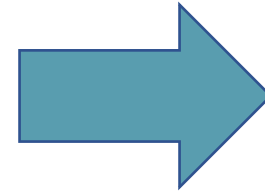
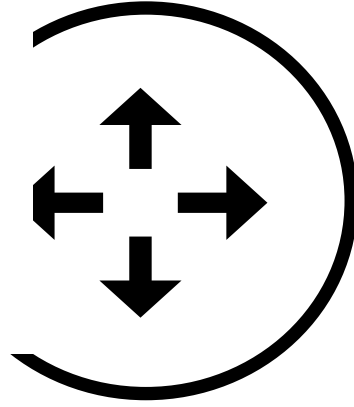
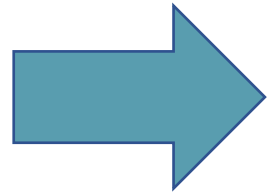
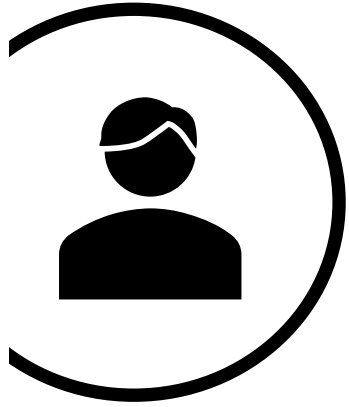




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C L E A N W A T E R
A G E N C I E S

Change Management in Asset Management
John Brietz, Starboard Consulting
May 10, 2022

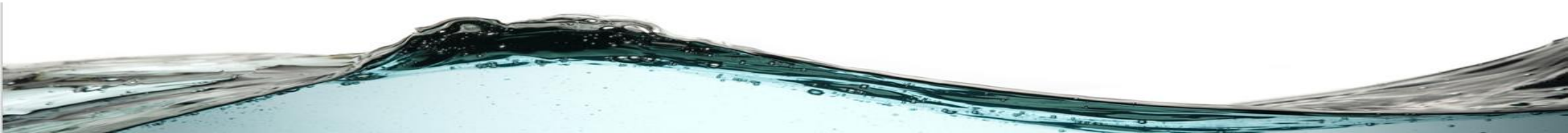
Agenda



Introduction

Change Management

Open Discussion



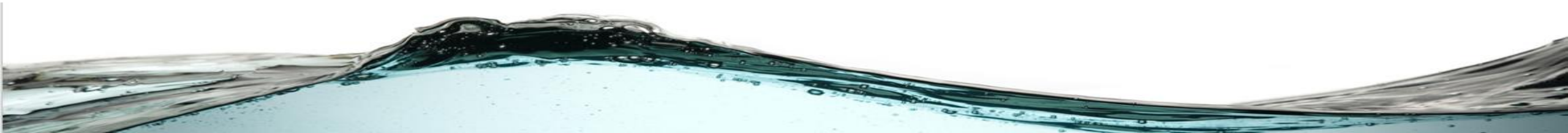
Presenter Today: John Brietz, Maximo Solutions Director Starboard Consulting



John has over 20-years experience in working within the Asset Management Industry, with a focus on Water and Waste-Water Utilities and Municipalities.

John has worked at Starboard Consulting, for over 10 years. As a Solutions Director, his work includes leading Maximo Implementations for new clients, along with numerous projects on Maximo Upgrades and Extensions. This work includes supporting Maximo clients as they mature through their Asset Management Journeys.

As a Solution Director, John's role includes ensuring that the delivered Maximo solution meets the client's vision. Key to this is his role in providing Change Management best practices, expertise and advise.



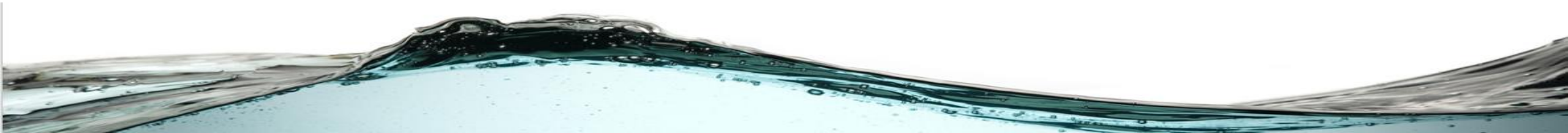
Presenter Today: John Brietz, Maximo Solutions Director Starboard Consulting



Leading provider of IBM Maximo Asset Management Consulting Services for 15-years. Starboard's founding principles of delivering real world, practical solutions for our clients remains our priorities today.

As an IBM-gold level partner, Starboard's provides a range of Maximo Services including

- New Implementations
- Integrations to Enterprise Software Solutions
- GIS/ESRI Mapping Solutions
- Application Configurations and Mobile Deployments
- Best Practice Usage
- Training and more!

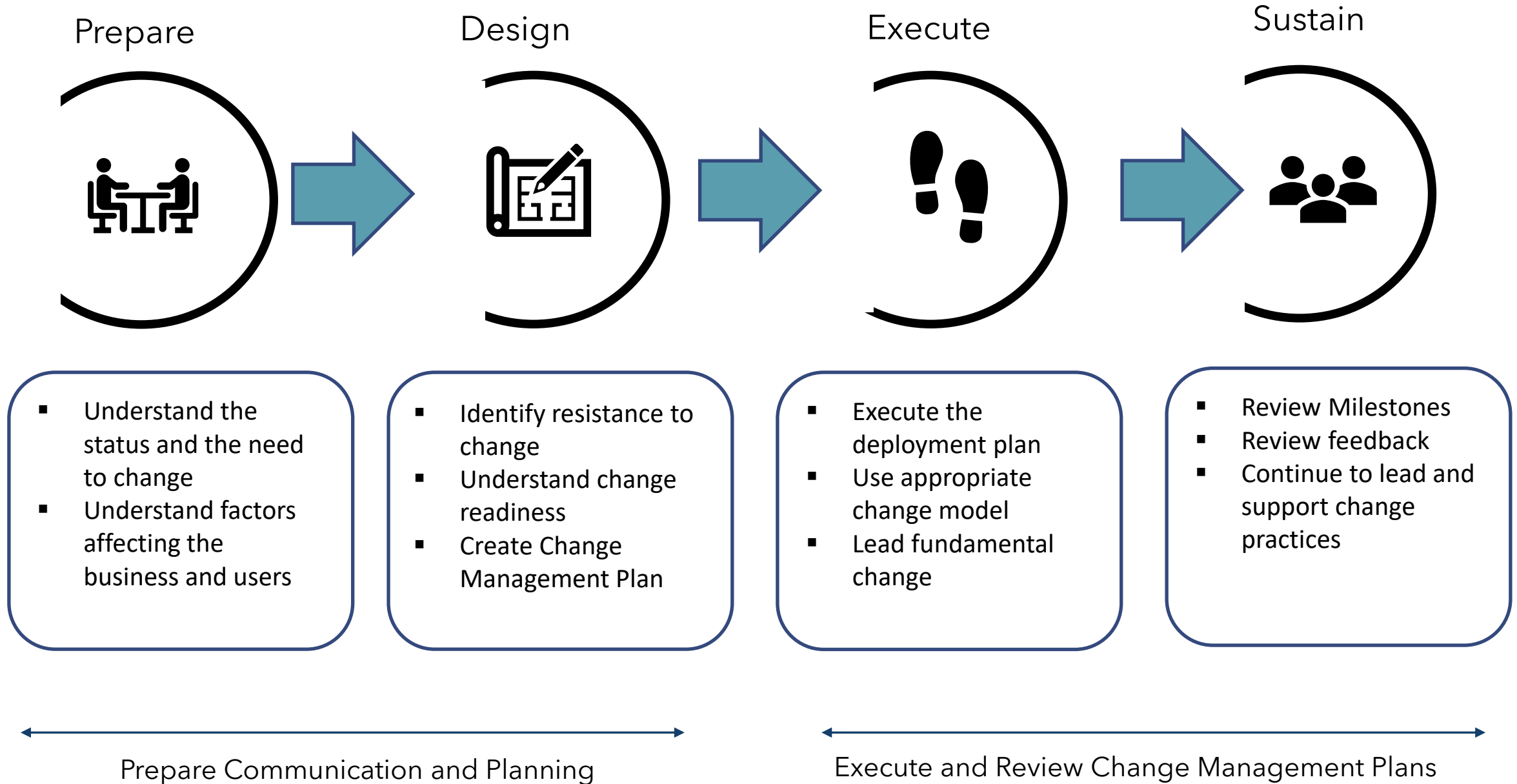


Change Management: Definition

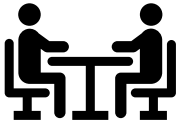
Focuses on the **PEOPLE** side of the project
Ensures **ALL USERS** are guided through the
changes necessary for a successful project.



Change Management: Process



Change Management: Key Activities



PREPARE:

Defining **potential impact of change** during initial project phase



DESIGN:

Designing approaches to **accommodate and manage the change(s)**

- Establish a clear vision, strategy, and guiding principles.
- Define approach to manage risk, adoption, and change.
- Understand the user's ability to achieve that level of change.



EXECUTE:

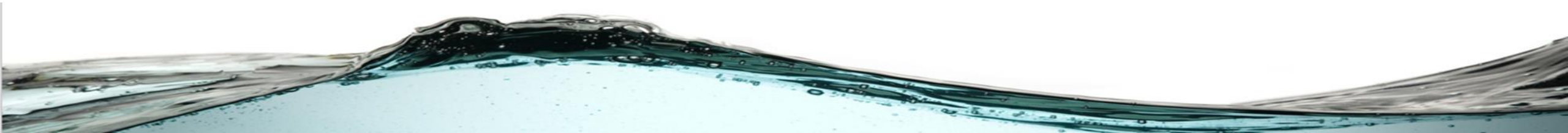
Encouraging adoption of change including

- User Training
- Continuous communication
- Monitoring and reinforcement
- Project success measures and tracking.



SUSTAIN:

Continuous monitoring of change acceptance



Change Management: Use Cases

Client Background

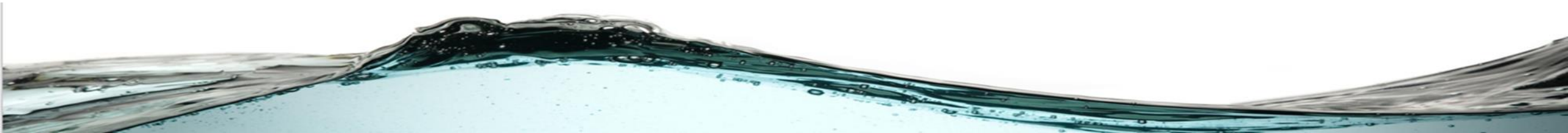
- Large, multi-state power company
- Had multiple systems for various lines of business
- Phased implementation, starting with Fleet Services, 20 primary depots in 6 different states.
- Some of the service areas had been acquired inconsistent processes and practices across legacy utilities.

Project Background

- RFP for new CMMS/EAM implementation
- Phased-in approach to include multiple lines of business

Change Management Approach

- RFP called for extensive change management services
- Starboard proposed change management lead, partnered with client change management office
- Developed series of communications starting early in the project, continuing through go-live.
- “Road-show” approach to training, Starboard resources would travel to depot sites over the course of 4 weeks to provide training



Change Management: Use Cases

Client Background

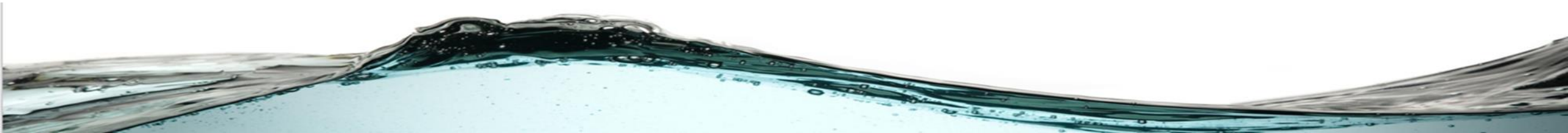
- Wastewater Treatment Utility, approximately 250K customers

Project Background

- Requested upgrade of Maximo
- Primarily technical upgrade, "Like for Like"

Change Management Approach

- Client spearheaded change management via frequent communications
- Developed client led training plan
- Short-duration project
- Frequent project update meetings, confirming progress and go-live date
- Client was responsible for communications throughout the organization



Change Management: Use Cases

Client Background

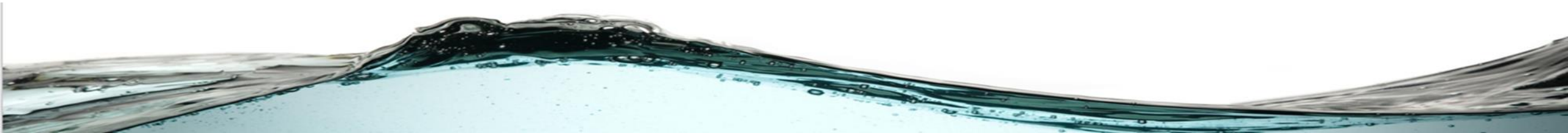
- Municipal Public Safety Organization
- Central Operations, approximately 40 stations throughout the county
- Used mix of spreadsheets, access database and paper for tracking

Project Background

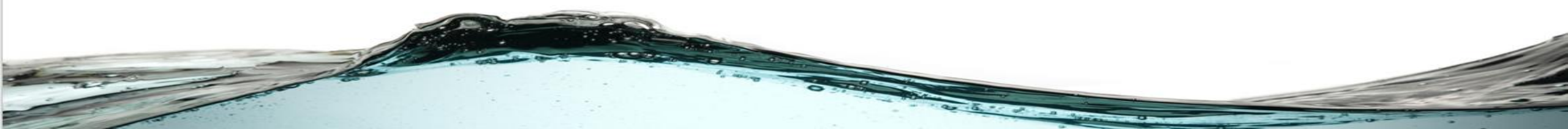
- Wanted Enterprise level application to track inventory, PPE, facilities requests
- Client completed business analysis project, covering all business and operational functions prior to issuing RFP

Change Management Approach

- Change management was not specifically requested in the RFP
- Starboard partnered with company providing IT Managed Services to determine a change management plan (identify champions, communications, training, risk areas)
- Starboard provided inputs to Change Management
- Workshops with business units and stations



Change Management: Open Discussion





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Thank you!