

IT Transformation and Smart Cloud Control Desk



Maximo for IT



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we're on for you™

Speaker Profiles

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Agenda

- ENMAX
- Why Maximo for IT?
- Project Overview
- Project Strategy
- Organizational Change Management (OCM)
- Managing Assets and Configuration Items
- Successes
- Lessons
- What's next for Maximo for IT?



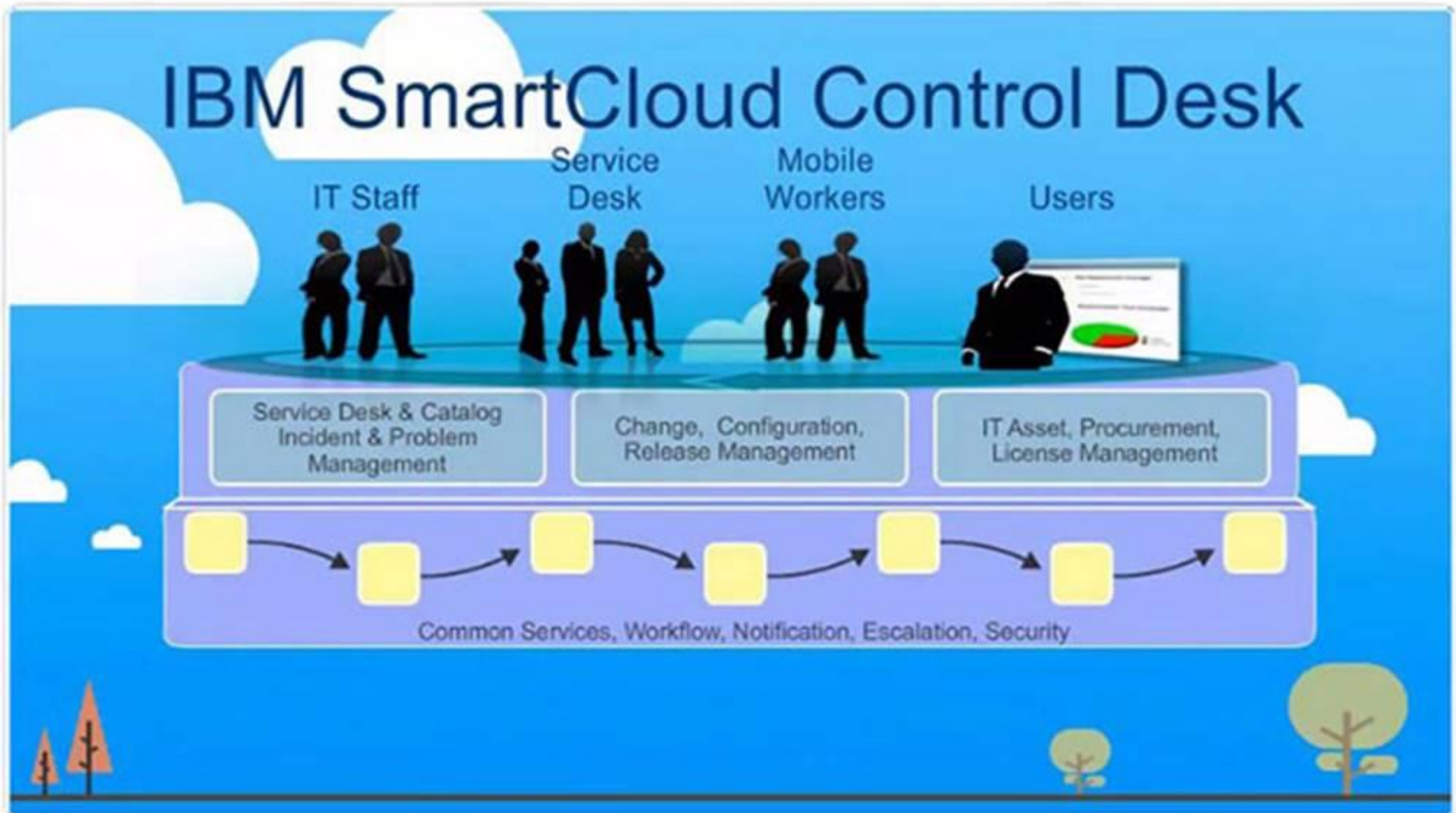
We make, move and market electricity

The ENMAX group of companies are headquartered in Calgary, Alberta. We make, move and market electricity. Today, we employ more than 1,800 employees who serve approximately 835,000 residential and commercial sites in Alberta.

BECAUSE WE'RE
HELPING UNLEASH
ALBERTA'S
BOUNDLESS
POTENTIAL



Smart Cloud Control Desk – Maximo for IT



Why Maximo for IT?

Before Maximo for IT: Pain Points

- Manual steps; limited workflow capabilities
- Multiple sources for asset/configuration item data
- Limited reporting capabilities

Goals:

- Improved maturity in Service Management processes and workflows
- Consolidated IT Asset and Configuration Item Tracking
- Enhanced service delivery reporting and trending



Project Overview: Maximo for IT

- Phase: Implementation

 - Design (2013)

- Budget: < \$1 million

- Schedule: May 6 – October 30, 2014

- Scope:

 - Technical Stream 1: System Configuration, Assets, and Configuration Items (CI)

 - Business Stream 2: Service Request, Incident and Problem

 - Business Stream 3: Change and Release



Project Strategy

- Executive Support
- Streams progressed concurrently
- Resources:
 - Internal SMEs
 - External consultants and developers
 - ISPM Project Controls
- Quality Assurance
 - Leverage in-house expertise
- Organizational Change Management (OCM)



Organization Change Management (OCM)

- Briefing Notes to provide continuous updates
- Show & Shares
 - “Sneak Peek” at improvements or enhanced functionality
 - Captivate videos
- From Maximo with Love
 - Amazing Race inspired gamification
 - Clues
 - James Bond/ENMAX/ITIL themed storyline
 - Competition
 - Collaboration
 - Maximo
- Training
 - Train the Trainer
 - 70% users trained before go live



Start Centre

Welcome, From Maximo with Love

Favorite Applications

- Service Requests
- Incidents
- Problems
- Changes

Bulletin Board

Mission: From MAXIMO with Love _Objective_ Determine the root cause ... 9/16/14 17:...

Inbox / Assignments

Next Assignment Due: 9/16/14 13:50:11

Description	Application	Due Date
Resubmit Change 1064	CHANGE	7/10/14 17:...
Access Change 1412	CHANGE	8/6/14 17:0...
Assign Owner	CHANGE	8/12/14 10:...
Approve or Reject Change 1705 (SRS Stakeholder Approval)	CHANGE	9/5/14 16:09:41
Approve or Reject Change 1705 (Manager Approval)	CHANGE	9/5/14 16:09:41
Approve or Reject Change 1705 (Team Lead Approval)	CHANGE	9/5/14 16:09:41
Access Third Party Change 1865	CHANGE	9/16/14 13:50:35
Approve or Reject Change 1782 (SRS Stakeholder Approval)	CHANGE	9/7/14 10:12:47
Approve or Reject Change 1782 (Manager Approval)	CHANGE	9/7/14 10:12:47
Approve or Reject Change 1782 (Team Lead Approval)	CHANGE	9/7/14 10:12:47

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FAQs

HELP LINE: ext. 2768



Service Request?



Find F?

Managing Assets and Configuration Items

Goal: Consolidate IT asset/CI tracking

- 10000 Assets
- 3000 CIs

- Phase 1 Scope:
 - Data load
 - Process to create/maintain asset and CI data
 - Maximo = source of truth



Challenges: Managing Assets and Configuration Items

- Under-estimated effort:
 - Data cleanse
 - Integration framework requirements
- Not enough detail surrounding data and functional requirements
- Resource constraints
- OCM
 - Training
 - User experience



Project Lessons

- More collaboration between streams.
- Additional testing to reduce go live and post-go live defects.
- Increase stakeholder engagement to ensure all requirements are understood.
- Understand and evaluate risks/impact of concurrent projects.
- Design Phase: large scope



Project Successes

- On Time. On Budget.
- Committed and motivated project team
- User consensus: “Maximo is much better.”
- OCM: From Maximo with Love
- Technical Implementation
- Assets/CI
 - Maintained in Maximo
- Service Request & Incident
 - Replaced previous’ tool functionality
- Problems
 - Consolidated ITSM processes into one tool
- Change Management
 - Significant process and workflow improvements
 - SME was knowledgeable in Maximo



Why Maximo for IT?

- Improved maturity in Service Management processes and workflows
- Consolidated IT Asset Tracking
- Enhanced service delivery reporting and trending

Did We Achieve Our Goals?

YES WE DID!

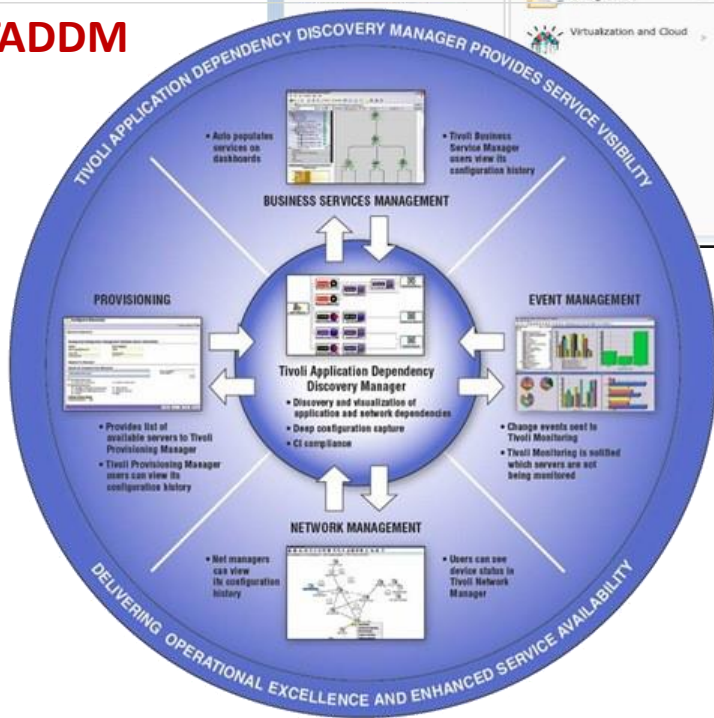


What's next for Maximo for IT?



Self Service Center

TADDM



Asset Lifecycle



Questions?



BECAUSE
HOW WE DO
BUSINESS IS AS
IMPORTANT AS
THE PROFITS
WE EARN

