



Good Morning!
We'll be starting promptly at 10:02

You have been joined in listen only mode, please use the chat function to ask questions

Connections Portal
Early Adopter Webinar
January 2023

Welcome and meet the team



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Objectives of today's session

Aim

- Ensure the Early Adopter / BETA release is understood by all participants
- Ensure understanding of functionality available in this release
- Participants understand basic navigation of the Portal and how to undertake tasks in the Portal
- Participants know how to access support materials and where to gain support post launch
- Participants understand how to share feedback of experience of using the Portal

Your Participation

- **Please ask questions!** Please use the chat function during the presentation and then there will be an opportunity for Q&A at the end of the presentation



What is the Early Adopter / BETA release

2nd December 2022

Connections Technical Release



• Technical Release:

- Internal release of new Salesforce backend objects and automation associated to portal.
- Focus on ensuring internal processes are working and embedded ahead of further external releases.

COMPLETE

30th January 2023

Connections Portal Phase 1a release



• Controlled released approach:

- Release access to portal for the Early Adopters [approx. 50 customers]
- Focus on staged release of the portal to assess performance and prevent platform to be overwhelmed from high number of users following release (+800 users)
- Registration issues addressed (Feb 23)

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13th March 2023

Connections Portal Phase 1b release



• Open access to Registration and Portal to all ESO Customers

- Focus on addressing any defects or issues identified from Early Adopters user experience ahead of wider release
- Ensure wider release is successful and delivers on the improvement to connection application process

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1st May 2023

Connections Portal Phase 2 – Focus Groups



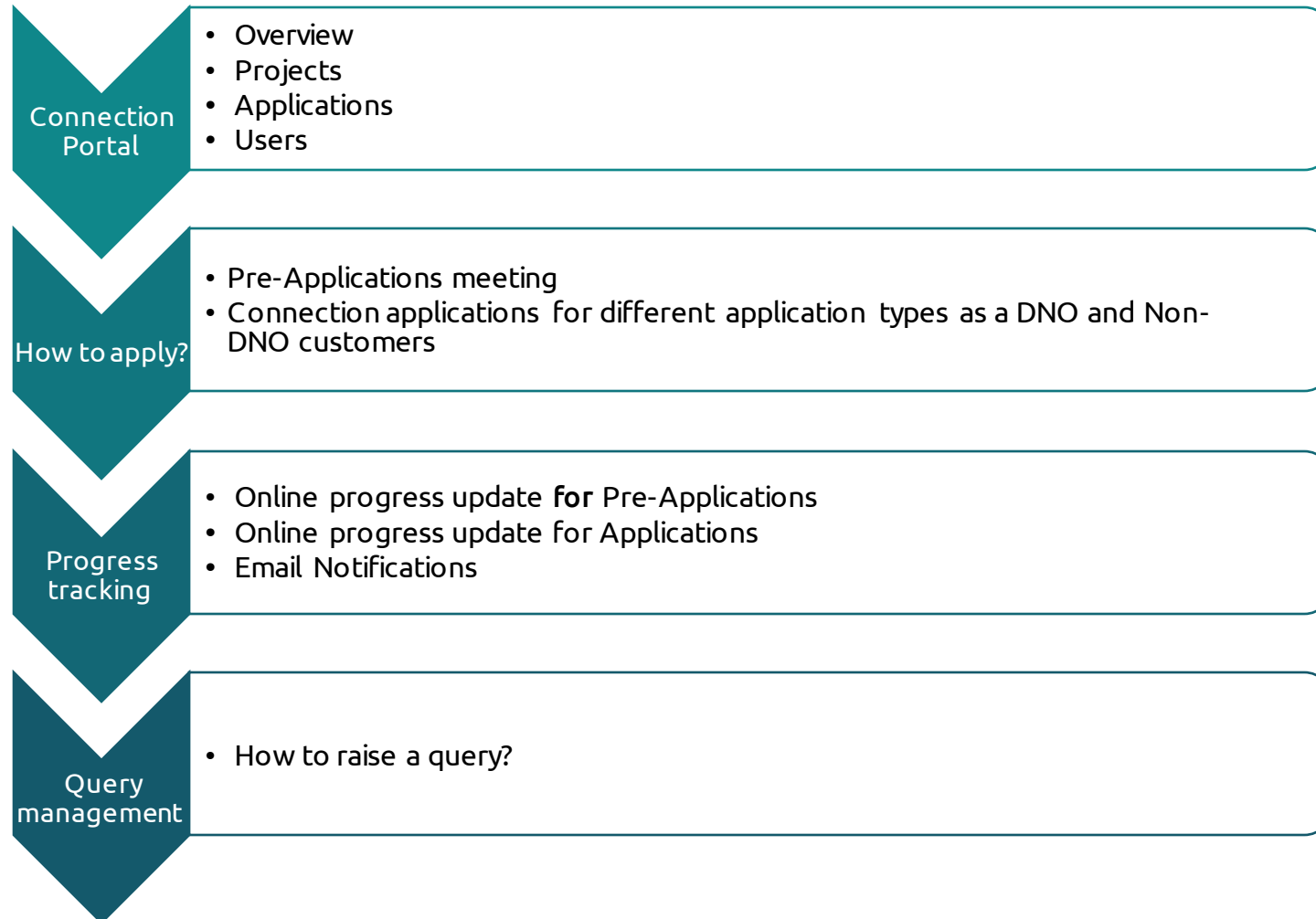
• Focus Groups

- Run a series of webinars and workshops where NGESO will invite Customer to participate to enable further development of existing functionality to enable further improvements to the customer journey
- Review requirement for development of further functionality and automation

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Demo Overview



Demo



Engagement and Support



What we will be asking for...

Drop in Sessions

- Participation at our weekly drop in sessions in February

Surveys

- Completion of short survey following successful application submission

Early Life Support

- Raising any technical issues post go live via the *support channel

What we'll provide...

Guidance Materials

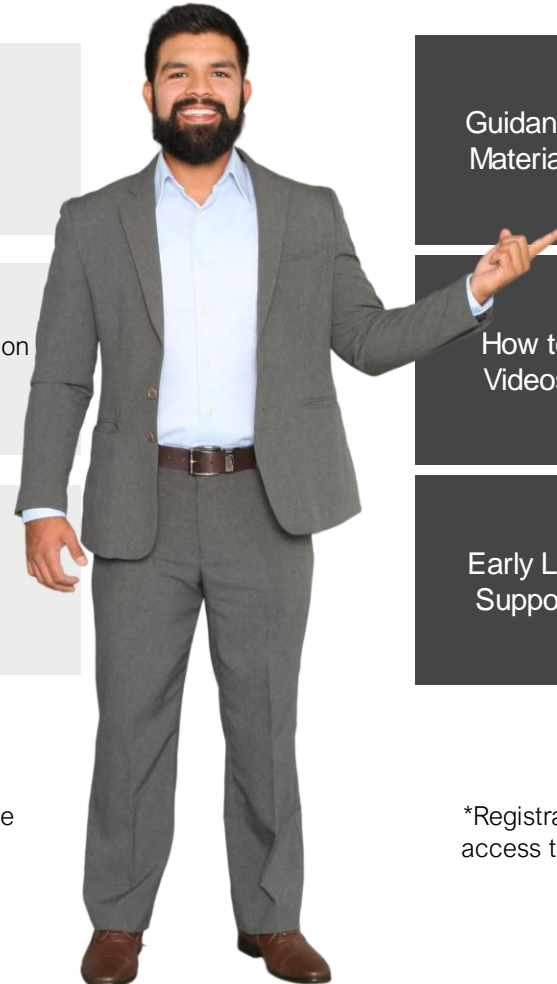
- User Guide covering Registration*, Pre-application, Application types and Projects

How to Videos

- Bite-sized video guides covering all aspects of the Portal functionality

Early Life Support

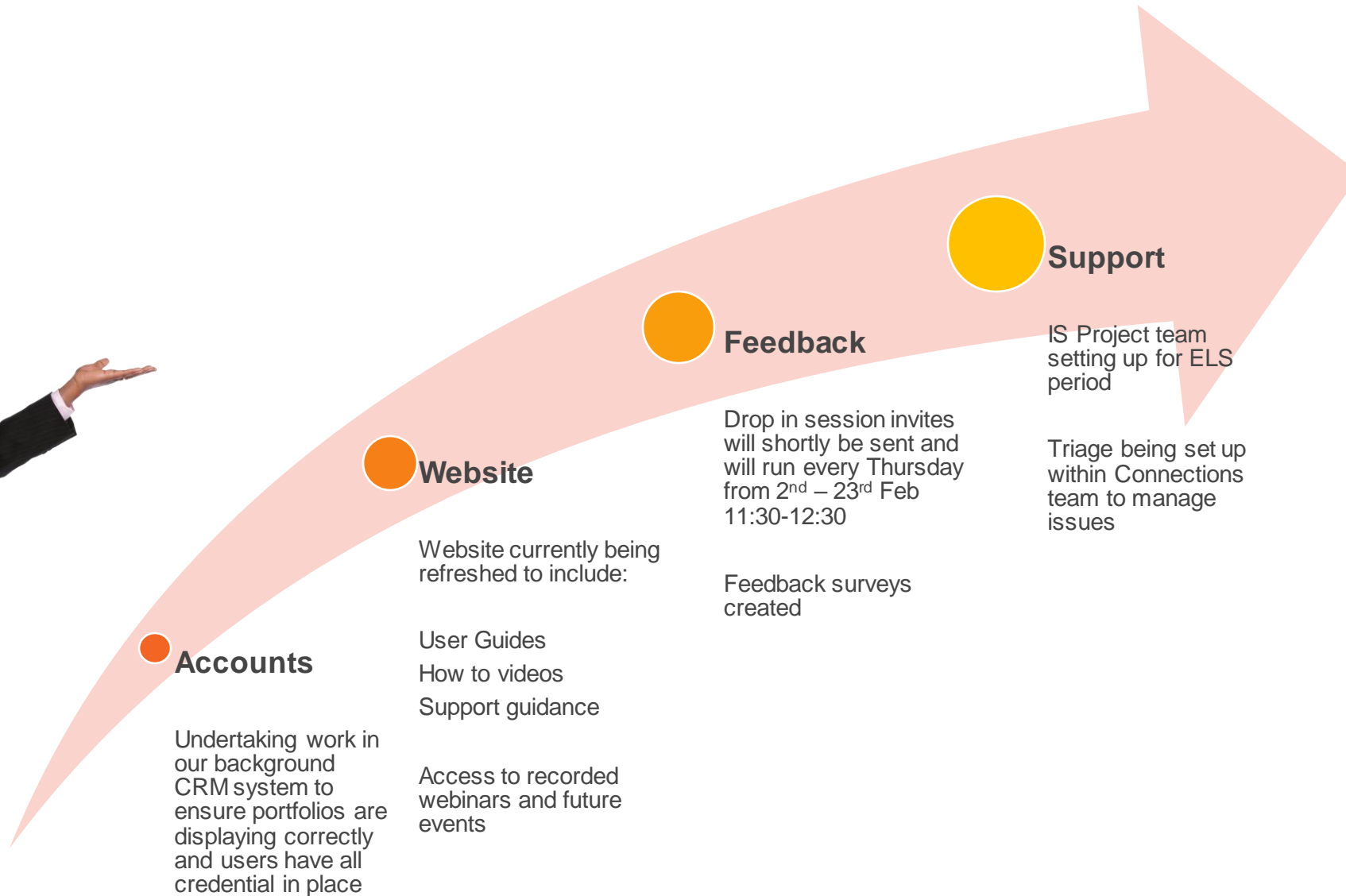
- Dedicated resource dealing with any issues post go live and resolving with our IS Project team



*Please email transmissionconnections@nationalgrideso.com with subject line 'Connections Portal BETA Support'

*Registration is temporarily closed until March full release. This is stop any further access to the Portal other than the BETA Group. We have the facility to add other members of your team if required.

Next Steps - What we'll be doing before launch



Q&A

