



Toolkit for the Change Network Team

Company at a glance for my role as Comms and Educational Design Specialist

nationalgrid

Email Communication Interactive pdf

For the drip-feed learning, the intent is bite-sized learning about the product before heading into training. The items we're planning to focus on are:

1. Terminology
2. Navigating the Dashboard
3. Adding materials to the planning module
4. Work order details
5. Where to go for support



ADMS Advanced Distribution Management System | **OMS Integration**

Purpose
Save OMS preferences so OMI tabular

OMS Thin Client

1. On the Remote desktop, click "start_omi.bat", select your Area of Responsibility, and click 'Open' to start your OMS Thin Client session.
2. Move the appropriate OMI window(s) (e.g. OMI Toolbar, Outages – Status, All Calls – Status, etc...) to be within the active window.
3. For each OMI window, select **File -> Save Preferences**.
The OMI windows will now open at the location where the preference was saved.

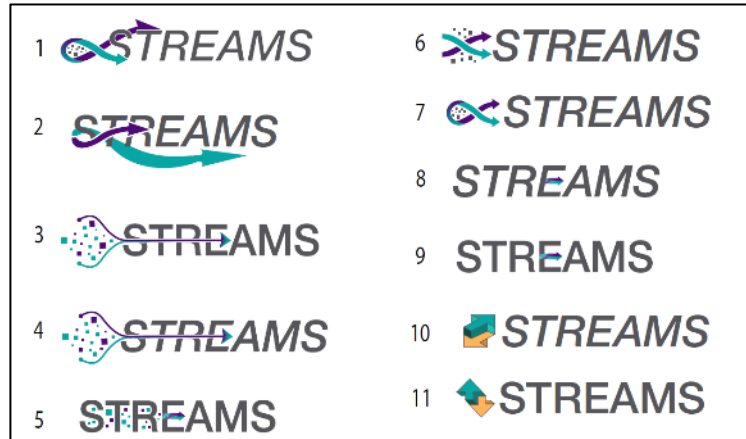
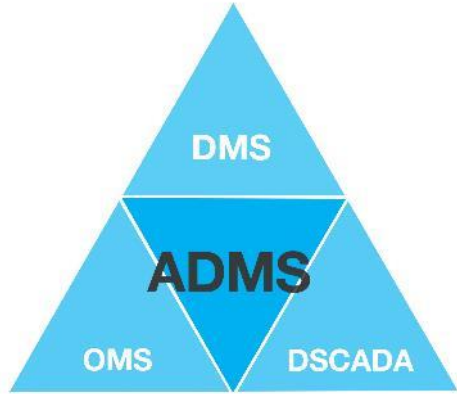
Manually Selecting to Sort on Multiple Columns in a PORT Table Report

With the implementation of the Power Outage Reporting Tool (PORT), changes will be made to the visualization of your tool, providing you with more information more efficiently.

NOTE: The function of sorting on multiple columns does not work on a hierarchy sub-report. Example is the top report in Current Outages.

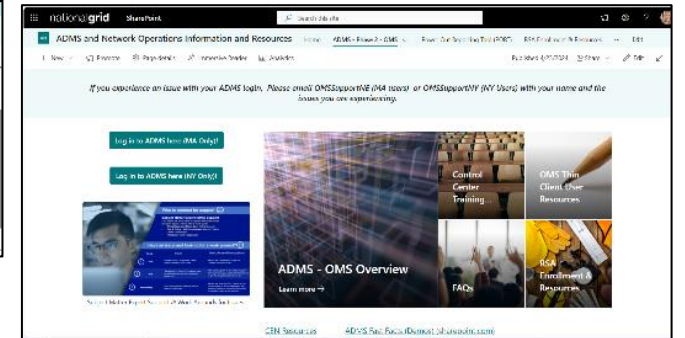
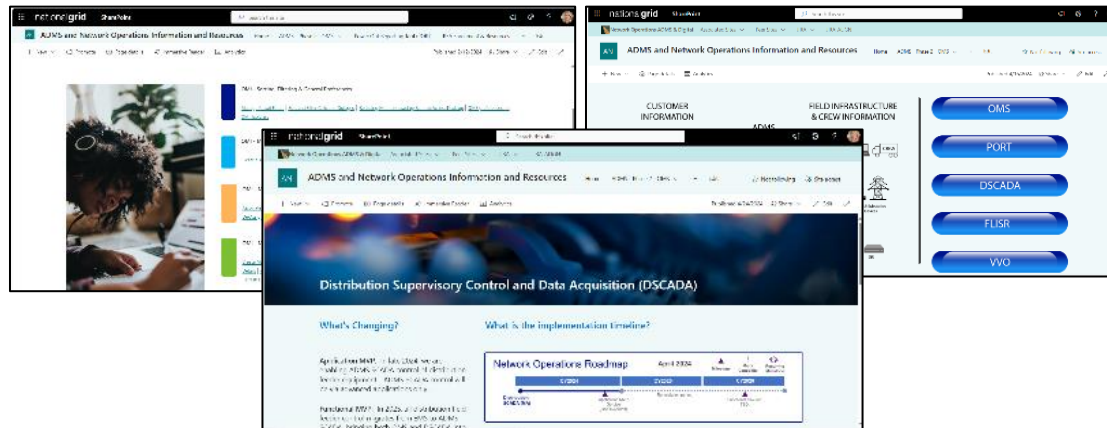
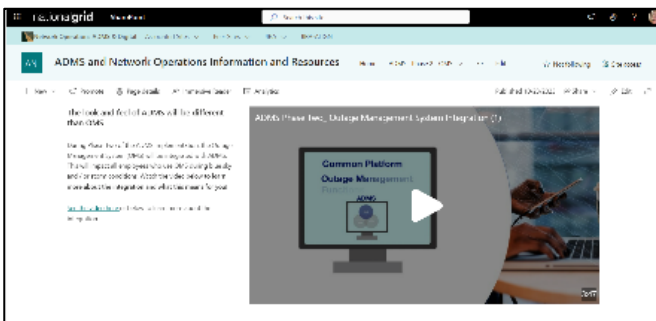
1. Open the report as usual in the PORT application using the left navigation or the Search Cells / Search Outages at the top. (Example uses Search Outages report)
2. Click the mouse in the header of the first column you want as the primary sort order (i.e. example uses Circuit Areas column)
 - a. Report will be re-sorted on that column
3. Hold the **SHIFT** key down and click the mouse in the header of the second column you want to sort by. (i.e. example uses CIR column as the secondary sort)
4. Repeat holding down **SHIFT** and clicking on additional headers if desired
5. The report will now be sorted by the first column, then within that by the second column, etc.
6. To return to the original default sort order use the Reset Filters icon

Helped to create Job aids for various functions within the ADMS/PORT systems



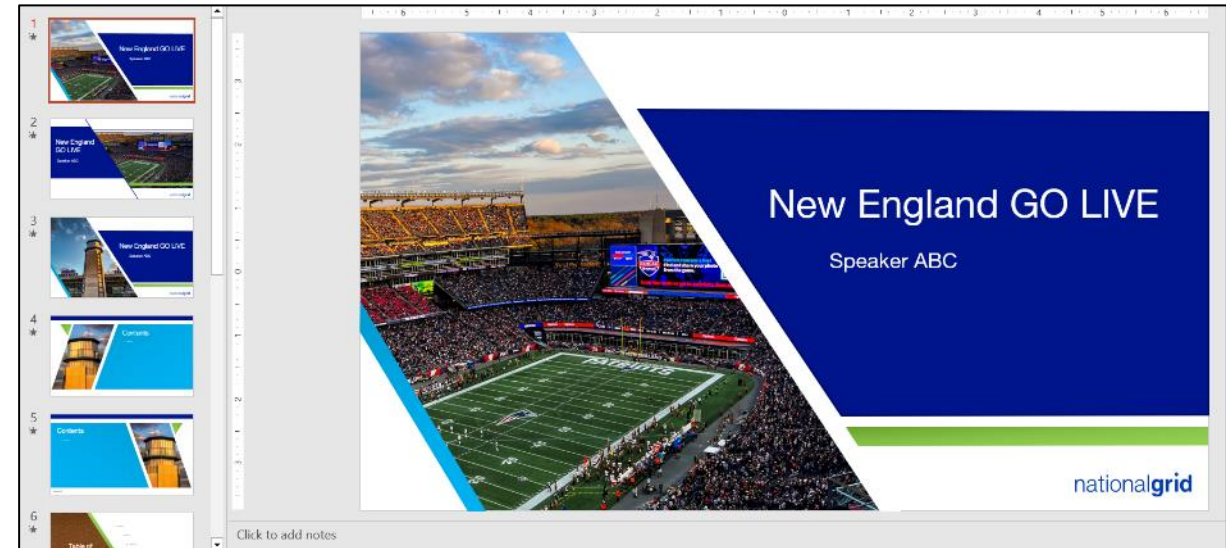
Created various logos and multiple options for the STREAM program that will replace STORM And cascade with a suit of other systems. It's both a work and asset management program.

Created Multiple Sharpoint sites for the change Network Team Portfolios and often created the Assets within the page ie videos and technical designs an information pages.



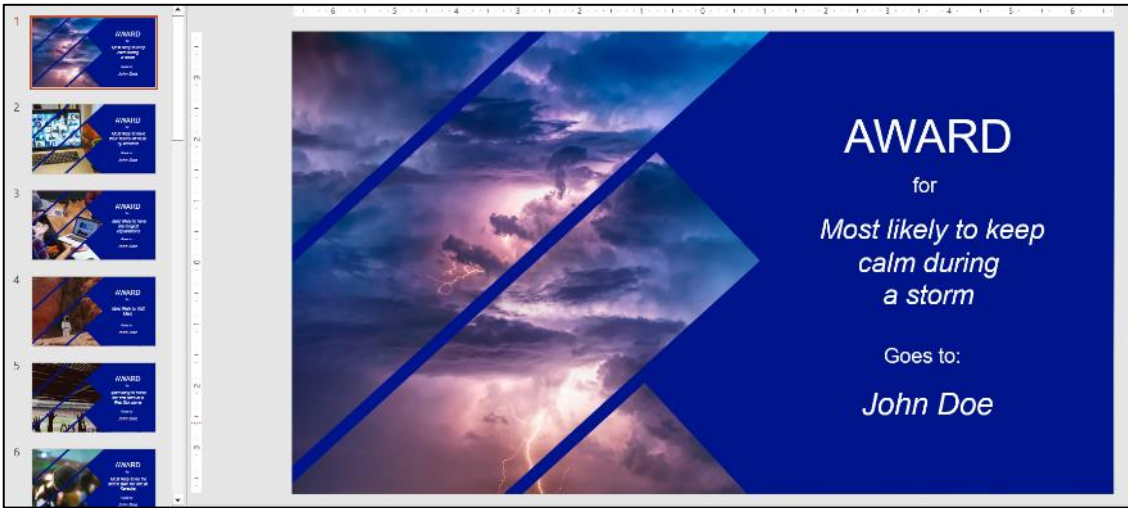


I created the template for the New England Go LIVE event. The pictures in this presentation are mine as well. I took them at the venue. I formatted Allison Mackey's presentation for this event as well. I also created the additional print assets in the form of nametags for the event.



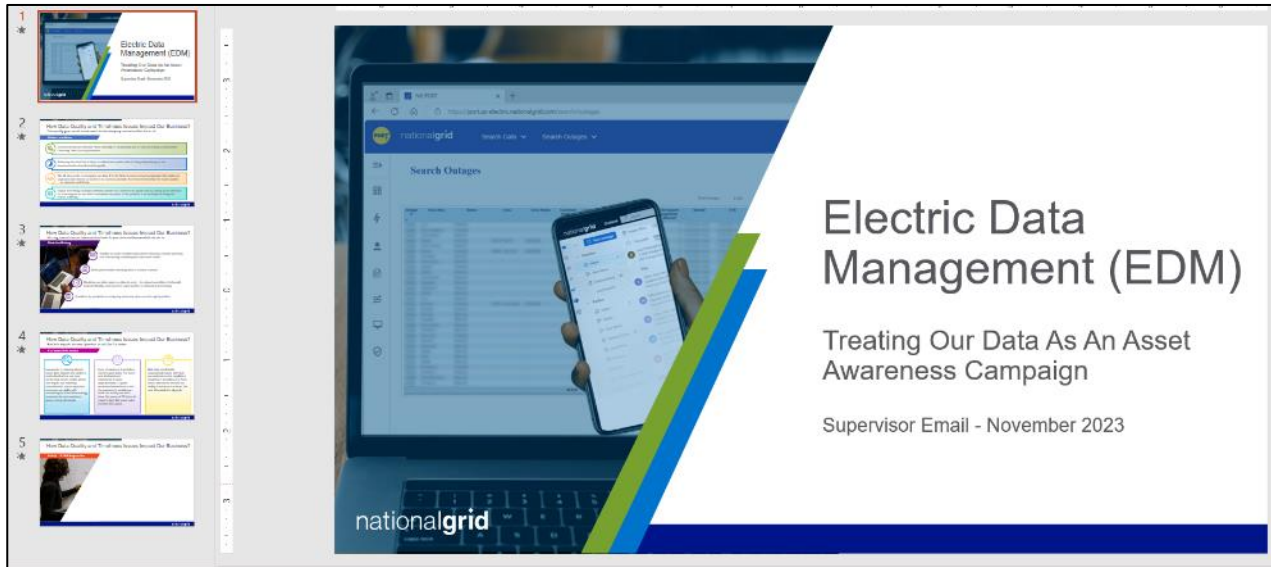
I created the template and designed all the slides for Allison Mackey's (Director of Change, Strategy and Regulation) Ambition presentation for the Decarb Summit. I also created the badges and stickers that were needed for the event.





I created several in walk in video loops in powerpoint for an awards ceremonies with music to autoplay during the ceremony.

Retouched corporate headshots for various employees.



Worked on awareness campaigns with in the Change Network Team. Created the template and designed all the subsequent slides.



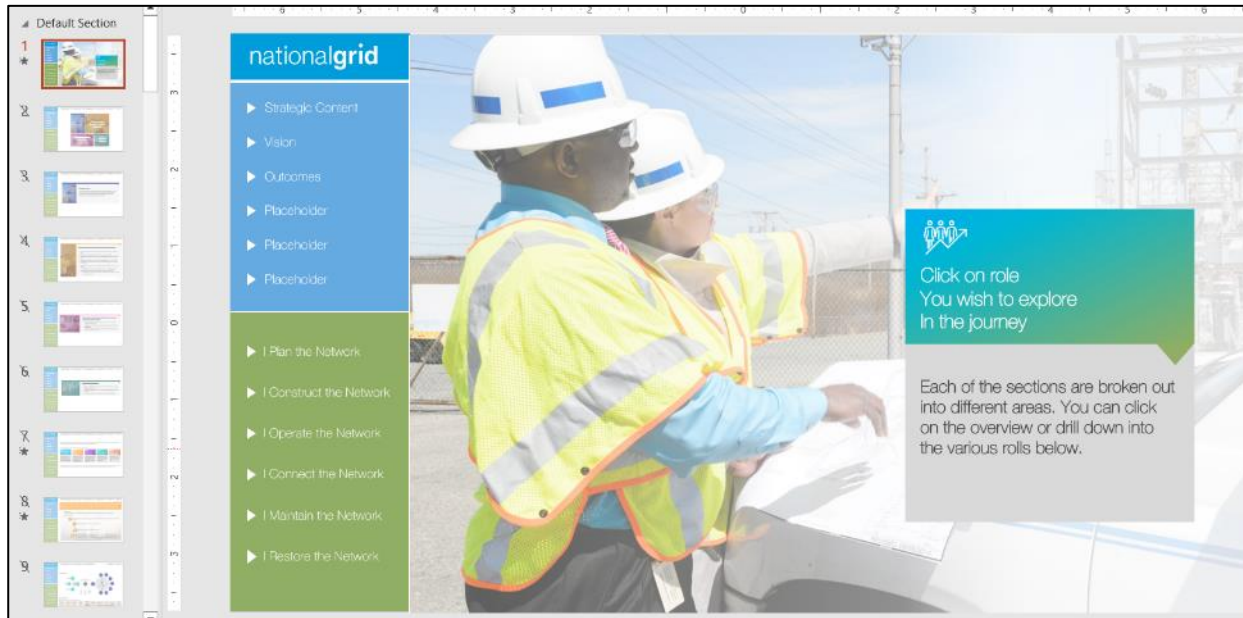


Worked onsite
to photograph
The Decarb
Summit.





Shot and edited the New England Change Team New Years message with Kyle Chace, Principal Program Manager, Business Change Strategy and Regulation.



Designed & created an interactive Powerpoint for the NY change team to tell the 10k view story of the vision to come for different areas within NG in NY. It now lives on their intranet.

ETR Improvement Workshop (1/24/24) SUMMARY

Purpose
The purpose of the ETR Improvement Workshop is to explore what we can do differently to improve the customer outage experience regarding ETR, if not constrained by the tools and processes in place today.

Current State

- Currently, ETRs for outage duration greater than 3 days are at 4% accuracy. In addition, the frequency are not aligned with customer expectations due to Internal driven standard established in 2011/2012.
- Information related to outages are not relevant to customers.

Where we need to be
 Future state of ETR entails timely ETR reporting with ~7% increase in accuracy for outages greater than 3 days. In addition, customers will be provided with information or cause of outages to improve customer experience to 61.2%, over our FY23 performance of 60.5%.

What are the current blockers

- Auto-enrolled customers have fallen off Kuera test updates
- Awaiting approval on Common Outage Cause list from Operations to auto send from Kuera
- Lack of process technology communication from the field during outages

Cross Functional Team

Control Center Ops
 Matt Finkland (M7)
 Tom Gower (M7)
 Chris Hulscher (M7)

NE Digital Transformation
 David Smith - SR - NE Digital Transformation
 Bob Hays - Director, NE Digital Transformation
 Client Advisor - Database Strategy, Public Outage Support
 PM/Project - Database Owner, Public Outage Support
 Data Science - Database Owner, Public Outage Support
 Client Data - Database Owner - Public Outage Support

Customer
 Jay Pitt
 Database Strategy - Database
 Database Strategy & Planning
 Data Management & Project Manager
 Outage Communication

Other Guests
 Dan Franks - T & P
 Tom H. Berr - T & P
 Tom Hays - SR
 PM/Project Manager - Database Support
 Chris Gower - Human Centered Design
 Matt Gower - Human Centered Design
 Greg Givner - IT

	FY 2021	FY 2022	FY 2023	FY 2024
Outage CSAT	64.3%	61.2%	60.5%	61.6%
ETR Accuracy (<2days)				
ETR Accuracy (>3days)				

Key Opportunities

- Review of internal driven ETR metrics, last reviewed in 2019
- Kuera outage cause list approved by Ops
- Prioritization of Mobile Outage Impact functionality
- Kuera Text back capability
- Liquidation of Mobile Customer Contact to employees used utilize for ETR

Next Steps

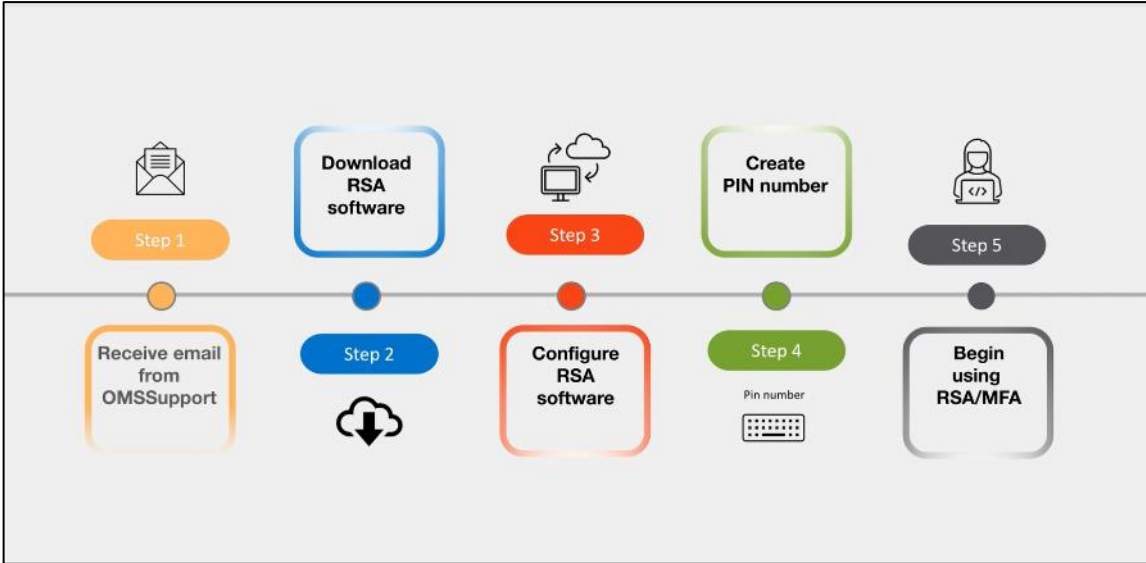
- Follow up with key members from the workshop to begin working on the quick wins
- Build out a longer term roadmap for continued opportunity to improve

Created a one page communication piece for the ETR Improvement Workshop



Took pictures of the NE Go Live Event





Created several videos for the change team as part of advanced communication campaign for changes to come for certain stakeholders.

Change Champion Toolkit
OMS Integration Video

This toolkit will provide you with information you can use in meetings with your team to detail changes they will experience during the OMS integration following the release of Video Two. This toolkit also provides an overview of differences between ADMS Video One and Two, lessons learned from Video One distribution, and talking points for Video Two.

How is Video Two Different from Video One?

Video One provided a **high-level introduction** to the ADMS Project. In Video Two, we will go into more detail on the **OMS integration and changes** Storm Users will experience.

Details in Video Two include:

- The **need for and benefits of replacing** the current OMS
- Information on changes to the existing OMS **log-in process**
- Specific **changes for the Control Centers**

Lessons Learned from One Distribution

Based on your feedback from Video One, we are making the following adjustments to the way we communicate:

- **Earlier Toolkit Distribution**: Change Management team will reach out requests for feedback earlier so that Change Champions have time to socialize with their tool.
- **Increase in Visuals**: Communications will include the future OMS so that users better visualize the change.

Thank you for providing your feedback. This information helps us **tailor communications** to meet your **needs** and drive successful **adoption**.

Talking Points

- **Goal of Phase 2:** During the first part of Phase 2, the OMS will be **integrated** with ADMS.
 - The OMS infrastructure is currently at **end-of-life**, and a solution is needed to continue **outage, call, and crew** management activities.
 - The goal of Phase 2 is to ensure that all OMS users transition safely and smoothly to ADMS.
- **Changes Storm Users Will Experience:**
 - You will have a new log in process to conduct outage management functions.
 - If you currently have access to the OMS map, you will now use the ADMS map. Access to the ADMS map will be automatically be given access to the ADMS map.
- **What will Stay the Same:**
 - All the activities and processes you currently do in OMS in both blue sky and storm conditions will now be done in ADMS.
 - These activities and processes will not change when OMS is integrated with ADMS, although there will be minor changes to views in the OMI tabular.
- **ADMS Questions and Updates:** For any additional questions that you have, the variety of channels that you can leverage to get more information. Please contact your supervisor, send us a direct email at ADMS@nationalegrid.com, or visit the [ADMS Info and Resources SharePoint](#). This is consistently updated with new material as information becomes available.

Change Champion Toolkit
OMS Integration Video

The purpose of this toolkit is to provide you with information you can use in meetings with your team to **raise awareness** and **answer questions** about ADMS Phase Two following the release of the OMS Integration Video.

Tools to Help you Succeed

The following documents will help you **answer questions** from your team about the ADMS implementation. You may also direct your teams to the links below to learn more information.

- **Talking Points** (below): To articulate changes the control center will experience during ADMS Phase Two (OMS Integration)
- **OMS Integration Video** (link): This video covers the goals, timeline, and high-level interface changes of ADMS Phase Two
- **Frequently Asked Questions (FAQ)** (link): The FAQ document answers questions such as where to go for support
- **ADMS SharePoint Site**: This site will be continually updated with new information as the project progresses

Talking Points

- **Overview of Phase Two:** In the first part of Phase Two, OMS will be integrated with ADMS. There will be no changes to current call and outage management processes for both blue sky and storm conditions.
 - **Why?** The OMS infrastructure is currently at end of life, and a replacement solution is needed to continue outage, call, and crew management activities.
- **Changes Control Rooms Will Experience:** Control room operators will experience the following changes:
 - Activities previously done in parallel in OMS and ADMS will now be done **exclusively** in ADMS using the ADMS map. OMS consoles will be **removed** from workstations, and ultimately, you will end up with four ADMS monitors.
 - **All the activities and processes** you currently do in OMS in both blue sky and storm conditions will now be done in ADMS.
 - These activities and processes **will not change** when OMS is integrated with ADMS, although there will be minor changes to views in the OMI tabular.
- **What Will Stay the Same:** ADMS Engineering roles will still be available to Control Room Operators to trouble shoot ADMS performance issues, and all **existing functionalities** in ADMS will remain, such as analyses for switching and DERs.
- **ADMS Questions and Updates:** For any additional questions that you have, please contact your supervisor, send us a direct email at ADMS@nationalegrid.com, or visit the [ADMS Information and Resources SharePoint](#).

Created One pagers for the Change Champion Toolkits.