

# Systems Operations of the Future...It's Here!

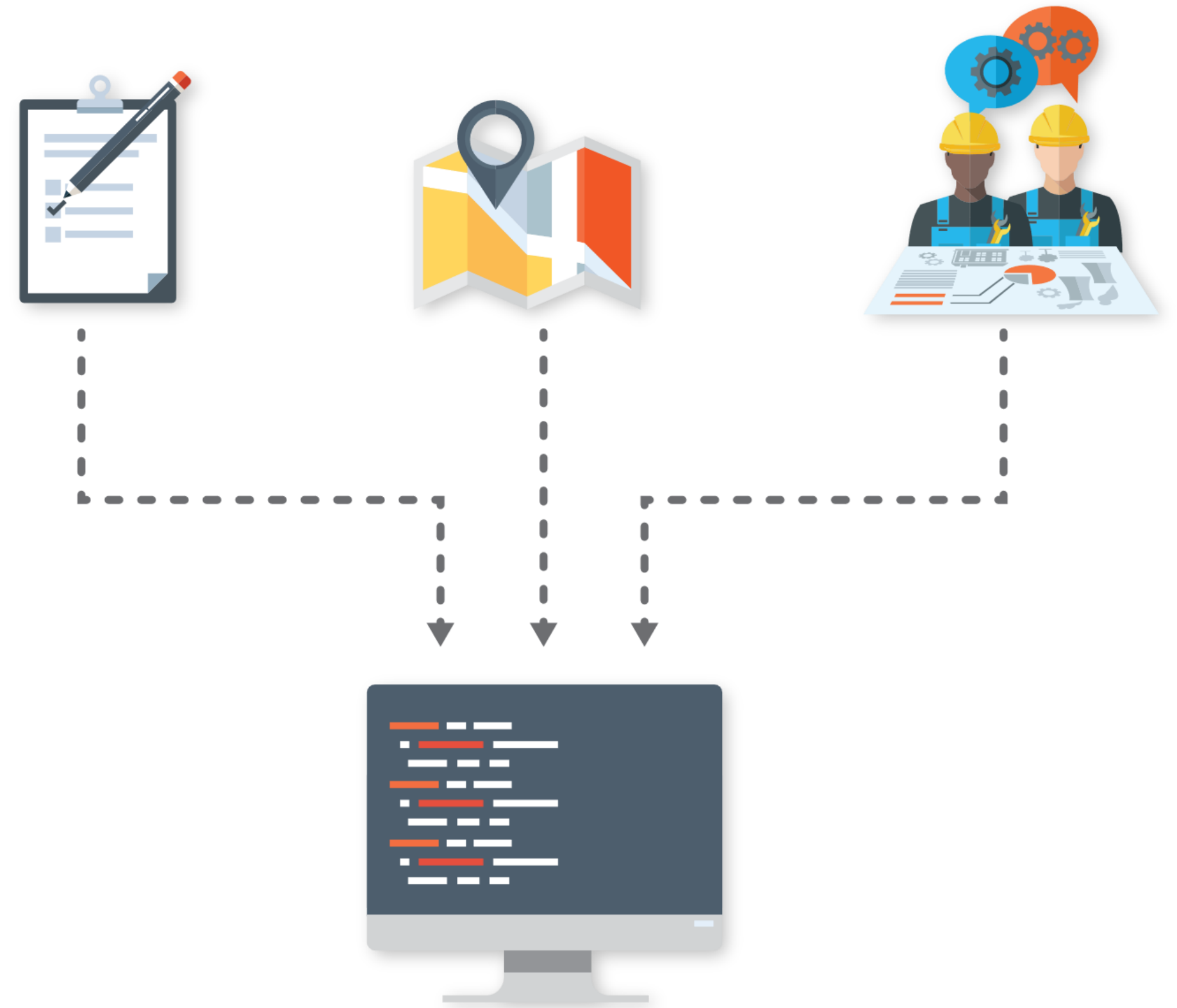


*Mosaic*  
Sean Hillier

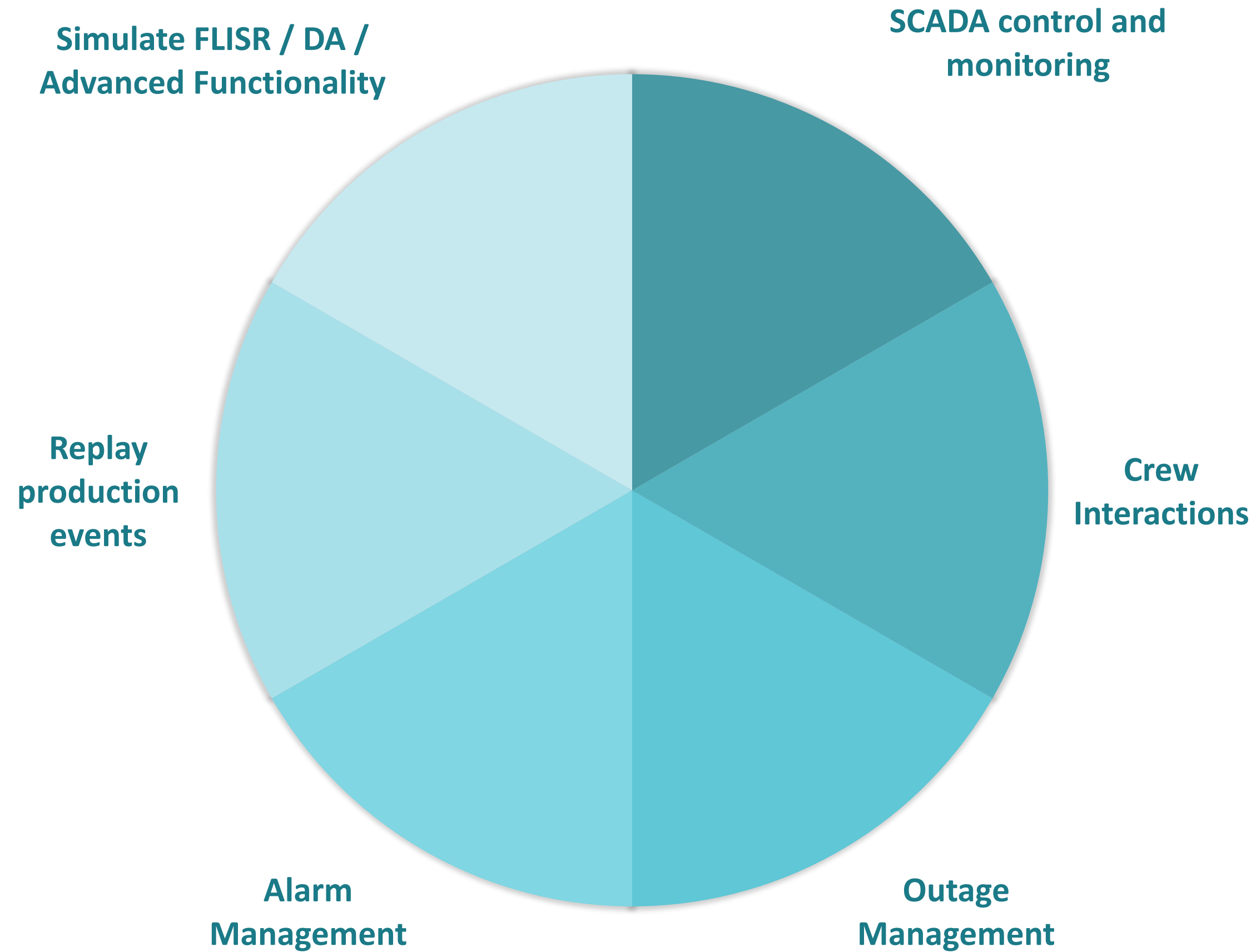


# Keeping the Lights On in the 2020s

- Transformative technologies (ADMS) change and increase the role & skillset requirements within distribution operations
- Increasing complexity in tasks and the standardization of processes and procedures
- Centrally managed models are increasing competency requirements
- Utilities must evolve training requirements and delivery methods

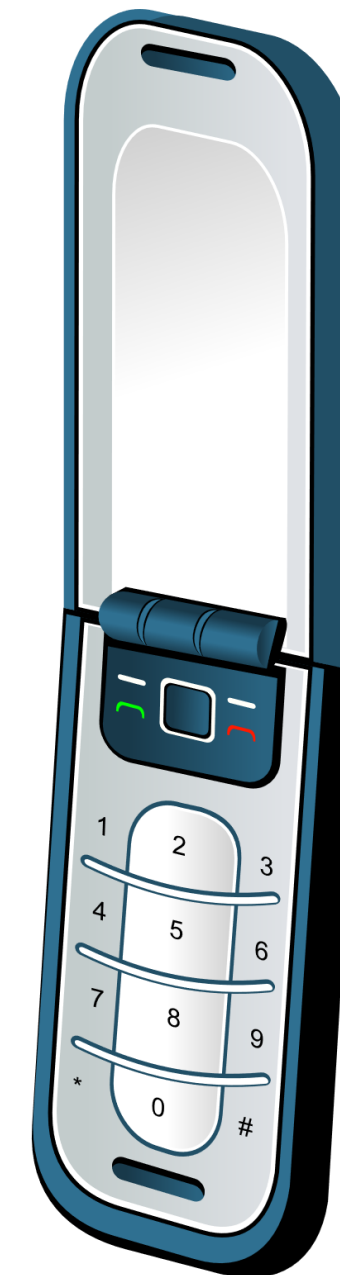


# What are the OTS Functional Benefits?



# New System Implementation with an OTS

- Learn and practice working in the new system prior to using the software in real world situations
- Senior personnel are not expert users at the new system
- Role and task specific practice activities and end-to-end scenarios in an OTS
- Similar to switching from a flip phone to an iPhone / Android, as well as switching from an iPhone to an Android



# New Hire Training/ Progression Evaluation

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New Hire



Trainee Progression



# Thank you!



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