Good Afternoon!
We'll be starting promptly at 12:02

Connections Portal
March Launch Webinar

March 2023

ESO

Welcome and meet the team

Greg Hunt
Product Owner

Adam Towl
Senior Project Lead

Vikas Garg
Project Lead

Lucy Hudson
Project Co-ordinator

Contents

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Objectives of today's session

Aim

- Ensure the March 1b 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

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What is the March 1b 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
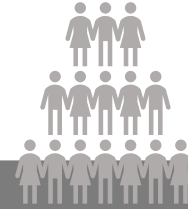
- **Open access to Registration and Portal to all ESO Customers**

- 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
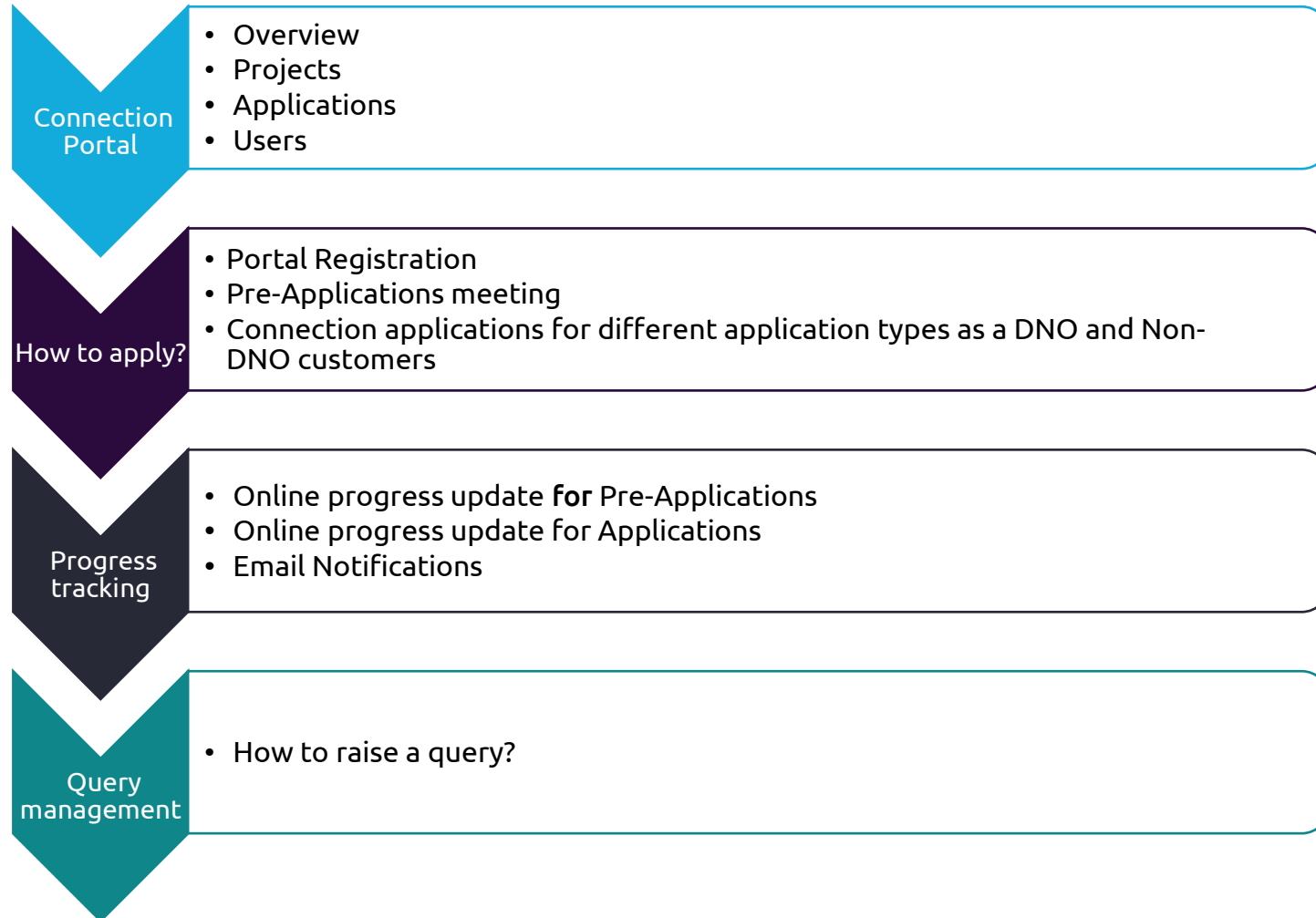
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1ˢᵗ May 2023
Connections Portal Phase 2 – Focus Groups

- **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

Connection Portal
- Overview
- Projects
- Applications
- Users

How to apply?
- Portal Registration
- Pre-Applications meeting
- Connection applications for different application types as a DNO and Non-DNO customers

Progress tracking
- Online progress update **for** Pre-Applications
- Online progress update for Applications
- Email Notifications

Query management
- How to raise a query?

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Demo

Engagement and Support

What we will be asking for…

Use of the Portal
- On launch of the Portal we will be expecting all Customers to use the Portal to apply and manage their connections
- We will be beginning a ramp down of manual applications for a 3 month period
- Manual applications will only be accepted under the following circumstances:
1) Critical issue with the Portal meaning application cannot be made
2) Portal doesn't cover activity currently: Waiver, Novation etc.

Feedback
- We've had great feedback from our Early Adopter launch which we are working through and will be sharing on our webpage
- We will be running formal feedback webinars / workshops in May, however please feel share feedback to the team before then*

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

What we'll provide…
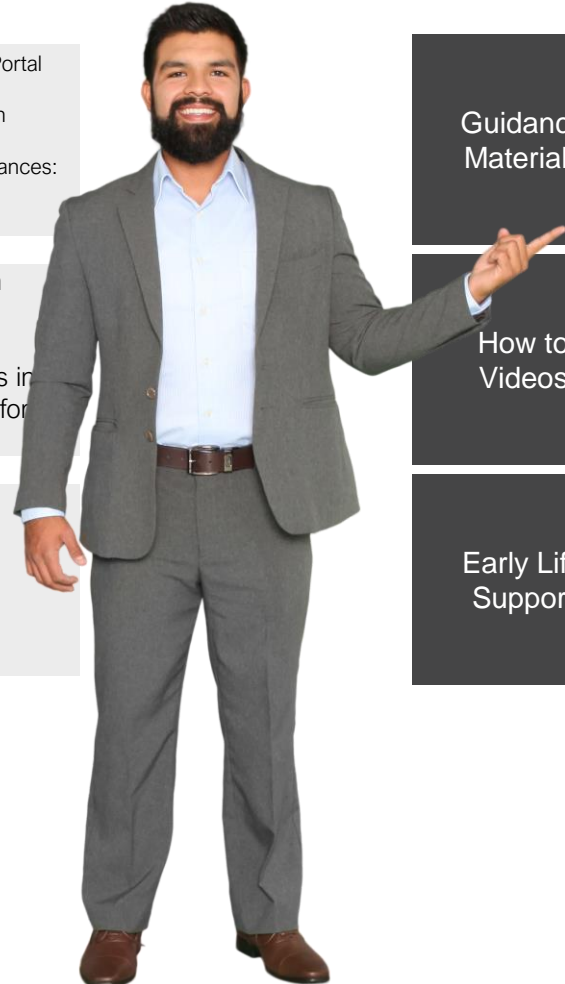
Guidance Materials
- User Guide covering Registration, Pre-application, Application, Projects and Query Management

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 use the **Query functionality within the Portal** or email
transmissionconnections@nationalgrideso.com with subject line:
'Connections Portal Support'

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Q&A