Digitalisation Action Plan
SP Transmission

June 2025

SP Energy Networks

Contents

Our Digital Strategy & Action Plan

To support the successful delivery of SP Energy Networks RIIO-T2 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.

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-T2 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-T2 period and the current status of each of them.
- 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.
- Compliance with Ofgems Data Best Practice is at the core of the Digital Strategy, as well as our future plans to enhance our maturity.
- 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

Building Information Modelling (BIM)

SPEN has made significant strides in implementing BIM during the RIIO-T2 period. The initiative has involved several pilot and showcase projects, including four in the design phase, one in construction, and one in the handoff to operations and maintenance.

A key achievement has been the successful integration of the Autodesk Construction Cloud (ACC) as the Common Data Environment (CDE) for both internal and external project teams. This has enhanced contractor engagement and collaboration, leading to more efficient and effective project delivery. Additionally, the implementation of BIM documentation into framework agreement contracts has been agreed upon with all 19 awarded Strategic Frameworks suppliers.

The use of mobile technology has also been rolled out, allowing project information to be accessed remotely on-site. This has been complemented by the development of high-quality 3D models to support design visualisation and clash detection, improving design quality and coordination.

Overall, the BIM implementation during RIIO-T2 has transformed the way projects are managed and delivered, driving efficiency, and collaboration across the organisation. We are now planning for the continued expansion of BIM across the end-to-end transmission project lifecycle with further system integration over the RIIO-T3 period.
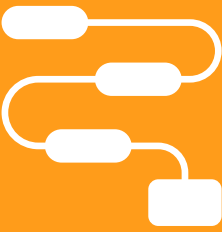
130
Systems Assessed from 67 Technology Vendors.

39
Required System Integrations Identified.

200+
New Workflows Implemented.

Mobility & Scheduling

In March, 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 transmission 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-T2 and into RIIO-T3 with many additional use cases on our roadmap for delivery.

Approx 400
Service Appointments Have Been Completed in Salesforce Field Service.

Open Data Portal

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

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.

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.

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-T2 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.
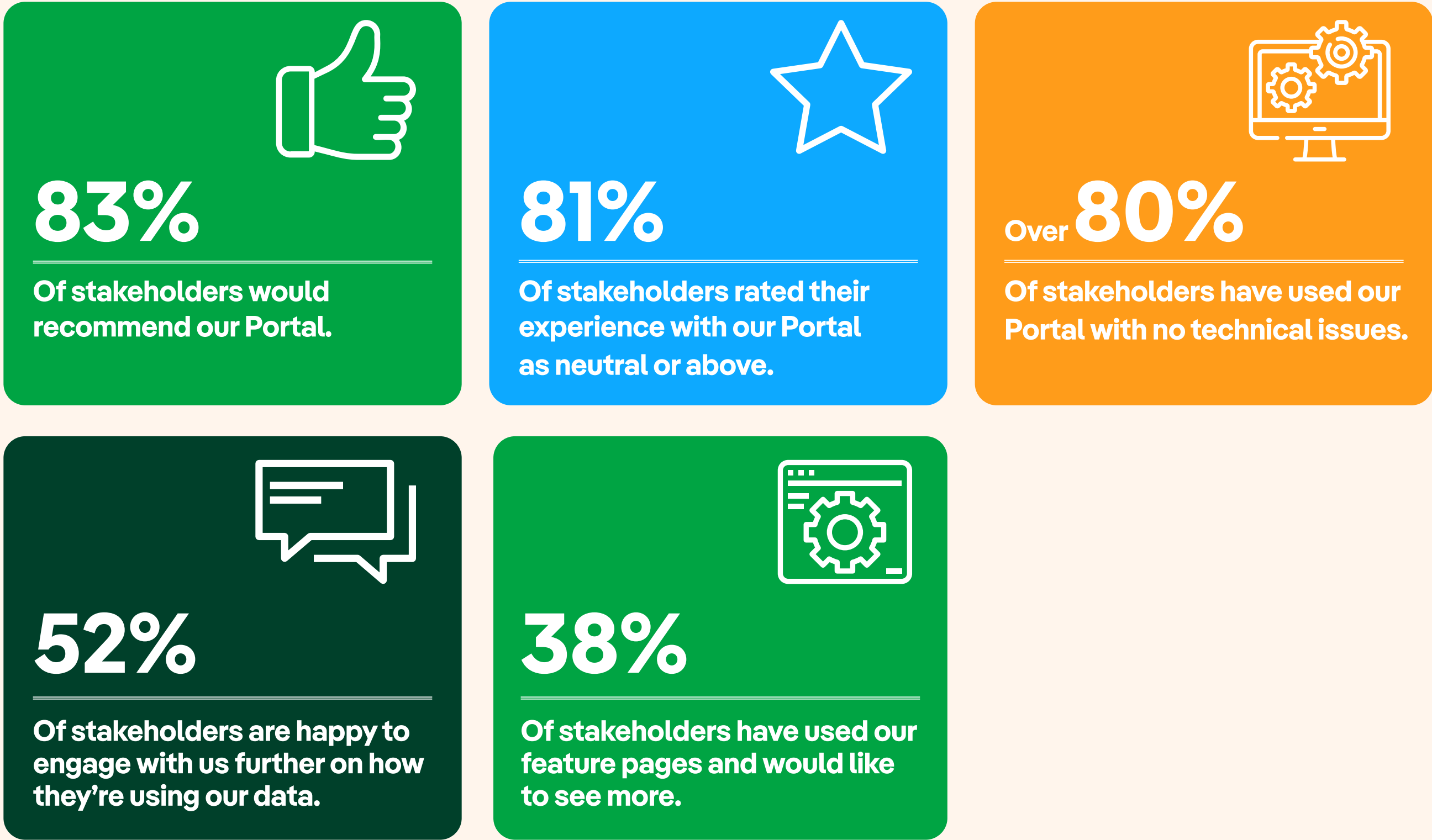
Request More Information >

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.

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.

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.
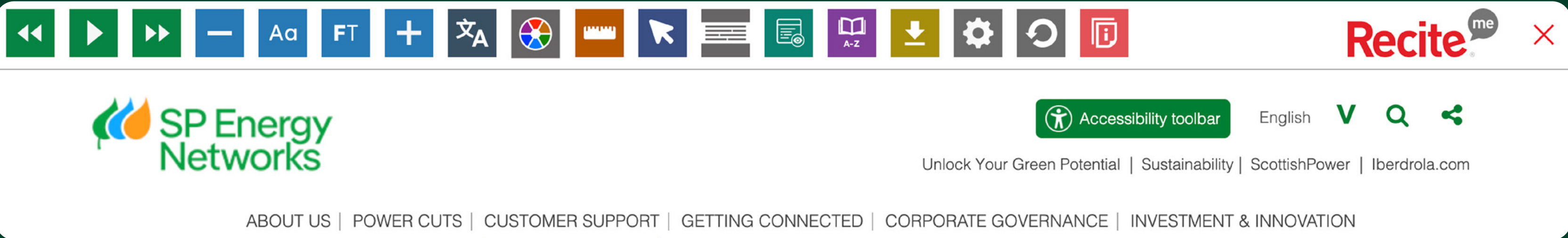
Translation
Recite Me supports translation of our content for over 100 languages, including screen reader translation.
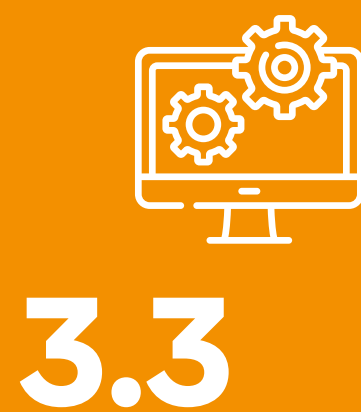
Recite Me

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.

SP Energy Networks
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ABOUT US | POWER CUTS | CUSTOMER SUPPORT | GETTING CONNECTED | CORPORATE GOVERNANCE | INVESTMENT & INNOVATION

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.

Our Digital Pillars

Our RIIO-T2 digitalisation strategy is built upon four pillars, each designed to drive our data & digital transformation and support our strategic goals.

Over the following pages we detail each project currently being delivered as part of our T2 plan, describing 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.

Data and Analytics:

Enable us to maximise the value of data and comply with Data Best Practice guidance.

Data is at the heart of our digitalisation programme. Without well governed data, our technology solutions will fail. We have a suite of initiatives that enable us to manage and extract the maximum value from data.

Technology Enablers:

Enable the ongoing operation at our technology estate.

We continue to invest in our platforms to support the operation of the business and the initiatives shown here bring new technical capabilities which will enable future development of solutions.

Customer and Stakeholder Solutions:

Enable us to engage with our customers and stakeholders.

Implementing and upgrading our existing customer service applications, including the Customer Relationship Management (CRM) platform.

Works and Asset Management:

Enable us to manage our network and deliver load programmes.

Our business manages and maintains a large and complex set of assets. Our Building Information Model (BIM), mobile field workforce solution, and environmental systems are designed to support the management of these assets.

Project Updates

Initiatives	Summary	Progress in the last six months	Activities planned for the next six months	Measures of Success / Customer Benefit
Asset Condition Based Decision Support	The deployment of a tool to capture and record asset condition information through sensor technologies to reflect the live SPT asset risk profile and enable improved management decisions throughout the life cycle of the asset. Previously SPT largely followed a reactive approach to the maintenance of its assets with intervention undertaken in response to indications of asset health or performance degradation during regular inspections and condition monitoring activities. We will create a proof of concept to allow us to demonstrate the viability and measure the value gained from a condition-based asset decisioning platform.	• Data reconciliation completed with legacy system (CBRM) with the new Invest tool (NARM). • Data integration between SAP and cloud based Invest Tool now complete. • Staff training complete. • System Go Live.	• Full decommissioning of legacy system. • Project close down.	• Facilitation of improved data analytics and assessment of datasets across an integrated system. • Analysis of data trends to allow for asset deterioration rates to be reviewed for asset intervention decision making. • Improve network resilience resulting in a reduction of customers off supply due to unexpected faults or extreme weather events.
Data Sharing Infrastructure (DSI)	The DSI concept is becoming more refined at an industry level following the Pilot project (NIA funded) with the NSEO. The initial use-case for outage planning will be developed with a production DSI deployment.	• The DSI Pilot with the NESO was successfully completed with data being consumed from NESO and shared to the NESO. Feedback has been submitted to the NESO for consideration going into the MVP.	• Monitor NESO developments and prepare resources for engagement in the MVP project.	• Improved readiness of systems and governance required for DSI MVP.

Project Updates

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 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, 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.

Project Updates

Initiatives	Summary	Progress in the last six months	Activities planned for the next six months	Measures of Success / Customer Benefit
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 for reporting solution using Tableau reporting tool successful. • 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.
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 (due to become obsolete from 2025) to ArcGIS Pro on the Utility Network data model, the upgraded software with 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 in ArcGIS Pro 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 ArcGIS Pro environment 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.

Project Updates

Initiatives	Summary	Progress in the last six months	Activities planned for the next six months	Measures of Success / Customer Benefit
Mobility & Scheduling	Streamline processes related to field activities for planned and reactive work to improve Operational Efficiency, Customer Service and Safety and Environmental Performance.	• Data cleanse exercise done on SAP for measurement points and attributes for SPT substations. This will reduce the amount of time taken to complete an inspection as the field operative has far less data to capture. • Work done to bundle substations together in SAP to allow accurate use of the auto scheduling function within Salesforce Field Service. This will reduce time for schedulers planning he work and also avoid field operatives travelling to the same place twice. • Added forms to Salesforce that were previously done on paper i.e. battery & charger examination. This allows all the data to be captured against a job and held in one place for anyone to view. • Preferred mapping solution identified and now in development	• Maintenance work for overhead line inspections will be scheduled and actioned through Salesforce. • Further SAP data cleansing to improve the substation maintenance process. • Scoping of further mobility and scheduling use cases and improvements to be delivered as part of SPEN's proposed RIIO-T3 digital business plan.	• 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.
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.	• On-going minor enhancements to product & process.	• Scoping of further CRM use cases and improvements to be delivered as part of SPEN's proposed RIIO-T3 digital business plan.	• 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.
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 transmission 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.

Project Updates

Initiatives	Summary	Progress in the last six months	Activities planned for the next six months	Measures of Success / Customer Benefit
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.	• Solution to apply carbon impact metrics to all project materials and labour 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.
Power System Analysis Software	This initiative covers the adoption of new Power Analysis tool capabilities to enhance functionality and facilitate analysis of new network challenges. At the start of the T2 period DIgSILENT PowerFactory was used to undertake network analysis of the transmission network. Further investment in modelling tools is expected to meet the needs of the changing transmission network.	• Progress delayed while potential alternative software solutions were identified and assessed.	• Finalise functional and non-functional requirements. • Create low level technical design. • Determine costs and gain internal funding approval. • Create plan for delivery.	• Increase understanding of potential impacts on the network due to changes in connected generation and load. • Upgraded Power System Analysis Software will improve overall Whole System Design.
Building Information Modelling (BIM)	The digital integration of asset design, construction, management and operation of any project. The integration to our portfolio and project management system for construction units, data integration for sustainability, 3D models of SPT assets, digital twin workflows, and supplying digital data to field workers.	• Autodesk Construction Cloud productionised in SPT. • Approach to data migration from legacy data repository to strategic Autodesk solution agreed and successfully piloted. • Introduction of augmented reality to improve efficiency of construction projects in a pilot phase. • Further development of the Common Data Environment to collect, manage and share all project data. • Data mapping between BIM and SAP complete. • Commenced a pilot for BIM platform and SPEN Geographic Information System (GIS) interface to enrich 3D modelling with geospatial data.	• Productionisation of data migration solution for legacy data to strategic Autodesk solution. • Productionisation of AI and augmented reality to improve efficiency of construction projects • Alignment of BIM platform and SAP for future integration of SAP S/4 Hana. • Further scoping for SAP integration with BIM • Productionise BIM platform and SPEN Geographic Information System (GIS) interface to enrich 3D modelling with geospatial data. • Commence pilot of new Bill of Quantities (BoQ) tool. • Preparation activities for delivering future phases of the BIM programme as part of SPEN's proposed RIIO-T3 business plan.	• Improved quality across all aspects of the project planning lifecycle from design to delivery. • Reduction in time, effort and cost of changes throughout project life cycle resulting in cost efficiency for customers and reduced variation from original designs. • Improve project implementation by seamless data sharing with design engineers coordinating and making changes within one environment, improving customer satisfaction.

Project Updates

Initiatives	Summary	Progress in the last six months	Activities planned for the next six months	Measures of Success / Customer Benefit
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.

Note: Big Data Platform project no longer being reported on as a specific project as the overall scope is covered across multiple other project lines.

RIIO-T2 Programme Summary

The table below sumarises the scope of digital projects and initatives delivered by SPEN throughout the RIIO-T2 price control period to drive the greatest customer and stakeholder value.

Project / Initiative	Status	Expected Delivery Date	Further Scope in RIIO-T3	Status Information
Asset Condition Based Decision Support	Complete	N/A	Yes	• New tool fully implemented and project closed down. • Further NARM requirements in RIIO-T3 to incorporate civil assets in risk models.
Data Sharing Infrastructure (DSI)	In Progress	March 2026	Yes	• MVP build underway as per Ofgem requirements Continued development. • Continued development of DSI expected throughout RIIO-T3 period.
Data Governance Platform	Complete	N/A	Yes	• Technical deployment of Informatica Data Governance platform is complete. • Data Catalogue will be built up incrementally based on our Informatica deployment plan.
ESCOMS Replacement	Complete	N/A	No	• New Salesforce platform now in place. • Different land & planning related improvements part of proposed RIIO-T3 scope.
GIS Platform Upgrade	In Progress	March 2026	Yes	• Move to ESRI Utility Network (UN) model will take place in 2025. • GIS enhancements programme scoped for RIIO-T3 to adopt new features brought by UN.
Mobility & Scheduling	Complete	N/A	Yes	• Core Salesforce Field Service platform implemented to manage mobility & scheduling processes. • Full suite of further field service uses cases defined and proposed in RIIO-T3 business plan.
Customer Relationship Management Platform (CRM)	Complete	N/A	Yes	• Core Salesforce CRM platform now implemented into the Transmission business customer processes. • Programme of continuous improvement to the CRM platform planned over the RIIO-T3 period.
Biodiversity & Natural Capital	In Progress	Dec 2025	Yes	• AECOM natural capital tool under development to be implemented in 2025. • Programme of further biodiversity & natural capital initiatives proposed in RIIO-T3 business plan.

RIIO-T2 Programme Summary

The table below sumarises the scope of digital projects and initatives delivered by SPEN throughout the RIIO-T2 price control period to drive the greatest customer and stakeholder value.

Project / Initiative	Status	Expected Delivery Date	Further Scope in RIIO-T3	Status Information
Carbon Accounting	In Progress	Dec 2025	Yes	• Changes being made to core asset management system to facilitate carbon accounting by end of 2025. • Programme of further carbon management related initiatives proposed in RIIO-T3 business plan.
Power System Analysis Software	In Progress	March 2026	No	• Plan to deliver this project by the of the RIIO-T2 period. • Different network modelling initiatives proposed as part of RIIO-T3 business plan.
BIM	In Progress	March 2026	Yes	• Scope of deliverables defined in RIIO-T2 business plan almost complete. • Significant BIM programme proposed within the RIIO-T3 business plan.
Open Data Portal	Complete	N/A	Yes	• Open data portal platform implementation complete and live on SPEN website. • Continuous open data use cases/datasets being defined and implemented into and throughout RIIO-T3.
Infrastructure Updates (Various)	Complete	N/A	Yes	• Multiple technology infrastructure updates completed throughout RIIO-T2 period. • Similar upgrade programme required in RIIO-T3 as technology continually advances.
SAP Enhancements (Various)	Complete	N/A	Yes	• Continuous improvement programme ran over the full RIIO-T2 period with improvements to SAP. • Primary focus in RIIO-T3 will be SPEN's move to SAP S4HANA and realising the benefits of this.
System Monitoring & Dynamic Rating	De-Scoped	N/A	No	• Project being delivered by separate Operational Technology programme rather than IT. • No further related development as part of RIIO-T3 digital submission.

Data Best Practice

At the start of RIIO-T2, 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. For information on the ambitious targets that we have set for improved compliance throughout RIIO-T3, please refer to our RIIO-T3 Digitalisation Strategy.

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 data quality 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.

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