

Management of Change

Utilities

1 Business Challenge

- » Many engineering changes
- » Minor changes are **big** 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

2 Solution

- » Oracle BPM was used to rapidly roll 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.

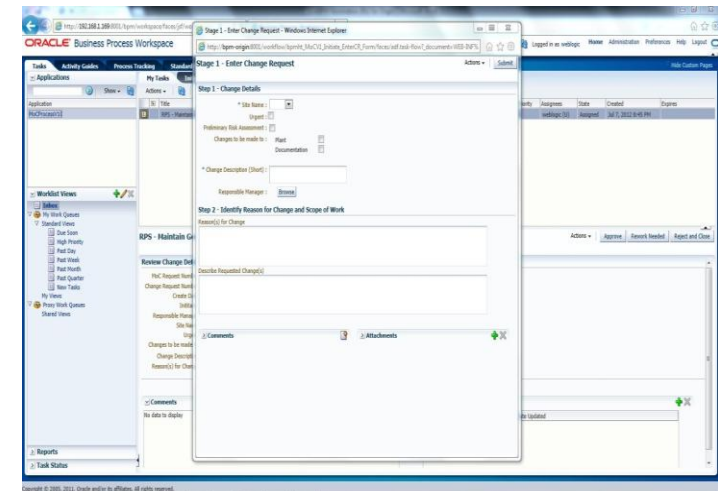
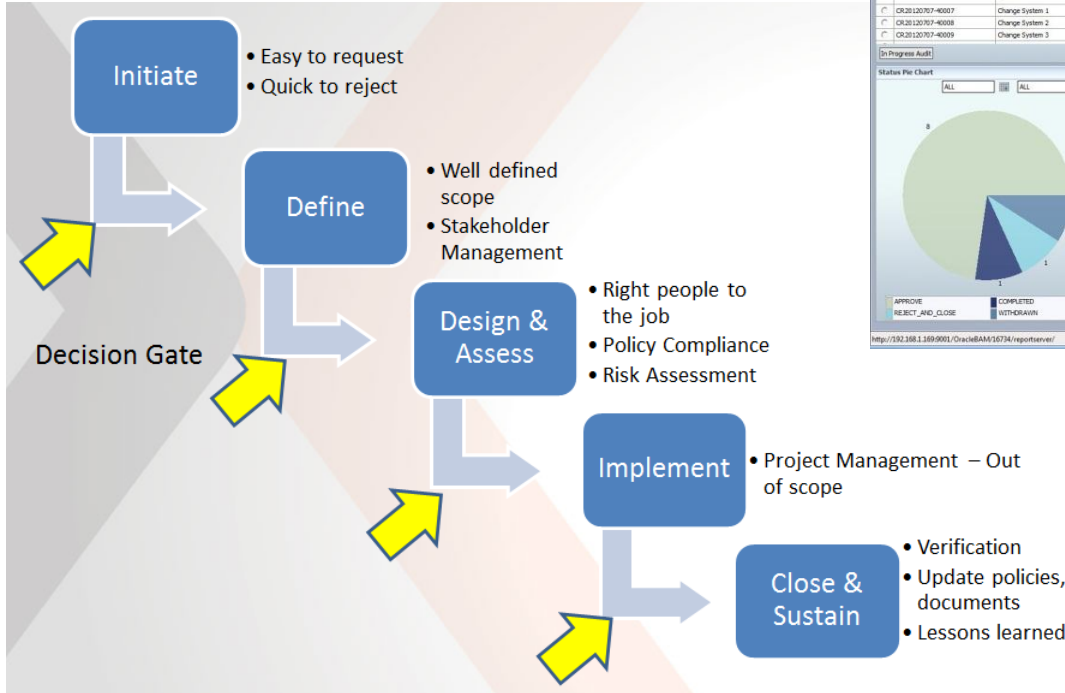
3 Results & References

- » 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.

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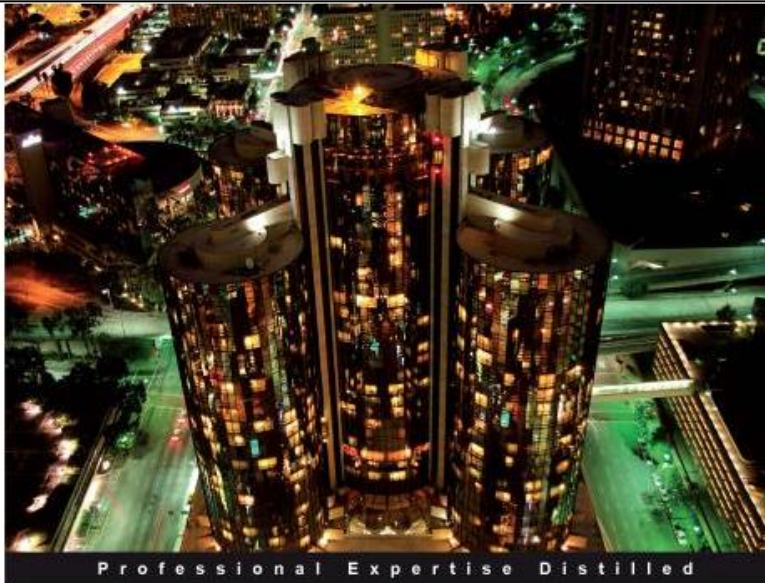
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Additional References




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