Technology Platform & Workforce Transformation

Presented to OPPD Board of Directors
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Strategic Initiatives Enable Our Mission, Vision

- Technology Platform
- Workforce Transformation (WTSI)
- Electric System Evaluation & Modernization
- Customer Engagement Framework
- 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

Workforce Transformation (WTSI)
Technology Platform (TPSI)

POWERING THE FUTURE TO 2050
Leveraging the Voice of Employees & the Business

1 Vision

14 Employee surveys and requests for feedback

211 Workshops completed focusing on how we can enable OPPD’s vision

8 Partnerships with other Strategic Initiatives and District-Level Initiatives

75% of employees engaged in 52 virtual roadshows and onsite visits

40 Employee members of cross-functional project team & stakeholder groups
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

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

How do we close the gap?

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