

## Executive summary

SYNERGY will develop a big data analytics platform that will facilitate electricity data value chain stakeholders to enhance their data reach and intelligence in the electricity sector. The platform development and pilot phases will utilise feedback from internal and external electricity data value chain stakeholders to ensure the end-user’s perspective is considered in all stages of product development as opposed to only at the exploitation phase. This deliverable will present a LL methodology (Figure 1) that will be implemented throughout the SYNERGY project.



Figure 1. Living labs methodology

The LL methodology allows for the gathering of information on task specifics and goals as well as identifying the relevant stakeholders that need to be engaged to generate the required feedback necessary for each task within work packages. The engagement planning phase is used to determine an appropriate method of engagement that is tailored to generate this feedback in an optimal and efficient manner. Toolkits, guidelines and materials are provided to ensure task leaders can carry out planned engagements effectively and record gathered information and feedback from the engagements. This gathered feedback and information can then be used to evaluate the success of engagements and plan the next steps.

Collectively, the methodology and toolkits provided here will allow for all SYNERGY partners to effectively organise and plan stakeholder engagements to generate the required user feedback which is essential in all phases of the SYNERGY project.