

Implement IT Service Management Platform - Large Electric Utility



- 125 years in service
- 10,000+ employees
- 14MM customers across multiple counties

Business Need	Challenge	Solution & Results
<ul style="list-style-type: none"> • Absence of standardized processes; inconsistent process execution • Use of multiple (4) ticketing systems and problem/knowledge management tool • Multiple, scattered sources of data on assets, incidents, and problems; lack of data visibility across the organization • Need consistent tracking of outages to ensure system interruptions are minimized 	<ul style="list-style-type: none"> • Highly complex environment that is critical to operations and Grid Management • All process changes require integration and alignment with NERC CIP regulations • Staff is reluctant to change as they have been operating under existing model for 10+ years • The technical solution must work across multiple layers of network segmentation and cyber security controls 	<ul style="list-style-type: none"> • Facilitated the development and execution of: • Kickoff meetings with internal and external stakeholders • Integrated Grid use cases • Business Value Realization • Roadmap and Implementation Plan • Proving the communications, controls, and protocols