nationalgridESO

Single Markets Platform Show & Listen Session 30

Workshop date

18 01 24

Facilitators

David Preston - Product Manager
Harish Srigiri - Product Owner
Jayesh Patel - Business Analyst
Alasdair Smith- Functional Consultant

Agenda

1. Introduction — 2 min
2. Update on Releases — 8 min
3. Onboarding Checklist Demo — 6 min
4. Google Maps Demo — 6 min
5. Update on ESO / DSO Visibility Proof of Concept — 10 min
6. Wishlist of functionality to be included on SMP — 5 min
7. Call for Volunteers to support User Personas creation — 3 min
8. Feedback — 2 min

Rules

- This is your session to participate. Dig in!
- Use the chat function to ask questions.
- Use the mute button when not speaking.
- Avoid interrupting when others are speaking.

Your Participation Role

1. **Throughout the session**
   Speak up, think big, raise concerns, be patient, don't use acronyms or inside language.
2. **During activities**
   Ask clarifying questions before we begin, good energy in - good results out.
3. **Remember**
   This session is part of the (good) work. We've never done this together before. Seek to understand before being understood.

Mural Tips

NAVIGATION

Moving the board
Hold the space bar down then click and drag to move the position of the entire MURAL on your screen

Zooming in & out
Scroll the wheel on your mouse or pinch on your trackpad to zoom in/out. When changing devices you may need to check **Zoom Settings** in the bottom right.

The minimap
Track your view of the MURAL and zoom percentage on the minimap on the bottom right corner of your screen.

ORGANIZING

Select Objects
Click an object to select it; hold shift while clicking objects to select more than one at once

Move Objects
After selecting the objects you wish to move, simply drag them to the desired location on the MURAL

CONTRIBUTING

Sticky Notes
Add sticky notes by right-clicking, then selecting **Add Sticky Note** or by double clicking on an empty space or the background.

2 Update on Releases

Latest status

8 min

19th January - Release 2.12

1. Notification if Authorised signatories fail to sign Contractual documents.
2. Enhancement to Global Versioning and Registration - tweaks around object locking and better UI to improve the process.
3. Additional field added in Unit/Service Catalogue for Balancing Reserve.
4. Account Manager Screens Phase 2 - This is an enhancement for the ability for the account managers when reviewing applications from Registered Service Providers. This is achieved with Account Managers having the ability to easily delete Files items from the Unit.Service Records in Salesforce.

16th February - Release 2.13

1. Contract Management Phase 2 - contract data integration with the Data Analytics Platform.
2. Onboarding Checklist Phase 1 - an interactive checklist for a Market Provider to have a clear picture of the activities required for onboarding.
3. Pre-Qualification Dashboard Enhancements - Google Map Integration to allow a Unit Manager to view assets by a geographical location.

Review Questions and seek clarification

Questions

Feedback

3 Onboarding Checklist Demo

Feedback on proof of concept

6 min

Review Questions and seek clarification

Questions

Feedback

4 Demo of Google Maps

Feedback on proof of concept

6 min

Review Questions and seek clarification

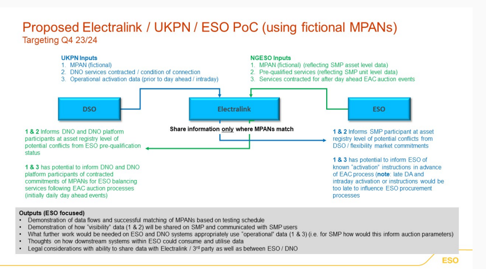
Questions

Feedback

5 Update on ESO / DSO Visibility Proof of Concept

Scope

10 min



Review Questions and seek clarification

Questions

Feedback

6 Wishlist of functionality to be included on SMP

Please share what functionality you would like and the rationale

5 min

Instructions

Please post your wish list within one of the three categories of priority below:

Must
- Invoice Integration (STAR)
- Connections Integration
- Query Management Integration

Should
- Transfers

Could
- Net Zero metrics for Units/ Assets
- Restoration Services available on SMP
- Novation

Review Questions and seek clarification

Questions

Feedback

7 Call for Volunteers to support User Personas creation

User Research

3 min

1-2-1 sessions with Registered Service Providers during beginning of February to understand:

- who logs onto which ESO platforms
- what the expectations are from each platform
- activities undertaken on each platform
- pain points / frustrations
- Attitudes / motivations
- where the journey starts, stops and continues
- A typical day of using the platforms

This information will enable SMP and other ESO platforms to develop a better end to end customer experience.

Review Questions and seek clarification

Questions

Feedback

8 Feedback

Opportunity to provide instant feedback

2 min

Please post what we did well:

Please post what we could do better:

Actions