Digitalisation Action Plan
SP Distribution

June 2025

SP Energy Networks

Contents

Our Digital Strategy & Action Plan

To support the successful delivery of SP Energy Networks RIIO-ED2 business plan goals and commitments, we have developed our Digital Strategy and Action Plan (DSAP) which has been designed to align with Ofgem's DSAP guidance & principles, ensuring transparency, accuracy, and accessibility of our digital products and services.

Our digital strategy outlines the vision, goals, and benefits of digitalisation, focusing on the "why" and "what" of our initiatives. It prioritises providing benefits to stakeholders and the public interest, taking full advantage of opportunities to deliver benefits early and iterate improvements to products and services. The strategy is informed by stakeholder engagement, ensuring that our products and services meet the needs of our customers and stakeholders.

This document, our digital action plan, details the steps and progress towards achieving our digital strategy, focusing on the "how" and "when" of our initiatives. It ensures visibility about the nature and status of actions, performance measurement, and stakeholder feedback.

Our Digital Strategy

- Provides a view of our long-term strategic vision for digitalisation aligned to a delivery roadmap over the RIIO-ED2 period.
- Details the change drivers behind the digital initiatives that make up our digital strategy which are grouped into our six digital pillars.
- Lists the key deliverables that will be completed during the RIIO-ED2 period and the current status of at time of publishing.
- Describes the stakeholder engagement methodology carried out when defining our digital strategy and highlights the positive impact on stakeholder groups through the use of personas.
- Details how compliance with Ofgems Data Best Practice is at the core of the Digital Strategy, as well as our future plans to enhance our maturity.
- Is continually updated as we develop and evolve our strategy through stakeholder feedback and published every 2 years

Our Digital Action Plan

- Provides a view of the progress of delivering the initiatives within our digital strategy.
- Updates published every 6 months detailing the progress made since the last update and the planned activities for the next 6 months.
- Describes the stakeholder engagement and feedback received over the past 6 months and how this has influenced our longer-term digital strategy.
- Highlights the customer benefits that will be seen by the implementation of each of our digital initiatives.
- Provides progress updates on our enhanced maturity levels of compliance with Ofgem's DBP.
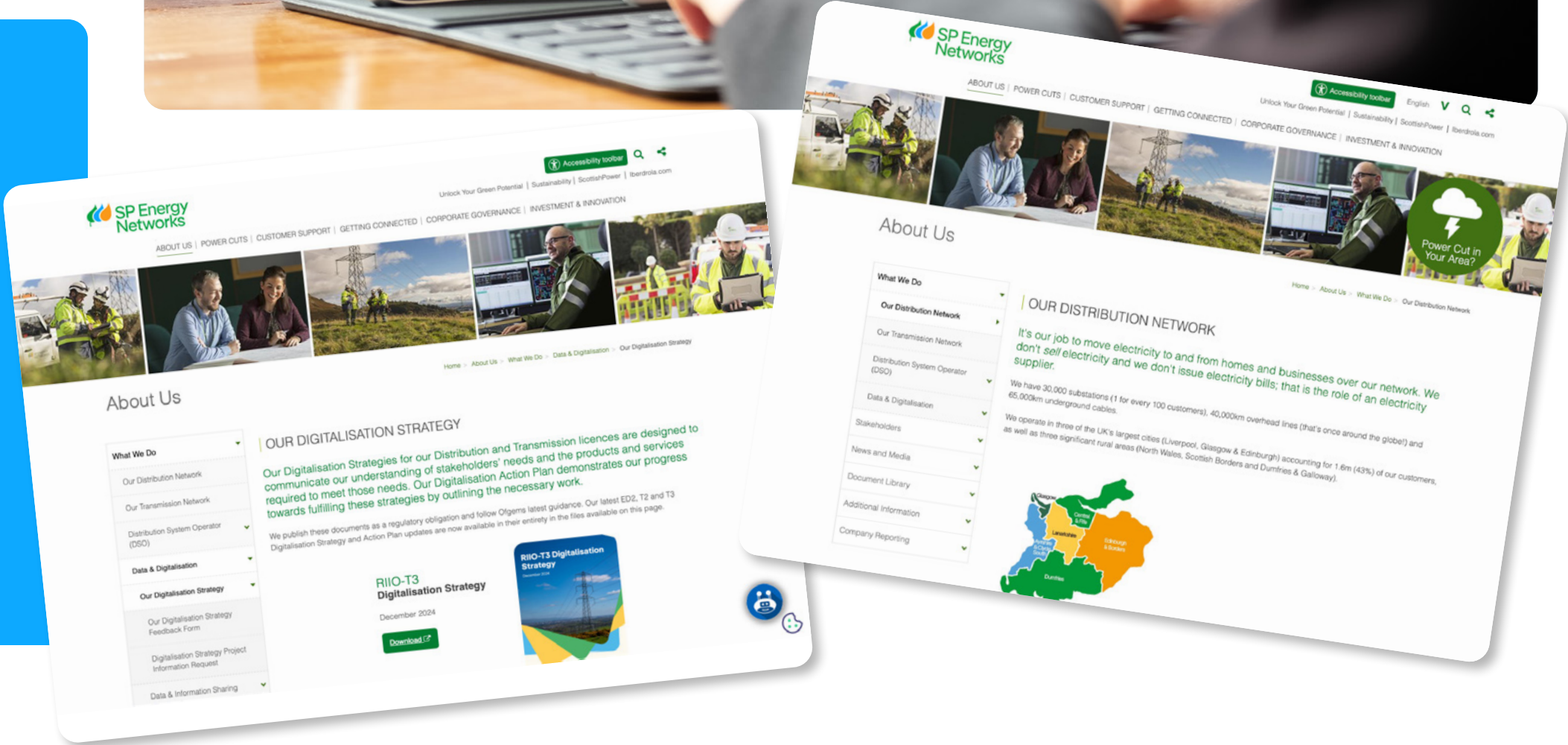
6 Month Highlights

RHYTHM

We have completed the delivery of our RHYTHM workflow which streamlines the delivery, installation and commissioning of new network monitoring and automation assets onto the network. The tool integrates with our core asset and network management systems to source data, perform financial calculations, and check compatibility, ultimately reducing manual handling and increasing data accuracy by creating a suite of standard processes. We will be deploying thousands of smart network devices during ED2 using the RHYTHM workflow tool, with the first use case now live to support the installation of Network Controllable Points (NCPs).

386
commissioned sites with NCPs so far in 2025.

567
planned sites to be commissioned in the next 6 months.

Process time reduced by over
90%+

Mobility & Scheduling

In March 2025, our Mobility & Scheduling programme implemented the Salesforce Field Service solution to optimise our substation maintenance activities. This followed the successful roll out of this technology for substation inspections in September 2024. Salesforce Field Service provides many benefits to our distribution business including automated dispatching of service appointments to field operatives, streamlines data capture in the field, improved reporting and real-time visibility for team leaders to drive efficiency. Our Mobility and Scheduling programme will continue throughout RIIO-ED2 with many additional use cases on our roadmap for delivery.

Approx
3000
Service Appointments have been completed in Salesforce Field Service.

Storm Éowyn

During Storm Éowyn, SPEN's digital technology played a crucial role in supporting our contact centres, online services, and field staff. The technology facilitated efficient communication and coordination, ensuring that all teams were well-equipped to handle the challenges posed by the storm. We experienced a huge volume of traffic to our online Power Cuts map tool providing customers updates on the status of the power outage affecting them. We also pro-actively kept customers up to date with SMS and voice messages sent from our Customer Relationship Management (CRM) system.

94,000+
Customer Calls Handled by Our Telephony Platform.

260,000+
SMS and voice alerts sent to customers.

Approx
1.3m
Website Visits Including 508,277 Postcode Lookup & Power Cut Map Views.

Standard Price Quotes

28%
Quote acceptance rate increased.

The standard quotes methodology has gone live for APOS (Alteration to Point of Supply) applications in February 2025, which utilises existing property data and historical information on the proposed connection type, enabling us to offer the customer a price for their connection before application, where eligible. This provides customers with a better experience as they no longer have to wait for their application to be processed by our internal teams before they receive a quote. This early understanding of cost allows customers to plan and budget accordingly, resulting in a higher quote acceptance rate.

Informatica

We have built over 350 Data Quality rules in our Data Catalogue tool, Informatica, which has enabled us to carry out over 1,900 individual Data Quality checks on our datasets. This provides us with a quantitative measure of our data quality that we can monitor and use to establish improvements plans where required.

356
Data Quality rules built in Informatica.

Open Data Portal

In the last six months, our Open Data team have successfully concluded over 70 requests for access to our data. This has included requests for information on the location of our network assets and the capacity of our network.

Engagement with our datasets is growing, with over 20,000 data downloads on our Portal in the last 6 months. This is an increase of 54% from the number of downloads in the previous 6 months.

70+
Open Data Requests.

20,000
Downloads of Data from our Open Data Portal.

Stakeholder Engagement

At SP Energy Networks, stakeholder engagement is at the heart of our operations and strategic planning. Our approach is designed to foster meaningful interactions with our stakeholders, ensuring that their voices are heard, and their needs are met. This commitment to engagement is a cornerstone of our RIIO-ED2 plans, reflecting our dedication to delivering value and accountability.

Customer Focus

Our primary focus is on our customers. We believe that understanding and addressing their needs is crucial to our success.

Through regular consultations, surveys, and feedback mechanisms, we gather valuable insights that help us tailor our services and improve customer satisfaction. This customer centric approach ensures that we remain responsive and adaptive to the evolving demands of our stakeholders.

Accountability Accreditation

To ensure our stakeholder engagement continues to be fit for purpose, we enlist external accreditors AccountAbility to provide an independent annual audit of our strategy, governance and processes.

AccountAbility's AA1000 Stakeholder Engagement Standard (2015) is founded on the principles of: Inclusivity, Materiality and Responsiveness. It is a generally applicable, open-source framework for assessing, designing, implementing and communicating an integrated approach to stakeholder engagement.

Give us feedback

Your feedback, insight and views are at the heart of all our future plans. We would welcome your feedback on the steps we are taking to update and deliver our Digitalisation Strategy and Action Plan (DSAP). Your insight will be used to inform the development of our future plans.

Give us Feedback >

Request more information

We would be delighted to discuss our Digitalisation Strategy and Action Plan including any projects, initiatives, timescales, and more with you, and look forward to receiving your queries. If you have any questions regarding any of our current or future projects, please complete our feedback form.

Request More Information >

Supporting Vulnerable and Digitally Excluded Customers

Ensuring our online products and services are accessible to all of our customers and stakeholders is a core objective to SPEN. Over the past 2 years we have made a significant effort to enhance our website and online applications to aid accessibility. We also continually monitor and improve the underlying technical infrastructure to ensure the website is reliable and available when our customers need it most.

Key Features of the toolbar:

Built-in Screen Reader
Recite Me includes a screen reader that reads the content of a page to the user in their selected language, and gives the option to click through the content.

Text Options
Users can increase and decreases the text size, change the font, and enable dyslexic text weighting. There is also the option to change the line height and character spacing.

Colour Contrast
This feature gives users the ability to change the background, font and link colours. Users can select one of the preset options or set their own combinations.
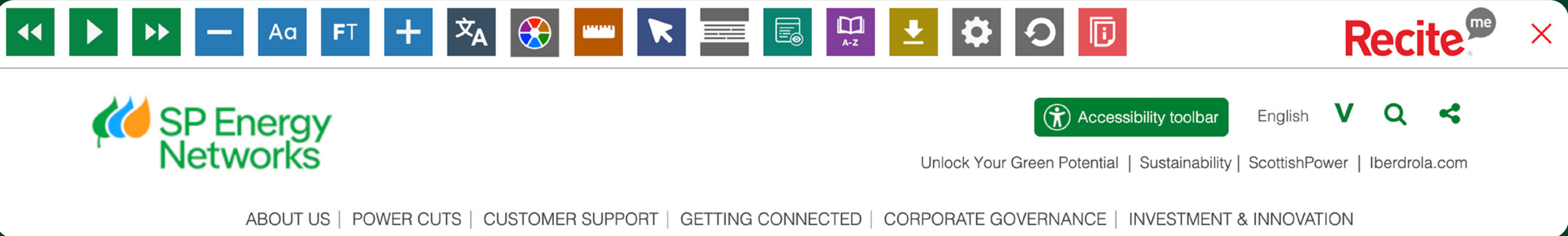
Translation
Recite Me supports translation of our content for over 100 languages, including screen reader translation.

Recite Me

Recite Me is a cloud-based assistive accessibility toolbar. It offers a range of on-demand accessibility solutions that support us in conforming to WCAG standards and ensure that our website is user-friendly for individuals with disabilities, situational challenges and language support, through customisable options. This went live on our website in November 2024. We are currently working with our Open Data Portal provider, Opendatasoft, to test Recite Me on our Portal and plan to roll this out in 2025.

23180
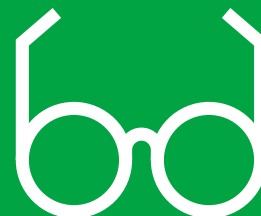Total Page Views with RM, Average is 5795 Per Month.

5838
Unique Users, Average 1460 Per Month.

3.3
Average Page Per Session. (Industry Average is 2.8)

40%
Users Using Screen Reader.

Top Translated Language is Welsh.

Empowering Stakeholders through Data Sharing

We know that there is a growing demand for access to our data; we are committed to meeting this demand, alongside ensuring alignment with our stakeholder needs. In December 2024, we launched our second Open Data Survey with the purpose of gathering insights on personal experience with our Portal, use of our datasets and what our stakeholders want to see from us. The survey ran for six weeks and was issued to 1,000+ of our registered Portal users. We received responses from a diverse range of stakeholders, key results include:

83%
Of stakeholders would recommend our Portal.

81%
Of stakeholders rated their experience with our Portal as neutral or above.

Over 80%
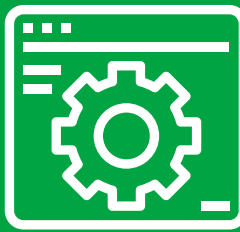**Of stakeholders have used our Portal with no technical issues.**

52%
Of stakeholders are happy to engage with us further on how they're using our data.

38%
Of stakeholders have used our feature pages and would like to see more.

The results from our survey have been analysed and we have used to support the development of our 2025 Data Roadmap. Our Roadmap sets out the new datasets, feature pages and Portal enhancements that we are committed to delivering throughout 2025 and is publicly available on our Portal.

Using our Survey Results to Enhance Stakeholder Experience

Our stakeholders have told us

It would be beneficial to understand upcoming plans and timescales for publishing new datasets on our Open Data Portal.

How this is being addressed

We have published our Data Roadmap on our Open Data Portal. This sets out our delivery plan for 2025, detailing our plans for publishing new datasets, feature pages and other Portal enhancements.

Our stakeholders have told us

They would like to see more maps and visualisation.

How this is being addressed

We have created 5 new feature pages, which transform raw data into simple visualisations and formats for easy user consumption, with an additional 3 new feature pages planned for 2025.

Our stakeholders have told us

They could benefit from additional support on how to get the most out of our data.

How this is being addressed

We published our first "how to" video, helping users to access our data, with more planned for 2025. In June 2025, we will host our first Data webinar, which will showcase our Portal and how our datasets can be used, ensuring stakeholders get the most from our data.

Digitalisation Programme Updates

Our Digitalisation Strategy is supported by six key pillars that have been developed following customer and stakeholder engagement, to help us to measure and deliver success.

Over the following pages we detail each project's alignment with its digital pillar, breaking down a description of the project and its goals, the progress made over the past six months, an overview of activities planned for the next six months and how we will measure its success.

Our Digitalisation Strategy Facilitates the Delivery of our RIIO-ED2 Programme:

Using Digital Technologies to Deliver Enhanced Customer Service.
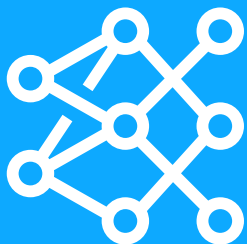
Optimised Asset and Network Management.

Developing Options to Manage Peaks in Load.

Supporting the Development of New Business Models and Markets.

Investing in the Digital Skills of our People.

Improving Mastery of our Data.

Using Digital Technologies to Deliver Enhanced Customer Service

Digitalisation of our services helps us create a tailored approach to prioritising the needs of our customers and stakeholders, while continuing to deliver a safe, reliable, and sustainable network.

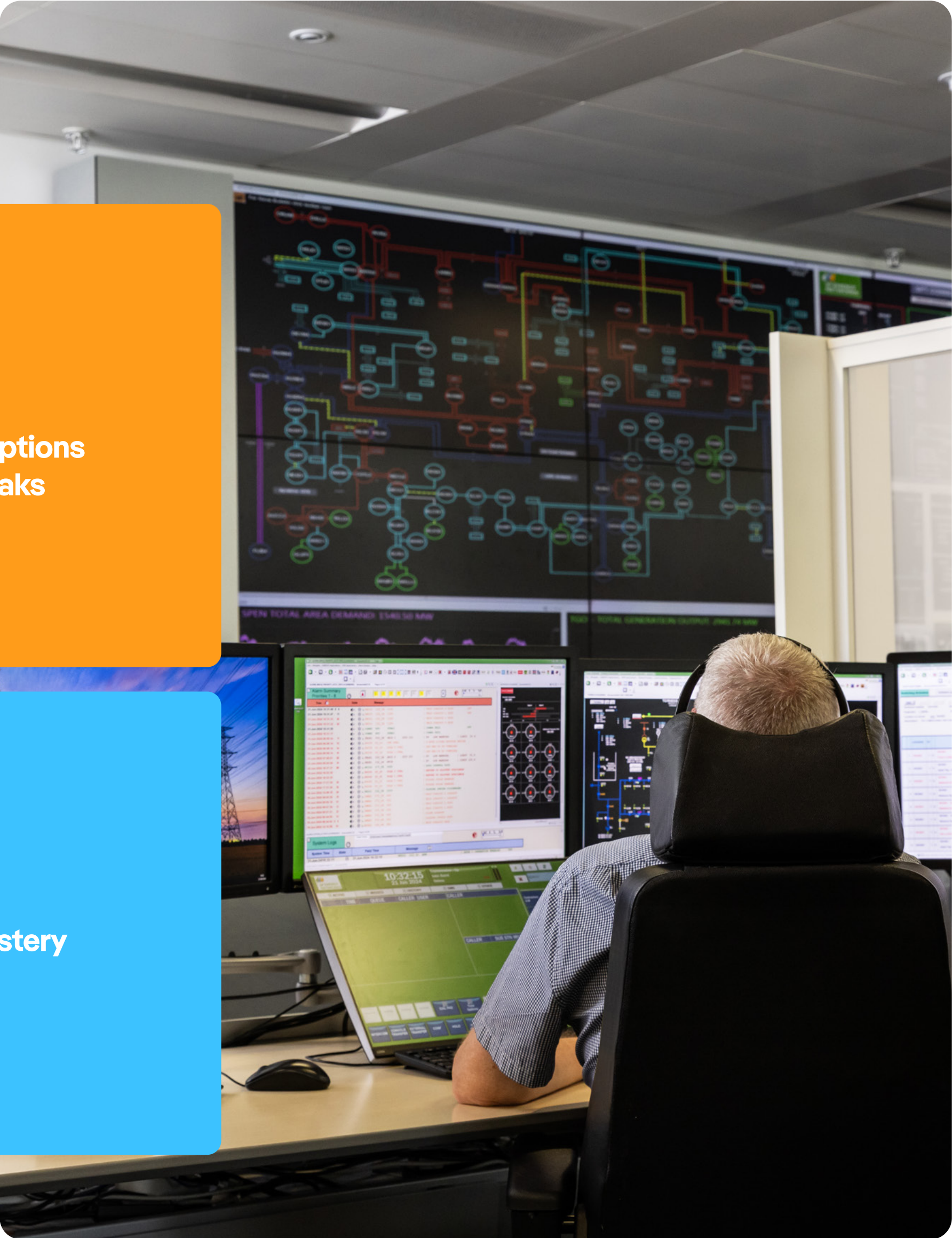Providing digital self-serve options such as interacting with virtual support agents, or a digital customer portal, will enable quicker response times for customers, while helping us manage the anticipated increase in customer inquiries for connection and decarbonisation.

We will deliver this by:

01

We have replaced our Customer Relationship Management Platform (CRM) with a new digital platform to incorporate existing processes, new processes, integration with our self-serve functions and integration to our asset, regulatory and control systems.

02

Extend and develop our self-serve capabilities to offer more services, multiple channels and cater for new customer types.

03

Improve our self-service quotation process to allow customers enhanced clarity over costs of new connections at point of enquiry without the need to speak to internal SPEN staff.

04

Creation of a new self-service function to facilitate photo and video capture by customers. The images will be held as part of the customer's information pack which will be available to the SPEN teams during design and delivery.

This will deliver benefits such as:

- Improved efficiency and quality of service to customers.
- Ability to adapt our offerings in line with customer preferences.
- Ability for customers to self-quote.
- Support the fault identification process leading to quicker resolution times.

Optimised Asset and Network Management

Our network will experience an unprecedented volume of change, and we must maintain continuous supply levels to meet our customers expectations.

To ensure we deliver on this it is crucial that we invest in more efficient approaches to manage our assets, planning, scheduling, delivering field work and managing our supply chain & logistics. This will support better decision making when planning the work needed on our network, reducing costs for customers, and lowering our carbon footprint.

We will deliver this by:

01
Use of connected construction technology to digitalise our delivery of capital projects.

02
Automation, fault location technology, and predictive analytics for outage detection.

03
Digitalise our inspection regime using aerial LiDAR and drone footage image processing technology.

04
Development of advanced field technology such as wearables and the use of virtual reality training techniques.

This will deliver benefits such as:

- Increased network reliability and reduced outages through proactive management of defects.
- Accurate, timely, verified, and accessible geospatial data about our network, our assets and their environment underpin much of our ED2 programme.
- Improved workforce efficiency through access to rich dataset of geospatial data at the point of decision.
- Efficiencies in the design process will lead to increased capacity to deliver against the needs of our customers as they seek to transition to low carbon transport, heating, and industrial energy supply.
- Acceleration in our response time to outages.

Developing Options to Manage Peaks in Load

The electrification of transport and heat will dramatically expand the loading on our network, particularly our 'last mile' low voltage network.

Without this intervention, when customers install Electric Vehicles and heat pumps on network areas without sufficient capacity it will overload the network, leading to power outages, shortening of network asset life, higher overall costs for customers, and possible safety concerns. To manage this load increase we are using a combination of traditional engineering (business as usual) and new digital solutions. We also manage vast increases in volume and frequency of data from technologies such as remote sensors, IoT devices, wearable technology, and drones. The initiatives within this digital pillar are critical to how SPEN will deliver the capacity that our customers and communities need.

We will deliver this by:

01
Deployment of advanced digital monitoring and control equipment on our low voltage network including 14,000 monitors.

02
Deployment of 10 constraint management zones in SPD and 12 in SPM enabled by data and digital solutions.

03
Innovative technology to enable new choices for our customers 'beyond the meter' to support the low carbon transition.

04
Development of our Engineering Net Zero (ENZ) platform enabling data driven visibility, planning and operation of the network.

This will deliver benefits such as:

- Increase in network data, allowing us to monitor and make more informed decisions on load management.
- Improved network asset lifespan, reducing replacement and repair costs.
- Reduced likelihood of network overloading, making it safer for engineers to complete vital work.

Supporting the Development of New Business Models and Markets

Our commitment to reaching Net Zero will require alternatives to traditional working practices, and the development of New Business Models and Markets which will be enabled through digitalisation.

Firstly, digital solutions will be fundamental in our transition to Distribution System Operation (DSO). Digitalisation will enable the functions and activities such as flexibility procurement and Distributed Energy Resources (DER) dispatch. By adopting an open, collaborative approach, we will harness innovation to lower costs for customers, accelerate the low carbon transition and take steps on our journey towards becoming a DSO. Secondly, it is our vision to embed sustainability into how we operate, ensuring decisions are made with a detailed consideration of environmental impacts upstream and downstream of our activities. To enhance UK network interoperability, a number of these solutions are in collaboration with other DNOs/DSOs.

We will deliver this by:

01
Deployment of a solution to capture and automate information on waste generated in the supply chain and its disposal or reuse.

02
Introducing an Active Network Management (ANM) platform, to monitor and allocate power capacity to customers in areas at risk of exceeding network capacity.

03
Providing stakeholders with a platform to manage flexibility processes from procurement through to settlement.

04
Development and pilot of methodologies and tools for Biodiversity and Natural Capital assessment, including Carbon Accounting methodologies and tools.

This will deliver benefits such as:

- Supporting our customers and stakeholders to develop solutions and innovations through provision of data and information.
- Enabling customers to connect ahead of conventional reinforcement solutions by unlocking capacity in our network.

Investing in the Digital Skills of Our People

Investing in our people will enable us to accelerate adoption of digital technology and empower our people to identify new and innovative ways of performing their tasks. We will support our people in this transition by equipping them with the right agile and digital skills.

We recognise the value that these skills bring to our customers and provide exciting opportunities for our people to play their part in the creation of a modern digitalised energy system. We have now started tracking the specific training activities being carried out across each of our key project deliveries to ensure successful adoption of these products, which are detailed in the following pages.

We will deliver this by:

01
Implementing a cultural change programme so that our people recognise the value data and digital skills can unlock for our customers, stakeholders, and our own organisation.

02
Specialist training delivered by external and internal subject matter experts.

03
Expanding our graduate programme and recruitment policies to include digital skills.

04
Using gamification of training and knowledge-based AI assistants to enhance our learning and development programmes.

This will deliver benefits such as:

- Expertly skilled staff / More diverse employee skillset.
- Accelerate the adoption of digital technology in SPEN to allow early delivery of benefits for our customers.
- Provide crucial skills to adapt to industry change.
- Embed a culture of continuous learning and development.

Improving Mastery of Our Data

Data is a key enabler of a decarbonised, decentralised, and digitised energy future. It's the tool that will bridge the gap between where we are now versus where we need to be – to achieve Net Zero by 2050.

Data is essential to optimising the value of assets, driving innovation, better understanding risks, and increasing system resilience. As the owner and operator of three licence businesses, data about our assets, our services, and our capabilities, will be key in supporting the transition to Net Zero. Improving the mastery of our data allows us to quickly, and more effectively, make information available, and improves our ability to manage data security. Sharing our data with external parties will lead to better whole system solutions and new, innovative ways of working.

We will deliver this by:

01
Continuing to deploy our Data Governance platform and build a SPEN Data Catalogue which will facilitate the delivery of our Data Governance Framework.

02
Developing the policies and procedures required to standardise the way that we manage data within our organisation.

03
Continuing to develop our Open Data Portal by introducing new enhancements and datasets, aligning with the needs of our stakeholders.

04
Deploying fully integrated analytics capability through Azure and AWS platforms, and realising value add data use cases.

This will deliver benefits such as:

- Improvements in data quality, enhancing data sets shared with our stakeholders.
- Improving our data triage processes, enabling quicker and more secure transfer of data to our stakeholders.
- Develop data use cases to support customers in how they access and use our data.

Project Updates: Using Digital Technologies to Deliver Enhanced Customer

Initiatives	Summary	Progress in the last six months	Activities planned for the next six months	Measures of Success / Customer Benefit
CRM Platform Implementation	Consolidation of multiple customer service solutions that are currently made up of a suite of disparate systems into one single system to manage all customer interactions and provide a 360 degree view of the customer. Replacement platform delivered in early 2023 with programme of subsequent continuous improvement.	• Continuous product optimisation service established with strategic partners. • Service delivering at least twice weekly enhancements to product and process. • Delivery of DevOps tooling to automate the deployment process through test and production environments. • Delivery of prioritised Storm Eowyn functionality during the storm weekend and proceeding days to support ease of contact, for example, for Food Compensation claims	• Continue strategic product optimisation to improve business processes and customer experience.	• A single view of all customer interaction across SPEN provides insight and quicker resolution. • Paths for live chats or telephony interactions. • Increased volume of customer enquiries resolved first time. • Reduced volume of enquiries that need more than one person to resolve.
NAVI & NetView (previously LView)	NAVI & NetView is the creation of a connected network model from our geographical information system (GIS) data to allow flexible analytics to be performed without impacting the daily use or structure of the primary GIS system.	• Aggregation facility for smart meter consumption data. • Enhancing NAVI to replace SPENs legacy Engineering Net Zero application. • Incorporation of LV Monitor data and creation of a "Go-Sniff" solution to visualise where on the network a fault has occurred, facilitating faster restoration after power outage. • Go-live of Local Authority Network Insight tool (LANIT).	• Re-platform of NAVI providing greater processing capability and system stability/resilience, driven by the growth in usage as we standardise on NAVI as SPENs Network Connectivity model. • Improved power analysis capabilities and replacement of legacy Windebut tool. • Next phase of Engineering Net Zero project. • Discovery phases of Graphical Design Tool Integration and Independent Network Operation Integration for NAVI.	• Faster network analysis for quicker customer responses on new connection quotes. • More accurate and consistent data used for network data analysis. • Significant enhancements to network visibility of our LV connectivity model. • Faster fault finding and customer restorations, leading to reduced power outages.
ESCOMS Replacement	Estates, Consents and Management System, which is used to manage and report on land rights and consents. Replacement platform delivered in May 2024 with programme of subsequent continuous improvement.	• Proof of Concept project under way for reporting solution using Tableau reporting tool. • Prioritised the delivery 20+ small enhancements to ESCOMS via twice weekly releases. • Scoping completed for integration of ESCOMS with GIS.	• Reporting strategy to be defined post Proof of Concept. • Complete testing and development for mobile solution. • Complete review of benefits for GIS integration and commence build. • Define requirements for archiving solution and implement. • Decommission of legacy system.	• Improved ways of working, with significant levels of automation increasing efficiency and ability to prioritise jobs and manage teams and workflows with measured effectiveness. • Centralised, secure and fully supported solution that allows for GDPR transparency, improved data management and enhanced reporting capabilities.

Project Updates: Using Digital Technologies to Deliver Enhanced Customer

Initiatives	Summary	Progress in the last six months	Activities planned for the next six months	Measures of Success / Customer Benefit
Graphical Design Tool	A new Graphical Design Tool to digitalise the manual process of creating network connection designs. The solution has been identified to improve time to quote and quality of designs by optimising the SAP PM build process and integrate with our GIS system to give better network visibility across multiple business areas. **The project is delivering in 2 phases:** **Phase 1:** Deployment of the core Graphical Design Tool with a GIS integration to staff in SPD / SPM Connections, Customer Service and across the Districts. **Phase 2:** Further integrations with SAP PM to build quotes within the Graphical Design Tool as designs are developed, and Salesforce for status updates, workflows and reporting.	**Phase 1** • Graphical Design Tool now live across SPD / SPM Connections, Customer Service and Districts, over 150 users. **Phase 2** • Business Requirements reviewed. • Supplier contract being signed. • Technical Design / Solution Architecture and Planning workshops commenced.	**Phase 1** • Complete final training roll out and awareness sessions. **Phase 2** • Technical detailed design / solution architecture completed. • SAP integration completed by Supplier and tested. • Workflows reviewed and refined in Salesforce. • Iterative deployment of features to realise business benefits as early as early as possible.	• Time to quote process reduced for the creation of network designs. • Enhanced visibility of the network through integration with GIS – removal of manual one dimension PDF, to integration of layered GIS assets. • Improved consistency and overall accuracy of the designs with a standard output, improving health and safety, operational efficiency and customer service. • Integration with SAP brining automated quote creation removing manual process, improving speed and accuracy for time to quote. • Removal of manual steps replacing them with a single automated process.
Connections Online Self-Service	A self-serve facility for customers seeking new or upgraded connections and enhancements to the online customer experience / application process.	• Standard price quotes for a subset of APOS jobs has gone live. • Further connections application journeys evaluated for value to be gained by repeating a similar process. • Connections Self-Service solutions for LVSSA & LVSSB cost estimates evaluated and concept approved.	• Complete planning and procurement for connections self-service tool for LVSSA & LVSSB. • Commence delivery of connections self-service tool. • Identify potential opportunities for further self-service journeys and other improvements across the end to end connections journey.	• Customer will be able to get a cost estimate for a connections job online without the need to contact SPEN to understand if this fits within their budget before formally applying. • Improved customer application experience with a simpler online application process. • Consistent connection cost provided to customers with up front clarity. • Tailored online experience depending on the customer type and type of connection being requested.

Project Updates: Using Digital Technologies to Deliver Enhanced Customer

Initiatives	Summary	Progress in the last six months	Activities planned for the next six months	Measures of Success / Customer Benefit
Land Rights Digitisation	Scanning and digitisation of records relating to SAP and Land GIS, to deliver a digital and integrated solution to manage their workflow.	• All documents now collected from SPEN sites. • 68,000 contracts scanned and digitised in SAP • Project now 90% complete, with over 330,000 contracts scanned and digitised	• Scan and digitise all remaining documents in SAP. • Project close down. • Post implementation review.	• Quicker turnaround for Land Rights information requests. • Creation of consolidated digital document database following Ofgem direction for Data as an Asset.
Variations and Refunds	Improve the connections Variations and Refunds process that is used when a design varies from the original quote and costs.	• Code has been developed and delivered to our software factory to test. • 3 rounds of system integration testing (SIT) completed.	• Complete user acceptance testing with the business teams. • Create training material and carry out training. • Go live.	• Expected to streamline and simplify the process on occasions where additional costs are required to complete a connections due to unforeseen circumstances. Quicker turnaround of refunds from when it is identified that a refund is required through to the money being paid into a customer's bank account.
Website Refresh	Modernisation of SPEN website covering structure, content, and accessibility.	• Discovery phase complete • Design system and initial site designs created and customer/user experience tested • Developed MVP of new Power Cut lookup functionality.	• Commence build of new Cloud hosted website and content management system • Deploy DevSecOps processes to support secure agile development and delivery • Continue development and testing of new web features with a focus on user testing and accessibility. • Roll out of new Power Cut lookup functionality.	• Improved website functionality, efficiency, and accessibility. • More mobile-friendly user experience.

Project Updates: Optimised Asset and Network Management

Initiatives	Summary	Progress in the last six months	Activities planned for the next six months	Measures of Success / Customer Benefit
GIS Platform Upgrade	Our Geographic Information System (GIS) is an integral system for our asset master data and is used throughout our asset management systems. Investment in the migration of our GIS platform from the current software to a new platform using the Utility Network data model bringing enhanced functionality.	• Successfully migrated the GN Asset Data to the Utility Network with a 3.4% error rate. • Mapped all the current SP Tools, Auto updaters and QA/QC rules to the Utility Network. • Interface remapping is 75% complete • Finalised the core development of the Utility Network Data Model. • Established a Versioning Control approach for migration iterations.	• Interfaces 100% complete and remapped. • Workflow manager implementation. • Virtual Desktop Infrastructure (VDI) POC Complete. • Testing complete & Training complete. • Cut over complete / Go Live.	• Migration to UN (Utility Network) data model will enable new capabilities for analysis and manipulation of information as well as for representation (3D and 4D). • Improved functionality out of the box in new platform allows for more configuration over customisation of tools – reducing future obsolescence and therefore expenditure. • Increased accuracy of the real world location of our assets within our corporate systems improves our ability to effectively manage them.
Mobility and Scheduling	Streamline processes related to field activities for planned and reactive work to improve Operational Efficiency, Customer Service and Safety and Environmental Performance.	• All Inspections and Maintenance work for substations is now scheduled and completed through Salesforce Field Service. • All data capture forms relating to inspections and maintenance have been built on Salesforce Field Service. • Data migration from current field capture system 'Survey 123' over to Salesforce Field Service ahead of decommissioning. • Preferred mapping solution identified and now in development	• Integration of a mapping solution to facilitate further field service use cases. • Develop and implement pillars/link box inspections and overhead line inspections into Salesforce. • Planning and scoping for connections, investment and faults processes as later use cases to be deployed.	• Improved Health & Safety through better visibility of data and information in the field. • Improved Customer Service through quicker response times. • Improved operational efficiency through optimised scheduling and better visibility of resources and field work.
SDIF and Field Online	The Smart Data Integration Fabric (SDIF) platform manages large volumes of network monitoring and event data, using standardised interfaces between systems and automating complex sequences of actions to automate business processes.	• Successful technical refresh of the SDIF platform, delivering new and improved infrastructure as well as latest versions of software and middleware. • The investment means we now have a future proof platform capable of scaling in line with the integrations detailed in our Digitalisation Strategy.	• N/A - project now closed down.	• Improved information on the location of a fault to accelerate restoration. • Inclusion of monitoring data, analysis and orchestration of alarms. • Enhanced analytics on LV network from data captured by third party LV sensor solutions.

Project Updates: Optimised Asset and Network Management

Initiatives	Summary	Progress in the last six months	Activities planned for the next six months	Measures of Success / Customer Benefit
Internet of Things (IOT) Platform	Build of an IOT (Internet of Things) platform to manage a wide array of sensor types to enhance our ability to manage the LV Network and assets.	• Go-live of SPEN's in-house developed IOT solution, allowing the termination of the legacy 3rd party hosted solution. • Proof of concept completed using environmental sensors in a substation. Findings now informing our designs for subsequent phases of the project.	• Perform a review of our IOT solution, identifying options to enhance and improve, based on operational experiences so far. • Improve our testing capabilities with respect to vendor operating system and firmware upgrade.	• Instant awareness of faults on the networks leading to quicker response and resolution times, in some instances predicting a fault before it occurs.
SAP Enhancements	Facilitate the realisation of effort/time efficiencies through reduction of manual transactions and human error within our core asset management platform using an automated solution implementation.	• First six months programme of change has been built, delivered, tested, and promoted to production, improving business process and reducing errors.	• Testing and promotion of next round of changes. • Additional requirement clarification and documentation of Q3 & Q4 changes to be completed, enabling functional specification creation and coding to commence.	• Quicker internal productivity across multiple internal process resulting in quicker processing of customer related tasks. • Improved data accuracy – Reduction in system errors and issues.
Asset Risk Management Tool	New tool to allow SPEN to identify potential condition based issues across our asset range and make any required interventions.	• Data reconciliation completed with legacy system (CBRM) with the new Invest tool (NARM). • Staff training complete. • System Go Live.	• Full decommissioning of legacy system. • Project close down.	• Increased network reliability and reduced outages through proactive management of defects. • Long term reduction in customers off supply due to faults and increased network resilience against extreme weather events.
Condition Based Assessment	Alignment of two overhead line inspection and maintenance processes by creating a function to take asset and defect information provided by external contractors and load them into our corporate systems.	• Project completed and closed down.	• N/A - project now closed down.	• Removal of duplicate visits to SPEN assets on customers land. • Greater visibility within corporate systems of potential health and safety issues on the network which can be reacted to and rectified.

Project Updates: Developing Options to Manage Peaks in Load

Initiatives	Summary	Progress in the last six months	Activities planned for the next six months	Measures of Success / Customer Benefit
LV Monitoring Rollout Programme	Installation of over 14,000 LV Monitors across substations to manage and visualise real-time network operating data.	• NetView and Business Intelligence reports from Azure Synapse are available as the primary method for field engineers to locate and fix faults on the LV network over traditional methods. • The LV Monitor rollout program continues with approx. 7000 devices now installed.	• There will be a rolling series of enhancements to NetView and Business Intelligence reports as we develop a deeper understanding of how the data is being used operationally. • We plan to deploy a further 1500 LV monitors in the coming 6 months.	• Instant awareness of faults on the networks leading to quicker response and resolution times, in some instances predicting a fault before it occurs. • Ability to view and manage peaks in Load.
LV - Smart Meter Automated Fault Prediction	Development of Artificial Intelligence tools to identify patterns in Smart Meters fault data to identify cables that have a neutral fault risk.	• Pre-Fault alarms from LV Monitors are now being used via our IOT Solutions to proactively identify assets that may be at a higher risk of failure. • This is allowing preventative maintenance to be scheduled before failure occurs.	• Further data analysis and data engineering tasks are planned to help identify trends and patterns that we can use to further enhance network resilience.	• Improved network resilience by intervening ahead of failure, resulting in reduction in customer interruptions.
Smart Metering Data and Analytics	Delivery of a new cloud-based solution to manage network event and time series data for analytics activities. Visualisation of data to end users for analysis and decision making.	• Aggregated Consumption development completed allowing aggregated consumption data to be obtained from SMETS2 and SMETS1 SMART meters. • Voltage Data now being obtained daily as opposed to weekly and integrated into machine learning (ML) models and in turn NAVI.	• Establish virtual LV monitor using SMART aggregated consumption in Synapse environment. • Complete half hourly consumption pilot. • Complete synapse upgrade and data migration.	• Facilitation of better reinforcement planning and forecasting to prevent asset failures resulting in power outages. • Optimised maintenance planning and historical data used to build predictive fault modelling. • Improved visibility to LV network allowing more informed decisions when designing customer connection requests to ensure optimum and most efficient design.

Project Updates: Developing Options to Manage Peaks in Load

Initiatives	Summary	Progress in the last six months	Activities planned for the next six months	Measures of Success / Customer Benefit
Engineering Net Zero (ENZ) Platform	Development of a near real-time analytical platform, enabling data-driven visibility, planning and operation of the network which relies on four integrated data sources (network monitoring, smart meters, enhanced forecasting and asset condition).	• Minimum Viable Product (MVP) project currently in final testing and validation before being fully implemented. • Project has re-engineered older manual Python scripts originally developed by a 3rd party and module libraries updated. • Undertook a review, revision and reporting of the RIIO-ED2 load related expenditure (LRE) plan.	• Phase 2 is being scoped to identify how this solution will be incorporated within the NAVI architecture. • Complete the modelling and development of the RIIO-ED3 load related expenditure (LRE) plan as key part of SPEN's future business plan. • Inclusion of LV monitoring data in secondary substation modelling.	• More informed network operations and optimised network investment planning to reduce target network reinforcement ahead of time and avoid capacity overloads. • Improved customer connections processes. • Flexibility tendering will be improved.
RHYTHM - Flow Orchestration	Implementation of the Salesforce Flow Orchestration technology to standardise, streamline and enhance the current NCP Deployment and LV Monitor Rollout programmes.	• Rollout completed on new process for NCP's and LV Monitors, built, tested, and deployed including training materials.	• Project closedown.	• Less manual effort involved with the installation process (admin tasks). • Improved ownership of each stage of the processes. • Enhanced data accuracy. • Visibility of current status of all jobs and identification of any blockers/bottlenecks.

Project Updates: Supporting the Development of New Business Models and Markets

Initiatives	Summary	Progress in the last six months	Activities planned for the next six months	Measures of Success / Customer Benefit
Contractor Sustainability Resources Tool	Solution to capture and automate information about waste generated in the supply chain and its eventual disposal, recycled and reused content of our materials and the carbon emissions associated with our operations. This includes the deployment of IT solutions to automate the capture of emission information across both our network activities and Scope 3 emissions (those produced indirectly across the wider supply/value chain), e.g., carbon emissions.	• Tool embedded across all licences, capturing original scoped requirements. • 101 contractors now onboarded, four months ahead of schedule and representing three times as much engagement in comparison to previous tool. • Enduring governance established across all stakeholders, both internal to SPEN and external vendors/partners, to ensure alignment of the tool and continued successful onboarding of new contractors.	• Ongoing customisation of the tool for better visibility of issues, reporting, and dashboards. • Focus on education for contractors at point of data entry to further increase compliance rates. • Increased scope – additional business areas who capture sustainability info may benefit from using the tool.	• Understand the fate of waste being produced and source of materials consumed to inform business decisions to increase reuse and recycling as per our Sustainable Business Strategy. • Inform infrastructure design decisions to minimise greenhouse gas emissions during development.
Biodiversity and Natural Capital	Development and pilot of methodologies and tools for delivering Biodiversity and Natural Capital assessment. Creation of a desk based baseline of Natural Capital across our network using GIS capabilities, in collaboration with stakeholders and other DNOs.	• Innovation project kicked off to build in consideration of biodiversity to early-stage project optioneering. • Plan for integration of the baseline to GIS systems drafted.	• Finalise contract with AECOM for baseline project. • Obtain access to distribution land boundary data from estates team. • Utilise baseline exercise carried out by AECOM to create data for entering to digital platforms.	• Natural Capital tool and Optioneering tool successfully embedded in routing/siting decision making processes. • Minimisation of impacts on biodiversity from development of network. • Enhancement of natural capital across the network where possible.
Carbon Accounting	Creation of a carbon accounting process by developing the ability to report and monitor on the carbon impact of all of SPEN's activities and processes.	• Spreadsheet based Carbon Product Calculator Tool launched and now in use as interim solution. • Solution to apply carbon impact metrics to all project material and labour in SAP has been developed. • Key integrations developed.	• System and integration testing. • User acceptance testing. • Training. • Go Live.	• Visibility of total carbon impact associated with projects. • Ability to improve decision making based on potential carbon impact prior to project approvals.

Project Updates: Supporting the Development of New Business Models and Markets

Initiatives	Summary	Progress in the last six months	Activities planned for the next six months	Measures of Success / Customer Benefit
Active Network Management Portal Implementation	A customer portal giving a view of our distributed control system that continually monitors the limits in a given area of the network and then allocates the maximum amount of capacity to customers in that area.	• Proposed technical design reviewed. • Queries raised with technical design and decision made to not progress with this on review.	• Project on hold pending new technical solution design.	• Customers able to Self-Serve ANM Data, creating data engagement with customer without requiring additional SPEN resources. • Improved Governance, increased data security and compliance with license obligations.
Integrated Flexibility Management Platform	Move to a more automated approach to flexibility trading processes for SPEN 'One-Stop Shop' for Flexibility Service Providers (FSPs) to: Register their business and managed assets, Contract Negotiations, Bid/Offer Acceptances, Flexibility Scheduling, Dispatch Instructions, Reconciliation & Settlement.	• Procurement exercise kicked off with initial response from 26 potential suppliers registering an interest. • Formal invitation to tender (ITT) issued with responses received from 6 suppliers.	• Complete tender process, select preferred bidder and finalise contract. • Mobilise delivery team and implement new integrated flexibility management platform capability.	• IFMP delivery successfully deployed by end of Mar26 before contract renewal required from existing solution. • 3rd party Flex providers operating a one-stop shop for all Flex requirements. • SPEN can then move from a 'Month-Ahead' flex capability to either a Week or Day-Ahead trading requirement, dependent upon the needs of customer demand.
Open Data Portal	Our Open Data Portal offers a single, user-friendly interface for exploring, filtering, viewing, downloading, and consuming our data. We continuously enhance our Portal and expand the available datasets to facilitate sharing data that meets the needs of our Customers and Stakeholders.	• Publication of 5 new datasets on our Open Data Portal – including LV Monitoring data, Smart Meter Consumption data and GIS Shapefiles for Local Authorities. • Increased Data Visualisation by publishing 2 new feature pages, including a new Network Development Plan feature page and a flexibility activity dashboard. • Enhanced transparency with our users by publishing Dataset Methodologies and Data Quality Assessments. • Launch of Data Reuse functionality to engage with stakeholders and promote how they're using our data. • Creation of our 'video library' to host educational videos to enhance Data Users' understanding of our data and our approach to data sharing.	• Continue to publish new datasets on our Portal and enhance our Portal features in line with our published 2025 Data Roadmap. • Initial phase of incorporating 'Recite Me' software in our Portal to improve accessibility for our users. • Launch of our 2025 Open Data survey to gather stakeholder feedback. • Expansion of our 'video library' to include new educational videos and 'how to guides' based on stakeholder feedback. • We will hold our first 'hackathon' which will support our stakeholders by providing ideas on how they can use our data	• Stakeholder feedback through Open Data Surveys and use of feedback forms. • Trend analysis of user interactions with our Portal. • Incremental improvements in Data Quality across our available data.

Project Updates: Investing in the Digital Skills of Our People

Initiatives	Summary	Progress in the last six months	Activities planned for the next six months	Measures of Success / Customer Benefit
NetView Tool Training	The LV Training Tool NetView provides a near real-time digital connectivity model of the network, and is used to train the workforce in its functionalities and potential uses.	• NetView training materials and Superuser Guide has been comprehensively updated to reflect all new functionality changes and updates.	• NetView training to be incorporated into technical training programs delivered at our training centres to support training in LV Control Room Control room.	• Increase user engagement and use of NetView tool. • Reduction in fault identification and resolution. • Reduction in queries received by LV Control Room. • Training to includes specific modules, demos, practices, and quizzes. • Increase understanding and management capabilities related to required changes in the business. • Align training with our agile strategy.
PROSCI Practitioner Training	To raise awareness of why change is being introduced and to make sure the context is understood in terms of people, processes and systems, a number of our workforce have completed Prosci Practitioner training. This training aligns with our Agile strategy as we implement an Agile form of the Prosci ADKAR model to drive successful change at an individual level.	• We have successfully completed two cohorts of Practitioner training, expanding our network of certified PROSCI Practitioners. This strengthens our organisational change capability and reinforces our commitment to embedding effective change management practices across our initiatives.	• Established a PROSCI Practitioner Forum. This platform will enable our practitioners to connect, share best practices, and strengthen our collective change capability. • Participants to embed the proficiencies gained through training to drive change while fostering a change ready culture. • Establish clear selection criteria to attend instructor led training and when to utilise eLearning resources as alternative training option.	• Increase understanding and management capabilities related to required changes in the business. • Increased project success and return ROI. • Improved adaptability across the organisation. • Reduction in stress and anxiety for those involved in change leading to increased engagement. • Align training with our agile strategy. • Increase understanding and management capabilities related to required changes in the business.

Project Updates: Investing in the Digital Skills of Our People

Initiatives	Summary	Progress in the last six months	Activities planned for the next six months	Measures of Success / Customer Benefit
NAMS Training	The Network Asset Management Systems (NAMS) are integral systems within SPEN and so is critical the workforce has the training, skills, and knowledge to use these systems effectively.	• NAMS SAP PM updated training content and materials has been successfully launched to SPD & SPM users. • SAP Enable Now accounts have been created for all SPEN users to access and consume the training content. • Monthly user and access reports provided to each license area to promote continuous learning and development.	• Launch training content to remaining SPEN user base. • Monitor and review usage report and user feedback to drive continuous improvements. • Collaborate with Work & Asset Value Stream to ensure all system and functionality changes are captured and content updated accordingly.	• Targeted role based training for all New Starts allowing for a reduction in training time. • Standardised approach to upskilling and refresher training. • Updated training for existing staff within SPEN that reflects all system and process changes. • Continuous training and process updates through BAU.
Agile Methodologies	Adopting Agile methodologies plays a key role in steering our Digital Skills strategy, we have continued to invest in the enhancement of our workforce's proficiency in Agile principles and practices.	• Conducted a comprehensive Agile Training Needs Assessment across all Value Streams within the Business Transformation department to identify their specific training requirements and challenges.	• Deliver tailored training programs to each team, supporting their upskilling journey and ensuring they have the necessary skills and knowledge to excel in their roles. • Promote a collaborative environment to share knowledge, best practice and lessons learned between different teams.	• Increased knowledge and capability to deliver projects in an agile manner with the minimal viable product developed and released as early as possible followed by continuous, iterative improvements. • Early realisation of project benefits for customers. • Improved product quality through continuous testing and feedback. • Greater flexibility for the customer to adjust and improve throughout the development process.

Project Updates: Investing in the Digital Skills of Our People

Initiatives	Summary	Progress in the last six months	Activities planned for the next six months	Measures of Success / Customer Benefit
Skills Matrix - Skills Mapping	A Skills Matrix is a visual tool used to identify, assess and track the skills and competencies of the workforce. It involves listing all relevant skills and competencies required for each role within the team and then assessing each employee's proficiency in those skills. This helps in identifying skill and knowledge gaps, curating training paths, priorities learning and provides clarity on the skills needed for each role.	• The Skills Matrix has been fully deployed to our pool of Blackbelts, Senior PMO Analysts and Communications Team who are utilising their tailored training plans.	• We will continue to capture skill sets for the remaining roles and rollout to respective users. • Line managers to hold Development Discussion with each employee to align where they are on their skills development journey and identify skill and knowledge gaps. • Tailored training paths to be curated to support and promote continuous learning and development.	• Identifying the core skills required to drive skill growth and development on an individual and business level business. • Monitor and visualise the skills development to ensure the chosen training incentives deliver ROI. • Automates training needs assessments, identifying priority areas of skills development used to guide appropriate training solutions. • Produce tailored training plans outlining training required to bridge skill gaps and foster continuous learning and development on our digitalisation journey.
Mobility & Scheduling Training- Salesforce Field App	Comprehensive training in use of Salesforce Field App to support the transition to the new platform. This allows the streamlining of processes related to field activities for planned and reactive work to improve operational efficiency, customer service and environmental performance,	• Training has successfully been delivered for Substation Maintenance, Inspections and key Health and Safety forms to SPD and SPM with positive feedback and adoption. • All training and support materials have now been uploaded to our internal Learning Management System (LMS). To enhance accessibility and relevance, we have developed persona-based learning paths, enabling users to easily find and engage with training content tailored to their specific roles and responsibilities.	• Training to be incorporated into Technical Training programs delivered at our training centres. • The next focus will be to deliver training for Link Boxes/Pillars. • Deliver and distribute support documents and reference guides for post training support.	• Improved Health & Safety through better visibility of data and information in the field. • Improved Customer Service through quicker response times. • Improved operational efficiency through optimised scheduling and better visibility of resources and field work. • Significant reduction in Applications required to complete operational activities.

Project Updates: Improving Mastery of Our Data

Initiatives	Summary	Progress in the last six months	Activities planned for the next six months	Measures of Success / Customer Benefit
Data Governance Platform	The implementation of our Data Governance Platform, Informatica, will support us in the establishment of a data catalogue; a detailed inventory of all our data assets and their associated metadata. The tool also allows us to quantitatively measure the quality of our data and show the lineage of our data assets from source.	• Successfully delivered our first Minimum Viable Product (MVP) of our Property Address Database Metadata in Informatica – this included scanning 929 data tables, made up of 10,000 columns. We profiled 10 tables of this data, encompassing over 36 million rows and 200 columns, assigned Data Owners, established 179 data quality checks and 23 business terms and assigned data classifications to highlight any sensitive / personal data. • Over 1500 Data Quality Checks (203 data quality rules) built in the tool to measure the quality of 21 datasets on our Open Data Portal. • Development of our 2025 deployment plan which sets out the prioritised use cases to be delivered in the tool this year.	• Continue to build the contents of our Data Catalogue in line with our 2025 deployment plan. • Enhance Data Quality Assessments to measure against additional Data Quality Dimensions (consistency, timeliness and accuracy). • Create and rollout a process for refreshing Data Quality Assessments for the datasets on our Open Data Portal.	• Establishment of data accountabilities in SPEN for all datasets in our data catalogue. • Ongoing expansion and development of SPEN data catalogue; delivering in line with our 2025 deployment plan. • Establishment of Data Quality framework; regular assessments of Data Quality and processes in place to monitor the score. • Enhancement of maturity against the 11 principles of Ofgem's Data Best Practice.
Prosper Replacement	Power Systems performance reporting system used to produce information on customer interruptions and equipment failures, and to report on customer statistics for customer service and equipment reliability.	• It was identified by the volume of data processed during Storm Eowyn that a new technical approach was needed to ingest the Prosper Oracle database to our new cloud-based Synapse platform • Design of new data migration process completed and tested	• Implement a PaaS Oracle DB in our Cloud and migrate schema from old Oracle database. • Complete delivery and implementation of project	• Increased security and data encryption for protection of data. • Improved audit capabilities. • Prosper and Transactional Data response time improvements, measured against expected time.
SMART Replacement	Smart Meter Systems analyse all network data, including smart meter and substation monitoring data for a better understanding of network operations and conditions.	• Initial reports migrated from legacy system to new cloud-based platform.	• Further migration of system reporting with all in scope systems planned to be on the new platform by end of Q3 2025. • 10 remaining systems to be migrated as part of this project.	• Increased security and data encryption for protection of data. • Increased data encryption. • Improved audit and reporting capabilities. • Transactional Data response time improvements, measured against expected time.

Project Updates: Improving Mastery of Our Data

Initiatives	Summary	Progress in the last six months	Activities planned for the next six months	Measures of Success / Customer Benefit
ENSAPMIG	Case to utilise Azure Synapse Data platform to migrate ENSAPMIG, an obsolete oracle database used for operational & regulatory reporting.	• Migration of ENSAPMIG to Synapse has been completed and is undergoing testing.	• A parallel running of the legacy (Oracle) system and the new (Synapse) solution until July to prove operational and regulatory reporting is compliant. • The legacy system will then be decommissioned.	• As more data use cases are implemented on the platform, this will increase accessibility to data and potentially produce instances where this data can be accessible externally via our Open Data Platform.
NEOP	To provide outage data in a standard format to the new National Energy Outage Platform (NEOP).	• Project extended to address issues identified with the volume of outage data triggered by Storm Eowyn. • Performance enhancing changes are being applied along with enhanced features.	• All enhancements and features tested and applied. • The improved NEOP will Go-Live in Q3 2025.	• Successful supply of outage data to the regulator in the agreed standard format and regularity.
Data Hubs	Improve the structure, discoverability, access & security, and support of data domains through the creation of Data Hubs. Initial use-cases in scope are DSO and Connections data. The project will seek to make these data domains available through our central data lake and have this full governed through Informatica.	• The landscape of DSO and Connections data has been collected from the SMEs and has been documented for final investment.	• Development of MVP for both domains. • Map the asset management data landscape.	• Delivery of two MVP domains. • Network planning staff trained in the use of the data lake.

Data Best Practice

At the start of RIIO-ED2, Ofgem introduced Data Best Practice (DBP) guidance, a suite of 11 principles designed to ensure data is treated as an asset and used effectively for the benefit of consumers, stakeholders, and the public interest.

Compliance with DBP is at the heart of our data strategy and is stewarded by our Network Data and Intelligence function. The table below summarises how we currently comply with all 11 principles of the guidance and our future plans to enhance our maturity.

DBP Principle	How we Comply and our Future Enhancement Plans
1 Identify the roles of stakeholders of Data Assets.	Our Data Governance Platform, Informatica, records the Data Owner and Data Steward for each Data Asset. We will continue to assign responsibilities to each of our Data Assets in line with the deployment of Informatica. Our newly developed Data Governance Policy describes the data roles and responsibilities in our organisation.
2 Use common terms within Data Assets, Metadata and supporting information.	Informatica will support the development of a business glossary to promote the use of standardised terminology across our organisation. We are fully engaged in the relevant industry working groups and will continue to collaborate on aligning our business terms and glossary.
3 Describe data accurately using industry standard Metadata.	Our Open Data Portal and Informatica align with the Dublin Core Metadata standard. We have a metadata management policy which sets out core metadata principles and expectations and will be rolled out through the deployment of Informatica. We are closely involved in the relevant industry working group and will continue to collaborate to ensure alignment.
4 Enable potential Data Users to understand Data Assets by providing supporting information.	Our Open Data Portal provides detailed descriptions on each of our published datasets. We publish Risk Assessments for all datasets on our Portal and have expanded this to include Dataset Methodologies and detailed Data Quality Assessments. We are working on the second phase of our Data Quality Assessments which will measure against additional dimensions. We are also enhancing our Portal to include more comprehensive descriptions of the datasets.
5 Make Data Assets discoverable for potential Data Users.	We successfully delivered our first minimum viable product (MVP) in Informatica, showcasing the features and capabilities of the tool. Informatica now contains over 1,100 tables of data, which we will build on across the next 6 months in line with our 2025 deployment plan.

DBP Principle	How we Comply and our Future Enhancement
6 Learn and deliver to the needs of current and prospective Data Users.	We have published our 2025 Data Roadmap which was developed based on Stakeholder feedback and outlines our plans for future dataset publications and Portal enhancements. To support our stakeholders in accessing and using our data we have launched the first in a series of 'how to guide' videos on our Portal, these are being developed based on feedback from our stakeholders with more planned throughout 2025. In June 2025, we will host our first Open Data webinar, which will showcase our Portal and how our datasets can be used, ensuring stakeholders get the most from our data. We have also introduced a new 'Re-Use' functionality to showcase how our data can be used.
7 Ensure data quality maintenance and improvement is prioritised by Data User needs.	Informatica allows us to quantitatively assess the quality of our data assets, which we can monitor and use to build improvement plans where required. In the past 6 months we have created 356 data quality rules, equating to over 1,900 individual quality checks of our data assets. We now run and publish Data Quality Assessments for the datasets we publish on our Open Data Portal, which measure against the quality dimensions of validity, completeness and uniqueness. We are now enhancing these assessments to measure against an additional 3 dimensions (consistency, validity and accuracy). Our newly developed data quality policy sets out our approach to the principles we will adhere to.
8 Ensure Data Assets are interoperable with Data Assets from other data and digital services.	We have revised our data pipeline and data warehouse design to enable data to be interoperable and for re-use across systems, this is being applied in the current scope of our migration of Network Asset Risk Metric (NARM) to the Azure cloud; and, have scoped out two data hubs across multiple processes and systems at a conceptual level which will be integrated shortly. Moreover, we have put extra emphasis on revising our data modelling to ensure this data is compatible across source systems. We are also active participants in the Data Sharing Infrastructure (DSI) working groups, working to ensure that future datasets shared through this mechanism will be interoperable.
9 Protect Data Assets and systems in accordance with Security, Privacy and Resilience best practice.	Prior to sharing datasets on our Open Data Portal, a detailed data triage Risk Assessment is undertaken by the Data Owner, alongside our Cyber Security and Data Protection teams. We are supporting the ENA's DDSG Data Triage subgroup to carry out a review and update of the ENA's Data Triage Playbook. Once complete, we will carry out an impact analysis and undertake any required changes to ensure alignment.
10 Store, archive and provide access to Data Assets in ways that ensures sustained benefits.	Our newly developed Data Lifecycle policy contains guidance on best practice for storing, archiving and deleting data across its' lifecycle and will be rolled out through the deployment of Informatica.
11 Treat all Data Assets, their associated Metadata and Software Scripts used to process Data Assets as Presumed Open.	We publish data on our Open Data Portal under open or shared data licence; ensuring that our data is published in a way that maximises value to our stakeholders, whilst protecting any sensitive information. To enhance transparency with our stakeholders we publish our Risk Assessments, Dataset Methodologies and Data Quality Assessments. Our 2025 Data Roadmap has been developed in line with stakeholder feedback and shows the datasets, feature pages and other enhancements that we plan to deliver throughout 2025. The roadmap is publicly available to access on our Open Data Portal.

SP Energy Networks