

nationalgrid

# RIIO-T3

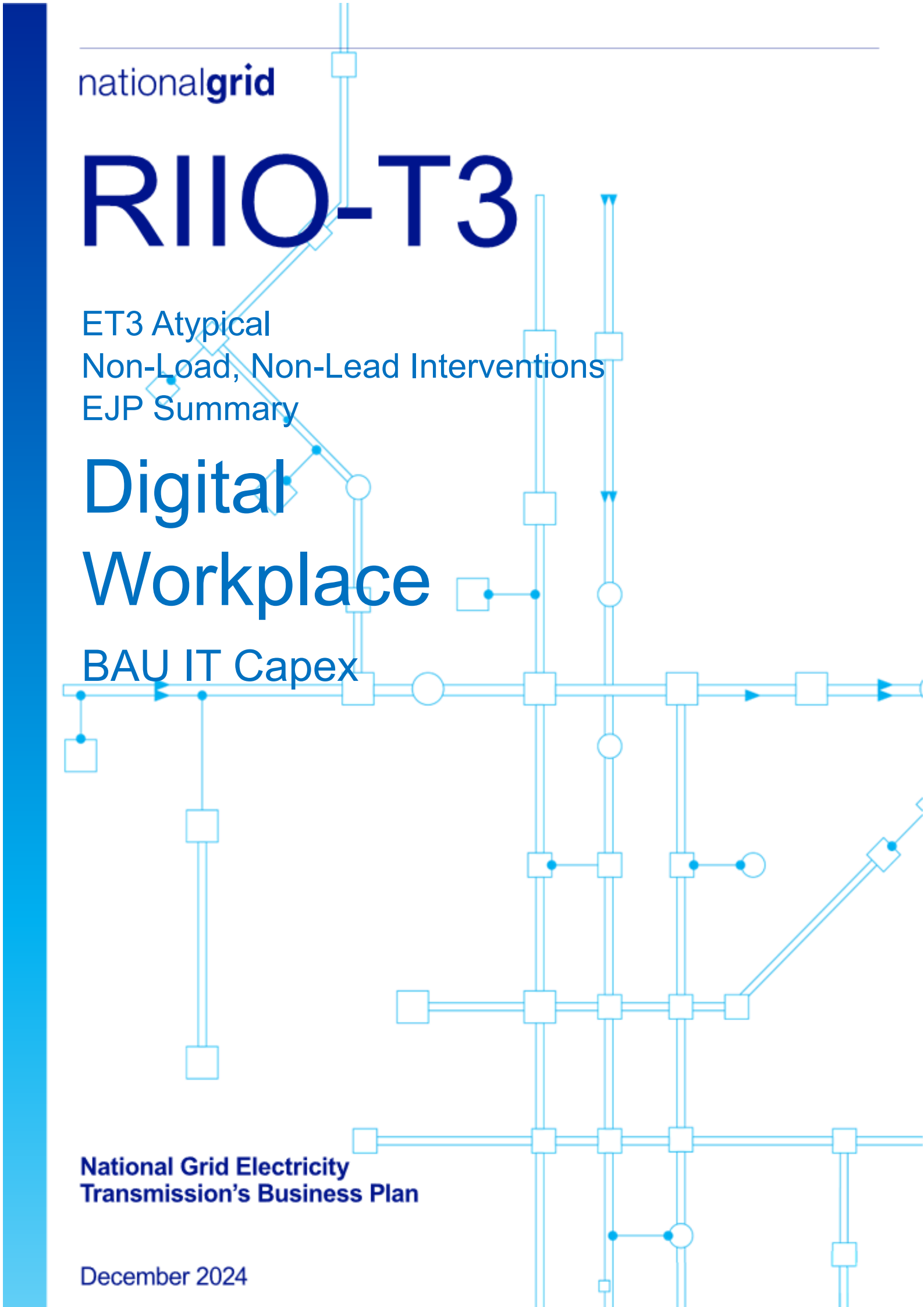
ET3 Atypical  
Non-Load, Non-Lead Interventions  
EJP Summary

## Digital Workplace

BAU IT Capex

National Grid Electricity  
Transmission's Business Plan

December 2024



## Digital Workplace – investment summary

National Grid Electricity Transmission (NGET) operates using a shared services model, which efficiently delivers common support functions such as HR, Finance, IT, Legal, Corporate Affairs, and Procurement. This approach relies on standardized processes and shared IT platforms to support its Group businesses. During the RIIO-T2 period, NGET established the Digital Workplace Services (DWS) function within its Digital Platforms and Information Technology (DPIT) organization, centralizing functions previously carried out within each business unit. This centralization allows for economies of scale and streamlined interoperability between platforms, enhancing cost-efficiency and operational effectiveness.

### Drivers for digital investment

The digital investment proposal aims to address several critical drivers:

- **Value for Money:** Reducing the operating costs of IT infrastructure by moving from a three-yearly to a four-yearly refresh cycle and introducing performance-driven upgrades to extend the life of existing assets.
- **Productivity Improvements:** Ensuring that employees have up-to-date, secure devices and collaboration tools to enhance productivity, satisfaction, and service resilience. The investment will enable the latest collaboration tooling.
- **Stakeholder Commitments:** Meeting the commitments outlined in the Digital Strategy and Action Plan (DSAP) by providing performant, secure, and collaborative digital workplace solutions that support new digital services and products.
- **Risk Mitigation:** Reducing risks associated with outdated devices, computing systems, unsupported OS platforms, and outdated Active Directory by maintaining technical health and applying the latest patches and upgrades.

### Options Considered

Several options were considered for both Client Computing and Communications & Collaboration including optimum refresh and replacement cycles and on or off-site platform hosting.

### Preferred Solution

The preferred solution is to move from a three-yearly to a four-yearly refresh cycle for client computing, while maintaining the existing cloud provider solution and deploying AI solutions for communications and collaboration. This approach balances cost efficiency, risk mitigation, and productivity improvements, ensuring that employees have the tools they need to deliver better outcomes for customers and stakeholders.

### Timeline

The proposed delivery programme for the preferred solution spans from FY27 to FY31, with a clear roadmap for both Client Computing and Communications & Collaboration. The agile delivery approach using the SAFe (Scaled Agile) methodology ensures iterative, user-centric progress, reducing delivery risks and costs while minimizing disruption to live services.

### Conclusion

The proposed investment for the RIIO-T3 period is a strategic and essential step in enhancing NGET's Digital Workplace solution. By transitioning to a performance-driven, four-year refresh cycle and leveraging the latest collaboration and AI tools, this investment will drive operational improvements, cost-efficiency, and productivity gains. It aligns with NGET's commitment to delivering value for money, enabling new digital services, and supporting the organization's broader goals of economic growth and decarbonization. The preferred solution offers the highest financial benefit, ensuring long-term value creation and superior performance compared to alternative options.