	Name	Description	Reflection	Programme
1	Personas	Is there a list of the different types of users- renewables operations, aggregators, large C&I, DSO, power marketers. Etc	Scope	DEP
2	Co-creation Expectations	On effective design & comms: there's some confusion from industry about how much co creation might genuinely change outcomes or design decisions for markets especially (eg what discretion is ESO planning to keep for making decisions or design choices	Strategy	General
3	How is partnering with start-ups different! What are the key things to consider?	Start-up	Strategy	General
4	AP first design	NG range of customers from smaller asset operators (traditional low tech ability) to larger multinationals. Suggest all services/platforms designed API first, with the user interface added on top using these same APIs to provide equitable access	DP	General
5	Digitalisation	This feels like a focus on reducing existing friction through eso transformation but doesn't feel as focused on tackling industry/market transformation	Scope	DEP
6	Individuals/Non expert actors	Will the SMP be user friendly for individual, non aggregated, or non expert users? Thinking about a future with millions of charge points and heat pumps doing load shifting…	Scope	SMP
7	Integration with industry	How much thought is being given to developing the DEP in the context of the digitalisation development in the wider market ecosystem	Strategy	DEP
8	Whole System Consideration	How do you see ESO's role in co-creating a whole-system solution for the future energy system, not necessarily constrained by current market structures.	Scope	General
9	Proprietary/industry data	Is the assumption that industry will share their data on the platform? What protections/limits are we putting on sharing to encourage others to share eg proprietary data?	DP	DEP
10	Encourage participation	Outreach to participants who are already providing some services to flag up additional services which may create better value for provider and ESO	DP	DEP
11	Whole System	It feels like there is a leadership opportunity to help industry new market opportunities which could help direct investment to support product development for ESO in the future	Strategy	General
12	Link to wider schemes	Can the DEP link to wider schemes, for example the Digital Systems Map that ENA is producing and the ESO is participating in?	Strategy	DEP
13	Alignment with other Initiatives	Does the DEP and DAP align with the active initiatives for Modernising Energy Data (MED) and Energy Data Visibility (EDVP) being coordinated by BEIS and IUK	Strategy	DEP
14	Who is asking the question- snake diagram	Context- of who is asking the question - will matter in terms of the end to end user journey	DP	DEP
15	BD- I am developing an asset	What will be the impact of balancing services and other products to my bottom line	Scope	DEP
16	Access	For access to the DEP ensuring employees can be provided on read only basis	Scope	SMP
17	Participation in codes	Ability to participate is very time consuming and often confrontational during work group sessions. This needs to be improved to democratise access - dep could be games hanging to move participation from the "die hards" who know the codes inside out	Strategy	DEP
18	Carbon accounting	In design principles - capture of carbon content of services provided or sought to deliver the 2050 strategy and so wider users can also track performance and opportunities	Strategy	General
19	Up to date info	Ensuring all data provided is updated and maintained and next steps (and expected timelines)	DP	General
20	AI user needs	Similar to API first, but with all this information, a human can't process it - it's going to be an algorithm on the user side. Make data highly available, error handling, alerting when down etc.. (currently the data portal doesn't do that for DC results)	Scope	SMP
21	Save queries- maximise reuse	Users can save common queries or there are 'examples' based on history	DP	General
22	Think hard about real user journeys	I think you need to think very hard about realistic user journeys. For instance the researcher that wants to enter the markets might find the codes more easily on the new platform but if those codes are complex and opaque they will still be blocked	Strategy	DEP
23	Extensible building blocks	Build around a set of core building blocks that are extensible to lots of features:\n- Auth/user management\n- APIs\n- Docs\n- Data portal (ideally built on top of the APIs)\n- Searchable documentation library	DP	DEP

	Name	Description	Theme	Dimension
1	All encompassing	Encompassing developers/generators and nationally distributed consumers centrally controlled such as EV chargers	Systems	Challenges
2	Mismatch between planned targets and outturn	What will product requirements be in actuality not what is planned through gov targets (ie vol of offshore wind to be connected by 2030	Systems	Challenges
3	Visibility of resiliency and energy security	Visibility and control measurement- data and digital as important for resiliency as flexibility. During an event - they could work against each other - ERCOT	Process	Challenges
4	Not all data is the ESOs	Will the ESO integrate data from other parties (eg DNOs), point to data from other parties or hope other parties follow ESO leadership?	Data	
5	Eso and dso working - how will smp interact with future work assumed in open networks	Seeking to reduce and prevent the different SOs preventing assets providing services of greatest value	Systems	Challenges
6	Product backlog	How is the work product backlog being prioritised?	Process	General
7	Measure Performance (first)	Measure performance now so you can track improvements. In all areas. Percentage of perfect ESO dispatch? If not perfect, why? This will help a quantitative approach to prioritising 'building blocks'. And give a baseline to measure impact...		General
8	Qualitative user analysis	It would be good to see a summary of current user interactions with ESO, the volume of these and the underlying systems they interact with. This would help prioritise interactions to improve as well as map which underlying systems need integration.	Systems	Solutions
9	Warwick vs Wokingham	Warwick is outward facing; it knows how to talk to stakeholders but doesn't know all the answers. Wokingham is much more inward-facing. It knows what it wants but is a beginner at engagement and doesn't get commercial timescales. Bridge this chasm!	People	Challenges
10	Visibility of capacity constraints	Capacity constraints are a current hot topic, especially for aggregators. More visibility of current constraints, especially if it could aggregate DSO info, would help asset managers properly optimise product selection & asset aggregation.	Data	Solutions
11	Political interference	In the event of security of supply issues or disruption - will eso be able to continue with a collaborative approach or will more centralised requirements be pushed	People	Know Unknowns
12	Collaboration should be encouraged across parties, not DNOs only	Worked that the current work streams call out T/D collaboration and don't place sufficient emphasis on inter-industry and extra-industry collaboration. This bleeds into start up mentality Too	Process	
13	Digital discovery	This is a hugely complex area. Industry has digital twin capability, and the ESO is (?) developing a digital twin. Why not learn by doing and collaborate digitally to accelerate discovery. (we do this when assessing code change impacts. EPEX does it)		Solutions
14	Carbon tracking in contracts	All standard contract terms to oblige reporting of fuel type against two metrics: delivered energy and availability. Providers to submit monthly by settlement period. Every other attempt at this has been a sticking plaster. Time to rip those off!	Data	Solutions
15	Feedback on feedback	New ESO is very consultative which is great but are all the people feeding back seeing what is being done with the feedback on what timeframe and ESP what is not being taken forwards and why.	Process	
16	Value led (rather than regulation led) pricing	Data (eg of constraints) can provide visibility, however for building solutions to zero carbon the value must be clear and driven by system need	Process	
17	Data loading	There are already thousands of resources in balancing, and we're heading for millions. NGESO should set its requirements on ops data with this in mind, setting e.g. update frequencies appropriate to service. Affects NGESO and providers.	Data	Challenges