



# Digitalisation Strategy Action Plan

December 2025

This edition of the Digitalisation Strategy Action Plan provides updates on our digitalisation approach as we close out the GD2 price control period.

In March next year, we will publish our updated Digitalisation Strategy, introducing our revised strategic building blocks that inform our goals and priorities for GD3.

<b>Our digital and data ambition</b> To make a positive impact on society, the communities we serve and our vulnerable customers by delivering excellence in the provision of safe and efficient services. We will accelerate decarbonised energy solutions to create a shared net zero future by modernising our business to become data-driven and digital at our heart.					
<b>3.</b> <b>Our business outcomes</b>	<b>Stakeholder and societal value</b> Our digital and data products and services are inclusive, secure, sustainable and reliable. They deliver recognisable value to our customers and stakeholders.	<b>Regulatory obligations</b> SGN sustainably meets Ofgem’s expectations on Data Best Practice, Interoperability, AI and Digital Twin solutions, and aligns to legal mandates.	<b>Business transformation</b> Modernisation programme achieves performance gains by rebuilding legacy business processes as modern digital and data enabled processes.	<b>Business excellence</b> Data, analytics and AI allows us to drive performance gains in a broad range of business activity and address our most difficult problems.	<b>Future of Energy and innovation</b> We pilot and implement new technologies to bring about future performance gains and influence regulators and legislators.
	<b>Data sharing platform</b> Allows automated access to our data sets, internally and externally, under open data or published under licence.		<b>Analytics and reporting platform</b> Allows people at SGN to analyse our data sets to derive insight and used to produce business performance reports.		<b>Innovation platforms</b> Platforms to support AI, Digital Twin and IoT which enable testing and adoption of these technologies.
<b>2.</b> <b>Our platforms and capabilities</b>	<b>Data lake and integration layer</b> Data storage and plumbing that allows data sets to be accessed by other platforms				
	<b>High-quality data</b> Data owners take accountability for the quality and completeness of data. We apply Q-FAIR principles (Quality, Findability, Accessibility, Interoperability and Reusability) to our data.		<b>Digital and data governance</b> We govern our digital solutions and strategic data assets to ensure they are fit for purpose and deliver value. We develop and embed comprehensive digital and data governance framework.		<b>People with digital and data skills</b> Our people understand the value of data and how to utilise digital solutions. They have the requisite technical and data skills to deliver the outcomes for our stakeholders and organisation.
<b>1.</b> <b>Getting the basics right</b>	<b>Secure by design</b> Our digital solutions and platforms are designed with cybersecurity built in.				

We have designed this action plan to share details on the initiatives we will be undertaking through GD2 in line with our strategic building blocks.

## Our strategic outcomes

<div>Stakeholder and societal value</div> <p>Our digital and data products and services are inclusive, secure, sustainable and reliable. They deliver recognisable value to our customers and stakeholders.</p>	<div>Regulatory obligation</div> <p>SGN sustainably meets Ofgem’s expectations on Data Best Practice, Interoperability, AI and Digital Twin solutions, and aligns to legal mandates.</p>	<div>Business transformation</div> <p>Modernisation programme achieves performance gains by rebuilding legacy business processes as modern digital and data enabled processes.</p>	<div>Business excellence</div> <p>Data, analytics and AI allows us to drive performance gains in a broad range of business activity and address our most difficult problems.</p>	<div>Future of Energy and innovation</div> <p>We pilot and implement new technologies to bring about future performance gains and influence regulators and legislators.</p>
---	--	--	--	---

## Our strategic building blocks

<div>Getting the basics right</div> <p>The key foundational step in our digitalisation strategy is ‘Getting the Basics right’.</p> <p>In doing this, we will build essential skills and processes for creating high-quality data that is secure and well governed, that our employees can use to derive valuable business insight and our stakeholders can rely on.</p> <p>We emphasise accountability for the quality and completeness of data and ensure our employees possess the necessary skills to analyse data effectively and derive valuable insights.</p>	<div>Digitalisation and our customers</div> <p>Digital solutions undoubtedly have a role to play in how we identify, connect and engage with our vulnerable customers and we utilise digital and data solutions appropriately to ensure we deliver the services and outcomes that are right for our vulnerable customer groups.</p>	<div>Platforms and capabilities</div> <p>In line with our commitment to establish digital foundations by ‘Getting the basics right’, we are dedicated to advancing and enhancing our capabilities in handling technical data. By developing our cloud data platforms, we aim to unlock the full potential of our data and foster innovative, data-driven solutions, enabling us to optimally harness our data skills. These robust platforms will not only enhance the storage, management, analysis, and sharing of data but will also play a pivotal role in supporting decision making both within our organisation and, through opening access to our data, by our stakeholders.</p>	<div>Future of Energy and innovation</div> <p>Digitalisation, and the shift toward data-driven gas networks, will increase as the decarbonised energy system of the future develops. Our innovation team will be able to use our digital platforms and capabilities to better explore and evaluate new data capture and sharing methods and use them to bring value to our customers and stakeholders</p>
---	---	--	---

# Enterprise Data Management

Getting the basics right

Stakeholder and societal value

Regulatory obligation

Business excellence

Future of Energy and innovation

Start date: April 2022 | End date: March 2026

SGN has been on a journey to maturing its overarching data governance & management capability which focusses on our people, processes, technology and data.

A key part of this has been the investment in Talend data management platform which is enabling us to identify, describe and monitor our critical data assets as well as implement specific requirements from the Data Best Practice Guidelines (DBPG) such as implementing the Dublin Core metadata standard and embedding Quality, Findability, Interoperability & Reusability (Q-FAIR) principles.

We have established our Enterprise Data Management team who are continuing to develop their expertise, embed our data governance framework and catalogue our critical data assets.

We are continuing to establish and deliver key foundational data governance and management capabilities to enable both our external and internal data consumers getting the value and insights from our strategic data assets.

## Benefits and measures

### Critical data assets identified & catalogued in line with DBPG

We have brought three enterprise level data domains into governance and are working with our data owners to identify critical data assets and apply our governance framework to these assets.

### We are investing in applying Q-FAIR principles to our critical data assets

An initial set of critical data assets held in our data lake, under the DataOps programme, are subject to Q-FAIR principles and our revised ways of working mean that we have a sustainable approach to applying Q-FAIR moving forward.

## December 2025 update

- Continued collaboration with GDN peers, leading to the development and finalisation of the GAS Network Data Interoperability Technical Standard v1.0.
- Successful launch of the new SGN Open Data Sharing Portal, enabling wider access to trusted open data assets and supporting transparency and innovation.
- Publication of 104 pipeline datasets in downloadable shapefile format, covering low, medium, and intermediate pressure networks as open data using the new interoperable data standard.
- Developing Artificial Intelligence use cases to drive business and regulatory outcomes.
- Working toward developing AI Governance inline with Ofgem guidelines and best practice.

Continued on next page

# Enterprise Data Management

Getting the basics right

Stakeholder and  
societal value

Regulatory obligation

Business excellence

Future of Energy  
and innovation

## June 2025 update

---

SGN continues to mature its data management capability. Progress includes:

- We have brought three enterprise data domains into governance and are continuing to work with our data owners.
- Formalising how we describe our enterprise data domain landscape, which provides a common language and knowledge of our data estate.
- Formalising our standards for conceptual, logical and physical models for critical data domains and assets. This supports data discovery activities and feeds into determining the impact of change aligned to business and IT change programmes.
- Collaborating with our GDN peers to develop and adopt an Interoperability standard in line with DBPG. This will be extended and will support the Data Sharing Infrastructure rollout under NESO, as well as DBPG to ease sharing of common data assets for our stakeholders.
- Communication events with colleagues to raise awareness of data governance and management concepts.
- Our AI governance is becoming more systemised with clearer pathways and line of sight from our Board to implementation. This includes communications out to our staff on deployment and use of AI along with controlled testing AI solutions to further understand the risks and appropriate mitigations. We now need to formalise the governance process through which the calibration of risk and opportunities is determined.

# Transformation Programme

Getting the basics right

Platforms and capabilities

Business transformation

Business excellence

**Start date: 2024 | End date: GD3**

Our Transformation programme is the conduit through which SGN delivers all its business transformation projects to realise organisation-wide benefits as we pivot towards maximising the productivity of our front-line functions and people.

This will lead to a fundamental review of our organisation, processes, technology platforms, data structures, and the technologies that integrate them.

## Benefits and measures

The Transformation programme will deliver the following outcomes:

- Investing in our people to improve their capabilities, boost productivity, fine-tune our operating model and optimise the use of technology
- Eliminate waste by operating smarter using the right mix of labour, data, technology and innovation
- Develop planning-led organisation to set us up for the future of energy
- Optimised core capabilities, unlocking effectiveness and productivity benefits

## December 2025 update

Our Transformation program is continuing to lay-down the foundational changes required to pivot towards our front-line services with a focus on delivering centralised and data planning-driven organisation.

Detailed reviews and planning are in progress in preparation for GD3 delivery of technology, process and data centric solutions that will assure SGN's position for delivering operational excellence and outstanding customer service.

## June 2025 update

Our Transformation program has been mobilising to transition towards a centralised and intelligent planning-driven organisation by leveraging our workforce, data, technology and innovation as outlined in our GD3 business plans.

Roadmaps are developing to provide the detailed approach for complex business transformation activities.

Operation organisational reviews have been defined and implemented as we pivot to our front-line services to improve operational safety, improve business processes and improved data capture.



# Data Operations (DataOps) Capability Establishment Programme

Getting the basics right

Platforms and capabilities

Stakeholder and societal value

Regulatory obligation

Business excellence

Future of Energy and innovation

**Start date: April 2022 | End date: March 2026**

SGN has been awarded investment through Ofgem’s ReOpener mechanism to establish a DataOps capability.

The primary use case has been informed by our external Data Users and Stakeholders who require an easy-to-use service when requesting, searching and accessing our data.

Our DataOps programme will mature our current service offering via SGN’s Open Data Portal to securely deliver a one-stop-shop for a variety of Open and Shared data assets in formats to suit our data stakeholders. By centralising this capability, we will be introducing greater efficiencies in managing these data assets and their compliance with Data Best Practice Guidelines and Q-FAIR (Quality, Findability, Accessibility, Interoperability, Reusability) principles.

The DataOps capability will also provide our internal data consumers with the same service benefits, thus delivering data assets in an efficient, secure and timely fashion.

This initiative has a number of workstreams which we will be mobilising and delivering throughout GD2, and which will establish key foundations as we enter GD3.

## Benefits and measures

**We are investing in establishing DataOps capability to improve the products and services we offer our data users and in line with DBPG:**

- All open data assets are being served via DataOps function using the new ways of working established under the programme.
- We have implemented our next generation Data Sharing Platform which enables data users to access data assets in formats that they required, ie API.

**We are engaging with and listening to our stakeholders to ensure we are delivering the products and services they need in the way they need them:**

- We have stakeholder events scheduled for Q3 this year and will provide details on the feedback.

**We are investing in our people to ensure they have the right digital and data skills to deliver the right outcomes for our stakeholders and organisation:**

- We will share information on our plans for communication, training, and development pathways for our staff, along with updates on progress.

## December 2025 update

Our data capabilities continue to mature:

- More automation of data pipelines into our ADaPT data lake have been developed to remove inefficiencies of manual processes, improve times to deliver and scalability for reporting requirements
- Our report catalogue has been established to provide line of sight of report ownership, data content and classification, data sourcing and distribution. This makes the ongoing management of our reporting suite more robust in terms of access management and is a precursor to the planned implementation of kitemarks to denote that reports are produced under governance and management controls.
- Data governance foundations – metadata catalogue, data quality assessments, ownership assignment etc continue to be applied to critical data being ingested into the data lake.

## June 2025 update

Our progress since December has been:

**Data Best Practice Guidance** All processes relevant to ingesting, curating, transforming and publishing data assets have been updated, maturing compliance with DBPG and SGN’s data governance and management requirements, including Q-FAIR.

**Data Sharing Platform** The new open data sharing platform has been implemented to deliver enhanced stakeholder experience in searching for and accessing SGN’s open data assets.

We have published 12 Open data sets already with more in the pipeline utilising our updated ways of working.

**Robust Data Foundations** Roles and ways of working for SGN data teams have been refined to focus on a “service” approach to delivering data products and services.

Increase the range of data assets available in our data lake for sharing and insights.

**Actionable Insights** Additional data assets are being brought into SGN data lake.

**Digital and Data Skills** Providing our people across with the skills they need to generate value from our data and manage data as a strategic asset.

# Digitalisation and our customers

Digitalisation and  
our customers

Stakeholder and  
societal value

Regulatory obligation

**Start date: April 2022 | End date: March 2026**

Customers are at the heart of what we do, and as part of our vulnerability strategy has been the ambition to help 500,000 vulnerable households use energy safely, efficiently and affordably between 2021 and 2026.

Our strategy is to ensure that we provide outstanding customer service for all of our customers, in that it's inclusive and accessible. To achieve this we have a range of customer channels that incorporates both digital solutions to enable our most vulnerable customers to access the support and services they need, but also alternative access routes to support services ensuring we reach those for whom digital solutions would not be appropriate.

Over the GD2 price control we've developed 'beyond the meter' support services which are offered to customers via our operational staff as they go about their day-to-day business. We also have our Safe and Warm partnership network, consisting of over 130 community and third-sector organisations to offer an array of energy safeguarding services for those most vulnerable to living in a cold and unhealthy home.

In addition to being British Standard BSI 18477 Inclusive Service accredited we have achieved ISO 22458 Kitemark (Energy Sector) for inclusive, accessible services. We have also had our website experience achieve the Plain English Crystal Mark standard. We've been externally recognised as providing cross sector leading service in the areas of customer experience, vulnerability and inclusivity. To learn more, please visit our awards page [here](#).

To better understand the impact of our vulnerability strategy today, and to help us plan into the future, we've worked with Sustainability First/ Centre for Sustainable Energy to help us to map out the barriers we forecast will block a fair and just energy transition and this insight has informed our vulnerability strategy for GD3.

For more information on our Vulnerability and Carbon Monoxide Allowance strategic initiatives, read our [VCMA Annual Report 2023](#). Our online digital services can be accessed [here](#).

## December 2025 update

---

In October 2025, we brought together our Safe and Warm partnership network to host our 'Winter Preparedness' partners hybrid event in Glasgow. The event brought together senior leaders and grassroots advisers from across the third sector to work in a collaborative way to get the most impact into our communities as we head into winter. The event was well attended for both in person and online participants with over 200 people taking part.

Over summer, we introduced 'Partner Spotlight sessions' online stakeholder workshops to build the skills, capacity and strengthen the connections between our Safe and Warm Network partners. On average we have over 80 attendees take part in these sessions with high stakeholder satisfaction.

In September, we launched a new e-learning vulnerability training package which harnessed the input and case studies of our frontline teams and our partners to build greater confidence and awareness of the support we can provide our customers as we go about our works.

## June 2025 update

---

In March 2025, we brought together our Safe and Warm partnership network to host our 'Winters End' partners event – bringing together senior leaders from across the third sector to review the data, insights and impact of our community programme. We've launched this year's 'Moving the Dial' research to measure the difference our vulnerability portfolio has had on the lived experienced of people served.

Building innovation into our customer support channels, this year we've rolled out Vyn smart video notes, which sees us harnessing video technology to elevate the service we provide. Not all customers find it easy to articulate themselves verbally or in writing. However, with Vyn, customers can send us short videos to show or tell us about their enquiry.

Continued on next page



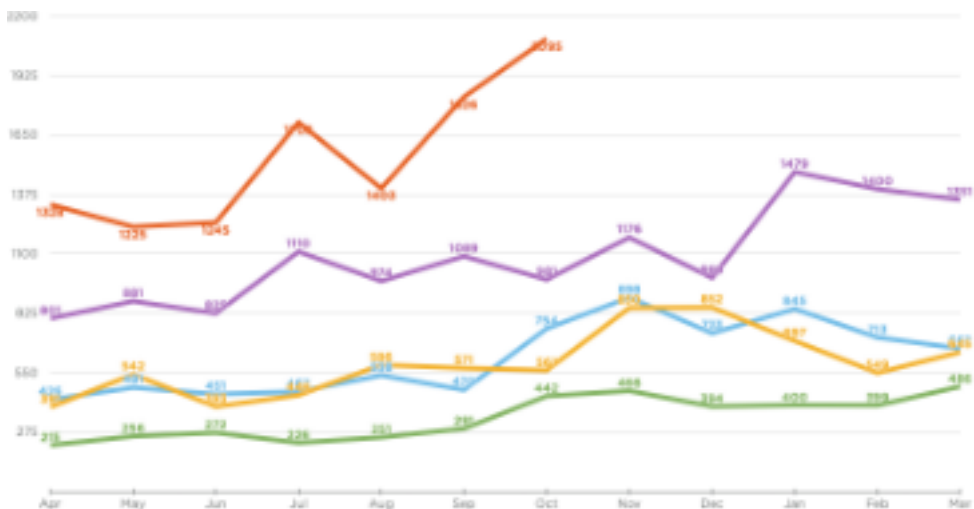
# Digitalisation and our customers

Digitalisation and  
our customers

Stakeholder and  
societal value

Regulatory obligation

Year on year totals for number of households referred by our frontline teams (as opposed to self-referral via our online services)



- Y1 2021-22: **4,098**
- Y2 2022-23: **7,038**
- Y3 2023-24: **7,433**
- Y4 2024-25: **13,056**
- Y5 2025-26: **10,830**

SGN core outputs for vulnerable customers

**£91,149,311**  
Social Value

**917**  
Care & Repair scheme repairs

**3,288**  
fuel poor gas connections

**1,012,361**  
households supported

**256,287**  
energy advice sessions

**109,902**  
home safety interventions

**2,300,122**  
unique services provided

**171,448**  
crisis funds (food and fuel)

**93,769**  
carbon monoxide alarms

**170,274**  
PSR customers registered

**351,066**  
income max checks

**456,476**  
carbon monoxide safety sessions

Total Additional Services requested for GD2 April 2021 to October 2025 (covers both self-referral and staff referral)

Additional service	Number of services requested
Priority Services Register	28878
CO alarm referral	10,932
Emergency top up (gas/electricity)	4,238
Energy advice	3,617
Food essential pack/Tesco voucher	4,397
Safe and Well visits	3,437
Care and Repair	2,706
Careline Support Service	3,076
Scope Energy Hub	1,918
Befriending service	880
Fuel voucher scheme and financial support services (21/22)	272
Locking cooker valve	540
Hearing impaired CO and fire alarm system	700
Verbal warning CO and smoke alarm	467
Mental health and money advice	803
Appliance servicing	254
CO safety checks (CMDDA1)	233
IncomeMax	340
<b>Total</b>	<b>67,688</b>

# Innovation and Future of Energy

Future of Energy  
and innovation

Stakeholder and  
societal value

Regulatory obligation

Business transformation

Future of Energy  
and innovation

Our GD3 business plans coalesce around our ‘Whole System Approach’ that is based on three innovation streams (i) developing new digital data acquisition systems, (ii) addressing whole-system interoperability and decommissioning needs, and (iii) regulatory policy change and framework mapping.

This work is essential to avoid cascade failures in the energy system as usage profiles shift and infrastructure is reconfigured to meet net zero targets. Network Innovation Award (NIA) funding will allow us to innovate in this space, ensuring that energy delivery remains efficient, resilient and aligned with consumer needs – whether domestic, industrial or commercial – and that low carbon gas generation can continue to provide system flexibility and resilience.

We will provide further details in our Digitalisation Strategy update in March 2026.

## Benefits and measures

We are supporting innovation across the sector by participating in initiatives designed to transform the energy landscape. We are doing this in collaboration with our energy network peers and government stakeholders utilising schemes such as the Strategic Innovation Fund and the Network Innovation Allowance.

# Intelligent gas grid – strategic innovation fund beta

**Start date: August 2023 | End date: August 2026**

## Strategic Innovation Fund beta phase – Data & Digitalisation Challenge

The principal innovation underscoring the project is use of data-driven techniques, based on ML and AI technology, acting in combination with remote pressure control and network extremity monitoring equipment deployed to networks in a distributed digitalised architecture.

Benefits identified are around Cost Reduction in operating the networks; these benefits will be delivered progressively from 2026 onwards as the solution is rolled out as business as usual. Further information can be found [here](#).

## December 2025 update

Workstream 1 is the <2bar Upredict (Utonomy’s autonomous network control concept) is under trial on SGNs live Southern network where we are assessing the concepts performance to ensure it is fit for purpose for use across our network.

Workstream 2 sees the continued expansion of Utonomy Comms sites across SGN’s Southern network. Anomaly Detection requires a minimum 58 x District Governor sites to be live with Utonomy Comms and there are now 60+ sites involved.

Workstream 3 has now seen installation of Utonomy’s High Force Actuator design on a 7-2bar City Gate Station in SGN’s Southern network. This site will shortly see Utonomy Comms installed on a PRS site, also in the Southern network, in the coming weeks.

## June 2025 update

Workstream 1 successfully completed field trials of the Upredict MVP, enhancing autonomous pressure control and proving optimisation beyond current strategies. Utonomy’s upgraded firmware (v2.5) introduced new control functions and ANR, which remains live. Next, IoT battery-powered designs are being developed to support below-ground DGs.

Workstream 2 focuses on Anomaly Detection, with data from 50+ DGs showing promise, though wider trials are needed.

Workstream 3 targets a field trial at strategic CGS for 7-2 bar remote control and High-Force Actuator testing to support greater biomethane injection headroom via Upredict.

**Continued on next page**

# Future of energy and innovation

Future of Energy  
and innovation

Stakeholder and  
societal value

Regulatory obligation

Business transformation

Future of Energy  
and innovation

## Real-time Settlement Methodology (RTSM) Programme

**Start date: 2024 | End date: 2030**

Currently, consumers are billed based on the volume of natural gas they use. However, low-carbon gases like hydrogen and biomethane have a lower calorific value (CV) than natural gas. This means that consumers will need to use more of these gases to achieve the same energy output. To ensure fair and accurate billing in the future, we need a new approach that takes these differences into account.

The Real-Time Settlement Methodology (RTSM) programme will establish a fair, practical, and flexible billing system of the future. It will support the decarbonisation of the gas network by helping ensure we can get as much low carbon gases into the gas grid as possible.

RTSM will define the calorific values of low carbon gases, sharing these with energy suppliers so they can accurately and fairly bill customers.

Further information can be found [here](#).

### December 2025 update

A series of engagement sessions were initially hosted by SGN and Xoserve to introduce the programme to key industry stakeholders to gain valuable insights.

The programme is now being delivered over four phases:

**Phase 1 – Methodology Development 2024/25** Assessment and analysis for a practical solution for a fair and efficient settlement and billing system by working closely with industry stakeholders and regulators to make sure the needs of the gas sector are considered.

**Phase 2 – Front-end Engineering Design 2025/26** Will focus on the Front-End Engineering Design, setting the foundation to test the methodology from the previous phase, including key elements like design specifications, cost estimates, risk assessments, and safety and environmental factors. All of these will be combined to create a detailed plan for execution and implementation.

**Phase 3 – Demonstration 2026/27** We will test the solution through a 12-month demonstration to ensure it works effectively, identifying any necessary adjustments prior to Phase 4.

**Phase 4 – Implementation 2030**

Continued on next page

# Future of energy and innovation

Future of Energy  
and innovation

Stakeholder and  
societal value

Regulatory obligation

Business transformation

Future of Energy  
and innovation

## H100 Fife – network innovation competition

Start date: April 2020 | End date: March 2027

### Network Innovation Competition – Net zero and energy system transition

The H100 Fife project aims to pioneer a ‘first of its kind’ demonstration of a 100% hydrogen network, intending to serve 300 customers in Fife. The project is designed to provide critical evidence supporting the future role of the gas distribution network in achieving net zero, aligning with the UK government’s ten-point plan and the Scottish government’s Hydrogen Policy. The project will comprise of an end-to-end system, including power generation, hydrogen production, storage, pressure reduction, odourisation, distribution and customer connections to serve domestic hydrogen meters and appliances.

It will make the most of our existing natural gas infrastructure, making the transition to net zero faster and more affordable than other low-carbon solutions. Further information can be found [here](#).

### December 2025 update

- **Commissioning has begun** at the Fife Energy Park site, with the electrolyser soon beginning green hydrogen production for demonstration facilities.
- **Major infrastructure completed**, including a new hydrogen network, a 5MW electrolyser, six storage tanks, and the upskilling of 70+ Gas Safe engineers.
- **Next phase preparations underway**, with customer home connections scheduled to begin on a rolling basis in the new year to minimise winter disruption.
- **Safety milestone achieved**, with the H100 Fife project receiving a Letter of Assistance from the HSE following assessment of its Safety Dossier.

### June 2025 update

Updates on our three key workstreams:

- **Upstream hydrogen production:** Activities outlined in our December update are progressing. Due to the scale and complex nature of these construction projects, the lead-time for completion is extensive.
- **Midstream hydrogen distribution network:** There is no further update on this particular project as it was completed as per December’s update.
- **Downstream Customer Marketing and in-home works:** We have opened the Hydrogen Demonstration Facility for customer visits, which has been a great success so far. This is the first opportunity customers have had to physically interact with the appliances that will be going into their homes, as well as discuss any queries in person with our Customer team. A new recruitment campaign is currently being reviewed to reach our 300 customer target. So far, we have received a great response from the local community as 183 customers have signed their Customer Connection Agreements.
- **Supporting the Community:** During the Easter holidays, we sponsored a local sports camp which was attended by hundreds of local children. The sports camps are a great opportunity to keep local kids active and engaged throughout the holidays without putting a financial burden on the parents, and we are keen to continue this partnership throughout the remainder of the project. We are now looking at our engagement plans heading into the Summer to see how we can best support local events.

# Our ‘Getting the basics right’ success criteria for GD2

As part of our Digitalisation Strategy published in March 2024, we included details on the success measures we’d be adopting and reporting on as part of this DSAP publication.

Success looks like	Measure	Initiative(s) aligned to
Our critical data assets are being identified and catalogued in line with Data Best Practice Guidelines requirements.	Updates on the number data domains processed and data owners on-boarded by Enterprise Data Management team and subsequent coverage of critical data asset identification.	<a href="#">Enterprise Data Management</a>
We are investing in applying QFAIR principles to our critical data assets and they are trusted.	Updates on the number of critical data assets identified are being kite-marked to indicate level QFAIR principles that have been applied.	<a href="#">Enterprise Data Management</a>
We are investing in establishing Data Operations (DataOps) capability to improve the products and services we offer our data users and in line with Data Best Practice Guidelines.	<ul style="list-style-type: none"><li>• All open data assets are being served via DataOps function.</li><li>• Shared data assets are transitioning to the DataOps function as the scope of data assets in our data lake increases.</li><li>• We have implemented our next generation Data Sharing Platform which enables data users to access data assets in formats that they required, ie API.</li></ul>	<a href="#">Data Operations (DataOps) capability establishment</a>
We are engaging with and listening to our stakeholders to ensure we are delivering the products and services they need in the way they need them.	We will provide details of our stakeholder plans, the events held, feedback received and our resulting plans.	<a href="#">Data Operations (DataOps) capability establishment</a>
We are investing in our people to ensure they have the right digital and data skills to deliver the right outcomes for our stakeholders and organisation.	We will share information on our plans for communication, training, and development pathways for our staff, along with updates on progress.	<a href="#">Data Operations (DataOps) capability establishment</a>
We are supporting innovation across the sector by participating in initiatives designed to transform the energy landscape. We are doing this in collaboration with our energy network peers and government stakeholders utilising schemes such as the Strategic Innovation Fund and the Network Innovation Allowance.	We will provide updates on the innovation initiatives we are working on along with the outcomes and benefits they are aiming to realise for net zero and our communities.	<a href="#">Innovation and Future of energy</a>





St Lawrence House  
Station Approach  
Horley, Surrey  
RH6 9HJ

Axis House  
5 Lonehead Drive  
Newbridge  
Edinburgh  
EH28 8TG

Contact:  
Gabrielle Barnard  
Head of Information Management  
[gabrielle.barnard@sgn.co.uk](mailto:gabrielle.barnard@sgn.co.uk)

 **0800 912 1700**

 **[sgn.co.uk](http://sgn.co.uk)**