



Transforming our activities through IT and data



Secure and resilient supplies



Infrastructure fit for a low-cost transition to net zero



High quality of service from regulated firms



System efficiency and long-term value for money

Our commitments

- We will continue to maintain our IT assets to ensure that they are evergreen, secure, safe and resilient, and continue to enable all our business activities. [CO]
- We will aim to reduce our number of systems out of support to zero, meaning during RIIO-GT3, and for the first time, we will have no systems out of support. [CO]
- We will continue to mature our capability around Ofgem's Data Best Practice Guidelines and embed through our IT activities. [CO]

How we will deliver

- We anticipate 89 investments in our IT and technology over RIIO-GT3 and have identified three key drivers: digitalisation and smarter analytics, enhancing business capability, and IT system asset health and compliance.
- Our plan has been challenged against rigorous assurance processes on scope, volume, and on cost through benchmarking against global comparators. Deliverability has been assessed, considering the capacity of both IT delivery teams and business teams to support IT delivery projects. This assurance shows that our plan is efficient and deliverable.
- The scope for IT enablers is built from requirements defined by the business functions – our business units have identified what capability changes they need to deliver key outcomes. These business units and IT specialists will continue to work together over RIIO-GT3, as set out in our IT strategy paper, to ensure IT investments support our business capabilities.

Collaboration

- We will engage with the Gas Data and Digitalisation Group on areas such as interoperability, data cataloguing, and data sharing infrastructure as and when appropriate and practical to do so.
- Our portfolio of IT investments has been benchmarked by Gartner to confirm the investment is efficient and delivers value.

Stakeholder engagement

- Our customers and stakeholders fed back that, primarily, they expect our IT systems during RIIO-GT3 to be reliable, resilient, safe and secure. These stakeholders agreed that keeping systems healthy and compliant should be the most important outcome to deliver against, and 89 percent felt that our IT plan reflected the needs of their organisation and the industry.

Consumer value and additionality

- Our IT underpins our processes and activities, enabling us to deliver our services and ensure secure and resilient supplies for consumers. The planned portfolio represents the best balance of protecting our current systems, adding new capabilities to respond to business needs for more data and smarter tools, and using technology in innovative ways to deliver benefits.
- Our IT plan delivers value to consumers and stakeholders and will support innovation and decarbonisation. It will maintain systems to be secure and resilient and support smarter decisions to enable delivery of the AMP and manage NTS risk. It will also improve service through better data provision and interoperability, and progress digitalisation for the company and the industry.

Guide to our plan

- NNGT_A11_IT and Telecoms Strategy_RIIO_GT3
- IT Investment Papers. See Section 7 Document Library.