

Gas Network Innovation Competition Full Submission
Supplementary Answer Form

Project: __ Real-Time Networks__

Tick if this answer has been provided verbally: ☐

Project code	SGN_GN_03	Question Number	11
Question date	08/09/15	Answer date	11/09/15
Submission section question relates to			
Topic	Consumer engagement		
Question	Please can you provide additional information on what you will be doing to build consumers' confidence and trust in the Cloud based IT solution being proposed?		
Notes on question			
Answer	<p>SGN have previous experience in building trust with a similar consumer base during their work in Oban for the Opening up the Gas Markets project. An award winning strategy¹ was formed in order to build consumer's confidence in SGN as a company and specifically their ability to professionally put their needs first. This message was conveyed through leaflets² circulated to the relevant consumers as well as digital media to reinforce the story³. For Medway, the intention would be to use similar media channels to grow consumer's confidence in the integrity of the cloud based system. The technology will be benchmarked against other service providers around the world that use the same platforms and have the trust of the consumer. Amazon Web Services' customers include, Amazon, NASA, Unilever and Vodafone.</p> <p>It is important that customers receive consistent communication and advice throughout the engagement process, both from within SGN, but as importantly from other stakeholders. We have identified a roadmap for the stakeholders we are engaging with to inform and provide 'social proof' or support for our customers. Our intention is that when customers look to other customers or community groups for guidance, they are equipped to</p>		

	<p>deal with their enquiries. Customers want validation that they are making the right choice or decision and hearing from organisations and people they trust provides social proof.</p> <p>The stakeholder engagement plan will be developed as part of WP01 and will be subject to ratification from Ofgem, ensuring this engagement is carried out in an appropriate and timely manner.</p> <p>Following discussions at last week's bilateral meeting, we agree that there is a good opportunity to share the learning from these stakeholder engagement activities. This will form part of the learning dissemination element of the project where the Data Protection Plan allows.</p> <p>SGN have benchmarked the security requirements for a cloud-based system against both their current built system internally and wider industry standards.</p> <p>Splunk Cloud (cloud service) is hosted in AWS (Amazon Web Services). AWS maintains certification with robust security standards, such as ISO 27001, SOC 1/2/3 and PCI DSS Level 1. They operate a shared responsibility model in the Cloud, under which AWS is responsible for the security of the underlying Cloud infrastructure (Security of the Cloud) and customers (Splunk/SGN in this instance) are responsible for the security of their data and applications (Security in the Cloud). AWS has teams of Solutions Architects, Account Managers, Consultants, Trainers and other staff in the EU expertly trained on cloud security and compliance to assist AWS customers in achieving high levels of security and compliance in the Cloud, following Cloud Security Best Practices.</p> <p>The cloud solution adopted during the project will be independently assessed via penetration and security testing by a UK government certified security testing partner.</p> <p>¹ https://www.sgn.co.uk/uploadedFiles/Marketing/Pages/Publications/Docs-Innovation/SGN-Oban-Customer-Engagement-Plan-Stage-Two-141028.pdf</p> <p>² https://www.sgn.co.uk/uploadedFiles/Marketing/Pages/Publications/Docs-Innovation/SGN-Oban-Customer-Leaflet-Initial-Survey.pdf</p> <p>³ https://www.sgn.co.uk/Oban/</p>
Attachments	