

Digitalisation Strategy Action Plan



national gas transmission

June 2025



national gas
transmission

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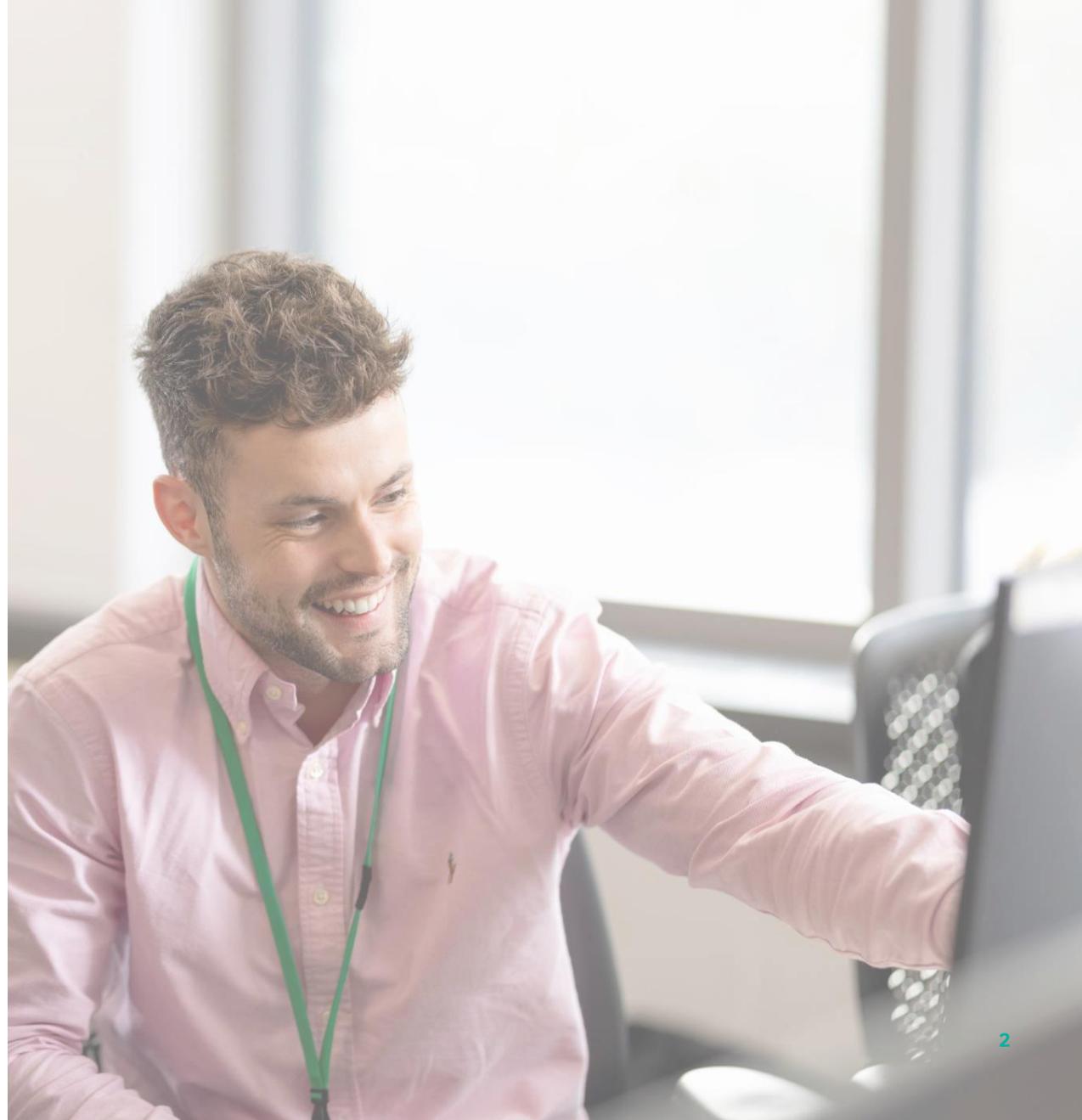
How we are achieving Ofgem Data Best Practice Guidance through our revised Data Strategy and DSAP actions.

Section B: Digital Initiative Updates:

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Introduction

This Digitalisation Strategy Action Plan (DSAP) is updated every 6 months to reflect progress against our Digitalisation Strategy (in line with Ofgem requirements).

Published in March 2024, our Digitalisation Strategy places emphasis on Data trustworthiness, access, and visualisation, aided with the latest digital technologies. These include advanced analytics and Artificial Intelligence (AI) to improve decision making and workforce efficiency.

We have published a further update to as part of our RIIO-GT3 business plan submission, which adds detail on the plan and the new Digital Categories introduced by OFGEM.

Our plan submission also includes an AI strategy, detailing our vision for AI application and policies.

Projects continue to be captured in our five focus areas:

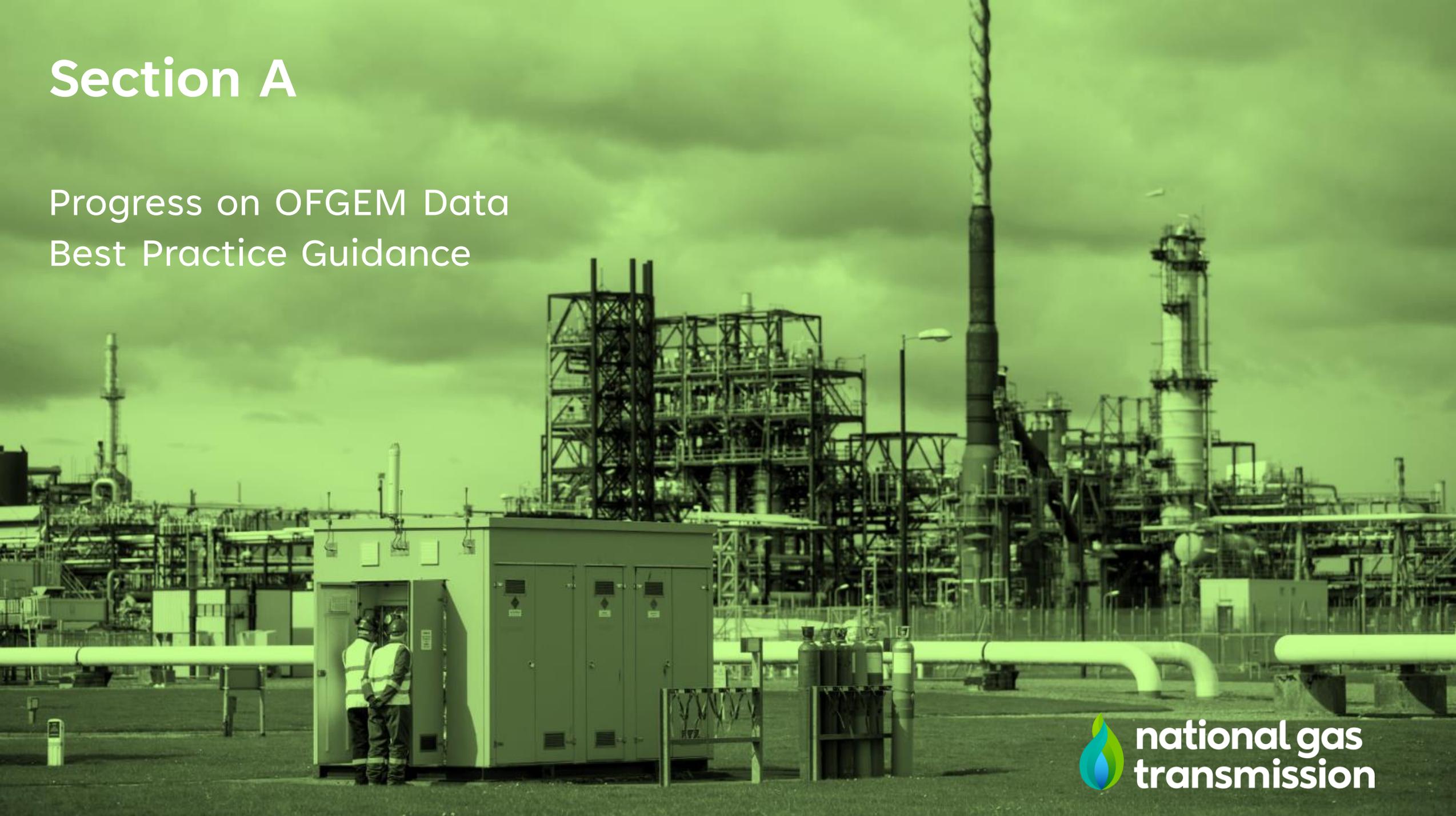
- **Data Foundation**
- **Data Sharing**
- **Digital Twin**
- **Enhanced Decision Making**
- **Efficient Enterprise Essentials.**

These five converge towards the overall strategic digitalisation objective.

Projects that fall under digitalisation objectives have been mentioned here. IT projects such as asset-health replacements which do not fall under this category are reported as part of the RRP submission.

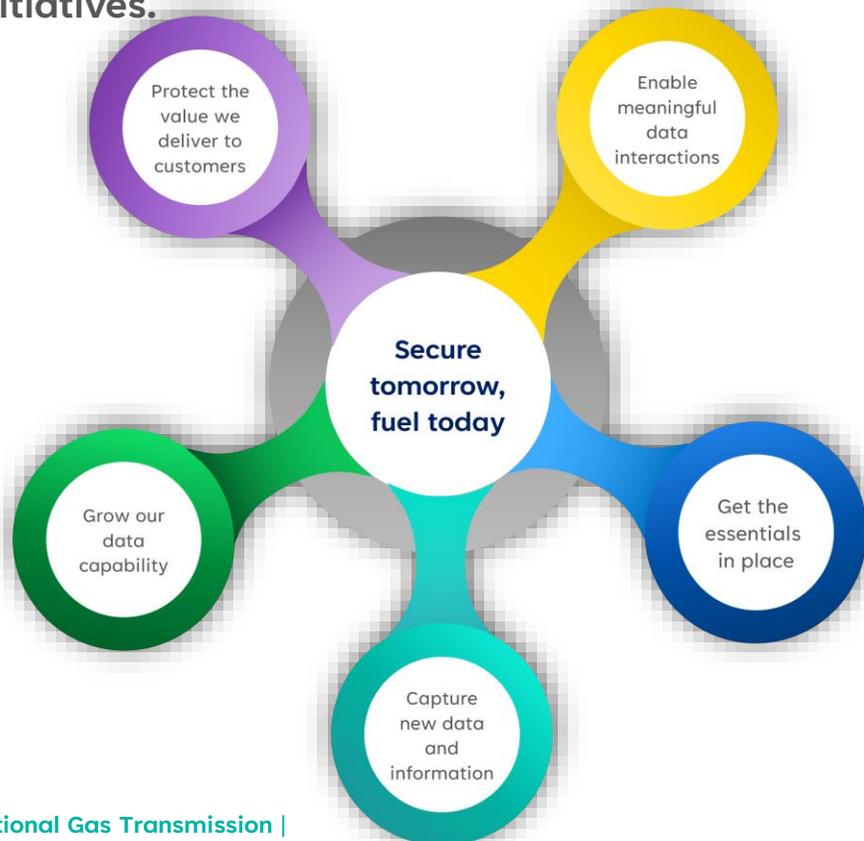
Section A

Progress on OFGEM Data
Best Practice Guidance



We continue to implement our Data Strategy with a strong focus on Ofgem's Data Best Practice Guidance

Themes from the Data Strategy remain cross-cutting and relevant to our program of work, lending themselves to several of our key initiatives.



Our Data Strategy also covers more global requirements, where we are embedding the Ofgem Data Best Practice Guidance and Dublin Core standards as we implement new capabilities.

Our Digitalisation Strategy has multiple initiatives focused on data. Our Data Strategy is due for its annual refresh over the summer of 2025 to ensure it remains current and fit for purpose as we prepare for T3 and key Ofgem initiatives like the Data Sharing Infrastructure.

We continue to engage with the industry on data related initiatives, such as the ENA's Data Triage Playbook Refresh and its Shared Data Licensing project. Furthermore, National Gas has joined forces with the Gas Distribution Networks to drive progress in data interoperability.

Including key Information Security deliverables into the strategy referenced in the last update has led to even greater collaboration between the IT and Data areas over the last six months. This has further enhanced our cyber defence posture. Work on data classification has evolved to enhance our capabilities in this space.

Alongside the collaboration with industry, this will enhance our ability to share data as per the Presumed Open Principle, in a way that minimises risk to the network and maximises value to our customers and stakeholders.

Section B

Digital Initiative Updates

Overall progress summary from last DSAP (Dec 2024) to date and focus area updates

Summary of work between December '24 and June '25

In the final year of RIIO-T2, we are on track with our commitments, with 35 investments already delivered and 29 on track to complete by March 2026. Along with T2 deliveries, we also completed IT Separation from National Grid and all IT systems are now solely for National Gas. We supported the SQ process for the RIIO-GT3 submission and reviewed the Digitalisation reopener.

- **Working with our customers and stakeholders.** We have been helping stakeholders to better understand our RIIO-GT3 Plan and teeing up activities for the remainder of RIIO-T2. We have also published our **Customer and stakeholder strategy for RIIO – GT3.**
- **Building out our Data Quality Framework** - to objectively identify and prioritise data related issues and ensure more robust products for Data Users. This followed on delivering key policies and standards aligned with Ofgem's Data Best Practice guidance and Dublin Core Standards.
- **Operations Technology Transformation Programme** - go-lives are planned for improved connectivity in the field and trials for enhanced scheduling and digital visitor management for site access.
- **Future of Asset management** – a new integration has been developed between our asset management and investment planning to ensure data consistency; work continues on inspection consolidation and improving data quality captured at point of work.
- **Data & Insights Platform and MASS Programme** – We continue to implement new reporting outputs through our Platform architecture including in the Trading and Construction business areas
- **CRM system enhancements** - for better customer query and interaction management.
- **New Competency Management System** delivered to manage skills and competencies for the field force.
- **New and refreshed Infonet**, website and internal communications applications implemented.
- **New and refreshed ARIBA and Risk Management** solution implemented.

Data Foundation

Deliverable ★ Delivery

● April '25: FY25

● April '26: FY26

● April '27: FY27



Data Foundation

Action #	Project and what we have committed to do	Action outcome (in support of digitalisation and data) – achieved so far	Next step
DSAP 017 DSAP 023 DSAP 012	<p>Data & Insights platform</p> <p>We are building a data and insights platform as a central data store for data science, modelling, analytics and reporting</p> <p>Modelling Analytics and Simulation Services</p> <p>We will continue to develop the D&I platform to support delivery of data science use cases which will improve how we run and forecast the network</p> <p>Please note: Data & Insight Platform further updates will be done via Modelling Analytics and Simulation Service (MASS) program</p>	<p>Since the last update we have:</p> <ul style="list-style-type: none"> productionised machine learning demand forecasting models explored the forecasting of various demand and supply components for both electricity and gas from within-day, day-ahead, days-ahead, weeks-ahead and months-ahead. We've also done decades-ahead projections brought Trading reports into the Platform and executed Data Quality Profiling on the dataset which enables the business to continually improve the quality of reporting outputs. <p>This work has also informed our Data Quality Framework development and driven establishment of Business Glossary, and Report and KPI Catalogues</p>	<p>In 2025 we will continue to build out our Data Quality Framework and upgrade our existing Business Glossary, KPI Catalogue and Report Catalogue solution. As we work through each new D&I report, these artefacts will be further populated to ensure a consistent conceptual and semantic thread from data source to reporting output.</p> <p>We continue to deploy Construction data and new sources for workforce data and preparing for our RIIO T3 reporting requirements.</p>
DSAP 036	<p>Integration services</p> <p>We are migrating to a new National Gas target architecture to simplify IT landscape, network, data transfer systems and interfaces.</p>	<p>We have productionised all three integration platforms MuleSoft, Apigee and Thru and all platforms are now available to accept application integrations based on the integration platform and approved design decisions. Programme is now closed</p>	N/A

Data Sharing Platform

Deliverable ★ Delivery

● April '25: FY25

● April '26: FY26

● April '27: FY27



Action #	Project description: what we have committed to do	Action Outcome (in support of Digitalisation and Data): what we have achieved so far	Next Step
DSAP 26	<p>MIPI refresh</p> <p>Improve the discoverability and interoperability of our Operational Data for customers by:</p> <ul style="list-style-type: none"> • providing a modern RESTful API • data catalogue and metadata available via the API • Enabling customers to configure and personalise their view of our data • Enhancing our help and support for data 	<p>REST API for Operational Data and Instantaneous Flow data available.</p> <p>Released new extended Search Everywhere feature and self-service configuration of saved report and data selection queries</p>	<p>Design and user experience testing for additional help and support features</p>
DSAP 27	<p>New Information Provision</p> <p>Continue to provide richer data and information to customers by:</p> <ul style="list-style-type: none"> • Improving how we manage data triage requests • Improving data quality • Create new metrics to measure successful delivery 	<p>Provide additional content and views and support customer requests for additional data.</p> <p>Ongoing improvements to data quality and UI improvements in response to customer feedback</p> <p>Specification and design complete for Gas Quality reporting, build in progress</p>	<p>Deploy Gas Quality reporting</p> <p>Planning future release of the mobile app</p>

Digital Twin

Deliverable ★ Delivery

April '26: FY26

April '27: FY27

April '28: FY 28



Action #	Project Description – what we have committed to do	Action Outcome (aspect of supporting Digitalisation and Data) – What we have achieved so far	Next Step
DSAP	<p>The Innovation Project (CVDT Phase II)</p> <p>Aims to link developing Digital Twins platform with our data clouds and live data and ensure the integration is aligned with data quality and security requirements.</p>	<p>CVDT II has demonstrated potentials and benefits as part of FutureGrid and driven the digital twin activities of the wider business and core systems that the business is currently utilising</p>	<p>CVDT III – Integration</p> <p>In the next FY, CVDT III will be focusing on integrating work done on CVDT II to National Gas architecture and to increase the number of connected systems to provide further detail on finance, project delivery and system operation.</p>
DSAP 033	<p>Digital Construction (Enhance Asset Design)</p> <p>Implementation, utilisation of BIM-CDE capability and applied new standards on construction projects which are delivered by external contractors and are tendered after the first two years of RIIO T2</p>	<p>3 selected National Gas site have been surveyed to new standard, scanned and modelled in CDE. On-going engagement with project teams to collaborate, trained and adopt to new IR standard and ways of working.</p>	<p>Data migration for each pilot sites. ACC go live. Showcasing the benefits of this projects against the pilot sites. Strategy and plan in place for a rollout programme for scale up to further sites.</p>

Enhanced Decision making

Deliverable ★ Delivery

● April '26: FY26

● April '27: FY27

● April '28: FY28



Action #	Project Description – what we have committed to do	Action Outcome (aspect of supporting Digitalisation and Data) – What we have achieved so far	Next Step
DSAP 028	<p>CRM & Connections development Improve the customer journey, satisfaction and engagement for Customers & stakeholders by:</p> <ul style="list-style-type: none"> • Refresh of automated connections process • Enhanced infrastructure • Single solution for customer data • Improving query management processes 	We have delivered enhancements to our CRM capability to enhance logging of customer queries and interactions and further digitalise the customer journey	Go-live of our refreshed Connections portal is complete and will includes additional process automation and a greatly enhanced customer journey of workflows
DSAP 035	<p>Ops Technology Transformation Programme We will deliver improvements and extend digitalisation for our field force teams, including device refresh, connectivity and enhanced maintenance planning.</p>	Enhancing workforce management capability to deliver enhanced scheduling and automation, ability to capture work activities in the field and commenced rollout of key technology to ensure the workforce is always connected	Continued rollout of always connected technology, ongoing enhancements to workforce management capability
DSAP 042	<p>Future of Asset Management We will improve how the integrations between our asset management systems to ensure that data is used to inform our plans and decision making.</p>	A new programme following on from Digital Asset Management, currently reviewing GT systems and identifying priority areas.	Delivery of priority areas, relating to digitalisation this will be improved integration and use of data between systems.

Efficient Enterprise Essentials

Deliverable ★ Delivery

April '26: FY26

April '27: FY27

April '28: FY28



S/4 HANA & Connected Apps Pipeline

Success Factors Pipeline

Digital Workplace Services Pipeline

Hosting platform

T3 Investments

Action #	Project Description – what we have committed to do	Action Outcome (aspect of supporting Digitalisation and Data) – What we have achieved so far	Next Step
DSAP 039 & 41	Enterprise and connected apps Prioritise and deliver enhancement opportunities for S/4 Hana and connected applications.	Implemented a new and refreshed Payroll, enterprise content management, purchase to pay , RPA solutions, RIBA and Risk Management solution.	Commence Finance and Procurement modernisation in RIIO-GT3.
DSAP 039	Digital Workplace Systems / Service Management tool (ServiceNow) Provide a modernised and updated DWS environment	ServiceNow version upgrades to bolster security measures and ensure our systems remained supported and up to date. Additionally, we established a Network Operations Centre, which plays a crucial role in improving the management, monitoring, and response to infrastructure alerts. Implemented a new and refreshed Infonet, website and internal communications applications	Continue with Service Now enhancement
DSAP 038	Hosting platform Deliver a strategic platform for the hosting of applications as part of our cloud-first strategy.	Majority of application migration completed to cloud platforms.	Complete migration activities and continue to deliver optimisation and FinOps of platform

Section C

Spotlight on stakeholder engagement



Stakeholder engagement

Since publication in December 2024, we have been working with our customers and stakeholders to help them better understand our RIIO-GT3 Plan and teeing up activities for the remainder of RIIO-T2.



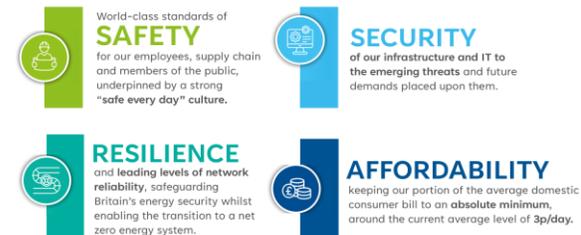
Walkthrough sessions



- Help explain the **highlights and headlines** of our business plan
- Provide **clarification around our investments**, particularly where sections are heavily redacted
- Offer **deep dive sessions** to stakeholders with specific areas of interest (e.g. investing in our people and workforce)
- Provide **additional context** and clarity around our plan, what this means for customers, and **changes from RIIO-T2**
- Provide further **opportunities for feedback** post-publication, and support those looking to contribute to the Call for Evidence on RIIO-GT3 Plans



What will our customers see?



These outcomes align directly with Ofgem's four key regulatory outcomes, specifically secure and resilient supplies; infrastructure fit for a low-cost transition to net zero; high quality of service from regulated firms, and system efficiency and long-term value for money.

We have rigorously tested our plan to ensure deliverability and we have constrained our submission as a result



Customer and Stakeholder Engagement Strategy

In March 2025, we also published our RIIO-GT3 Customer and Stakeholder Engagement Strategy, our first as a standalone business since separation from National Grid

Beyond our regulatory requirements set out by Ofgem, we have a relentless focus on actively engaging with our customers, consumers and stakeholders to ensure we represent the needs of the industry, deliver sustainable value to customers, and a fair, equitable, and affordable transition to net zero.

Our new strategy sets out four key focus areas that will guide our ongoing engagement during RIIO-GT3 in a meaningful, tangible and impactful way. These are:

- **Increasing the breadth of our engagement** to adapt to our changing customer base
- **Building cross-industry collaboration**, particularly our partnerships around hydrogen and CCUS

- **Delivering proactive two-way engagement** to ensure our interactions are valuable to customers and stakeholders
- **Delivering outcome-driven engagement** rather than “engaging for the sake of it”. The strategy also summarises some of our customer and stakeholder highlights from RIIO-T2, the importance of stakeholder engagement, and the steps we will take to implement this through the new regulatory period

You can [read the full Customer and Stakeholder Engagement Strategy](#) - also on the [Stakeholder page of the National Gas website](#).

Section D

DSAP Open Action Updates

Action Updates

Action #	Category	Action	Due Date	Outcome/ Dec 2024 update
10	Customer Journey	DSAP Action Plan: Utilising the Data Best Practice Supporting Information, develop a plan based on Customer & Stakeholder engagement to improve the visualisation and interaction with DSAP Plan	Ongoing	Work in progress to understand how we improve Data Discovery for customers and Stakeholders.
13	Customer Journey	Stakeholder Engagement: Develop further metrics to demonstrate the successful delivery of DBPG (Data Best Practice Guidelines) recommendations for personas groups	Ongoing	National Gas has developed an Asset Data Interoperability Standard in collaboration with the GDNs and showcased this to Ofgem with positive feedback. We continue to work with our sector partners, Ofgem, DESNZ and NESO, to make gas data more widely accessible and interoperable to Data Users.
15	Customer Journey	Stakeholder Engagement: Develop and maintain a digitalisation-focused stakeholder engagement strategy to target key groups / personas and drive our stakeholder engagement plans	Ongoing	Ongoing work, sessions held since the last DSAP publication using the shaping the future webinars, Ops Forums and data discovery webinars. Support the engagement & coordination group within the DDSG

Action Updates

Action #	Category	Action	Due Date	Outcome/ Dec 2024 update
16	Customer Journey	Stakeholder Engagement: Engage with customers and stakeholders as per the digitalisation stakeholder engagement plan, maintaining a stakeholder engagement log linking feedback to activity and stakeholder outcomes	Ongoing	Ongoing work to maintain the engagement log Details on Stakeholder engagements mentioned in Slides 16-19 of this document
18	Customer Journey	Access: Develop a plan based on customer and stakeholder feedback to improve Information Provision API functionality, and user experience across Data Community portal and data platform	Ongoing	REST API for Operation Data and Instantaneous Flow data available from. Specification and design complete for new extended Search Everywhere feature and self-service configuration of saved report and data selection queries.
22	Data Driven Asset Mgmt.	Enhanced Asset Design: Implement BIM technology across asset investment projects to digitalise information and data capture	Ongoing	National Gas's own Common Data Environment (CDE) is configured and onboarded 2 construction projects with first wave of key users trained to use the platform. Will continue to onboard more construction project and phasing approach to adopt

Action Updates

Action #	Category	Action	Due Date	Outcome/ June 2025 update
23	Data & Data Platforms	We are building a new Data Insights & Advanced Analytics platform that will bring together data from across the National Gas estate together into a single, highly capable platform	Ongoing	The Data Platform now has data science capabilities embedded and we continue to progress the amount of National Gas datasets that are surfaced through the platform. This work will continue throughout 2025 with the incorporation of Construction data model and downstream reporting.

Previously published Action Plan

To provide traceability and transparency, [follow this link](#) to the previous published action plan in December 2024.

All open actions from the previous published DSAP have been referenced and addressed in this pack.

For December 2024 Digitalisation Strategy update, [follow this link](#).