# Management of Change



## Utilities



- Many engineering changes
- Minor changes are <u>big</u> problem:
  - Adhoc
  - Often reported after change
  - No updated documents
- Major concerns to change
  - Safety
  - Regulations high regulated industry
  - Environmental impact
  - Knowledge management "Make the same mistake", "error due to out-dated documents"
  - Audit trail of process Court hearings, learning



- Oracle BPM was used to rapidly role out a standardised management of change process
- Change requests can be submitted by thousands of employees.
- Can select right user to work on change based on skills profile.
- Achieved by integration with existing systems.
- BAM dashboard used to track key tasks based on status.

# Results & References

- Provide end to end audit trail of all activities performed during changed management process
- Enable visibility into the change management process
- Consistent process for each change is followed whilst adhering to government regulations.

#### Partner Contact – John.Deeb@rubcionred.com

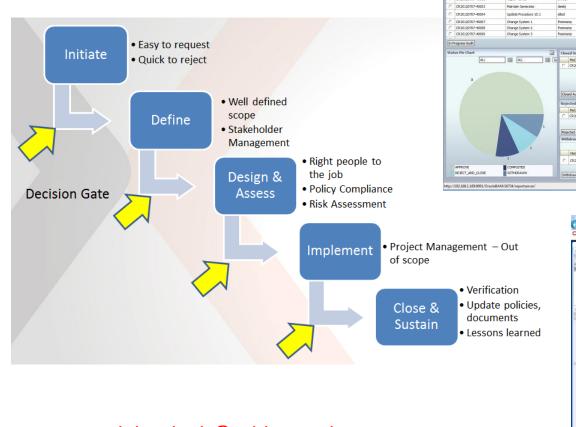


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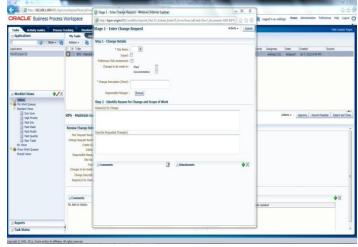
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### RUBICON RED Strategy. Governance. Education.

## Utilities



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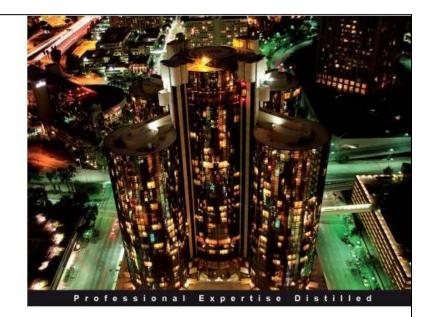
Contact - john.deeb@rubiconred.com

#### ORACLE

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## **Additional References**





#### Oracle SOA Suite 11g R1 Developer's Guide

Develop Service-Oriented Architecture Solutions with the Oracle SOA Suite

Foreword by David Shaffer Vice President, Product Management, Oracle Integration Strategy, Governance, Education

Antony Reynolds

Matt Wright [PACKT] enterprise 88



#### Oracle SOA Suite 11*g* Administrator's Handbook

Create a reliable, secure, and flexible environment for your Oracle SOA Suite 11g Service Infrastructure and SOA composite applications



Ahmed Aboulnaga Arun Pareek PACKT enterprise 88



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