

A message from

Customer Network Solutions

IN026/2023

ASP Seminar - Agenda

6 November 2023

We are very much looking forward to hosting our first ASP Seminar for a while, this Friday 10 November at 10am.

You will shortly be receiving a meeting invite with the Microsoft Teams link for the seminar. Please feel free to forward this to anyone in your organisation who may have missed out.

Our agenda for the seminar is below.

So that we can streamline our question time at the end of the day, [please pre-submit a question here](#).

Time	Audience	Item	Speaker(s)
10:00am	ASP 1, 2, 3	Overview Process transformation Voice of Customer	Stephen Sammut Head of Customer Network Solutions Ashwin Prasad Customer Connections Experience Manager
11:00am	ASP 1, 2, 3	Life Support Customers	Amber Burdett-Dow Customer Experience Centre of Excellence Manager
11:30am	ASP 1, 2, 3	Safety	Stephen Sammut Head of Customer Network Solutions
12:00pm	ASP 1, 2	Authorisations <i>Also relevant for any ASP3s who have authorisation to access substations</i>	Anna Charalambous Authorisations and Reporting Officer
12:30pm			Lunch break
1:00pm	ASP 3	Minimum design standards	Jonathan Lei Customer Connections Manager
1:30pm	ASP 1, 3	Standards	Kieran Shanahan Engineering Delivery Manager
2:00pm	ASP 1, 2, 3	Questions	Stephen Sammut Head of Customer Network Solutions

Kind regards,

Customer Network Solutions