



## Item 5: ERCOT's Digital Engagement Strategy

*Stephen Daniels*

Vice President, Digital Services

Board of Directors Meeting

ERCOT Public

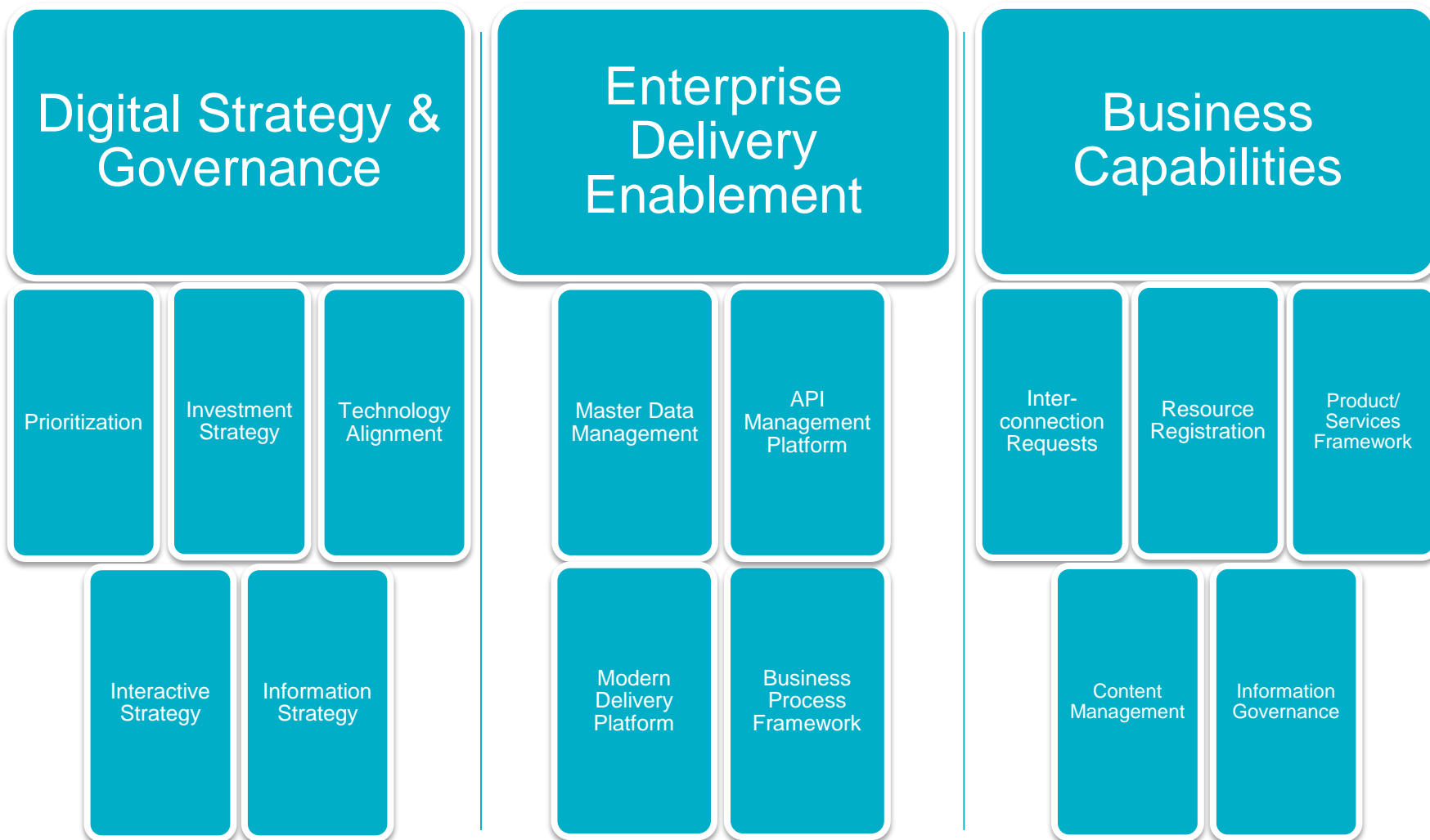
August 7, 2018

# ERCOT's Digital Engagement Strategy

The Digital Engagement Strategy (DES) team will work with ERCOT and Market Participants to leverage technology and business process capabilities to:

- Optimize **Enterprise Governance** to support technology alignment/prioritization and information management
- Evolve **Systems and Delivery** to deliver modern business capabilities and user experience
- Improve **Business Processes** to increase organizational agility, scale capacity, and focus on high-value work

# DES Focus



# Modern User Experience

## Generation Interconnection Request (GINR)

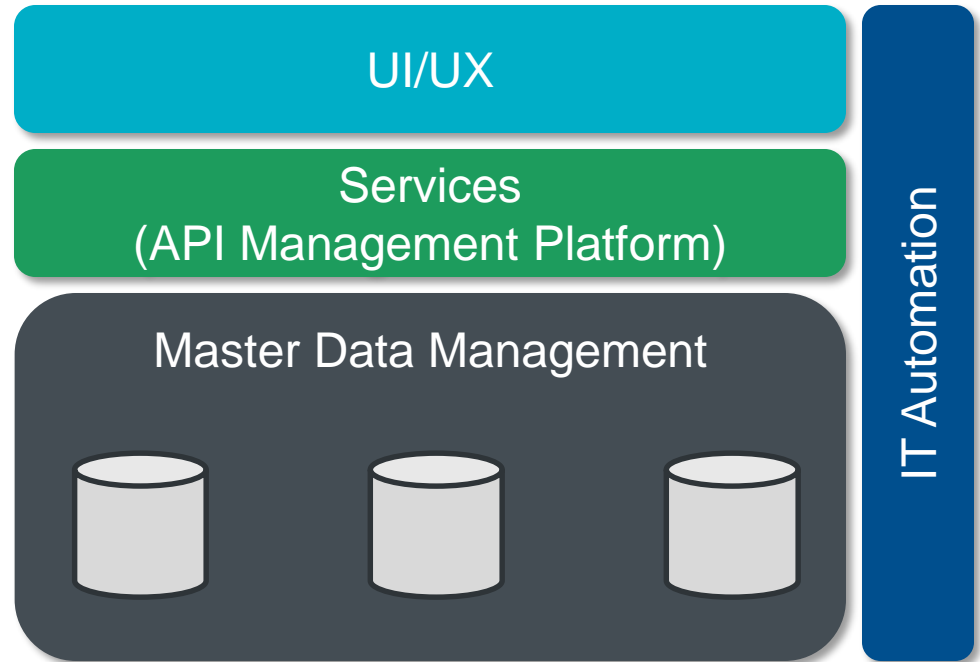
The screenshot shows the ERCOT GINR Interconnection Requests dashboard. The dashboard includes a navigation bar with the ERCOT logo and the title 'GINR Interconnection Requests'. Below the navigation bar are several action buttons: 'New' (New INR's), 'INR' (INRs Sent To IE), 'INR' (Returned from IE), 'CR' (New CR's), 'CR' (CR's sent to IE), 'FIS' (New FIS CR), and 'PL' (Waiting Plan). The main content area is titled 'GINR INR List' and includes a search bar, a dropdown for 'Show 10 entries', and checkboxes for 'Show Operational INR's' and 'Show Cancelled INR's'. A table with columns for Alert, INR Number, Project Name, Tech Type, MW, POI, Projected COD, Projected Sync, and FIS Requ is displayed. The table is currently showing 'Loading records'.

- Establishes User Interface/User eXperience (UI/UX) pattern
- Data captured with GINR will remain with resource throughout lifecycle
- Significant improvements to business process and communication



# DES and IT Coordinate on Platform

- New framework provides flexibility, shortens delivery cycles, and simplifies future development
- Benefits a significant portion of application portfolio
- Capitalizes on numerous IT efforts



# Organization and Governance

- Organization and leadership
  - VP Digital Services – moved from CIO to COO team to further strategy and partner with IT to deliver on the DES Vision
  - Director Digital Engagement – lead identification of priorities, change and coordination initiatives, and develop DES roadmap
  - Contractor support – strategic consulting, program/project coordination, and support DES roadmap
- Enterprise Governance Committee
  - CIO, COO, General Counsel, VP External Affairs & Corporate Communications
  - Strategically align and govern efforts related to DES

# DES Progress and Plan

- 2018
  - New GINR application
  - Digital Engagement Strategy and roadmap
- 2019
  - New development framework integrated into delivery model
  - API strategy complete
  - API management platform
  - UI/UX design system complete
  - Market engagement model stabilized and operational
  - First application (Resource Integration and Ongoing Operations) delivered and serviced on new platform