

Telecommunications Master Plan Initiative - Mid-Size Electric Utility



- 125 years in service
- 2662 employees
- 420K customers across multiple counties

Business Need	Challenge	Solution & Results
<ul style="list-style-type: none"> • Develop 10-year Telecommunications Strategic Roadmap • Integrate Telecom Infrastructure • Develop budget in support of regulatory and upcoming General Rate Case cycles • Alignment of Business and Technology Roadmap • Cost Model to support Implementation Plan • Create business readiness for Change • Build out PMO capabilities and discipline • Increase executive collaboration 	<ul style="list-style-type: none"> • Lack of consensus among Executives on a common Telecommunications Master Plan (TMP) • Poor integration of strategic planning with business lines and technology department • No defined budget requirements to support TMP • Absence of executive commitment in support of the defined strategy • Project approval and prioritization is not aligned to future strategy and TMP • No routine project updates on Scope, Schedule, Budget & Risks 	<ul style="list-style-type: none"> • Business driven and aligned Telecommunications Roadmap to support 10-year TMP • Sustainable Cost Model to understand Capital and O&M requirements to fund TMP, regulatory, and GRC planning • Coach Executives on effective communications to support integrated planning and strategic alignment • Built alignment of Executive commitment to TMP • Established review cycles for TMP to provide status updates and monitor progress • Define common Project Management discipline across key stakeholders