Customer Relationship Management system is a technology or system that supports customer service activities. A CRM is designed to capture and organise customer data with structured and unstructured, and to support management of customer related operations by automating processes and workflows and helping to organise and relevant data to support the business in engaging with customer more effectively.	Enabling 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 systems required to support both customers and the business needs to be agile and adaptable.	NGSD customers have historically received industry leading levels of customer service through traditional communication methods. This tool will improve customer service while improving our network availability.	Operational efficiency / Improved network availability	Digitalisation of the energy system, maximising the use of data, visibility of data.	Internal: Operational, Contact centre, data and digitalisation, web provider External: All Customers (Interacts)	New connection enquiries are raised and managed by new CRM implementation of automated workflows for appropriate energy categories. Better time to quote and consistent visibility of connection progress provided to customers.	Continually assessing requirements to meeting business and stakeholder requirements, improve business efficiency, respond faster market requirements and provide improvements in customer experience.	We have scoped out our initial requirements for a CRM and are now undertaking a gap analysis to ensure we have captured all of our requirements for the CRM. We will then look to move out to tender with the final scope.
1-4 Virtual Site Visits	01/02/2023	01/09/2023	Customers	Michal Golder	Project Manager	migolder@nationalgrid.co.uk	Virtual Site Visits consists of a real time digital way of contacting our customers in a flexible way to allow customers to show issues across the network such as meter boxes or fallen cables.	NGSD customers have historically received industry leading levels of customer service through traditional communication methods. This tool will improve customer service while improving our network availability.	This tool will improve customer service while improving our network availability.	Operational efficiency / Improved network availability	Digitalisation of the energy system.	Internal: Operation External: Commercial, Consumer, Local authorities & regulators, energy sector, third sector.	Reduce site visits due to instant customer feedbacks, while improving customer service.	Undertaking the tender exercise.	Increase the use case for this tool to include site audits.
1-5 Connections portal	01/12/2022	31/03/2025	Customers	Michal Golder	Project Manager	migolder@nationalgrid.co.uk	A customer portal will allow NGSD to build or update 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 their connection applications, interact with their enquiries by uploading connection details and uploading quotes, and viewing historic and future data related 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 to the responsible team or person should the need arise.	NGSD customers have historically received industry leading levels of customer service through traditional communication methods. The addition of a customer portal will complement NGSD's response to customer service by providing an alternative for customers wishing to update or to provide customers with access to their data when they need it.	A customer portal will provide an instant & open line of communication to ensure the customer is able to access to real up to date information, whenever or whenever they choose to access it. This results in high levels of customer satisfaction due to increased availability of data and information and more time for customer service teams. Increase 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 Internal: Commercial, Consumer, Local authorities & regulators, energy sector, third sector.	Customers able to view and update their enquiries using a self-service portal, reduce volume of traditional communications, increased customer satisfaction.	The project is currently being scoped in collaboration with subject matter experts.	The customer portal is now live for 2-6amp LV small applications allowing customers to apply for a connection and see the through to acceptance online. We will be looking to increase the types of applications the portal encompasses and the tool to include work management within the tool when the functionality becomes available.
1-6 Self Service Tools	01/09/2022	01/09/2024	Customers	Michal Golder	Project Manager	migolder@nationalgrid.co.uk	These will be customer accessible online self service tools that enable our customers/ installers for their customers to be able to request services via a dedicated ICT connect tool without the need of the EDI team, while receiving tips and information on what the questions are asking. This will also provide the customer with an instant response with a formal NGSD letter emailed to the customer or courier within 3 days.	This tool will improve customer service and the need to receive well-servicing tool instructions which may create of the lack of the information provided.	You will provide the customer with a fully self service tool that improves the speed of service and reduce the demand of service.	Operational efficiency / Improved customer service	Digitalisation of the energy system, coordination of asset registration.	Internal: Operation External: Commercial, Consumer, Local authorities & regulators, energy sector, third sector.	Increased number of customers utilizing our online self service tools and reduced number of enquiries being received by a customer.	We have produced the live tool for single DV charger applications and are developing the tool for bulk applications and are currently testing for G99 and G99 applications. Test cases must follow the completion of these tasks.	Increase the functionality of self service tools available to customers on the NGSD website.
1-7 Next Generation Maps - Dist. SV Network Capacity Map	16/09/2022	31/12/2023	Customers	Neil Rossi Ashton	Project Manager	rossiashton@nationalgrid.co.uk	The current network capacity map provides an indication of the network capacity (current) and improvements to capacity (potential) in different geographical areas. These maps are used to identify areas of potential loading, constraints and help customers find the best location for their new connections.	Capacity map allows customers to check the current and potential capacity in different geographical areas. These maps are used to identify areas of potential loading, constraints and help customers find the best location for their new connections.	Next Gen maps provide the ability to multi-pan network reconfiguration capabilities. This is a user friendly visual tool which is up to date.	Increased network insight and operation	Digitalisation of the energy system, coordination of asset registration.	Internal: Operation External: Commercial, Consumer, Local authorities & regulators, energy sector, third sector.	Financially accurate submission readiness for RFP and Primary's displayed in a easily accessible map for all customers based on off data available from the COP	The initial product is currently at the end of testing and will go through a full testing and data exercise.	Increase the quantity of information fed into the map data to improve the accuracy and functionality of the tool.
2-1 Connect-IT Ph 4	01/02/2023	01/09/2023	Employees	Rej Naganjan	Project Manager	rejan@nationalgrid.co.uk	This project will improve the Assumed Network Topology (ANT) the LV network topology administration process in Connect-IT utilising the LV connectivity model data capture and validation by NGSD users. This will greatly improve the accuracy of the network model and its alignment with its known state.	This directly supports the Digitalisation Strategy's ambition of assessing and leveraging data from the available data to improve efficiency, customer service and user experience.	Increased network insight and operation	Maximising the value of data, visibility of data, infrastructure and assets	Internal: Design & Planning External: Commercial, Consumer, Local Authorities & Regulators, Energy Sector, Third Sector	Implementation of Connect-IT Ph 4, more efficient and accurate information supporting new connections, improved customer satisfaction	"Project scope and timeline is now finalised and approved" "Contract awarded for application development" "Requirements workshops completed work has commenced and is in full progress"	Connect-IT Ph 4 - additional functionality improving the tool with the aim of improving customer experience.	
2-2 11kV Planning Tool - Phase 2	01/06/2023	31/01/2024	Employees	Neil Murdoch	Project Manager	nmurdoch@nationalgrid.co.uk	Building on the previously implemented 11kV Planning Tool phase 1 will integrate with master data systems to create automatically populated 11kV network models. This new data integration will result in the most accurate and recent network data being used to produce 11kV network models used for design and planning purposes.	The needs of the 11kV network, both in terms of demand and generation, have changed significantly and now 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 changes to the network and therefore a 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, up to date network models used for 11kV network design and planning, while avoiding 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.	A company wide adoption of 11kV planners utilising the new 11kV planning tool for all 11kV planning work.	A data integration models are being built and tested. Network models are available for all.	Coordination of updates to source data and additional training of 11kV planners.
2-3 Internal Work Management System	01/05/2023	30/06/2024	Employees	David Thorn	Project Manager	dthorn@nationalgrid.co.uk	Delivery of the new internal work management system will provide us with a platform that can streamline 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 R10-C2 and beyond. A fundamental step change in the way we currently schedule and manage our work loads is required to ensure we can deliver a high quality service for our customers.	The new platform will provide a centralised, standard system to optimise all network services tasks. Through this it will help reduce travel time, ensure more tasks are deferred on-time and allow for the time required to complete a customer request faster than before.	Operational efficiency / Improved customer service	Maximising the value of data, visibility of data.	Internal: Operational, Design & Planning External: Customers	Implementation of a new system for use by staff that allows management of internal work instructions and workload	Internal initial stakeholder sessions around requirements and project plan have been undertaken as well as planning next steps.	Confirm requirements and commence work with internal delivery partner following initial progress with the work management tool in R09 project.
2-4 External Work Management System	01/04/2021	01/01/2024	Employees	David Hardman	Project Manager	dhardman@nationalgrid.co.uk	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, verification, completion, messaging and analysis of services provided contractually by third party organisations, through the automation of contracts with a dashboard of work. The existing legacy system relies on manual processing of invoices and lack granularity of completed work to support insight and data analysis.	Similar data analysis of work orders issued to and completed by contractors and other third party service providers will deliver insight into 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 data is accurate and up to date, work orders are efficiently routed and managed through to resolution 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 to streamline and service providers, management of work issued in a variety of contracts.	NGSD has completed the infrastructure of the system and developed the core functionality within the EVMS system and have carried out a full internal UAT on the system, we have also implemented external stakeholder engagement to start asap/Begin the transition into the new way of working.	Further engagement with external users and planning the testing of the EVMS from a contractor point of view, we shall also be implementing improvements and additional functionality to the tool as a result of our internal UAT.
4-1 Invision Phase 2	01/06/2023	29/09/2023	Smart and Flexible	Sam Rossi Ashton	Project Manager	rossiashton@nationalgrid.co.uk	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 customer reports.	Existing methods of time-series data processing are not scalable and prone to data inconsistency, timeouts 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 transactions, 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.	Contract has been signed/ kick off has been completed.	Specification phase in June, with Development throughout June and July followed by testing to completed by the end of August with live in September.
4-2 Flexibility System	01/12/2022	29/09/2023	Smart and Flexible	Sam Rossi Ashton	Project Manager	rossiashton@nationalgrid.co.uk	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.	Improved Data Management	Digitalisation of Energy System	Internal: O&D Flexibility External: Flexibility providers.	Enterprise grade digital flexibility management system that shall process commercial details of flexibility suppliers, process the asset compliance validation and provide a digital platform for a full range of flexibility services.	Specification for all phases (1) complete and phase 2 build currently ongoing due to end in June	Phase 2 build due to follow phase 1 with phase 3 following. Phase 3 build currently being scoping the phase will focus on improvements and enhancements to the system.
4-3 LV Network Visibility - Phase 2	01/04/2023	30/09/2023	Smart and Flexible	Yannik Dorgut	Project Manager	ydorgut@nationalgrid.co.uk	Provide visibility of the LV network to allow NGSD users 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.	Better visibility of the LV network will help earlier identification of LV faults, assist with LV outage monitoring and assist with planning decisions and deliverable customer engagement.	Improved data management, increased network insight and operation	Maximising the value of data, visibility of data.	Internal: Operations, Contact Centre, Dispatch, Stakeholder Engagement Office, O&D External: 3rd Party Developers.	Internal: Operations, Contact Centre, Dispatch, Stakeholder Engagement Office, O&D External: 3rd Party Developers.	We have builded products for all use cases starting with various business operators to ensure we deliver most value as quickly as possible while iteratively testing our additional functionality.	Complete readiness activities to launch products and a parallel development communications and having materials to support roll out.
Harmonisation of ADMS (Back View & Vendor Analysis)	01/01/2023	30/04/2023	Infrastructure	Chris Hogg	Project Manager	chogg@nationalgrid.co.uk	Implementation of each vendor identified in discrete phases and analysis of available ADMS offerings.	A single configuration means that we can reduce having an ad of systems on the same, reducing required maintenance. We will also have a larger pool of trained staff for all systems - transfer allowing resources supporting the network.	Increased flexibility service resource efficiency and lower barrier to entry to flexibility markets.	Improved data management, increased network insight and operation	Maximising the value of data, visibility of data.	Internal: Digital Grid	Understanding the benefits to a harmonised ADMS system across all license areas.	Stakeholder engagement with the business has been completed and we have completed process ready for ADMS interfaces with other areas in the business.	Change management configuration to be standardised across all license areas.
Distributed Power Flow	01/07/2023	31/06/2025	Infrastructure	Marcus Ellis	Project Manager	meellis@nationalgrid.co.uk	Implementation of DPF functionality to enable Power Analysis within our ADMS (This is a precursor for ADMS Voltage Optimisation and data estimation as ADMS).	To enable other projects to progress ADMS, State Estimation, Pst-Pst).	The benefits will be realised from the other project will be enabled.	Improved data management, increased network insight and operation	Maximising the value of data.	Internal: Digital Grid	Have a DPF system configured and verified within each license area for use of DPF and therefore enabling other projects.	Discovery phase for DPF has been complete and the business have been working on the scope as detailed. We are currently in the scoping phase.	Complete scoping phase and commence works under contract
Primary Outage Restoration Tool	01/02/2024	31/12/2025	Infrastructure	Marcus Ellis	Project Manager	meellis@nationalgrid.co.uk	Enhance the functionality around PORT providing this is accessed we shall follow by implementing PORT functionality which automatically recovers supplies faster via healthy circuits during EDM faults where this adds value.	Reduce the manual requirement around the deployment of sequence schemes and to allow a systems approach to restoration of primary outages.	More dynamic and quicker restoration to the network and removing the need for manual input outages.	Improved data management, increased network insight and operation	Maximising the value of data.	Internal: Digital Grid	Full implementation of the PORT tool across all primary substations	Contract is in progress	Enhance ADMS system to cope with new scenarios.

LV World (Phase 1)	01/01/2022	29/09/2023	Infrastructure	Monica Ellis	Project Manager	mellis@nationalgrid.co.uk	Development of an LV world in ADMS Dynamic view of LV monitoring data	Be able to visualise the LV analogue data within the ADMS to be used for improved fault detection and response times before faults occur	Improved customer service and network availability	Improved data management, increased network insight and operation	Maximising the value of data	Internal: Digital Grid	getting the LV network data into the ADMS in an available and usable format for all LV monitoring currently fitted.	Currently working with our ADMS Vendor to view the LV data into our ADMS system	Following completion of phase 1 we would look to visualise the LV model within the ADMS which would lead to a wider understanding of the capacity and strains on the network which would improve the understanding around pre-fault/brake
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