

SGMM Navigation

SGMM Navigators are industry experts who have been trained and certified to guide utilities through the SGMM Navigation process. The Navigator works with the utility's smart grid team to complete the SGMM Compass on a consensus basis in a workshop setting—promoting valuable internal discussion of shared objectives. After scoring and analyzing the survey, the Navigator leads a second workshop to review the findings and use them to set consensus aspirations for an agreed planning horizon—and to discuss related motivations, obstacles and required actions. These outputs are valuable inputs into the utility's smart grid planning and implementation process and set the stage for using the SGMM as a progress tracking mechanism for smart grid implementation. Many utilities report that the interaction, discussion, and consensus building that occur in the two workshops is a substantial additional value from the SGMM Navigation process.

Self-Assessment

Utilities may also complete the SGMM Compass independently. They will receive a scoring report with a maturity level profile against the model, as well as aggregate data from the other utilities that have completed the survey for use in comparative analysis. Utilities choosing the self-assessment option will also have access to individualized coaching to help interpret the results.

Join the Growing SGMM Community

As more and more utilities around the world participate and the experience base around the SGMM grows, it becomes an increasingly valuable resource for helping to inform the industry's smart grid transformation.

SGMM | Smart Grid Maturity Model



To take advantage of this resource and join the growing global SGMM community, please visit the SGMM website [nited Stateswww.sei.cmu.edu/smartgrid/tools/](http://www.sei.cmu.edu/smartgrid/tools/).

To speak with someone about SGMM, completing the Compass survey and having it scored, working with an SGMM Navigator, or becoming an SGMM Navigator, please contact info@sei.cmu.edu or 412.268.5800.

Information about the SGMM, including downloadable portions of the SGMM product suite, guidance on using the model and details on the SGMM Navigation program, is available at www.sei.cmu.edu/goto/sgmm.

Smart Grid Maturity Model

What Is the Smart Grid Maturity Model?

The Smart Grid Maturity Model (SGMM) is a management tool that helps utilities plan their smart grid journeys, prioritize their options, and measure their progress. Developed by utilities for utilities, the model is hosted by the Software Engineering Institute (SEI) at Carnegie Mellon University. The SEI, a global leader in software and systems engineering, security best practices, process improvement, and maturity modeling, is maintaining and evolving the SGMM as a resource for industry transformation with the support of the U.S. Department of Energy.

The SGMM describes eight domains containing logical groupings of incremental smart grid characteristics, which represent key elements of smart grid strategy, organization, operation, and capability:

- Strategy, Management, and Regulatory
- Organization and Structure
- Grid Operations
- Work and Asset Management
- Technology
- Customer
- Value Chain Integration
- Societal and Environmental

“SDG&E is working hard to realize the benefits of smart grid. Going through the SGMM Navigation process with our cross-cutting smart grid team gave us an opportunity to take a step back to share diverse perspectives and take stock of our progress and strategic direction. We look forward to benefiting not just from our own use of the model but from sharing experiences and lessons learned with other utilities in the SGMM community.”

*Lee Krevat, Director, Smart Grid
San Diego Gas & Electric*

“Pepco Holdings has been involved with the SGMM since its inception. We recently completed the survey again, using the SGMM Navigation process. This was helpful in fostering candid, fact-based discussion of where we have been, where we are today and where we expect to be in the future. We look forward to using the tool as an integral part of our ongoing planning and transformation process, and in measuring our progress over time.”

*George Potts, Vice President, Business Transformation
Pepco Holdings, Inc.*

How Do Utilities Benefit from Using the SGMM?

Utilities use the SGMM to assess their current state of smart grid implementation, define their goals for a future state, and generate inputs into their roadmapping, planning, and implementation processes. Major investor-owned utilities and small public power utilities alike, in the United States and around the world, have reported finding the model a valuable tool to help them:

- Identify where they are on the smart grid landscape
- Develop a shared smart grid vision and roadmap
- Communicate with internal and external stakeholders using a common language
- Prioritize options and support decision making
- Compare against themselves over time and to the rest of the community
- Measure their progress
- Prepare for and facilitate change

How Do Utilities Access and Apply the Model?

Applying the model begins with an assessment using the SGMM Compass, a survey instrument containing questions corresponding to each of the characteristics in the model, as well as demographic and performance information. Completing the Compass and having it scored yields a maturity rating for each of the model's eight domains. The levels of maturity represent defined stages of an organization's progress toward achieving its smart grid vision in terms of automation, efficiency, reliability, energy and cost savings, integration of alternative energy sources, improved customer interaction, and access to new business opportunities and markets. By assessing its current maturity level in each domain and taking steps to increase its levels as appropriate, an organization will move closer to obtaining the desired benefits of implementing smart grid features. The flexibility of the model allows a utility to establish its own unique target maturity profile as a target for smart grid implementation.

In addition to the maturity ratings, each Compass scoring report also includes aggregate data from all of the utilities that have completed the survey. Using this data, a utility can compare its survey responses and maturity profile to the community of SGMM users. Many utilities have reported that this comparison yields additional insights about their smart grid progress and plans.