

Gemini Workshop



London, 12th June 2018

Introduction

- Welcome
- Housekeeping
- Format of the day
 - Four sessions, each structured similarly
 - Different level of detail required for morning and afternoon sessions
 - Gemini test environment available

Workshop Objectives

Session	Objective
Short Term System Provision	<p>Update you on the progress of the Gemini Re-platforming project</p> <p>Obtain more information around the identified Gemini 'pain points'</p> <p>Agree Gemini 'pain point' priorities</p>
Long Term System Provision	<p>Discuss the drivers for long term system provision</p> <p>Seek your feedback on functional and non-functional requirements of a future system</p>
Implementing System Change	<p>Understand your priorities when system change is implemented and the impact on your business</p>
Capacity and Balancing Service Provision	<p>Understand which current capacity and balancing services you cannot run your business without</p> <p>Gain your feedback on how valuable the current provision of these services is and what improvement is required</p> <p>Identify any new services required in the future</p>

Agenda

Time	Item	NG Lead
09:00 – 09:30	Welcome and Registration	
09:30 – 09:45	Introduction and Workshop Objectives	Phil Hobbins
09:45 – 10.15	Short Term System Provision <ul style="list-style-type: none"> - Introduction - Gemini Replatforming - Gemini Potential System Enhancements 	Phil Hobbins Celine Reddin Celine Reddin
10:15 – 10.50	Workshop Activity	Sarah Carrington
10.50 – 11.00	Break	
11.00 – 12.00	Workshop Activity	Sarah Carrington
12:00 – 12:30	Workshop Activity Summary	Sarah Carrington
12:30 – 13:00	Lunch	
13:00 – 13:45	Long Term System Provision <ul style="list-style-type: none"> - Introduction - Workshop Activity 	Jen Randall
13:45 – 14:30	Implementing System Change <ul style="list-style-type: none"> - Introduction - Workshop Activity 	Jen Randall
14:30 – 14:45	Break	
14:45 – 15:45	Capacity and Balancing Service Provision <ul style="list-style-type: none"> - Introduction - Workshop Activity 	Jen Randall
15:45 – 15:55	Action Plan and Next Steps	Phil Hobbins & Jen Randall
15:55 – 16:00	Close	Phil Hobbins & Jen Randall

Your hosts for the day

National Grid

Phil Hobbins	Development Manager: Market Change, Gas
Jen Randall	Senior Commercial Analyst: Market Change, Gas
Hayley Burden	Development Manager: Market Change, Gas
Celine Reddin	Gemini Sustain Project Manager
Sarah Carrington	Regulatory Change Communications & Engagement Lead

Xoserve

Hannah Reddy	Gemini Project Manager
Helen Field	Customer Issue Manager

Gemini Timeline Summary

Current

Service Desk improvement project

- High priority P3 calls
- Enhanced scripts
- Additional training

Continuous improvement

Short Term System Provision

Re-platforming of existing system

- Potential for some enhancements to software based on customer feedback

Reliability and Continuity of service

Long Term System Provision

Provision of a system fit for the future

Future Capacity and Balancing Services

Ensuring services remain fit for purpose and deliver value

Fit for the future

Short Term Gemini Plans



Gemini Re-platform

Celine Reddin

Gemini Re-platform Update

- Gemini is currently operating on ageing hardware and infrastructure software, which brings increasing risks to its security, availability and resilience
- We believe that we should ‘sustain’ Gemini via a re-platform activity rather than replace it at this stage
- We engaged with customers at the Operational Forum in November 2017 and received support for this approach
- We therefore raised a change proposal in December 2017 and are now working with Xoserve to deliver it

The Gemini System

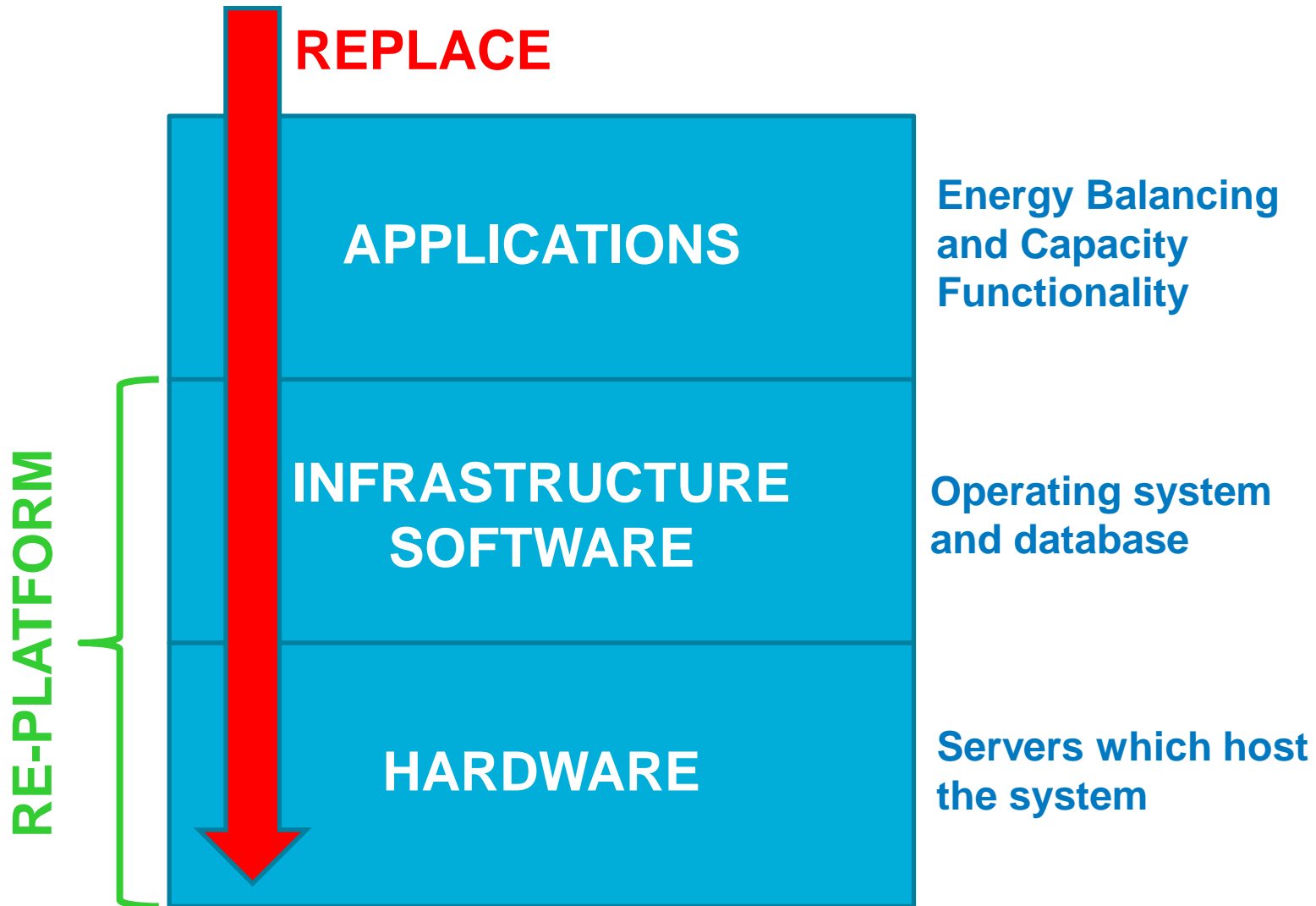
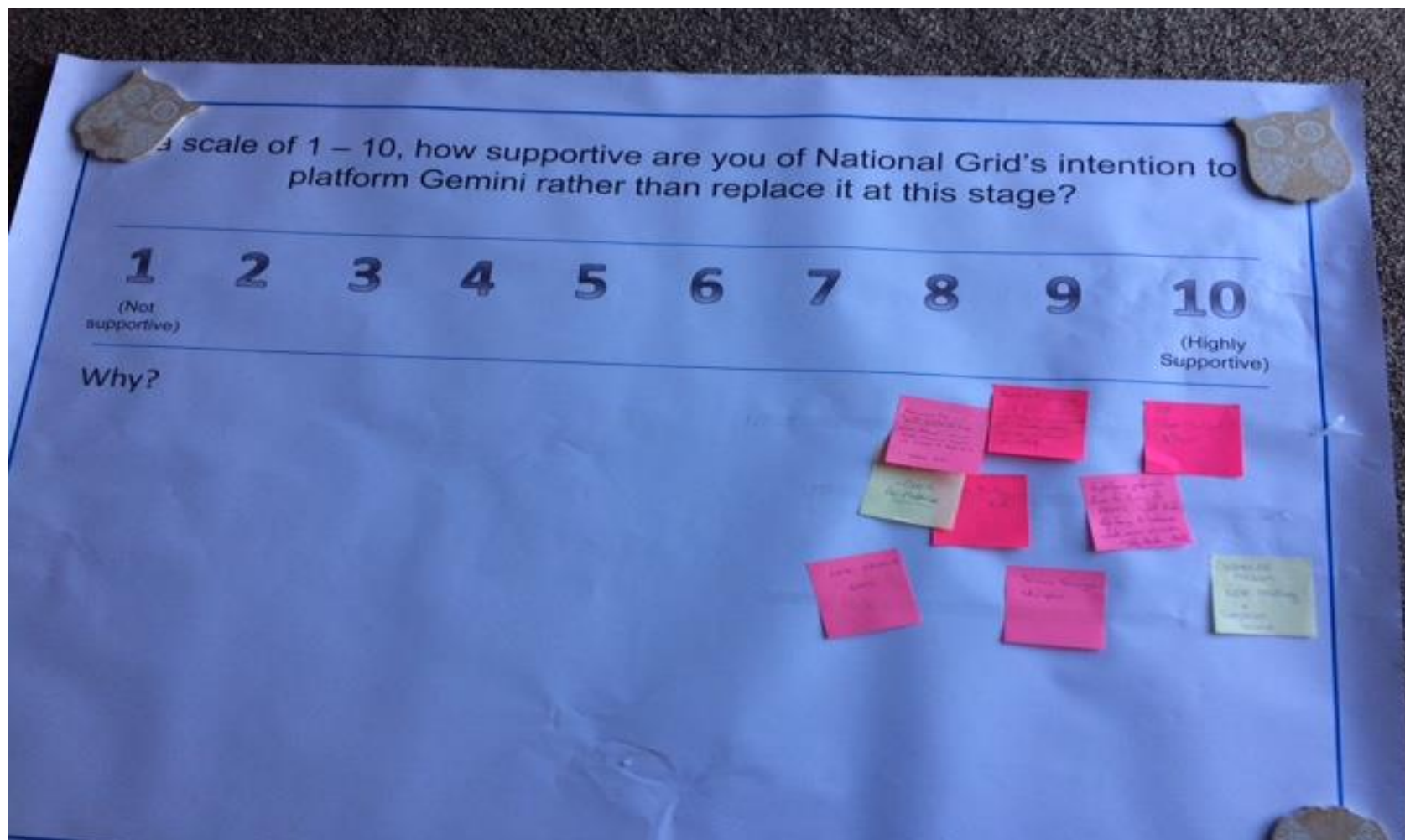


Photo from November 2017 Operational Forum

On a scale of 1 – 10, how supportive are you of National Grid's intention to platform Gemini rather than replace it at this stage?

1 (Not supportive) **2** **3** **4** **5** **6** **7** **8** **9** **10** (Highly Supportive)

Why?

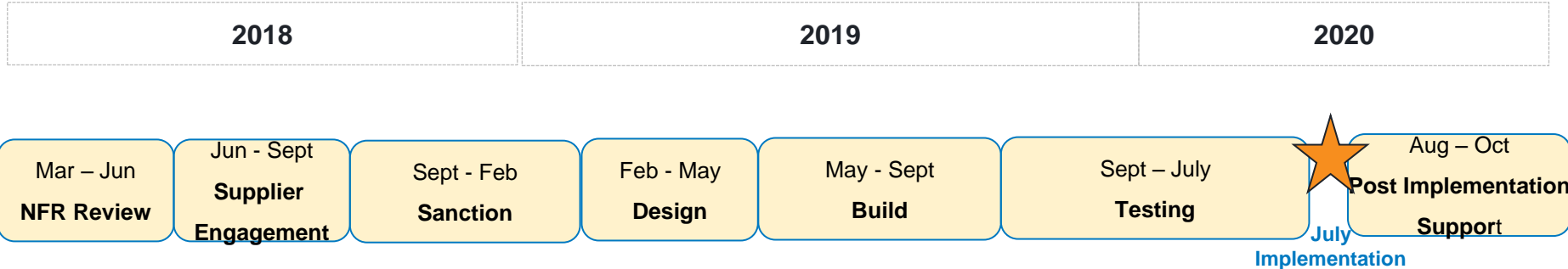


The image shows a survey form with a scale from 1 to 10. The scale is labeled '1 (Not supportive)' and '10 (Highly Supportive)'. Below the scale, there is a section titled 'Why?'. Several sticky notes are attached to the form, mostly clustered around the 8, 9, and 10 marks on the scale. The sticky notes are pink and yellow, and contain handwritten text. The form is held in place by two owl-shaped paper clips at the top corners.

Gemini Re-platform Update

- Currently completing a re-assessment of the Gemini Non-Functional Requirements (NFRs), which underpin the supplier selection process

Gemini Re-Platforming Provisional Timeline



Please note the above timeline is indicative and will be confirmed as part of the supplier selection process

‘Pain Points’ and Potential Enhancements

Sarah Carrington

'Pain Points' & Potential Enhancements – nationalgrid

Re-cap

- At the November 2017 Operational Forum, we also asked customers what 'pain points' are experienced with Gemini
- We captured these and discussed them with Xoserve, who categorised them
 - Which could be addressed by re-platform and which would need an application change
 - For those pain points that would need an application change
 - Performance
 - Usability
 - Functional
- We shared these with customers and raised additional questions at the February 2018 Operational Forum
- We then invited customers to provide further feedback via a Survey Monkey
- We issued the 'pain points' to you ahead of today's meeting

'Pain Points' & Potential Enhancements

- In order to progress, we need to construct a case for change
- Today, we would like to get down further into detail and prioritise potential enhancements
- This will enable us to formulate a set of business requirements that we can work on with Xoserve
- We would like to do this now via a workshop activity

Pain Points & Potential Enhancements – Workshop Activity

1. You will now be split into 3 groups
2. The group you are in is identified from the sticker on your name badge:
 - Blue
 - Green
 - Yellow
3. Each group is going to focus on the following Gemini ‘Pain Point’ themes:
 - Performance
 - Usability
 - Functional Improvements

Everyone will have the opportunity to comment on each theme

Pain Points & Potential Enhancements – Workshop Activity

4. For each theme you are asked to achieve the following objectives:
 - Prioritise the importance of solving the ‘pain point’, using the stickers provided
 - Discuss and provide answers to the **Xoserve questions** where possible, using Post It Notes
 - Discuss and capture the current **business impacts** of the prioritised pain point, using Post It Notes
 - Allow 30 minutes per theme
5. The facilitator will ask each group to move round to the next theme after 30 minutes
 - Perform the same tasks for the next theme
6. The facilitator will summarise the results back to the workshop audience

Business Impact Examples

Business Impacts might include:

- Number of users impacted
- Number of occurrences of an incident
- Timescales
- Cost
- Frustration
- Productivity
- Are there any trends – ie, regular frequency, same day of the week?
- Inefficiencies

Pain Points and Potential Enhancements

Workshop Activity

Sarah Carrington

Lunch (30 minutes)

Long Term System Provision



Jennifer Randall

Stakeholder Priorities

Industrial and Domestic consumer priorities ...

I want an affordable energy bill

I want to use energy as and when I want

I want you to minimise disruption to my life

...are delivered through our stakeholder priorities...

I want to take gas on and off the Transmission system where and when I want

I want all the information I need to run my business, and to understand what you do and why

I want to connect to the Transmission System

I want the gas system to be safe

I want you to protect the Transmission system from cyber and external threats

I want you to care for communities and the environment

I want you to facilitate the whole energy system of the future – Innovating to meet the challenges of an uncertain future

I want you to be efficient and affordable

...these were developed by consulting with

Consumers

Landowners

Other networks

Customers

Think tanks and academics

Government

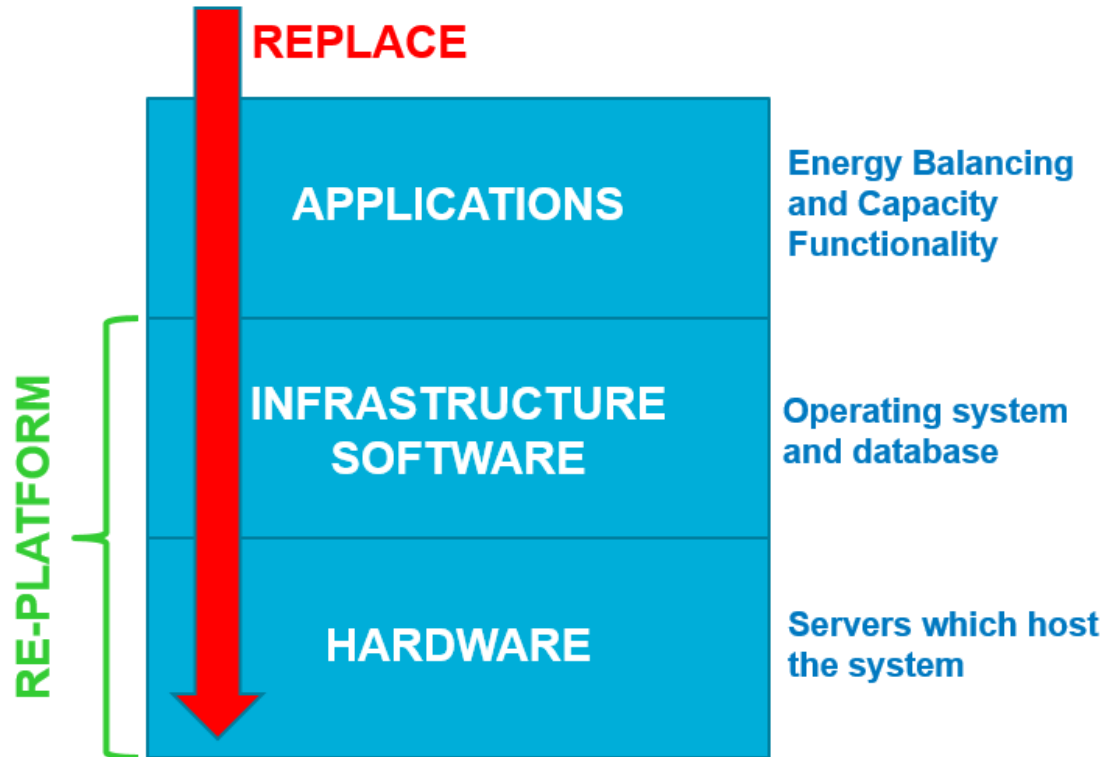
Industry bodies

Interest Groups

Long Term System Provision – Context

- Two drivers for determining the long term provision of a capacity and balancing system:
 1. Technical capability of the current system
 2. Impact of future industry change on the current Gemini system

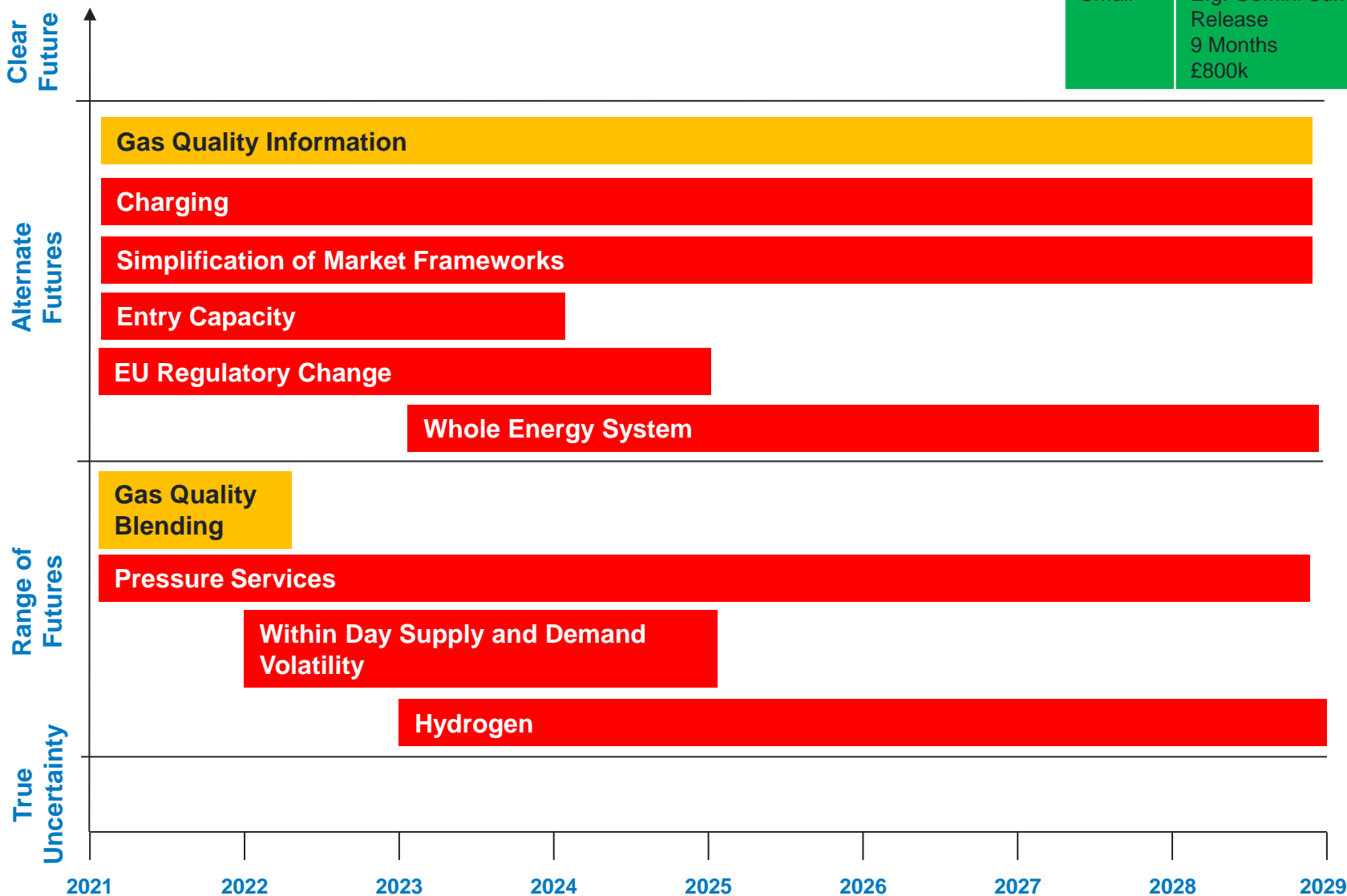
Long Term System Provision – Context: Technical Capability



- Re-platform durability
- Change has been delivered incrementally over time
- System ability to carry out application changes
- Inherent risk with running an old system with legacy systems

Long Term System Provision - Context: Draft Industry Change Plan* Impact on Gemini System

Big	E.g. EU Phase 2 30 months >£5m
Medium	E.g. Charging changes 18 Months £2m
Small	E.g. Gemini Summer Release 9 Months £800k



Long Term System Provision: Workshop Activity 1

- Question:
 - What is the impact on your business if the capacity and balancing system cannot keep pace with the level of industry change?
- Exercise:
 - Individually brainstorm thoughts on post-its
 - Discuss with group and stick post-its on the sheet
 - Play back to room

Long Term System Provision: Workshop Activity 2

- Question:

- In an ‘unconstrained’ world (e.g. not considering cost / value / practicalities / current system), what are your functional and non-functional requirements for a future capacity and balancing system and associated support?
 - “Functional” is defined as what a system needs to do / the functions it needs to perform as well as any rules it needs to comply with and the data it needs to hold.
 - “Non-functional” requirements are, for example, number of users that need to access the system; allowance for future data and user growth, the expected load placed on the system, access to the system and how it is controlled

- Exercise:

- Individually brainstorm ideas on post-its
- Discuss with group and stick post-its on the sheets
- Initial prioritisation of requirements – take 5 dot stickers for functional and 5 for non-functional and place on those requirements you prioritise
- Play back to room

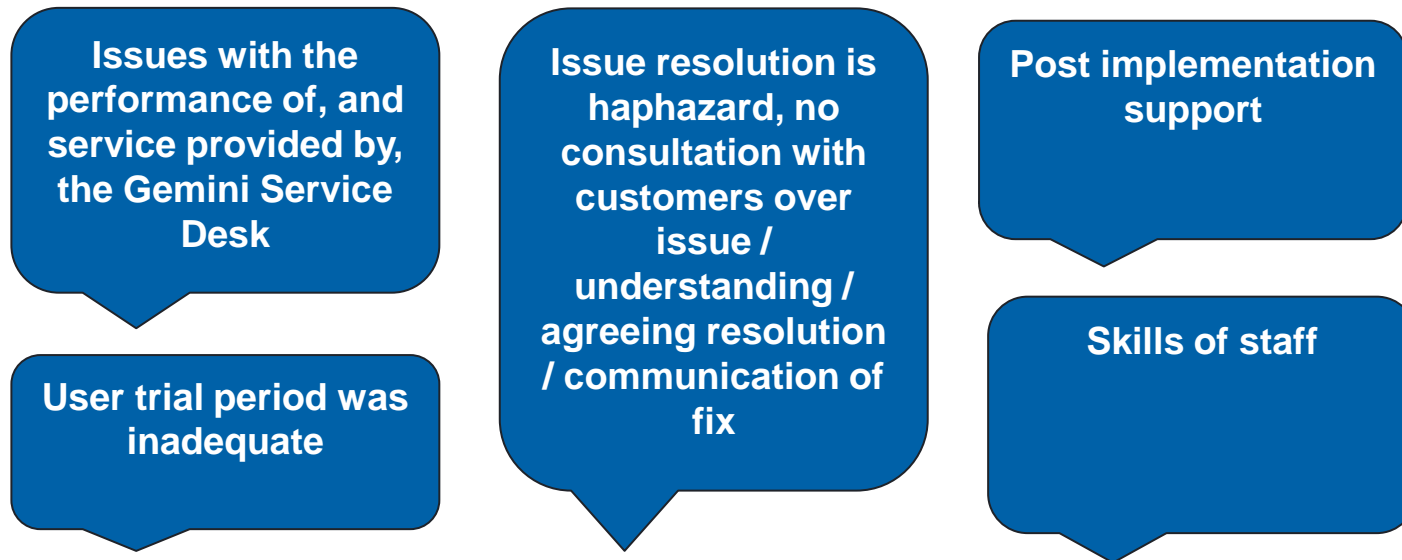
Implementing System Change



Jennifer Randall

Implementing System Change – Context

- Previous feedback from you on the implementation of Gemini change:



- We expect that other factors will also be important for you when system change is delivered:



Implementing System Change: Workshop Activity

- Questions:
 - What are your priorities when system change is delivered by National Grid / Xoserve?
 - What are the impacts on your business when one of these priorities is not delivered on?
- Exercise:
 - Take the dot stickers and place them on the sheet (either all on one or distributed)
 - Table discussion of impact of not delivering on one of these priorities
 - Playback to the room by facilitator

Break (15 minutes)

Capacity and Balancing Service Provision



Jennifer Randall

Capacity and Balancing Services – Context

- There are a number of capacity and balancing services currently provided to the industry, delivered either
 - Explicitly by National Grid
 - Explicitly by Xoserve
 - Automatically through the Gemini system
- Whilst considering the long term provision of the capacity and balancing system provision, we will also consider the delivery of these services to ensure they deliver value to users both now and in the future

Capacity and Balancing Services – Exercise

- Questions:
 1. Which current capacity and balancing services do you find useful, require improvement, do not use?
 2. Are there any new capacity and balancing services that you envisage requiring in the future?
 3. Which capacity and balancing services can you not run your business without?
 4. For those services identified as requiring improvement, what does this improvement look like?

- Exercise:
 - Stick the post it of each service in the relevant box as to how useful that service currently is
 - Identify any new services required
 - Move those services that you can not run your business without to the “must have” row
 - For the services in the “must have” row, take 5 dot stickers to identify their relative importance (either all on one or distributed)
 - Facilitator to draw out the services identified as “requiring improvement”, group to feedback to facilitator what this improvement would look like

Summary of the day and next steps

Next Steps

- We will publish today's slide-pack on our new website 'Your Energy Future' <http://yourenergyfuture.nationalgrid.com/>
- We will feedback on the outputs from the 'short term system provision' session at the next Operational Forum to be held at our Warwick office on Thursday 28th June 2018
- We will continue our conversation on 'long-term system provision', 'implementing system change' and capacity and balancing service provision' throughout June and July
 - We will then validate our findings with you, probably by Webex meetings towards the end of July / early August

Feedback

Please score today's session using 'Post-Its' and provide a brief reason for your score

Thank you for your attendance
and participation today

Want to get in touch ?

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