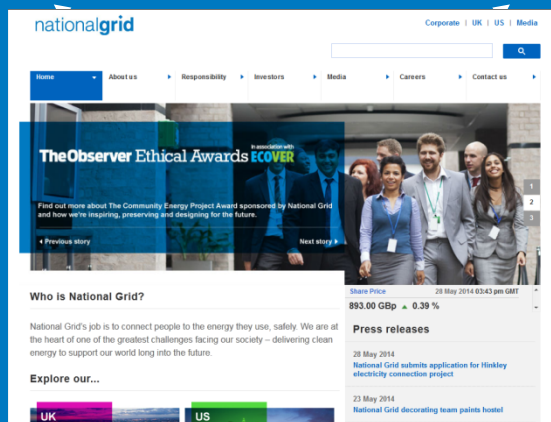# Nationalgrid.com update

Tom Abbott

Current issues
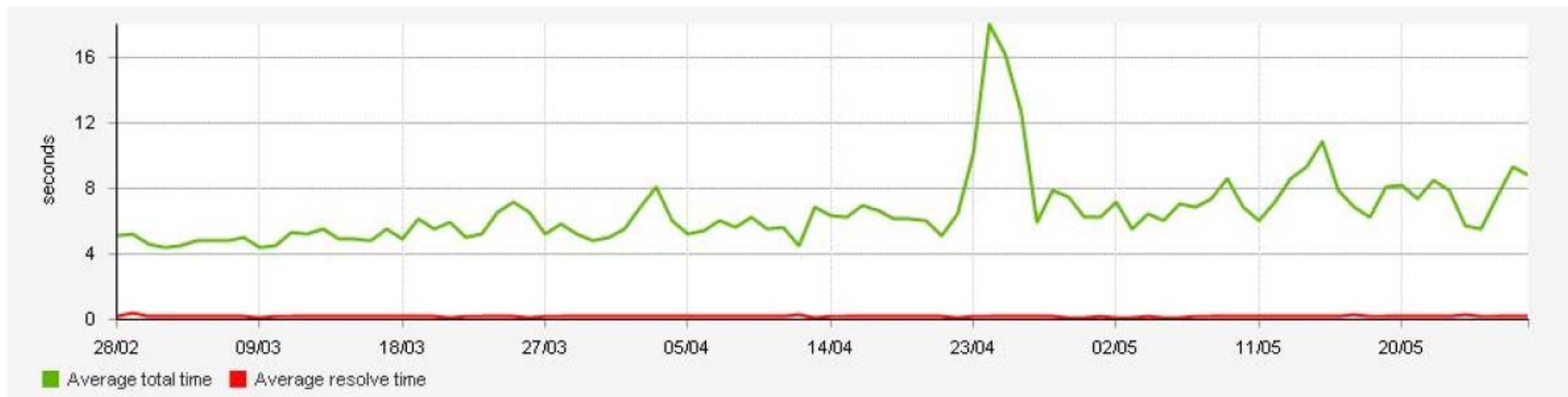
- Site performance

- Intermittent page failures

- Navigation and structure

- Communications and alerts

national**grid**

Technical issues

- IS working with technology partners to address site stability and speed

  - Hosted on Enterprise Hosting Service (IS partner)

  - Number of applications and services potentially impacting the website

  - Platform reviewed with vendor to assess issues

- 404 errors

  - Number of changes to hosting environment and associated services

  - Early evidence and reports indicates significantly reduced rate of page failures

Site speed

Average total time

- Visibility of issues – alerting process needs to be agreed
- Will update via Codes team at earliest opportunity

Navigation and functionality

- Accelerating work on personalisation

    - Change homepage to reflect information requirements

    - Current page

    - Initial customisation

    - Personalisation – choose your content preferences

    - Full membership system

- Alternative ways to present documents

- Will report on progress to next CUSC Panel Meeting