

#	Name	Description	Focus Area	Feedback	Votes
19	No split between business and IT	One team	Agile deliv.	Rose	12
13	Customer focus	Designing with customer in mind	Dig Culture	Rose	8
11	Make sure it's not seen as an IT project	Keep everyone focused on outcomes and your North Star	Dig Culture	Bud	7
2	Siloed working	Reduce siloed working	Dig Culture	Thorn	6
10	Empowerment	You need to ensure employees are empowered to think beyond the box, step up, explore new areas, be creative, share their experiences, etc. Employees need to know the company is behind them	Dig Culture	Rose	6
12	Expert led -> customer led	The current 'go-to experts' can resist change as they're no longer 'top of the tree' prioritising and decision making a product model. It can be perceived as better for everyone else except them. Have to frame well and get buy-in from them early.	Prod. Model	Thorn	6
5	Accuracy in implementation and operation	Set the rules in full detail, implement them exactly in the code, apply them consistently and openly. Avoid burning time chasing around oddball inconsistencies. Applies to declarations metering settlement and many other areas	Agile deliv.	Thorn	5
8	Communication is key	Communicate the strategy individually at different stakeholders groups by highlighting what is in there for them! There needs to be a gain for the individuals for the strategy to be adopted	Dig Culture	Thorn	5
7	Avoid IT/Ops service/customer dynamic	Make sure control room doesn't treat IT as a service. The ops and tech teams should be working together to develop systems and processes. Tech should be able to challenge ops on approach.	Dig Culture	Thorn	4
14	Feedback loop from customers	Clear on design but changes	Dig Culture	Bud	4
18	Legacy systems while building new products	Verification/testing is critical to progress in incremental modules and through a customer feedback loop to incorporate feedback and go again	Prod. Model	Rose	4
3	Reconfigure office space	Create cross functional physical space	Dig Culture	Bud	2
4	Ban size thresholds and grandfathering	Everything treated the same. No need to code side-alleys or unfeatures that turn eventually into awkward bugs	Dig Culture	Bud	2
6	What about manual processes that stray outside ESO?	Self-assessment document, bella/bega/bca, Elexon, DSOs...	Dig Culture	Bud	2
15	Testing	Really important in an iterative and agile process. Not mentioned enough	Agile deliv.	Thorn	2
16	Discipline	Sprint cadence/end2end rhythm delivering the sprint outcomes	Agile deliv.	Bud	2
17	Product Manager	Really critical role - prioritisation of features- outcome of sprint	Agile deliv.	Bud	2
9	Seniority	Buy in from the top is critical to setting the culture	Dig Culture	Rose	1
20	Linking algorithm specification to user needs	Important when looking at process to support defined needs to consider this as a scientific decision support matter, as well as a matter of tech implementation. This provides both a more robust connection between needs and function, and the clearest.	Prod. Model	Bud	1
1	Coffee & Collaboration	Leadership cross functional engagement	Dig Culture	Rose	0