


Management of Change solution for a Power Generation Company

Business Problem

This business needed a management of change (MoC) process to ensure that modifications to engineering processes are properly evaluated and approved before they are implemented. Any change that does not follow a MoC process can bring hazards that are not identified, therefore not mitigated, costs that are not justified and technology that is not proven. A disciplined approach to managing change is necessary to ensure safety and integrity are not compromised while maintaining the initial intent of the change. The business was reliant on a largely manual MoC process that was dependent on physical paper.

Solution



As a committed Lotus business, the customer decided to invest in a Lotus Notes based application to assist in controlling and automating this process. Time Technology delivered the solution on time and to budget using IBM Lotus Notes and a 3rd party reporting tool called Integra for Notes.

The final solution delivered against the following key requirements:

- Full and sophisticated integration to external systems (including 3rd party applications including Oracle and Document Management systems). Full audit tracking of changes and offering full security within all aspects of the system whilst allowing flexibility and easy management of security, access and functionality.
- Flexibility of keyword / picklist lookups, immediate and scheduled email notifications and reporting. Automated wizards including user prompting and inbuilt user help. Powerful navigation and search facilities integrated into personal views to show only documents that are waiting on each user. A simple “live” status of progress when viewing multiple documents and also within each document itself; this includes each stage of the workflow and when each stage was completed.
- The ability to include complex matrices to determine various aspects of the change process which will determine the workflow path to be undertaken (different approvers required at different stages determined by requirements of each individual document).
- Data backup and recovery facilities maintaining full data integrity. Automated archiving of data built in and user maintainable settings allowed for archiving.
- Finally the system needed to provide a reporting capability to produce management, statistical and ad hoc reports on change management activity. These reports available for screen display, printing and despatching via email. Automated user configurable reporting for changes that are in the critical path of the change.

For more information please contact us on 01483 863000 or email LotusSales@time-technology.co.uk

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Business Benefits

The system has now been live for 2 months. It ensures that safety during a change is understood and provides a forum for review to be carried out by all relevant parties in order to mitigate and control any associated risks identified. The application has improved the time taken to review and obtain approval and provides helpful communication updates on progress. Staff awareness of pending and in progress engineering changes has also improved in all areas of the plant.

The customer project team are happy, the users are happy and Time Technology made money. Win/Win for everyone! The next stage of requirements gathering is underway, now that the business has realised the power of Notes. Time Technology are now quoting for an application elsewhere in the business.



Time Technology

Time Technology is 100% dedicated to the provision of solutions and services to the Lotus community. We work hard to help these businesses maximise the value from their IBM Lotus investment. We do this by providing cost effective consulting, delivery and support expertise, and by partnering with a select group of product vendors that have solutions that we believe provide significant business advantage to our customers.

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