



Company SP Energy Networks
Student/Degree: Rachel Plant, BSc Chemical Engineering
Manager: Nick Evans
Project Title: Telephony Project and APN Fault Resolution

Project summary

To investigate and identify the root causes of telephony faults resulting in communication issues.

To investigate and identify the root cause of a previous APN fault.

Project Results

The telephony project delivered an escalation matrix to improve communication between the business areas that support the telephony system.

The escalation matrix was completed on time and approved by the project sponsor and directors. It successfully incorporates features that resolve the issues voiced by stakeholders.

A new ticket in the employee portal was developed to fully address the root causes behind the APN fault.

The ticket addresses the root causes of the APN fault and additionally it will provide many benefits to the SPEN employees and the business.



What have you gained from your placement?

The work I have been involved in has helped me develop my professional and personal skills required in any industry. I have gained a lot of project management and stakeholder engagement experience. I have been challenged during my placement and this has helped to build my confidence and motivate me to pursue a future in the energy sector.

Company Manager's Comment

Rachel has been involved in several key projects and has provided excellent contributions to these and has become a valued member of our team.

The work Rachel has undertaken whilst with our company will have a lasting and significant contribution to our business.

Nick Evans