



Operational Technology Service Delivery Model

CHALLENGE

A midsize southwestern utility's operational technology (OT) division needed help maintaining and improving operational area responsiveness to keep pace with industry changes. ScottMadden was engaged in helping the OT leadership team streamline processes, gain greater visibility into OT system changes, and improve end-user experience.

PROCESS

- Created a comprehensive service catalog to standardize service offerings
- Coordinated testing and training of solution to ensure user acceptance
- Bundled and connected assets and applications to the service offerings to provide visibility into service linkages
- Developed a service delivery model to improve operational efficiencies and performance
- Conducted design sessions to identify system priorities and simplify the decision-making process
- Facilitated configuration sessions to ensure the solution met design requirements

RESULTS

- Selected, implemented, and launched a work management system and asset management system
- Increased system transparency and developed process efficiencies
- Improved end-user experience and accessibility to OT services

AT A GLANCE



Operations Technology Service catalog



Defined OT service delivery model



RFP system selection process



Consolidated OT work management and asset management solution

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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CONTACT US



404.814.0020



scottmadden.com



info@scottmadden.com