

A man with glasses and a beard is looking to the right in a server room. The glasses have the words 'YOU NEED' written on them. The background is filled with server racks and blue and purple lighting. A yellow line graphic connects the text to the man's glasses.

Show & Listen Event 2

NGESO CONNECTIONS PORTAL



Adam Towl
Senior Project
Lead

Content

- Welcome and introductions
- Recap
- Show & Listen 1 review
- User Management
- Demo
- UAT
- Next Steps

Welcome and introductions



Adam Towl
Senior Project
Lead



Greg Hunt
Product Owner



Vikas Garg
Project Lead



Sonisha Uppal
Project
Manager



Sujit Nair
Business
Analyst



Greg Hunt
Product Owner

Recap – What is the Connections Portal and why are we building it?

As part of our RIIO-2 ambition, the Connections Portal is being designed to transform the Connections Journey and account management for all Customers.

The Portal will provide a single point of contact for all ESO connections customers looking to either connect to or make use of the transmission system. The initial release will look at the digitisation of the application process and include the following high-level functionality:

- Apply for connections and other agreements online
- Monitor live applications and track progress
- Access to signed contract documents
- View of key milestones / milestone management
- Communicate directly with your connections contract manager



Show & Listen 1 review



Adam Towl
Senior Project
Lead



- Event held February 2022
- Demos given for Registration and Pre-application processes
- Feedback captured on the day
- Test environment opened for a week following the event
- Further user feedback gathered to inform next stages of development
- In light of feedback from event 1 we want to take the opportunity to discuss User Management



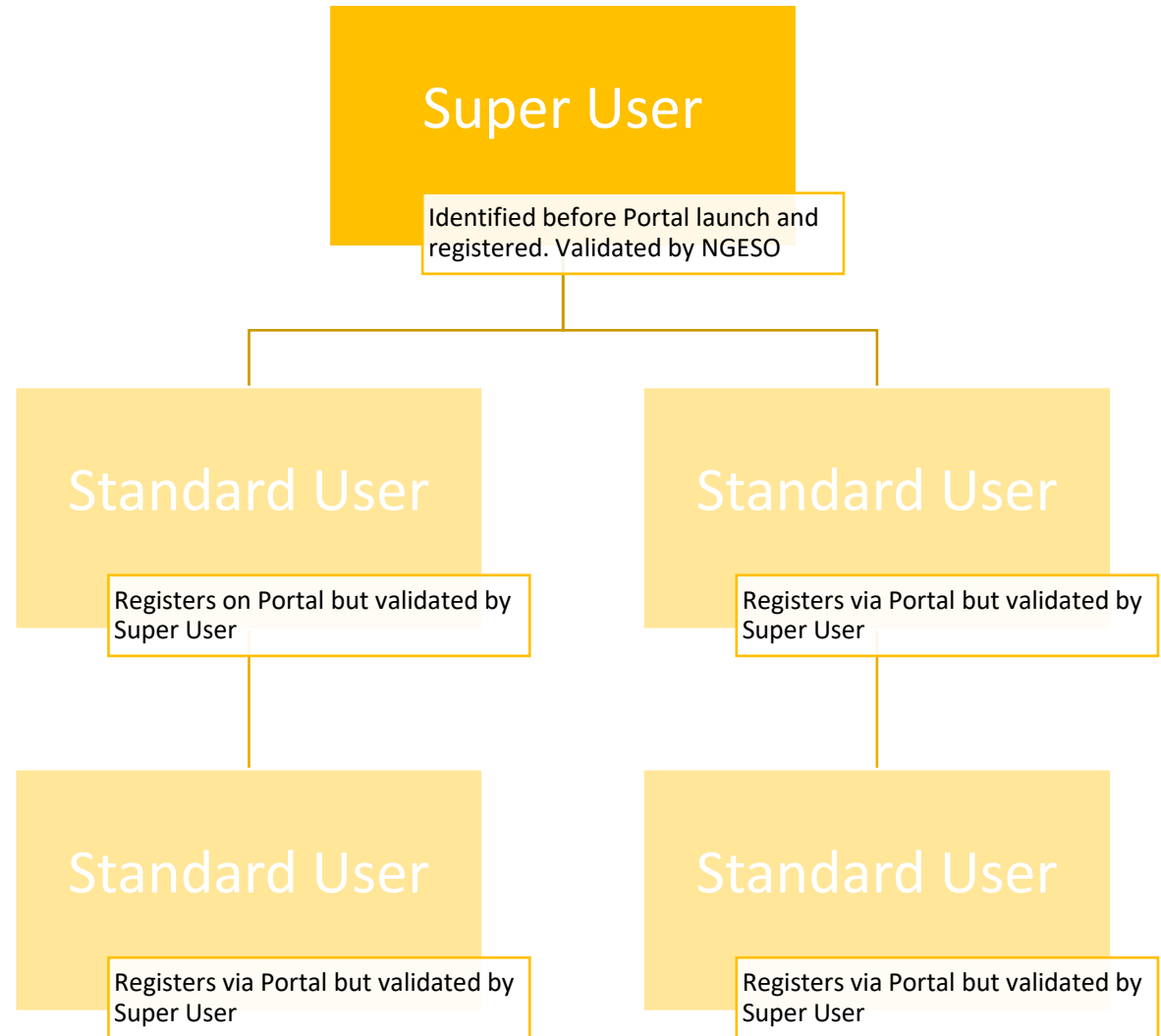
Greg Hunt
Product Owner

User Management

Super User Concept

- Manages access for their company
- Can delegate Super User status if leaving role
- 1 Super User licence per company
- 4 x Standard User licences per company for MVP

We will be writing to all customers to find out your nominated Super User





Vikas Garg
Project Lead

DEMO



Testing Overview



Vikas Garg
Project Lead

New Account Registration

- Searching an organisation using name and/or registration number
- Registering up to 5 user to an account with one super user and 4 standard users
- Approval / Rejection of standard users' registration requests
- Login, Password reset and Login help
- Email Notifications

Important points

- Currently an email address can only be used **once** for registration
- You will need Salesforce Authenticator app as part of registration process
- First registered user be super user & subsequent users will be standard users

Pre-Application

- Creating per-application
- Saving as draft
- Edit saved pre-application
- Submit pre-application
- Withdrawal of pre-application
- Deletion of saved pre-application (excluding submitted & withdrawn)
- Email notifications

Application

- Creation of application
- Saving as draft
- Edit save application
- Deletion of saved application

Important points

- Only test 'Directly Connected' application type
- Submission of completed application is currently under development but form can be filled completely ready for submission



Vikas Garg
Project Lead

Testing schedule and help

- User Testing – 17th May – 24th May
- Assistance available throughout via email - box.eso.cpp.test@nationalgrid.com
- Customer Portal test environment link and help guide will be shared via email post event.

Our Asks

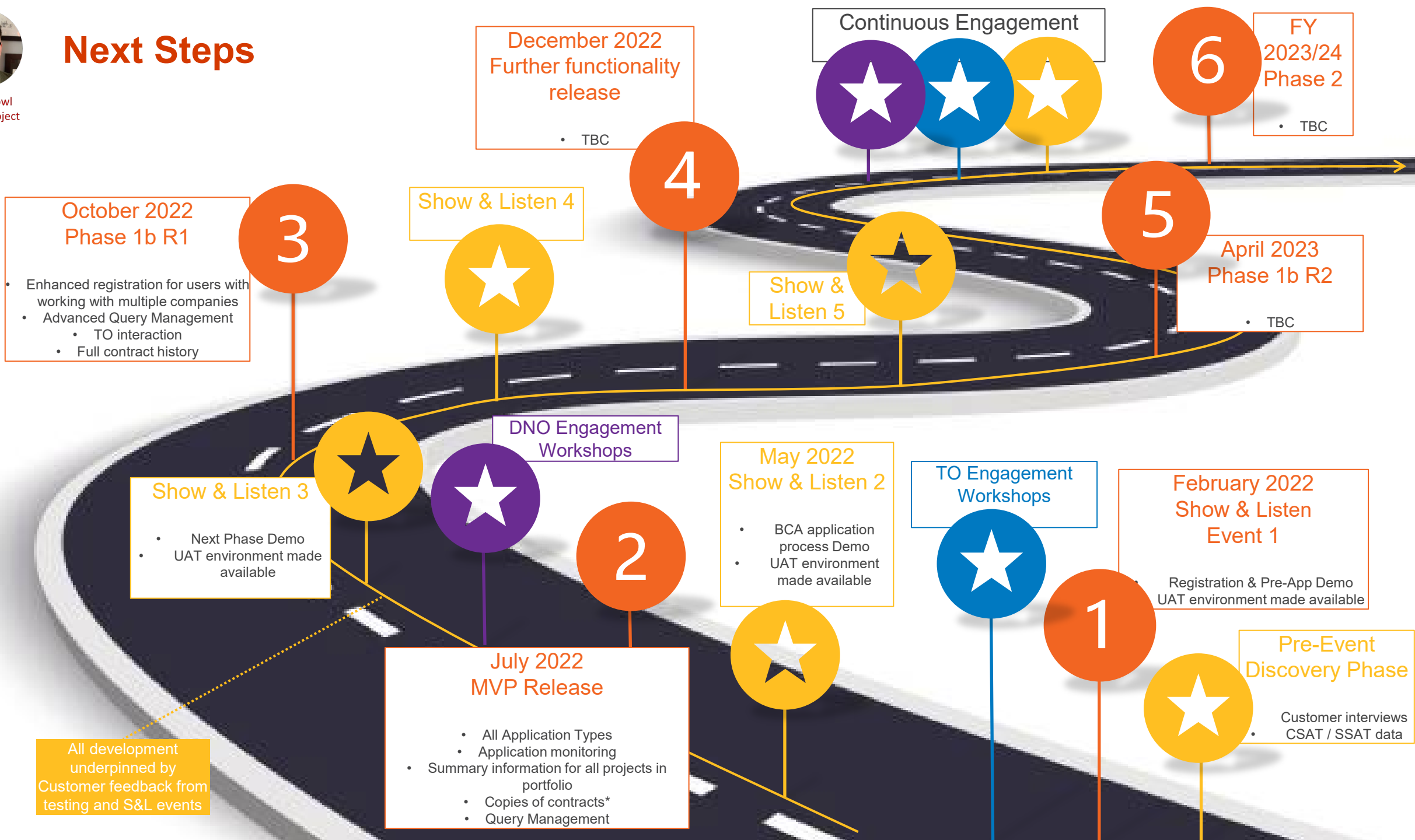
- Please test all the functions as per scope and
- Provide as much feedback as possible





Adam Towl
Senior Project
Lead

Next Steps



All development underpinned by Customer feedback from testing and S&L events

Thank you for
your time today