

nationalgrid

RIIO-T3

ET3 Atypical
Non-Load, Non-Lead Interventions
EJP Summary

Digital Workplace

Digitalization

National Grid Electricity
Transmission's Business Plan

December 2024



Business Fundamentals Safety Compliance – investment summary

The primary driver for our Safety and Compliance investment is the opportunity to deliver efficiency for consumers by digitalizing core business capabilities referred to as 'business fundamentals'. These capabilities are essential to both day-to-day operations and unlocking new delivery capacity in our workforce, cutting across all business functions. This investment submission seeks funding for a comprehensive digital transformation programme to modernise, integrate, and streamline five core capabilities: Land & Property Management, Performance Management, Health & Safety Management, Contract Management, and Knowledge Management.

Drivers for digital investment

There are four significant drivers for change that necessitate this digital investment:

- Increase in Grid capacity: The largest network upgrade in a generation requires a different approach to construction and business capabilities to ensure successful, safe, and swift delivery.
- Increased regulatory demands: Compliance with new standards and regulations necessitates an upgrade in systems and processes.
- Technological advancements: Opportunities to enhance operational efficiency and effectiveness through digitalization and automation.
- Rising Customer Expectations: The need for better performance management and customer engagement tools to meet expectations for reliability and quality of service.

Options considered

A comprehensive optioneering and Cost Benefit Analysis (CBA) exercise reviewed and assessed various options to deliver the requirements. Key considerations were delivery risk, ensuring a cohesive, efficient, and future-proof digital ecosystem.

Preferred Solution

The preferred solution includes:

- Enhanced Land & Property Management with GIS integration, digitalized wayleaves, and integration with CRM and Work Management Tools.
- Improved Performance Management with comprehensive data products and analytics for better decision-making and regulatory reporting.
- Advanced Health & Safety Management through centralized data access, predictive analytics, and AI-driven solutions.
- Enhanced Contract Management with improved reporting, integration with key systems, and AI-driven coaching for contract-specific tasks.
- A discovery process to provide us with greater understanding of the Knowledge Management requirements for capturing, distributing, and effectively using organizational knowledge for enhanced information access and collaboration.

Timeline

The proposed investments will span the RIIO-T3 period, with initiation phases intended to be largely completed during 2028.

Conclusion

The strategic investments in CRM, SRM, EAM, and Land & Property platforms are essential for enhancing operational efficiency and seamless integration across systems. The modernization of grantor management processes and the adoption of a digital approach will streamline operations and reduce manual tasks. Additionally, high-quality enabling data is fundamental to creating interconnected data products that support both internal operations and overall performance reporting.

The iterative development of safety and compliance platforms will maintain efficient and effective operations. By adhering to the proposed roadmap and focusing on business fundamentals, NGET is well-positioned to meet the challenges and opportunities of the RIIO-T3 period, ultimately driving significant improvements in operational processes. These efforts will streamline processes, align investments with strategic goals, and foster a robust and resilient operational framework for the future.