

eNAMS FAQ

Jun 2021

Frequently Asked Questions



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eNAMS Business Change

1. How will eNAMS support be managed in production?

- **External eNAMS users** will raise incidents directly with the IT Service Desk by calling 0800 9177 111. Use the following keyword: **eNAMS Salesforce** to ensure your incident is logged correctly and triaged in line with the Service Level Agreements (SLA).
- **Internal eNAMS users** have two options to raise incidents:
 1. Log a ticket on the Service Desk via IT Portal (<https://nationalgrid.service-now.com/ksp>)
 2. Call the IT Service Desk on 0800 9177 111.

Use the following keywords (as applicable): **eNAMS Salesforce**, **eNAMS CDSA (OCI)**, **eNAMS Data Insights Platform**, to ensure your incident is logged correctly and triaged in line with the Service Level Agreements (SLA). Supporting hours for application:

Application & Incident SLA	Support Hours
eNAMS Salesforce – Priority 3 SLA	8am - 5pm excluding Weekends and Holidays UK
eNAMS – CDSA (OCI) – Priority 2 SLA (Consistent Data & System Architecture (Oracle Cloud Infrastructure)	24x7 support
eNAMS – Data Insights Platform – Priority 2 SLA	24x7 support

2. Have study setup & Power Factory been consulting in conjunction with the eNAMS project?

- For DACF & Study set up - Modification to rating from OCLRs are put into OLTA & PNA by hand (to my knowledge).

3. What is the business process for accessing Visio diagrams within eNAMS? What is the business process for adding SVG files? Is there a preview in eNAMS or do they need to download the images?

- The manual process you can use is the eNAMS file upload functionality. Open an Operational Note and then navigate to the Files section to upload the relevant file (Visio, pdf, image). There is an automated data flow from OLTA to eNAMS so all OLTA images will appear in eNAMS if this has been requested of the OLTA team. You can download files to view them locally on your workstation.

4. Have the TOGA / OLTA / RDB databases been aligned before migrating data into eNAMS?

- A data cleansing exercise was carried out. Data migration was an activity as part of the project. Functional Assets in TOGA called NASAPS. Assets in eNAMS are physical assets with eNAMS names. eNAMS asset names are assigned an RFID which links directly to an asset in OLTA. We have reviewed all the assets and have tried to come up with true assets in eNAMS aligned to the diagrams in OLTA. eNAMS assets also link to NASAPS. Our view is that OLTA provides the best source of truth for physical assets. We have selected 55k assets from OLTA and have linked existing TOGA assets where applicable to those assets.

5. What eNAMS reports are part of the Data & Reporting workstream?

- A set of the most frequently used reports have been recreated in eNAMS and the Salesforce capability to allow users to create their own reports using field selections and filtering has been demonstrated.

6. Have NGET, SPT, & SHETL been consulted?

- Yes fully & with weekly call with Business Change Lead (James Belchamber)

7. Can ESO and TO users' access eNAMS database?

- Yes, The ESO and TO users have different views with the TO having a limited view of what they can access based on their permission levels.

8. Is eNAMS project-based solution?

- Not specifically but as it replaces TOGA it contains the lifecycle associated with Outage Management.

9. Are we using a new tool with our old processes? Or do we need to adapt our business processes to match the new tool?

- To enhance the benefits around the introduction of eNAMS there will need to be a combination of both.

10. Does a superuser need to be on each shift?

- The right permissions will be given to all of the identified users as necessary.

11. Do we have generic ID's to access eNAMS?

- No, everyone will get a user account for audit and security purposes.

12. What length is an OFTO code?

- The system can accommodate existing data and can accommodate 6 characters.

13. Is eGAMA going live with eNAMS?

- No - it is going live separately, and documentation is being made available for the new system. eGAMA has already gone live on March 18.

eNAMS Reporting

14. How are KPI produced in eNAMS?

- In addition to creating your own reports in Salesforce, KPIs can also be created by external users extracting data via an API. For Network Access Policy KPI reporting, a set of KPIs has been developed with SHET, SP and NGET. These KPIs sit on the Data Insights Platform and can be run, on request, by NGESO on behalf of the TOs.

15. All users need access to creating their own reports via “New Report” button – need to ensure they all have permissions to do this?

- All users have been given permissions to create reports; it is good practice to have consistent reporting by having one version of a report created for each requirement to ensure consistency of reporting.

16. Will there be TO Power Users /SMEs who can create and share reports?

- Salesforce allows users to create their own reports and to share them with colleagues.

eNAMS System

17. Can we add a macro button for “Current Day” to the Outages search screen, next to the one that shows tomorrow's?

- Is likely to come in as a future enhancement.

18. How are data and outage patterns imported from OLTA?

- There is an automated data flow from OLTA to eNAMS. eNAMS will display the latest running arrangements/schematic diagrams. For users with access to OLTA they will press the running arrangement / schematic diagram button to then add the current diagram to the eNAMS Operational Note.

19. What internet browser do I use to open eNAMS?

- It is recommended that you use Google Chrome.

20. How do I effectively search using Salesforce?

- Use the Global Search feature by using operators for a more refined search experience. Use asterisk (*) wildcards during search. It'll return results that match with a character or two in the search query. As an ESO

you also have access to filters to drilldown into your data. Additionally, in Outages for example you can search by specific fields and parameters. For all other users of the Portal global search is available and you can use wildcards when searching.

21. How do I search by region/control room?

- Search by using Tags e.g. CTNRNORTH.

22. Are tags created manually?

- All existing tags have been imported and going forward you can manually add new tags.

23. What workflow statuses can I change / revert to?

- There are some restrictions as to what ESO users can move in a workflow. An ESO superuser can override this and move items into other workflows.

24. Where does training data come from in the QA staging environment?

- The training data is a small subset that was loaded in for testing purposes and now has user generated content from testing as well.

25. How do I adjust the zoom settings for eNAMS?

- Adjust your settings from Google Chrome web browser to adjust the zoom settings.

26. How do I wrap text or update a column width?

- Click on the button in the table header and select wrap text option. This is going to be a UAT activity to default the system to show the optimal view.

27. Is there recognition of area and substations to be selected automatically?

- No, it's manual but you can only add substations that you have access to.

28. How does OLTA feed into eNAMS (Operational Notes)?

- How do we add additional documents? There is an automated feed from OLTA to eNAMS to display the Running Arrangements or Schematic Diagrams. To include other file types simply upload in the file section as required.

29. For side bar information in Operational Notes - can this be redesigned from horizontal to vertical?

- No, this is a limitation of Salesforce configuration.

30. Regarding branding, previously Blue was used for external users, orange for internal users. In eNAMS, it is the opposite; why is this?

- eNAMS is part of a suite of Salesforce products being introduced at National Grid – the new branding of Blue Internal/Orange External is consistent across these new systems.

Fail to Fly

31. Is the Responsible Party List incomplete for Fail to Fly?

- No, the Responsible party list has been formed using the same fields in the old Fail to Fly database and has been mirrored in eNAMS to be used when completing a Fail to Fly

32. Can circuit description asset information be added to a Fail to Fly? At individual level and in the report view?

- Already implemented in the system based on UAT / user feedback.

33. Can you edit the responsible party for a Fail to Fly?

- Yes - edit the Responsible Party field.

34. Does moving a status to Not Taken create a Fail to Fly?

- No, this is manual step to update the status to archived. This is designed to remove historic data from searches to future proof the system.

HVSCC

35. For a HVSCC how do I update the ENCC field?

- There are some restrictions as to what ESO users can update for a HVSCC. An ESO superuser and ENCC user can populate the relevant ENCC feedback sections.

36. If an outage changes will it map to HVSCC?

- Outages can be linked to HVSCCs and this is indeed a manual process. However, if an outage dates changes, the misalignment between the HVSCC Effective Date and its associated Outage will not be automatically identified in eNAMS. A future enhancement will be when Outage dates and HVSCC dates no longer align that this will be highlighted in eNAMS.

37. Can't tag at asset level, only at Substation level – sometimes they apply these at assets that are not at a substation, e.g. a pylon in a farmer's field.

- Has been fed back to the Project Team to be considered as a future enhancement to eNAMS.

38. For HVSCCs does it link to the Reams database?

- No interface with REAMS database. It is a roadmap item to provision a connection going forward.

39. How do I access documents relating to HVSCCs?

- View the document monitoring requirement section of the HVSCC accessed via the related tab.

Late News

40. How will I be made aware of Late News that comes in after 4pm?

- As per current process we shouldn't be issuing late news after 4pm. However, if we do need to, then we still have the same capability to manually run and re-send the report as we do now. Also, ENCC will be able to self-serve late news, so can just check in ENAMS themselves if required. The tool has been designed in a way that allows us to continue with the same process we currently follow or to move to ENCC self-serve should that be preferable.

41. How do I access Late News reports in eNAMS?

- Question is around implementation of eNAMS generated Late News, will all our conventional Late News, generated by NAP planners and Control will be stopped from circulating? eNAMS has been designed in a way to allow the current process to continue if required. eNAMS will just replace the access database that we currently use. We should still be able to generate a report like that which is currently sent, and email if required.

OCLR

42. Does the OCLR business process link to the downstream RMS / DACF / Study Setup systems?

- RMS - No, the team dealing with RMS were asked about this and they currently do not interact with the OCLR process.
- DACF & Study set up - Modification to rating from OCLRs are put into OLTA & PNA manually.

43. Does eNAMS OCLRs have a field to capture the NASAP code?

- Not specifically, the TOs give the OCLRs and do not have to align their circuit names to our NASAP codes. Circuits themselves may not be correct as OCLRs can apply to individual elements that are not NASAPs. For example – Isolator X303 hand op only – this is not a circuit and hence no NASAP.

44. The "All OCLRs" view shows the eNAMS name for the OCLRs. Can it show the "Full OCLR" number instead?

- The eNAMS name for OCLRs provides the link to open the individual recorded. Users can adjust their views to see the full OCLR. In the "all OCLR" view this is the new system default.

45. When an OCLR is past it's end date - 1) is there a warning? 2) can it be used anymore? 3) can we extend it?

- It depends, typically only enhanced OCLRs will have end dates and will be associated with system outages. Downrating OCLRs are the same as a small fault, we don't know when it will be rectified.

46. How will the OCLR process work when a TO wants to enter a down-rating on a circuit? It's their asset and they are telling us we can't load it as much as we used to. Does the ESO have to approve/agree it before it comes into effect?

- 1. Create a reduction OCLR. 2. Yes, the ESO must approve it.

Operational Notes

47. How do I run a report on Operational Notes?

- A specific Operational Notes report has been created in eNAMS. This can be generated from the search selection criteria page.

48. Will we get a warning if an Operational Note doesn't have an end date?

- Not possible to have one as it pulls down from the outage. You can search for Outages with no end date.

49. Can the comments for Operational Notes be moved to the left in table views?

- Page layouts are being reviewed in User Acceptance Testing and agreed with various stakeholders in the business.

Outages

50. What is the standard business approach in eNAMS to enter actual start/end times for outages?

- This currently varies by control room. The current practises for entering actual start/end times will continue and will not be impacted by eNAMS. For information it depends on the region: England and Wales - The TNCC do it for NGET bookings. The ENCC do it for DNO bookings and OFTO bookings. For Scotland - TSE will complete this for the Scottish TO Outages. For the DNO this is not a monitored process.

51. Can the system be changed to allow bulk editing of outage start/end date/times?

- Is likely to come in as a future enhancement.

52. How can I find outages with a specific status?

- Use Search Outage function and select the appropriate Status for your search.

53. Who can create an Outage?

- Currently the TO can create the outage that the ESO will approve. Although the ESO can also create an Outage.

54. How do I add notes against an Outage?

- A user can populate the Outage with Work Description and specifically use the Operational Notes to capture more granular data

55. No ability to update Actual Start/End Dates in a table of multiple Outages – they have this in Toga currently.

- Has been fed back to the Project Team to be considered as a future enhancement to eNAMS.

56. Can there be a current day macro for searches E.g. for outage searches 00:00-23:59?

- Already implemented in the system based on user feedback.

57. Can an ESO user search for all Outage types?

- Yes, you can only access outages

58. TO Internal Comments (only shared within the TO) for an Outage – have this field in Toga – comments shared within the TO, but not with the SO. Can we have this in eNAMS?

- Has been fed back to the Project Team to be considered as a future enhancement to eNAMS.

Outages (PLD Gantt)

59. Can the PLD Outage Gantt be updated to show not just Outage Number but to include Circuit Description?

- After opening PLD Outage Gantt you can hover over the Outage to display the circuit description.

60. Can Circuit Description be added to PLD Gantt views?

- Already implemented in the system based on user feedback.

Schematic Diagrams & Running Arrangements

61. Does e-NAMS interface with Visio for RAs?

- If so, it can be used to pick up Standard RAs rather than pick up from OLTA. There is an automated data flow available from OLTA to eNAMS so selected OLTA running arrangements will be passed on request from OLTA to be attached in eNAMS. Within OLTA click either add Running Arrangement or Schematic Diagram button to add OLTA diagrams to the relevant Op Note in eNAMS. For Visio files eNAMS can interface with Visio R/As in the same way toga notes does - manual upload by nap to attach to the relevant note using the upload file function in eNAMS.