

# EMR Delivery Body New Portal



# Today's presenters



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## Your feedback matters



We have created a [short Sli.do survey](#) with **optional** questions to capture any initial New Portal feedback.

Your valuable feedback and insights will play a crucial role in shaping the future of our services and ensuring that we meet your needs effectively.

Thank you for your continued input and time.

# What are we going to cover?

- Brief overview of the project

## EMR Portal Project



- Valuable feedback, insights, and testing has shaped the New Portal delivery.

## Customer Engagement



- Incidents
- Portal usage
- Knowledge Site

## How has the first 5 weeks gone?



- User Group Role
- Continue with wider Engagement
- Delivery of Enhancement

## Continuous Improvement



# EMR Portal Project

- The EMR Portal is a customer facing system to enable us to operate the Capacity Market (CM) regime for prequalification, disputes and auction and CM agreement management.
- We previously committed to replace the old Portal with a modern, fit for future and user friendly new Portal by March 2023. Due to external and internal factors, the project was re-baselined to go live with prioritised CM functionalities in **Q1 FY2025**.
- New EMR DB Portal for CM went live **17 June 2024** with no major incidents

# What we have done to ensure customers have been engaged?

## Requirement Validation

- Key input from customer feedback and survey output on the old portal feeding into requirement definition.
- **User Group** collaboration on over 50 different features of the New Portal helping validate requirements.

## Demonstrations

- Functional demonstrations provided to the **User Group** first and then to the industry via webinars.

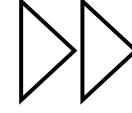
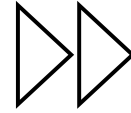
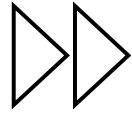
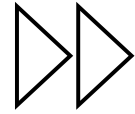
## Familiarisation Window

- The Customer Familiarisation Window (CFW) ran over 5 weeks across 5 test cycles to gain assurance prior to operational go-live.
- Defects and high priority enhancements resolved prior to go-live.

## Webinars & Newsletters

- Milestone based webinars providing New Portal delivery transition with questions & feedback
- Delivery plan challenges, options and next steps
- Regular progress updates via newsletters, a dedicated website

# What has the first 5 weeks looked like?



Data Successfully Migrated

Knowledge Site Fully Populated

New EMR DB Portal Goes Live Mon 17<sup>th</sup> June 2024

150 customers successfully accessed new portal

107 formal submissions made to AM Team – 40% were for FCM

351 customers successfully accessed new portal

List of 6 enhancements/ issues published for next 6 weeks delivery

57 formal submissions made to the AM Team

Most used area on the Knowledge Site was the CMU Management Page

5/6 Enhancements/ issues already delivered

No significant issues raised

No significant issues raised

No significant issues raised

No significant issues raised

User Group Session 4<sup>th</sup> July

Customer Feedback:

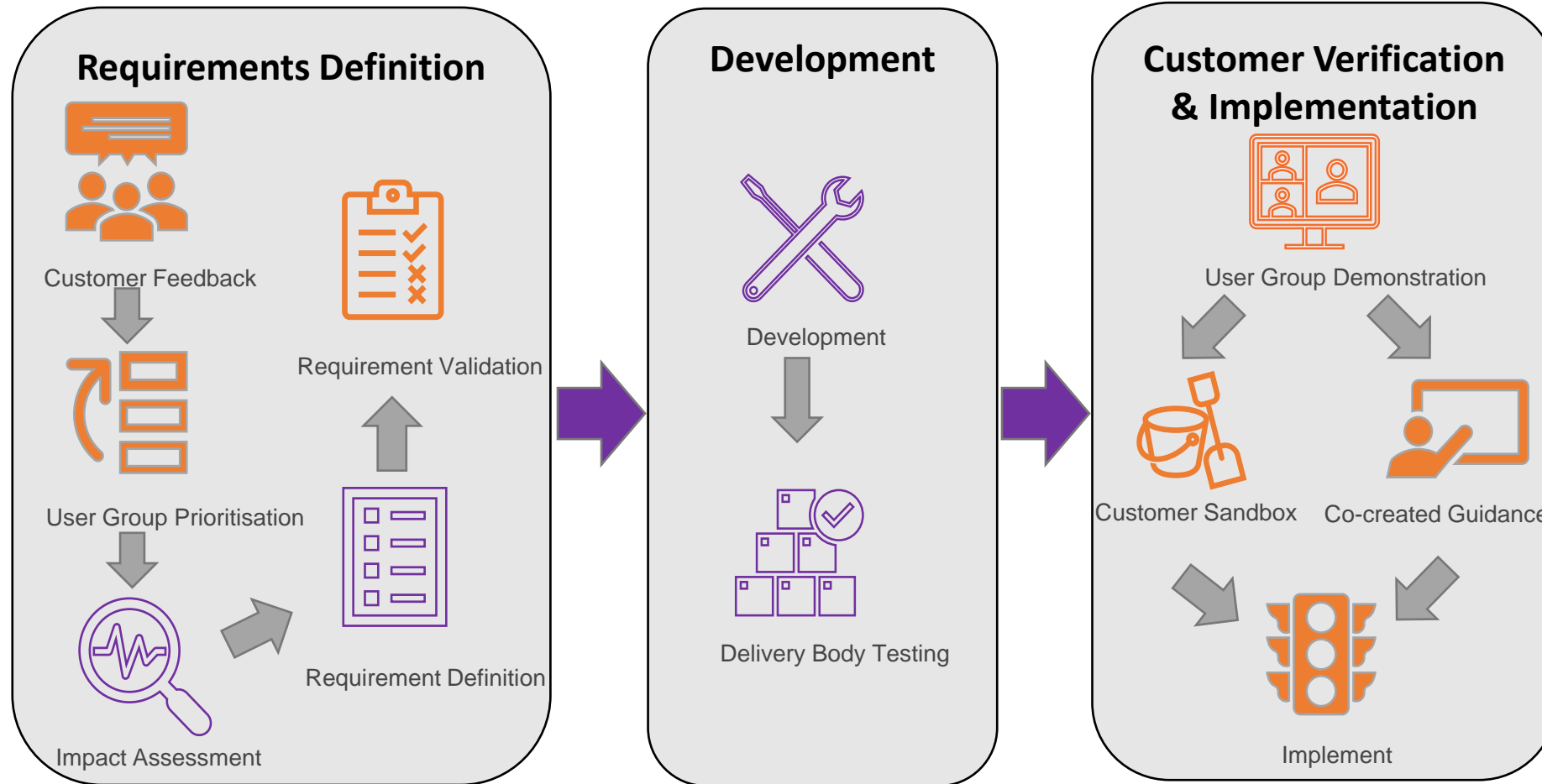
Portal easy to use

Intuitive

Guidance all in one place

Clarity of Milestones with Outstanding Activities

# Expected approach to EMR DB Portal continuous improvement



**Customer Feedback** - We will categorise feedback already received and from customer query analysis post go-live, as well as **regular checkpoints** to take direct feedback from customers at key business process steps in the operational plan.

**User Group Prioritisation** – review of enhancements and features with the User Group to help determine a priority of delivery.

**Requirement Validation** - validate the requirements with user group to ensure we are on the right path.

**User Group Demonstration** – share early visibility and demonstrations of new functionality.

**Customer Sandbox** – **where appropriate**, provide opportunity to test new functionality and provide feedback.

**Co-created Guidance** – provide the chance to provide insight and feedback on customer guidance.

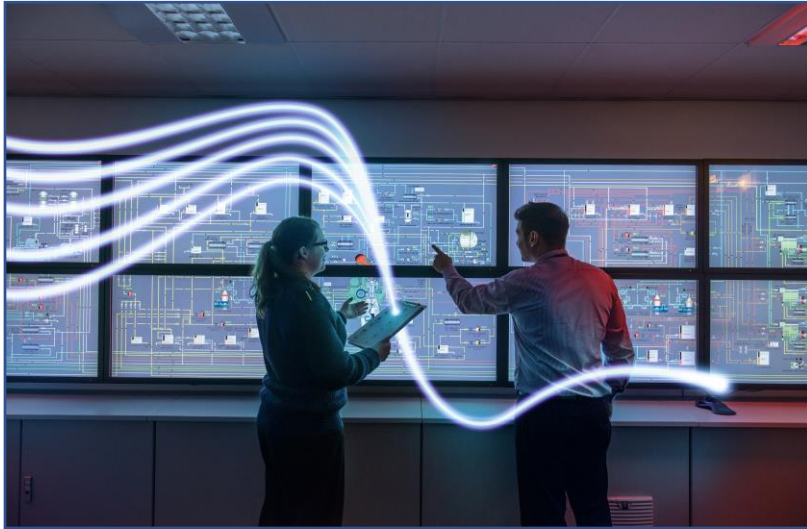
**Implement** – use delivered enhancements in Portal

*Orange icon represents an activity we will working together on with yourselves.*

*Purple icon represents a DB activity.*



# EMR DB New Portal User Group Registration



The **EMR DB New Portal User Group** has played an important role in supporting development of **intuitive and user-friendly** features.

Valuable **feedback, insights, and testing** has helped shape the New Portal delivery.

The user group of 20 companies has helped us identify and address issues to enhance your user experience.

EMR New Portal User Group  
Registration



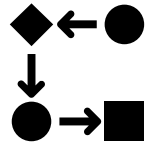
***Are you are interested in joining the User Group?***

***Register your interest via scanning the QR Code or clicking [here](#)***

You will have the opportunity to work together with us to prioritise and review **continuous improvements** to the portal.



# Key enhancements delivered based on customer feedback



Improved **Process Alignment**



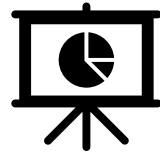
**Electronic Exhibits** with Director Signatures process



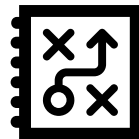
**Automation** of offline processes



Integrated **Knowledge website** with improved guidance materials



Consolidated **Prequalification Results**



Visibility of **outstanding obligations** & deadlines



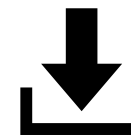
**Clear & Transparent** Delivery Body decisions



Direct visible **links between processes** e.g. Prequalification to Dispute



**Portfolio of Companies available** via single sign-on



CSV enabled **downloads**

An aerial photograph of a river with white rapids and green banks. Overlaid on the right side of the image are several glowing blue energy lines that curve downwards, suggesting a flow of energy or data. The text 'Thank you for your time' is written in large white letters across the top of the image.

**Thank you for your time**