

Grid Modernization – Operational Readiness



- Supported a Utility’s operational readiness for a major grid modernization program

| Business Need | Challenge | Solution & Results |
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| <ul style="list-style-type: none"> • To conduct an assessment to determine the operational readiness state of the Grid Modernization Program’s supporting work streams • To conduct an assessment to determine the overall change impact and risk of technology changes introduced by the Program’s work streams • To develop mitigation plans to reduce/close gaps and define the immediate needs to ensure end-to-end operational readiness for technology deployments | <ul style="list-style-type: none"> • Creating awareness and preparing the organization for the successful launch of the Program’s work streams • Defining various organizational and operational readiness requirements to ensure that all stakeholders are ready for Go-Live and the technology asset’s ongoing operations & maintenance • Establishing an operations transition plan to ensure a seamless transition and knowledge transfer for people, process, procedures, and tools to help ensure long-term support and maintenance | <ul style="list-style-type: none"> • Facilitated the development and execution of: <ul style="list-style-type: none"> ✓ Communications plan for targeted stakeholders ✓ Training strategy for end-users & support staff ✓ Technology and deployment readiness checklists for Go-Live of technology infrastructure, end-users, and end-devices ✓ Operations transition plan that includes an operations support model, operational processes and procedures, and knowledge transfer activities ✓ Business continuity plan to address disaster recovery requirements |