

AUSNET SERVICES: ICT PROGRAMS – PROGRAM CLASSIFICATION

Program brief	Description	Recurrent	Non-recurrent sub category	Customer benefits
Outage management	Minimise the impact of planned outages on customers, by using advanced analytics and automation across the workflow to improve process effectiveness for planned works.	Non-Recurrent	New or expanded ICT capability, functions and services.	Addressing the needs, wants and expectations of our customers, identified through our broad-based engagement, including with the Customer Forum .
Metering lifecycle	Refreshes and patching of application and metering technology assets to mitigate risk and ensure a supported, compliant metering technology solution.	Recurrent		Manage services, risks and cost risks by targeted renewal of assets within vendor support windows (lifecycle refresh).
5 Minute settlement	<p><u>5 Minute settlement:</u> Modify technology systems to respond to the new Regulatory compliance obligations and changes to the settlement period for the electricity spot price from thirty to five minutes.</p> <p><u>Global settlement:</u> Modify technology systems to respond to the new regulatory global settlement framework which will provide aggregated data to the market and AEMO (currently available to local retailer only) and enable the network costs associated with “unaccounted for energy” to be borne by all retailers rather than the local retailer.</p>	Non-Recurrent	Complying with new / altered regulatory obligations / requirements.	Meet new regulatory obligations (new capabilities to do a new job).
Customer information services	Improve the interactions between AusNet Services and our customers, to visualise their energy use behaviour, and consumption profile, and to remain compliant with increasingly sophisticated regulatory rule changes around	Non-Recurrent	New or expanded ICT capability, functions and services.	Addressing the needs, wants and expectations of our customers, identified through our broad-based engagement, including with the Customer Forum .

	collection, storage and distribution of customer information.			
Integration of distributed energy resources (DER)	Integrate and manage DER to support increased customer choices in DER connection options and improved economic investment options.	Non-Recurrent	New or expanded ICT capability, functions and services.	Addressing the needs, wants and expectations of our customers, identified through our broad-based engagement, including with the Customer Forum .
Corporate enablement	Continue to provide reliable service to customers by ensuring ongoing supportability and sustainability of core business systems (ERP, Finance, HR and Supplier Management) and enabling an improved partner network across the enterprise.	Recurrent (70%) / Non-Recurrent (30%)	Maintaining existing services, functionalities, capability and/or market benefits.	Manage service, risks and cost risks by targeted renewal of assets within vendor support windows (lifecycle refresh).
Workforce collaboration	Continue to provide day-to-day operations (Knowledge Management, Collaboration and Mobility) to ensure business continuity and sustainable risk management, while also providing some uplift in enterprise capability.	Recurrent (70%) / Non-Recurrent (30%)	Maintaining existing services, functionalities, capability and/or market benefits.	Meet expected demand for “standard control services” where operating environment is more complex than in the past (new capabilities to do the same job).
Technology asset management – applications	Risk management to ensure systems are maintained, meeting business and operational requirements by performing periodic patching and enhancements to systems, as aligned to the standard technology lifecycle.	Recurrent		Manage service, risks and cost risks by targeted renewal of assets within vendor support windows (lifecycle refresh).
Information management (IM)	Extend the IM platform to bring together many disparate sources of data and perform advanced analytics to generate insights which can be used to run the network more effectively.	Non-Recurrent	New or expanded ICT capability, functions and services.	To allow DNSP to further develop decision making and condition-based asset management (new capabilities to support our Asset Management strategy)
Future distribution	Ensure the continued safe operation of network management assets which meet increasing customer and network requirements due to	Recurrent		Meet expected demand for “standard control services” where operating environment is more complex than in

network management	growth in DER, residential batteries, and Electric Vehicles.			the past (new capabilities to do the same job).
Corporate communications	Capacity management and like-for-like replacement to corporate information and technology communication networks.	Recurrent		Manage service, risks and cost risks by targeted renewal of assets within vendor support windows (lifecycle refresh).
Technology asset management – infrastructure	Risk management to ensure the business has sufficient capacity, performance and service levels to maintain IT systems operations whilst optimising data centre infrastructure assets, including platform, hardware and licenses, so that they remain up to date, robust, scalable and continue to meet service obligations of business and regulatory requirements.	Recurrent		Manage service, risks and cost risks by targeted renewal of assets within vendor support windows (lifecycle refresh).
Cyber security	Comply with pending regulatory obligations to be MIL:3 under AEMO's Australian Energy Sector Cyber Security Framework (AES-CSF), uplift capability in People, Process and Technology to respond to increasing complexity and sophistication of the cybersecurity attacks; and protect assets and data relating to customers and critical operations.	Non-Recurrent	Complying with new / altered regulatory obligations / requirements.	Meet new regulatory obligations (new capabilities to do a new job).