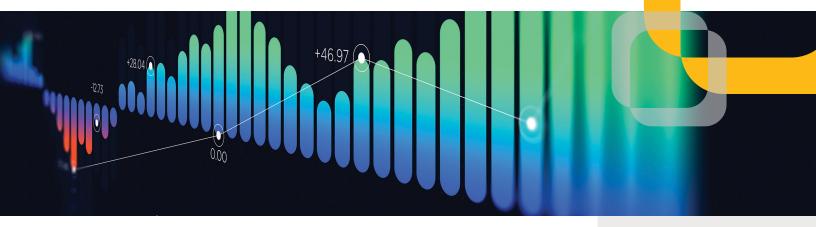# Operational Technology Change Management Process Redesign

CHALLENGE

A midsized utility, wanted to simplify its operational technology (OT) change management process and supporting system. Executives sought to improve the end-user experience while meeting operational and compliance demands. ScottMadden developed a future state process design to enhance its existing change management processes.

PROCESS

- Surveyed leadership and end-user audiences to determine current state process pain points and future state target objectives
- Proposed and defined guiding principles for the future state process design
- Coordinated with system developers to design technical architecture configuration
- Facilitated user-acceptance testing cycle and managed defect remediations as needed

RESULTS

- Established simplified set of universal change management processes
- Improved transparency and accountability for leadership and system end users through pre- and post-launch communications
- Enhanced security configuration management solution usability

AT A GLANCE

Guiding principles for the future state process design

End-user training materials for all system processes

Technical architecture configuration

ScottMadden has worked with a number of utilities to develop their OT strategy. **Contact us** to learn how we can help support your utility projects.

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