

Work plan for Y3

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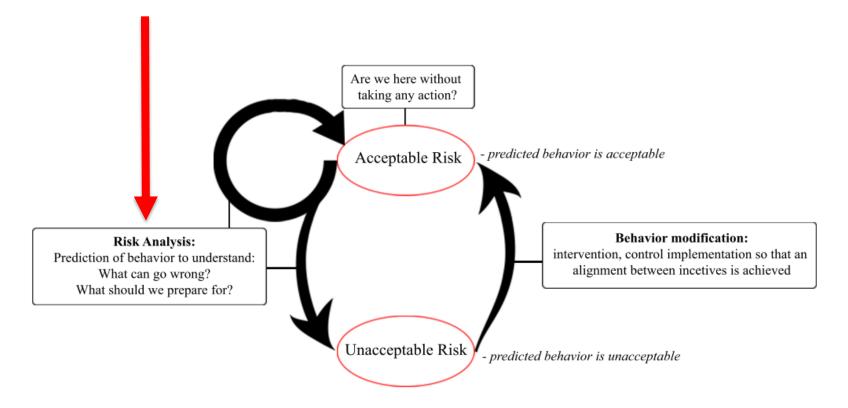
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Components needed for prediction in Risk Analysis

Environmental characteristics
 + personal characteristics





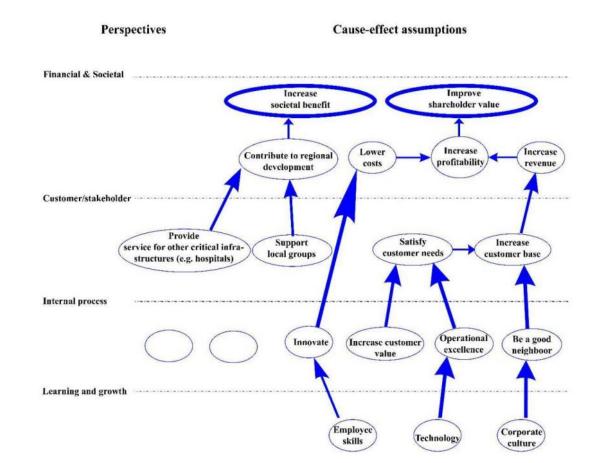
Understanding the environment 1





Understanding the environment 2

2. Strategy map





Understanding the environment 3

3. Balanced Scorecard

			Financial & Societal			
			Objectives	Measures	Targets	
Customers			 Maximize revenue ir order to pay high divider 	onare price	2% increase	
Objectives	Measures	Targets	2. Prioritize services to other critical infrastructu		Maintain/decrease amount rel. to previous period	
 EL. supply without nterruption 	CENS/KILA	< X NOK/month	3. Utilize revenue cap tits maximum	o (rev.cap)-(actual rev.)	Keep close to 0	
 Quick response time n case of blackouts 	Avg. time to restore service	e < 12 hours/ incident		 To succeed financially and to contribute to society how should we appear to relevant stakeholders?		
 Provide new competitive services 	NO of new services	1-5 in next years		1		
			1	Vision &		
 Provide real-time consumption data 	% of customers with such capabilities	n 95% in 3 years		Vision & Strategy		
			Learning & Growth			
consumption data	such capabilities	years	Learning & Growth Objectives		Targets	
Sonsumption data	such capabilities Data incidents/	years		Strategy	Targets 1-5 in next years	
consumption data5. Ensure security of	such capabilities Data incidents/	years	Objectives 1. Develop & provide	Strategy		
Sonsumption data	such capabilities Data incidents/ month	years < 10/month	Objectives 1. Develop & provide new services	Strategy Measures NO of new services NO of successfully	1-5 in next years	
Sonsumption data	such capabilities Data incidents/ month	years < 10/month	Objectives 1. Develop & provide new services 2. Staff education 3. Minimize staff	Strategy Measures NO of new services NO of successfully completed courses Avg. time spent at	1-5 in next years 2/person/year Aim for 7	

improve?

	Objectives	Measures	Targets
 Main quality 	tain equipment	Component failures/ month	< 100/month
2. Accur to NVE	rate reporting	NO of corrections/ report	< 50
 Comp installatic deadline 		% of customers covered	Aim for 95% b end of year
4. Prote	ct environment	NO of complaints	< 100/ yea
5. Minir spent on		% of revenue spent on fines	< last Q

Validation or realistic input needed from DSOs



Understanding personal charateristics

- Understanding the CEOs, as key strategic decision makers
- Motivation Value profiles
- Hypothesis: selection bias exists within the group that manifests itself through values structure

(1. different positions attract different ppl with similar value structures, 2. selection of ppl with matching values for specific jobs - increase fit from recruitment perspective)



Summary

- Status of deliverables, scientific papers addresses personal characteristics necessary to predict behavior
- Impact for Smart Grid Security Centre <u>BSC</u> method can model any DSO from 130+ in Norway, enhanced understanding of decisions that CEOs might consider