

# Admin Manual For TOGA external users

IS/39.10.0059

Issue 7, 31 May 2012

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# 1 Introduction

This document is intended for use by companies external to National Grid for the registration, amendment and removal of TOGA Local Security Officers (LSO), TOGA Deputy Local Security Officers (DLSO) and TOGA users.

## 1.1 Purpose and Scope

TOGA is a web-based application, which enables the transmission operators and generating companies to submit and view their outages and availability data.

Companies requiring access to the TOGA application need to be formally registered with the NATIONAL GRID security team and must use the standard processes described in the sections to follow.

These processes are necessary to protect the privacy of the sensitive data.

The following concepts and processes are explained in this document:

1. Role of a Local Security Officer for a company.
2. The procedure for registering a Local Security Officer.
3. The procedure for registering a new user.
4. Procedure to report problems / faults while using TOGA.
5. Contact details for the above including the escalation contact details.

If the external user's company is not already registered with NATIONAL GRID security, the procedure for registering a Local Security Officer or LSO (see section 3.1) will first need to be used.

## 1.2 Related Documents

None

## 2 Role of the Local Security Officer

Responsibility for administering the security procedure within each External company is vested in the Local Security Officer (LSO). When the LSO is absent, this responsibility passes to the Deputy Local Security Officer (DLSO).

Each External Company's LSO (or DLSO) is the single point of contact for the NATIONAL GRID Security Team regarding security matters affecting that external company. The LSO/DLSO is responsible for authorising (or declining) each new user application from within the external company which he or she represents. The LSO or DLSO are the only company representatives who can carry out this role.

Security checks are made when actions are required, through confirmation of an agreed codeword. Each LSO will keep a register of all users and user IDs in their company. They will inform NATIONAL GRID of leavers in a timely manner. They will also be the single point of contact between NATIONAL GRID and the users within their company for all TOGA related issues.

### 3 Procedures for User Registration and Fault Logging

#### 3.1 Registering, amending details or removing LSOs and DLSOs

The procedure steps are as shown below.

Step	Who is responsible	Action
1.	Prospective LSO	Completes form B151 (Appendix B).
2.	Prospective LSO	Posts or faxes the completed form to the National Grid Business Lead.
3.	National Grid Business Lead	<ol style="list-style-type: none"> <li>1. Approves (or declines) LSO registration request</li> <li>2. If approved, log a USD call and assign to the National Grid IS Security team</li> <li>3. Fax or post completed B151 form to National Grid Security team</li> <li>4. File original copy of completed B151 form.</li> </ol>
4.	National Grid IS Security Team	Updates their systems and notifies LSO that registration is complete.

This process will normally take 5 working days.

#### 3.2 Registering, amending details or removing TOGA Users

Generally an external user is one who is not directly employed by NATIONAL GRID. An external user will normally access TOGA via the Internet. New users can only be registered once the company's LSO has been approved by National Grid.

The LSO / DLSO should follow the below steps:

Step	Who is responsible	Action
1.	LSO	Issues blank form B160 (Appendix A) to new user.
2.	LSO/user	Complete the form. (Role definitions are in section 5).
3.	LSO	Faxes or posts the form to the National Grid Business Lead.
4.	National Grid Business Lead	Faxes the form to NATIONAL GRID IS Security Team.
5.	National Grid IS Security Team	<ol style="list-style-type: none"> <li>1. Security team calls LSO to verify their codeword</li> <li>2. Create new login id and assign the 'No Role' role to the login</li> <li>3. Gives LSO the login id details and password.</li> </ol>
6.	National Grid Business Lead	<ol style="list-style-type: none"> <li>1. If request is to create a new login id, configure the Login id with the appropriate TOGA role</li> <li>2. If request is to amend a login id, the relevant change is performed.</li> <li>3. If request is to delete a login id, the user id is assigned the TOGA role "<a href="#">Deleted User</a>".</li> </ol>
	LSO	LSO will inform the user of his id and password.

This process will normally take 5 working days.

### 3.3 Fault Logging

The external company may need the following support while using TOGA:

- User manual / understanding how TOGA can support the business
- Change of access / Role
- Password reset
- Log a fault / error encountered while using TOGA
- Escalations for any issues

If a user needs to call helpdesk for a support, he will be asked following information-

**Requestor details-**

Name of requestor and user id

Company

Location

Contact details (Phone + email)

**Request details-**

Request category - Change of access / Password reset / Fault

Request area - TOPAM and/or GOAMP and/or Admin or All

Request description - this will require user id of existing user for all but fault logging calls.

Priority – The helpdesk will determine the priority of the call after talking to the user.

**3.3.1 User manual / understanding how TOGA can support the business :**

All the TOGA web pages have a [HELP] link on the right hand side of the page.

Clicking that will open a help page that provides following information-

- a) What the current page is used for.
- b) What are the possible warnings a user can encounter if the data is not ideal
- c) What are the possible errors a user can encounter if data is entered incorrectly

If this information is not sufficient or a user thinks that more explanation is required, the LSO / DLSO of that company can call up the National Grid Business Lead to discuss the issues.

**3.3.2 Change of Access / Role**

If a user thinks that they needs additional permissions in TOGA to carry out any tasks, they will have to raise this to their LSO / DLSO.

If appropriate, the LSO can then raise the request for change of the user access by speaking to the National Grid Business Lead.

The National Grid Business Lead will then action the request.

This request will be completed within 5 working days if it is approved by National Grid Business Lead.



**3.3.3 Password reset**

LSO will contact the helpdesk to reset any password belonging to their user group.

LSO will receive a call from National Grid IS Security Team. Security will verify the LSO with their codeword and inform the new password for the required user id.

**3.3.4 Fault**

Any existing TOGA user can call helpdesk to report a fault.

If you are calling to report a fault i.e. request category is Fault, the helpdesk will ask you few questions to understand the problem and send it to appropriate support team for resolution.

**3.3.5 Escalations for any issues**

If a user needs some urgent support and / or resolution on pending requests or faults, they can raise this via their LSO who will escalate to the National Grid Business Lead.

## 4 Contact details

### 4.1 Service Desk Reporting

Any external user who experiences problems with accessing TOGA should contact the National Grid Service Desk, by telephoning 0800 085 4806.

If calling from outside UK, use +44 1246 524081.

If in any doubt, external users should contact their own company technical support staff prior to calling the National Grid Service Desk, to confirm that the problem is unlikely to be at the external site.

### 4.2 National Grid Business Lead contacts

Following are the contact details of the Business Lead users for any escalation.

Please note that all escalations to come only from LSO / DLSO of your company.

Application area	Email contact	Telephone Contact
TOPAM	Toga@uk.ngrid.com	0118 936 3332
GOAMP		

## 5 Definitions

The following table includes the key definitions used within this document.

<b>Abbreviation</b>	<b>Description</b>
TOGA	Transmission Outage and Generator Availability
Internal User	Generally, an internal user is employed by National Grid. They could be permanent staff or a contractor for National Grid via an umbrella contract (e.g. an ODC) or individual contract.
External User	Not employed or contracted to work for National Grid.
LSO	Local Security Officer. See Section 1.3 for summary of role.
DLSO	Deputy Local Security Officer. See Section 1.3 for summary of role.

The Roles mentioned in form B160 have following meaning-

<b>Role</b>	<b>Description</b>
GCSmitter	Enables users to update and make new generation availability and generation outage submissions for a company and to view transmission outages that they are entitled to see under the terms of the Grid Code
Power Station	Enables a power station that forms part of a larger company to submit data.
GCView	Enables a company user to view data that has been submitted either by a GCSmitter or the Power Station role
DNO Viewer	Enables a Distribution Network Operator or a Non-Embedded Customer access to view transmission outages that they are entitled to see under the terms of the Grid Code
TO Scot Planner	Enables a Transmission Owner (TO) to submit, update outage proposals to National Grid and view the outage plan as required by the SO-TO Code (STC)
TO Scot Viewer	Enables a Transmission Owner (TO) to view outage proposals and view the outage plan as required by the SO-TO Code (STC)
OFTO Viewer	Enables an Offshore Transmission Owner access to view transmission outages that they are entitled to see under the terms of the Grid Code

## APPENDIX A

## FORM FOR REGISTERING, AMENDING OR REMOVING DETAILS OF TOGA USERS

**FORM B160****Registration, Amendment or Removal of TOGA Users**

This form is used to add, change or deactivate the login account of a TOGA user. If you handle access requests for more than one company, Please submit a separate form for every user in each organisation.

Company name	
Company 3 Character code	
Effective Working Date for request (minimum 5 working days notice required)	

Full Name of TOGA User	Action Enter either: (A) Add (R) Remove (C) Change	Role Required (see list of roles below)	If user is for removal enter existing user id(s) (format Xcccccc)

(Please continue on the back of this sheet if insufficient space.)

Signature of LSO or Deputy LSO	
Please print Name	
Date of Request	

**When you have completed this form, post or fax it to:-**

Energy Requirements Manager/Transmission Requirements Manager,  
St Catherine's Lodge, Bearwood Road, Sindlesham,  
Nr Wokingham, United Kingdom, RG41 5BN

**Fax number: Energy Requirements** 0118 936 3146  
**: Transmission Requirements** 0118 936 3266

**List of Roles:**

GCSmitter, Power Station, GCView, DNO Viewer, TO Scot Planner, TO Scot Viewer & OFTO Viewer

**APPENDIX B****FORM FOR REGISTERING, AMENDING OR REMOVING DETAILS OF LSOS AND DLSOS**

FORM B151

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## Registration, Amendment or Removal of Local Security Officers and Deputy Local Security Officers

User organisation name	
Effective date for change	
Type of Request ( Please tick)	Add. <input type="checkbox"/> Delete <input type="checkbox"/> Chan <input type="checkbox"/>

**AUTHORISATION FOR CHANGE** *Existing users only*

Full name of <b>current</b> LSO/DLSO or registered I.S Contact	
Signature of <b>current</b> LSO/DLSO or registered I.S Contact	
Date of Request	

**REGISTRATION DETAILS***New users: Please supply all details requested below.**Existing user: Please supply only changes to details currently registered with National Grid*

Full name of LSO/DLSO to be created/modified		
Tick as appropriate	LSO:	Deputy LSO:
Business address, including post code		
<b>Contact Numbers</b>	<b>Telephone</b>	<b>Fax</b>
Office:		
Mobile:		
Home:		
Others:		
E-mail address		

**To be completed in private by the future LSO/Deputy LSO**

PRINT codeword (min. 8 Characters) <i>Do not reveal this codeword to anyone else</i>	
Specimen signature	

**When you have completed this form, post or fax it to:-**

Energy Requirements Manager/Transmission Requirements Manager,  
St Catherine's Lodge, Bearwood Road, Sindlesham,  
Nr Wokingham, United Kingdom, RG41 5BN

**Fax number : Energy Requirements:** 0118 936 3146

**Transmission Requirements** 0118 936 3266

Form B151 – VER 1.6

27/10/10

## DOCUMENT STATUS

Version	Status	Date	Author	Description of changes
1	Draft	09/12/04	Mahesh Gogate	Initial Version
2	For review	15/02/05	Mahesh Gogate	Changed after the change in user process
2	For review	24/03/05	Mahesh Gogate	Minor changes
3	Final	26/4/04	Mahesh Gogate	Role details updated and contact details
2	Draft 1	07/12/05	Afe Ogun	Streamlined user creation process
2	Draft 2	04/05/06	Afe Ogun	Included TOGA user review comments
2	-	31/05/06	Afe Ogun	Updated for Issue
3	-	02/07/08	Mike Harford	Change address and fax no. for submitting forms from Hinckley to Wokingham
4		16/07/08	Nathan Winyard	Addition of TR numbers contact details
5		25/01/12	Steven Wallace	Lead User tel. number changed
6		n/a		Not used
7		31/05/12	Angela Wilks	Correction of issue number.

## CHANGE FORECAST

This document may be reissued if occasion demands it, for example if the processes have changed. If so, it will be issued whole, not just the changed pages. The need to re-issue the document will be at the discretion of the WS1 Implementation Manager.

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