



*Data & Digitalisation  
Strategy*

# Welcome and *housekeeping*



**Pete Davies**

Director of Data,  
Technology and Transformation



**#6037447**

We'll be using Slido during this event to get your feedback. You can also submit questions here.



Your camera and microphone will automatically be switched off and muted.



Please raise any questions using the Microsoft Teams chat function or via Slido.



This meeting is being recorded and will be made available on our website.

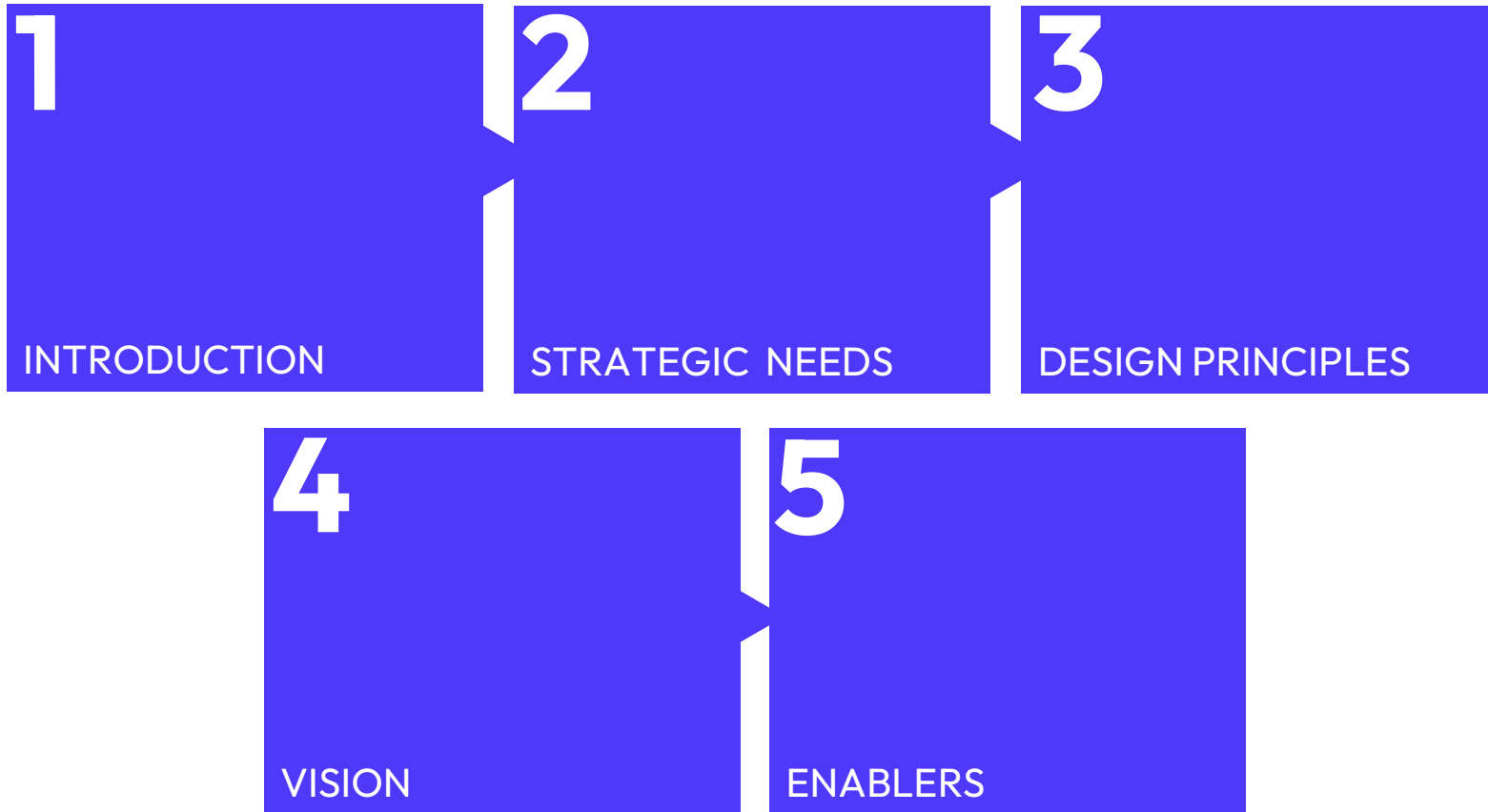
RECCo's data & digitalisation *strategy* sets a *bold ambition* for how it will support the *energy transition* for society's benefit

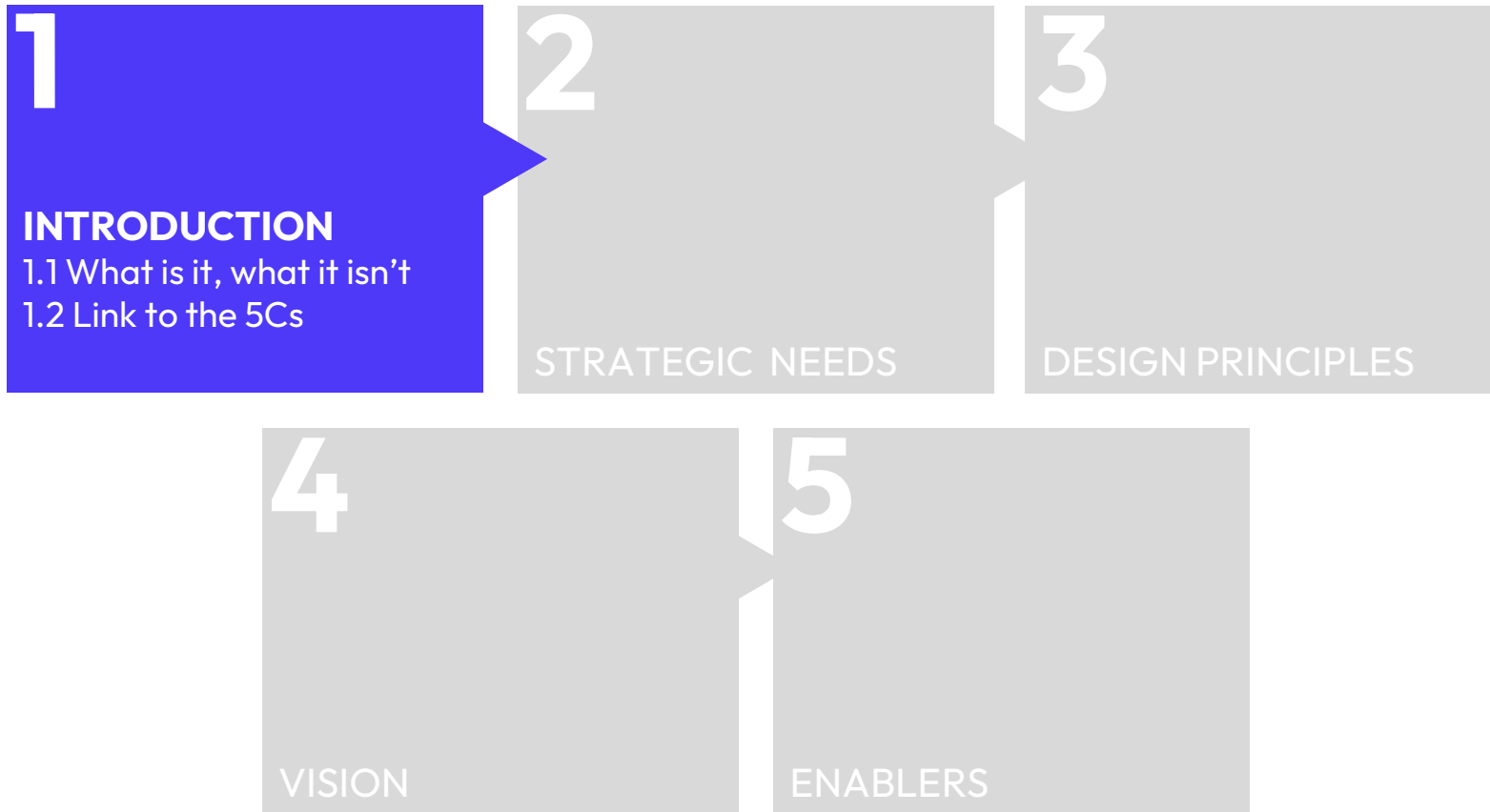
- RECCo's data and digitalisation strategy, builds upon the 5Cs set out in our Forward Work Plan: **Consumers, Climate, Competition, Cost, Catalysing Improvement**
- Our design principles provide guiderails around delivery, for the *consumer*, supporting *competition*, increasing *security*, focusing on *interoperability*, showing industry *leadership* by securely *opening up data* and *managing* it, simplifying *user experience*, utilising *agile* delivery, being able to handle *events-based* approaches and *ethically* procure services.
- Our *vision* of an *interconnected* set of *services*, via a move to a *microservice architecture* and *API gateway*, will reduce data duplication, increase security and enable a wider range of stakeholders to benefit.

# Data and *Digitalisation* Strategy

As the role of code management increasingly becomes around management of data, this data and digitalisation strategy sets out how RECCo will evolve to meet the changing role of code management to deliver positive outcomes to consumers.

# Contents





## The strategy sets how RECCo will support secure ***open data, digitalisation*** and ***transformation*** of REC services, systems, processes and data

### What this is

- Sets out the strategic needs which must be met by this data and digitalisation strategy
- Design principles which RECCo will be working towards
- RECCo's vision for how it will enable the transformation of the retail energy market for all stakeholders
- Explains the capabilities required to achieve the strategy
- Provides a direction of travel for implementation of initiatives

### What this is not

- A detailed view of the software and technology products that will be used
  - A detailed account of data items to be included
  - A granular work breakdown structure and associated timeline
- These are all tactical and operational matters



To ***provide clarity*** on how RECCo intends to develop REC ***services and processes digitally*** for the retail energy markets

To be used to ***inform conversations*** with stakeholder on the ***direction of travel*** for data and digitalisation aspects

To provide a ***data & digitalisation strategy*** around which ***transformation decisions*** can be made

## Data and digitalisation is critical to delivering the *energy transition*

### Consumers

Working towards the ultimate aim of delivering consumer benefits

### Climate

Supporting the decarbonisation of the energy industry and contribution to the UK's overall Net-Zero transition

### Competition

Proactively identifying efficiencies and innovations that will support competition

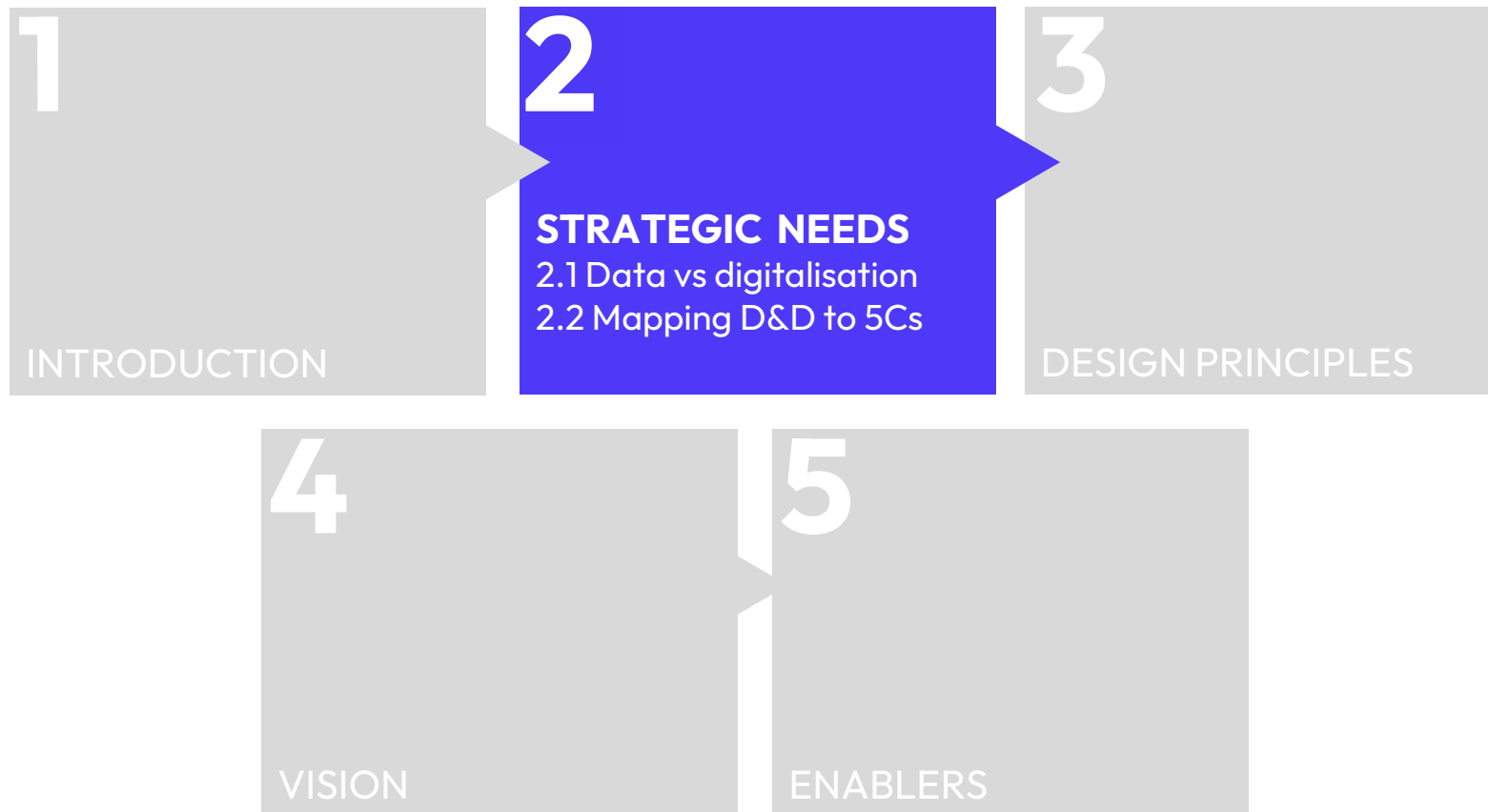
### Cost

Ensuring our services are efficient and cost-effective

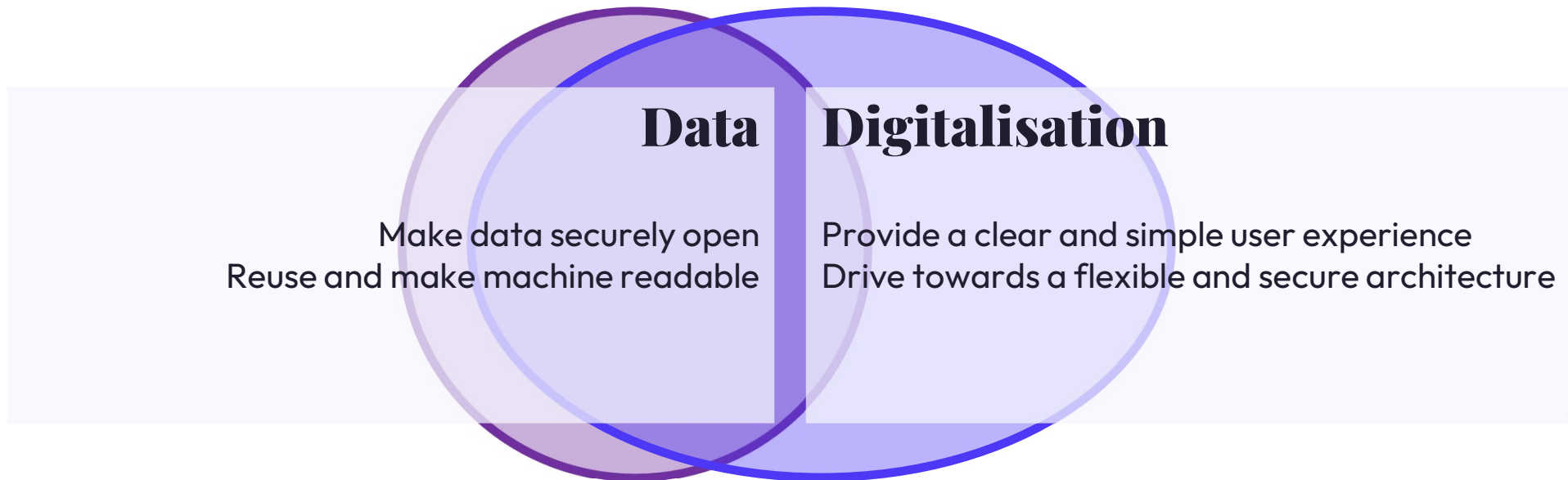
### Catalyse Improvement

The steps we take promote change, efficiencies and innovation that contribute to the energy industry move to decarbonisation and deliver consumer benefits

And is *integral* to optimising the 5Cs as part of RECCo's strategy



Data and digitalisation must be discussed *collectively*, as one does not live without the other. However, there are clear aspects *aligned* to each



Together they *reinforce* and *multiply* benefits

# Data and digitalisation *deliver* across each of our 5Cs, *supporting* our *wider strategy*

## Consumers

- Provide access to latest services
- Enabling clarity over consumer consent
- Removing the friction from the market
- Supporting industry to provide services for all consumers

## Climate

- Facilitate the use of open data to transition towards net zero
- Data and services to support energy minimisation
- Support the accessibility of new data sources
- Consideration of the carbon impact of digitalisation

## Competition

- Access to data should not be limited to a maturity level of business
- Providing the platform and partner capability for new entrants and innovators
- Encourage and support new entrants and innovators

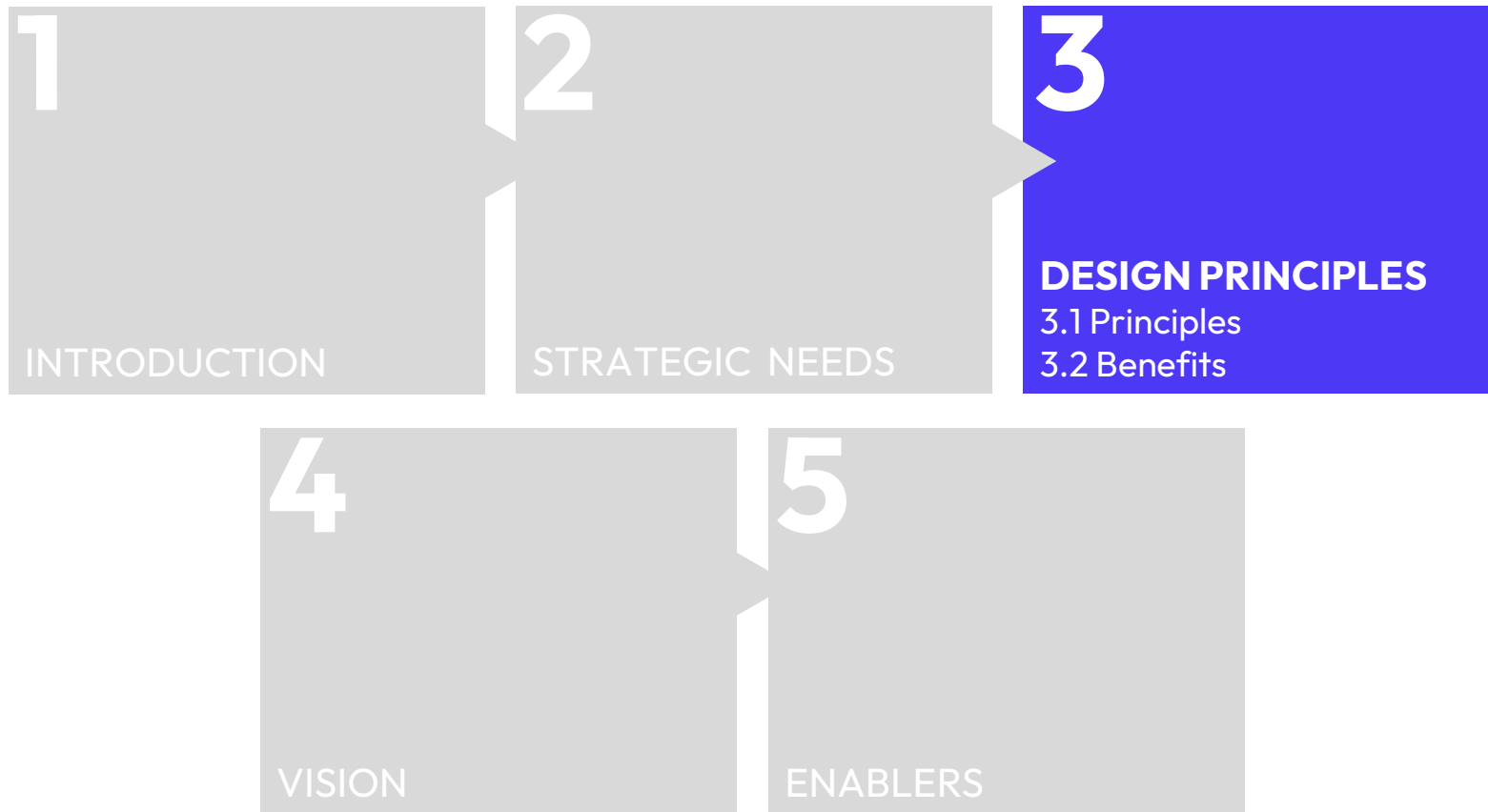
## Cost

- Reduce the cost barriers for the market and reduce the overall cost to serve.
- Design services to reuse rather than reinvent common capability
- Effective data management
- Provision of digital services which provide value for the energy market

## Catalyse Improvement

- Provide innovative services to the retail energy market.
- Continue to expand the data available to provide insight and drive action.
- Providing the platform and roadmap for change
- Implement regular improvements supported by a digital set-up

■ Data ● Digitalisation



Design *principles* will be used to *implement* and *operate* our data and digitalisation ambitions

## What



Deliver for the benefit of all *consumers* and society, by supporting carbon reduction, cost of energy improvements and security of supply.



Facilitate *competition* and enable innovation, by securely opening up data and providing optionality in services to meet industry needs.



Increase *security* competence and technical implementation, via disaggregation into individual components of services, in line with increasing industry dependence on data services.



Focus on *interoperability* and consider the holistic view of the energy market to avoid artificial segments and silos, by considered re-use of platforms, systems and data sources.



Show *leadership* across industry by being willing to pilot, prove and test new technologies to show the market the possibilities. RECCo will be open to partnerships whilst protecting Intellectual Property Rights (IPR) for wider industry use.

Design *principles* will be used to *implement* and *operate* our data and digitalisation ambitions

## How



Utilise General Data Protection Regulations (GDPR) as an enabler to securely *open* up the *data* RECCo controls and therefore act as a beacon for industry



*Agile* delivery will play a key role in how we develop our services. Delivery of smaller incremental changes to support the build-up of capabilities for industry's benefit.



Reduce the friction and increase efficiencies of REC services, by improving the *user experience* (UX), to enable industry and focus on their business.



Align and simplify data through implementation of *data management* strategy. This includes meta data management and data quality initiatives.



Solutions will be designed to be *event-based handling* first and batch based second to support industry transition. Capabilities will be delivered through generalised components (microservices).



We will procure services *ethically* and in particular be cognisant of carbon impact for digital services.

Successful *consideration* and *alignment* to the *principles* will *deliver benefits* across each of our 5Cs

	CONSUMER	CLIMATE	COMPETITION	COST	CATALYSE IMPROVEMENT
What	<i>consumers</i>	•	•	•	•
	<i>competition</i>		•		•
	<i>security</i>	•			•
	<i>interoperability</i>	•			•
	<i>leadership</i>			•	•
	<i>open data</i>	•		•	•
How	<i>user experience</i>	•			•
	<i>agile</i>			•	•
	<i>data management</i>	•			•
	<i>event based handling</i>			•	•
	<i>ethically</i>		•		•



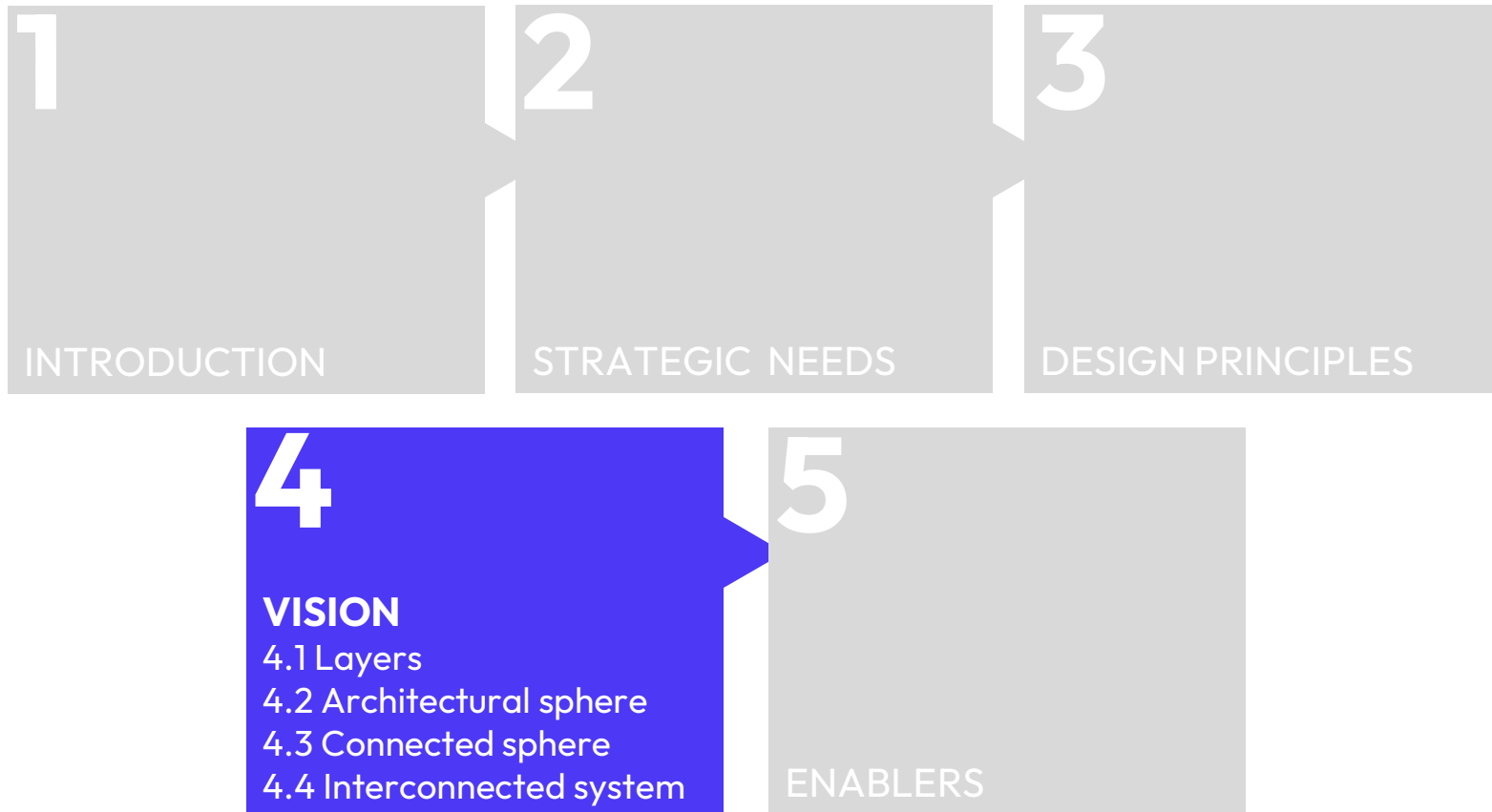
Slido: #6037447

**Question:** Which of our design principles are the *most* important?

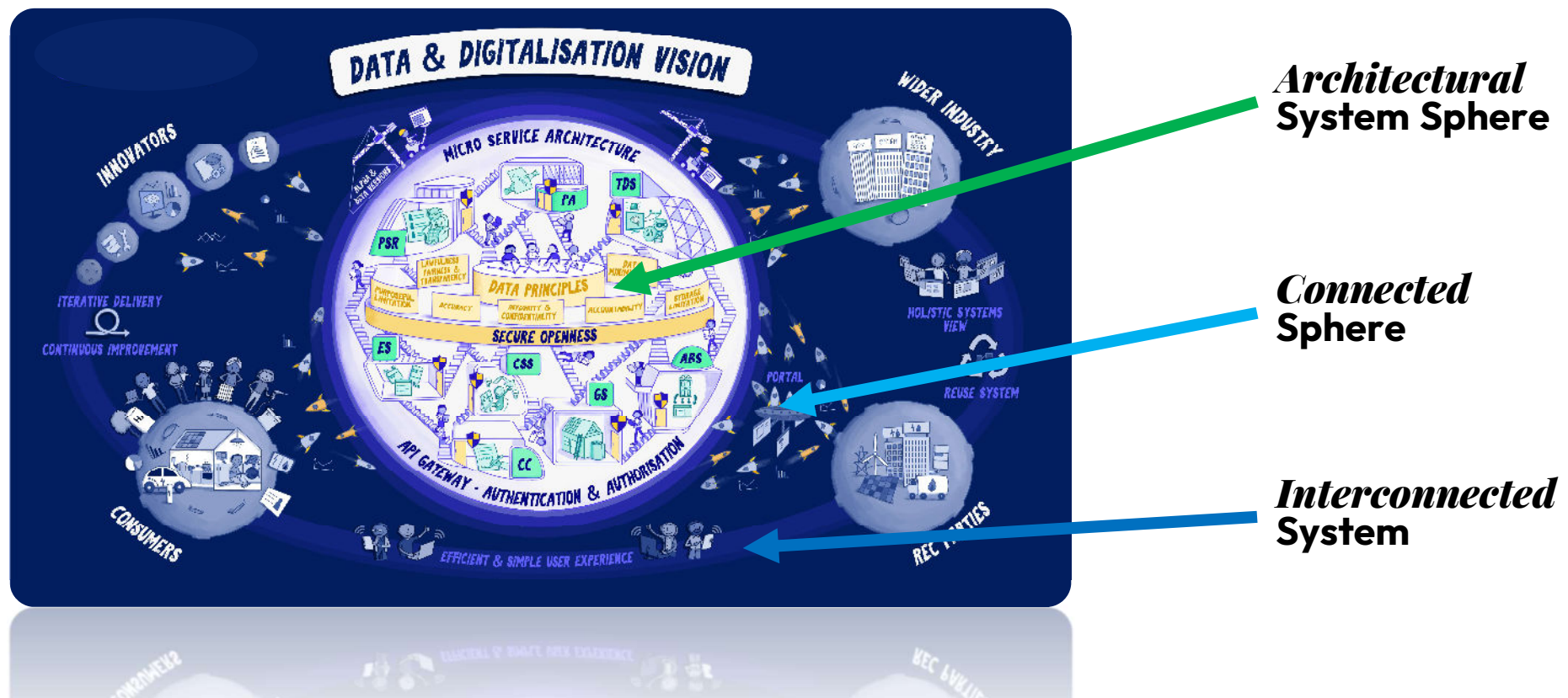


Pick your top 3 using Slido! Scan the QR code or go to [www.slido.com](https://www.slido.com) and enter the blue code.

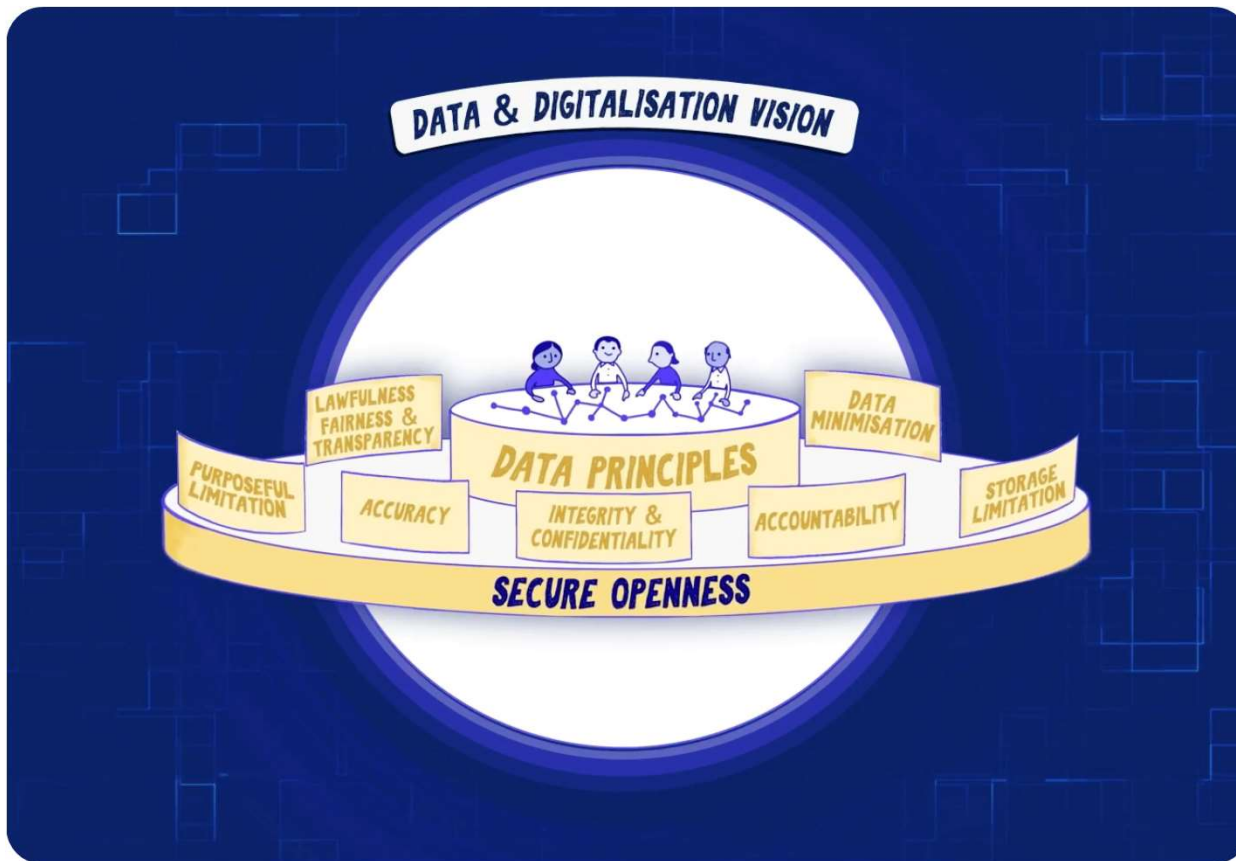
#6037447



RECCo is *part* of an *energy system*, providing key services for the benefit for society



Each layer of the *vision* represents how we want to strategically operate within the energy market



These data principles are examples of *good practice* and enable us to operate with a cautious approach to risk whilst enabling to us to deliver open data in the most *appropriate* and *secure* manner.

RECCo will move to a **microservice architecture** and API gateway allowing flexibility in the system to enable continuous improvement.

*A microservice architecture and API gateway will be underpinned by secure openness*





# DATA & DIGITALISATION VISION

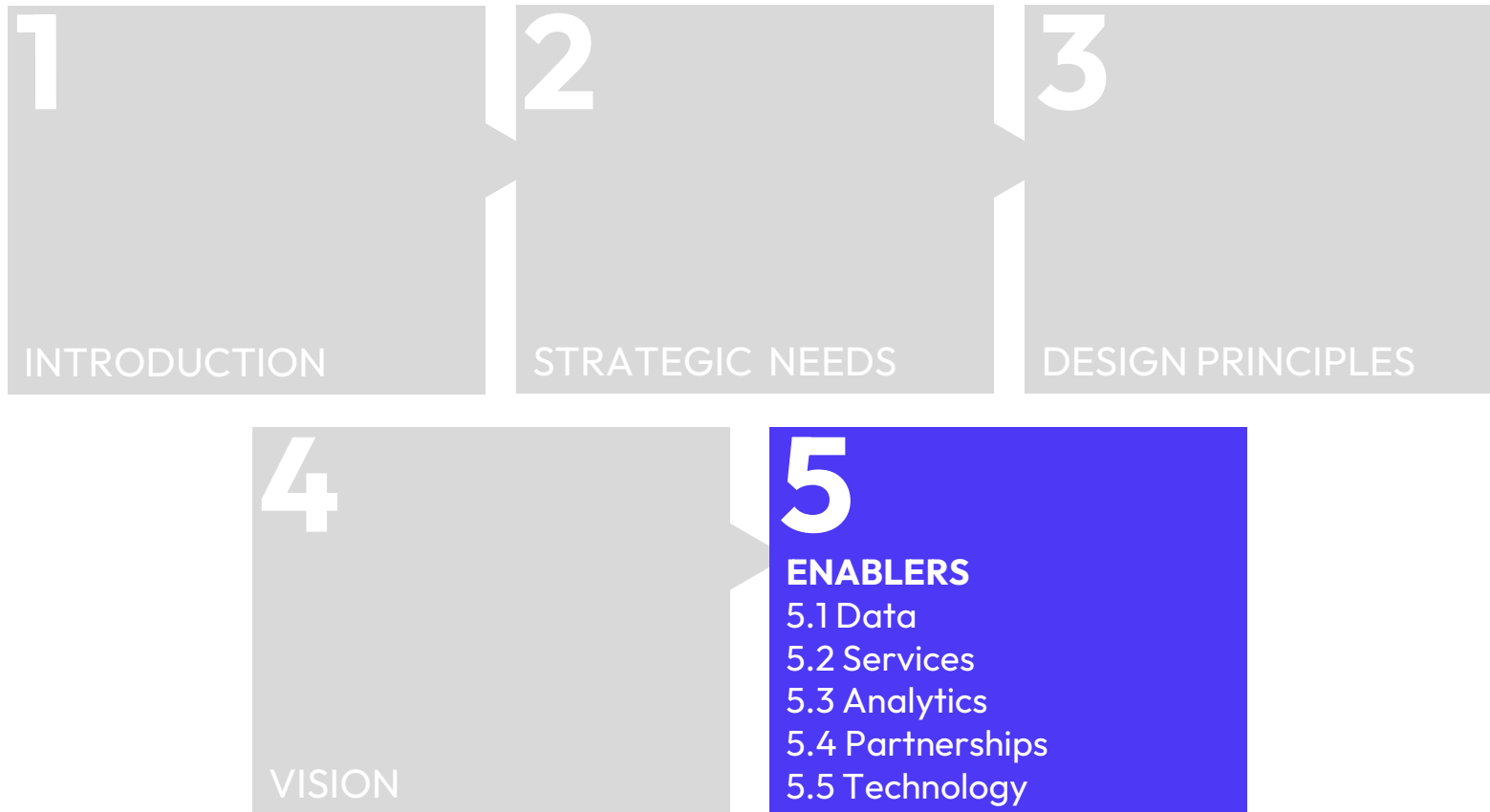


**Question:** Which aspect of our vision should be completed the *most urgently*?

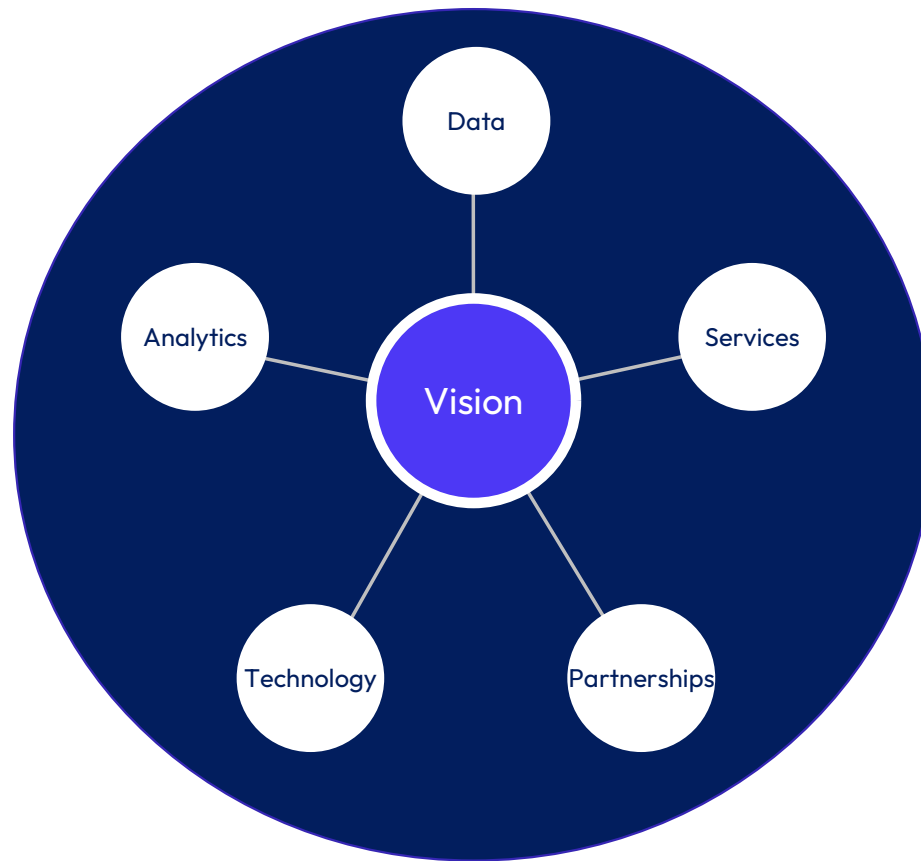


Vote using Slido! Scan the QR code or go to [www.slido.com](https://www.slido.com) and enter the blue code.

#6037447



Underpinning the vision are *enablers* which encapsulate what is needed for successful implementation



**Data** Becoming a *leader* in the energy industry on how to *open data securely*, providing access to *enable innovation* for the consumers benefit

What is it about	Sitting within the energy system provides RECCo the opportunity to open data and implement data management policies that provide better value to the whole energy system
Why is it important	Code management is increasing becoming about managing data and RECCo can demonstrate to the market how data can be opened securely for the consumers benefit
Goals	<ul style="list-style-type: none"><li>• Simplification of data</li><li>• Wider secure access to data</li></ul>
Risks	<ul style="list-style-type: none"><li>• Data security – ensuring the right level of access</li><li>• Reliability of data</li><li>• Validation of data</li></ul>

**Capabilities:**

- Data Strategy
- Data governance
- Data management
- Security
- Interfaces
- Stakeholder Engagement
- Integration
- Change Management

 Providing *services* to support *consumers, competition* and the *energy transition*

What is it about	The ability to offer value driven services for and on behalf of the retail energy market
Why is it important	Historically, new systems or services are procured or built for each new use case, taking time and potentially delivering obsolete or duplicate functionality by the time it is going live. Making re-usable services on behalf of the market provides a more sustainable ecosystem.
Goals	To provide a network of microservices which can be accessed as required with a secure set up.
Risks	<ul style="list-style-type: none"><li>• Managing integration as interoperability will be a key factor for success</li><li>• Aligning multiple organisations to a core set of services</li></ul>

**Capabilities:**

- Service Management
- Integration
- Technology
- Security
- Change Management
- Analytics
- Interfaces
- Design

Expediting delivery through agile working and *interoperability*



## Making *informed decisions*, understanding the insight from the data through **analytics** to take action accordingly and proactively

What is it about	A wide range of stakeholders need to gain actionable insight to be able to make decisions and take action on behalf of consumers ahead of risks becoming issues
Why is it important	<ul style="list-style-type: none"><li>• Helps RECCo understand where to direct attention on important and not just urgent topics</li><li>• Understand impacts of levers in the market, assess performance</li><li>• Identify future services required</li></ul>
Goals	<ul style="list-style-type: none"><li>• Utilise insight in decision making</li><li>• Make insight available to parties</li></ul>
Risks	<ul style="list-style-type: none"><li>• Missed opportunities by not acting on the insights</li><li>• Status quo remains on reacting to politically or socially charged issues</li></ul>

### Capabilities:

- Analytics
- Integration
- Change Management
- Projects
- Security

Moving from ad hoc projects to *embedded analytics* across systems



RECCo is a *smart procurer of services* and will build *partnerships* to deliver valued services for the energy market

What is it about	How we operate our services and how we work with the wider energy system of organisations to deliver value
Why is it important	We are a predominantly outsourced organisation by design and we have the ability to procure services of benefit to the market. Partnerships provide the flexibility to adapt and bring deeper competence
Goals	To provide the services of value with the right supporting capabilities to meet the needs of the market
Risks	Having the right tools for effective collaboration

**Capabilities:**

- Interfaces
- Integration
- Technology
- Service Management
- Security
- Data Governance
- Data Management
- Analytics
- Audit

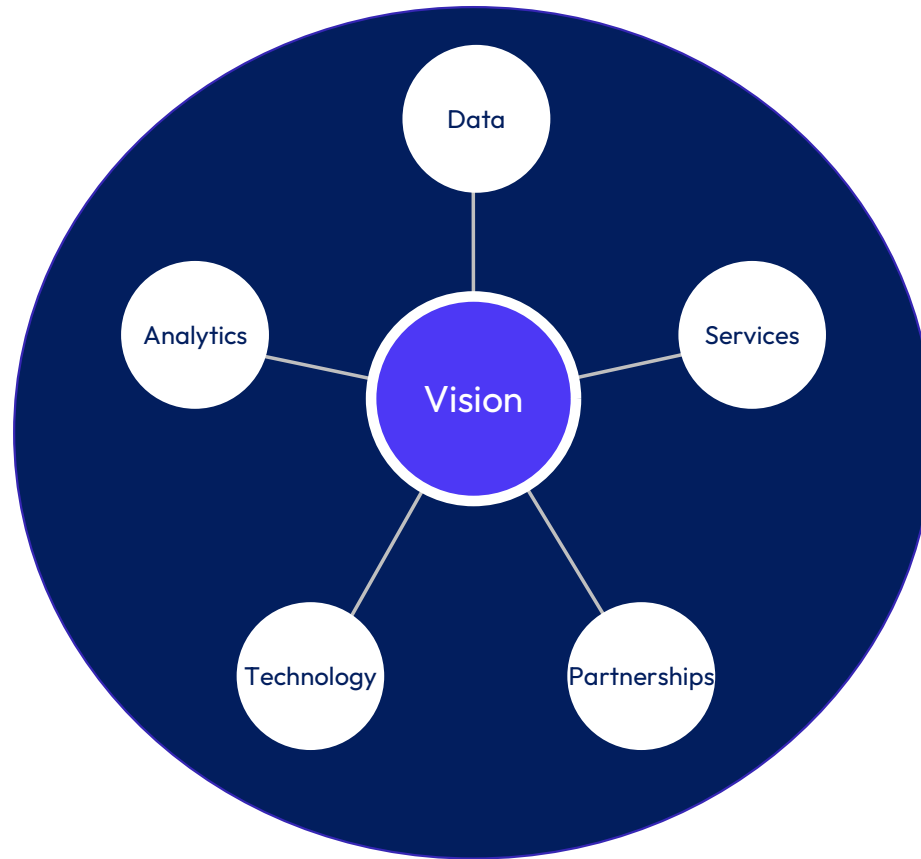
Adapting *user experience* to meet their needs

**Tech** *Agility* to keep up with technology, *enable innovation*; bringing solutions to solve difficult problems on behalf of the industry and the consumer

What is it about	How we identify and enable innovation in the system whilst providing reliable technology and platforms	<b>Capabilities:</b> <ul style="list-style-type: none"><li>• Technology</li><li>• Integration</li><li>• Data Management</li><li>• Security</li><li>• Projects</li><li>• Change Management</li></ul>
Why is it important	To be able to deliver services whilst solving the difficult problems	
Goals	<ul style="list-style-type: none"><li>• Maintains a flexible and future proof technology system</li><li>• Enables testing and implementation of new solutions and services for the energy market</li></ul>	
Risks	<ul style="list-style-type: none"><li>• No appetite to accept not all innovations will be successful</li><li>• Requiring certainty before trialling</li><li>• Time to implement may not be fast enough to utilise functionality</li></ul>	

*Driving competition* and exposing benefits for the industry

The five *enablers* which encapsulate what is needed for successful implementation



Slido: #6037447

**Task:** Rank the 5 enablers from *most* to *least* important



Vote using Slido! Scan the QR code or go to [www.slido.com](https://www.slido.com) and enter the blue code.

#6037447

## RECCo's data & digitalisation *strategy* builds focuses long term, creating a *vision of interconnected services* based on 11 design principals

- This is a strategy. And a strategy is for the *long term horizon* (i.e. over 10 years). This will be reviewed annually, after publication of our Forward Work Plan.
- Our *vision* of an *interconnected* set of *services*, via a move to a *microservice architecture* and *API gateway*, will reduce data duplication, increase security and enable a wider range of stakeholders to benefit.
- Our design principles provide guiderails around delivery, for the *consumer*, supporting *competition*, increasing *security*, focusing on *interoperability*, showing industry *leadership* by securely *opening* up *data* and *managing* it, simplifying *user experience*, utilising *agile* delivery, being able to handle *events-based* approaches and *ethically* procure services.
- The design principles are backed by 5 key enablers; securely opening *data*; improved *services*; data driven decisions (*analytics*); delivery through *partnerships*; *agility* to respond to the currently unclear.



# Answering your *questions*

Join us on  
slido.com  
**#6037447**





# Thank you for *joining!*

## **Get in touch**

Email us at [communications@retailenergycode.co.uk](mailto:communications@retailenergycode.co.uk)

## **Provide your feedback**

Help us improve future webinars by taking 30 seconds to rate this event using the link in the Microsoft Teams chat