

# Program Management IT Implementation of AMI – Large Electric Utility



- 125+ years in service
- 10,000+ employees
- 5MM+ customers across multiple counties

Business Need	Challenge	Solution & Results
<ul style="list-style-type: none"> <li>• Multi-year AMI roll-out</li> <li>• Define and prioritize business process changes</li> <li>• Many implementation projects</li> <li>• People, process, and technology integrations</li> <li>• Technology changes</li> <li>• Full deployment life cycles for each project (planning, analysis, design, construction, testing, deployment, and support)</li> <li>• Organization readiness and change management</li> <li>• Tracking and reporting (at all levels; internal &amp; external)</li> <li>• Financial, risk, compliance, and change management</li> <li>• Resource management</li> <li>• Customer outreach</li> </ul>	<ul style="list-style-type: none"> <li>• New technology (2007) – meters, systems, integration, and communication</li> <li>• New processes – completely changing all workflows</li> <li>• Meter deployment from vendor factory delivery to testing, logistics, and installation including material handling, inventory, and tracking</li> <li>• Ensure customer services are not interrupted</li> <li>• Systems operations</li> <li>• Multiple vendors and services</li> <li>• Communications</li> <li>• Organization change management</li> <li>• Training</li> </ul>	<ul style="list-style-type: none"> <li>• Established Program/project management governance and disciplines including: roles and responsibilities, scope management, schedule management, financial management, risk management, documentation management, compliance, issues, and escalation</li> <li>• Implemented standards and processes</li> <li>• Tracking, reporting, reviews, and approval</li> <li>• Establish communications (internal and external)</li> <li>• Successful implementation. On schedule and under budget with minimal customer issue</li> </ul>