



# Technology Platform & Workforce Transformation

Presented to OPPD Board of Directors  
Presented by Steve Brown & Nina Swanson  
Presented on May 19, 2022

# Strategic Initiatives Enable Our Mission, Vision

Technology Platform



Customer Engagement Framework



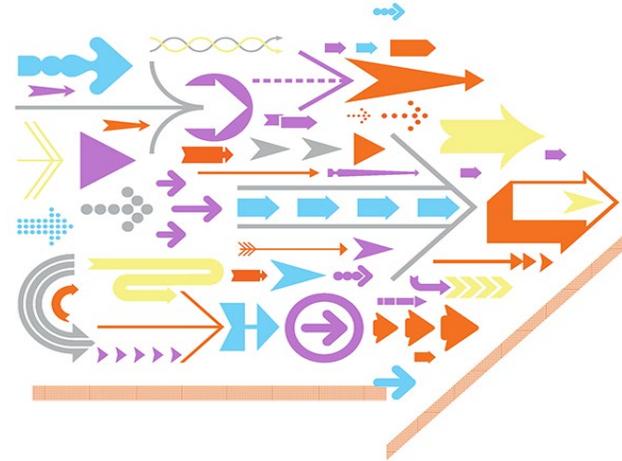
Electric System Evaluation & Modernization



Workforce Transformation (WTSI)



Pathways to Decarbonization



**POWERING THE  
FUTURE TO 2050**

# WTSI & TPSI Objectives



## Workforce Transformation Strategic Initiative

To develop a framework to ensure workforce readiness for changes related to the developing operations model; to support OPPD's evolution as a utility of the future; and promote OPPD's position as an employer of choice.



## Technology Platform Strategic Initiative

To create a sustainable technology base that cultivates customer and employee confidence and directly aligns with the holistic goals of OPPD.

# Two SIs, One Mutual Goal



**Workforce Transformation  
Strategic Initiative**

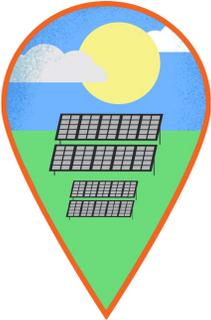


**Technology Platform  
Strategic Initiative**

To make working at OPPD easier and more fulfilling.

# Building a Foundation with WTSI & TPSI

Pathways to Decarbonization



Electric System Evaluation & Modernization



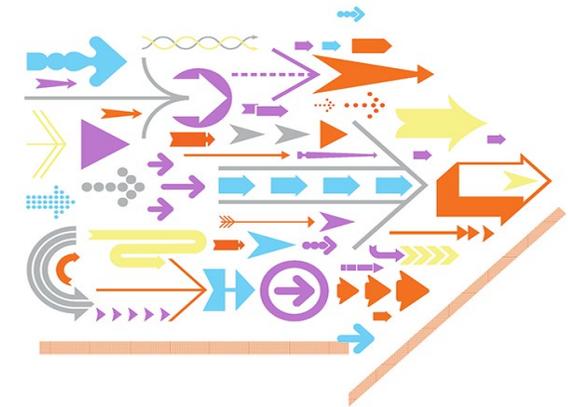
Customer Engagement Framework



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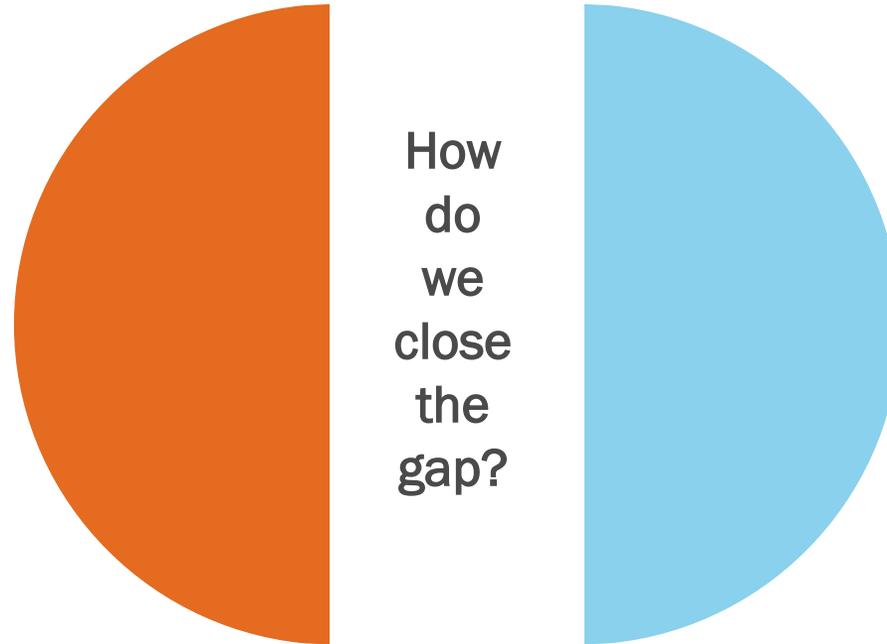
# Leveraging the Voice of Employees & the Business



# The WTSI Approach

## Current State

- Engaged workforce
- Connected to community
- Pride in work
- Rigid approach to work
- Hierarchy dependencies
- Role-bound work
- Policy & program-based environment

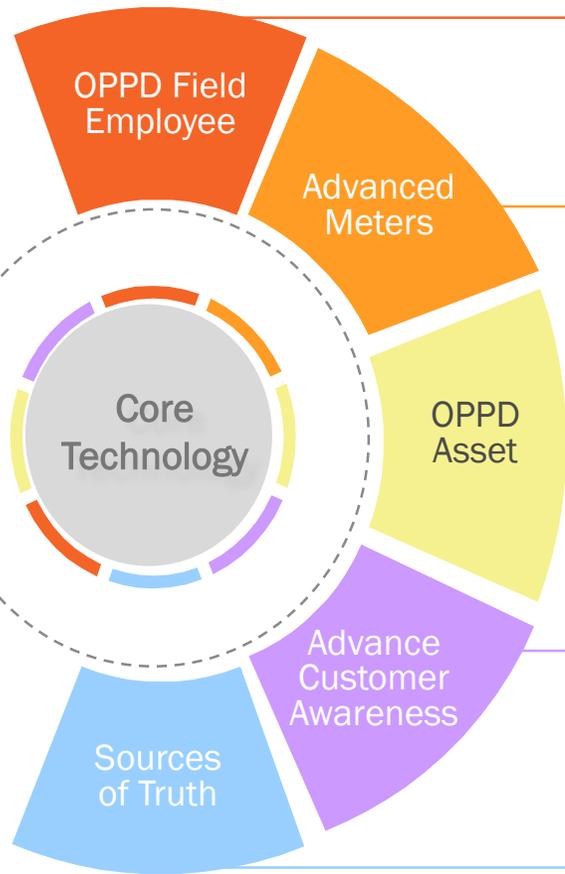


- Focus on **people-first experiences**
- Build a robust **learning organization**
  - Enable **leadership at all levels**

## Future State

- Engaged workforce
- Connected to community
- Pride in work
- Flexible approach to work
- Empowered teams
- Agile work roles
- Balanced approach to risk and policy

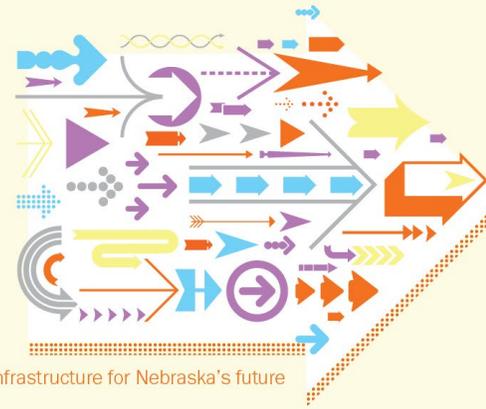
# Advantages & Outcomes



- 1** Modernized field service management will enable field employees to have a far better toolset specific to geolocation, asset availability and dynamic dispatch. This toolset will have a direct impact on their ability to respond to customer needs, proactively as well as under emergency conditions.
- 2** OPPD will be aware of an outage the moment it happens, down to the individual customer. This will enable proactive customer notification and immediate OPPD action, whether it is grid automation or a direct dispatch to service the customer.
- 3** The employee visually surveys the situation and uses a field tablet to bring up a view of the asset and its history. Deciding to replace it, the part is automatically taken out of storage and prepared for transport to the site, a replacement is automatically ordered and procured to ensure inventory readiness.
- 4** OPPD customers are proactively notified when work will be done in their area and its estimated duration, and provided safety tips. Customers can access the OPPD work portal to observe progress and provide feedback.
- 5** Within the Energy Control Center, a given asset failure has created concerns around reliability in the service area. The team brings up a geospatial map of the entire region and is able to survey the surrounding assets, all of which are connected. The team leverages advanced analytics to review historic performance, current state, and to establish a future prediction. They decide to replace several potential failure points proactively. They are able to do this because OPPD data is trusted, accurate and readily available.

# We enable the future of OPPD

POWERING THE FUTURE TO **2050**

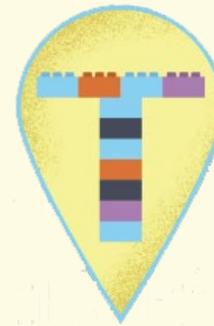


Enabling critical infrastructure for Nebraska's future

Workforce  
Transformation (WTSI)



Technology  
Platform (TPSI)



# Questions?