

Transforming your existing workforce to deliver your future business

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Scottish & Southern
Electricity Networks

Powering our
community

SSEN in numbers

Over 4,000 employees, working from 85 depots and offices in the heart of the community.

We maintain 130,000km of overhead lines and underground cables

And 106,000 substations!

We have over 100 subsea cables, powering island communities

Last year we handled over 550,000 calls from our customers

Last year we gave £1m to local community projects through our Resilient Communities Fund

Our first priority is to provide a safe and reliable supply of electricity to the 3.8m customers we serve in the north of Scotland and central southern England

**POWER CUT?
CALL 105**



Transformation comes in many forms



But...it's not just about Technology – it's about people too...

Transformation in SSEN – Powering our Future

Powering our future



Optimising our **Operations**



Developing our **People**



Investing in our **Network Assets**

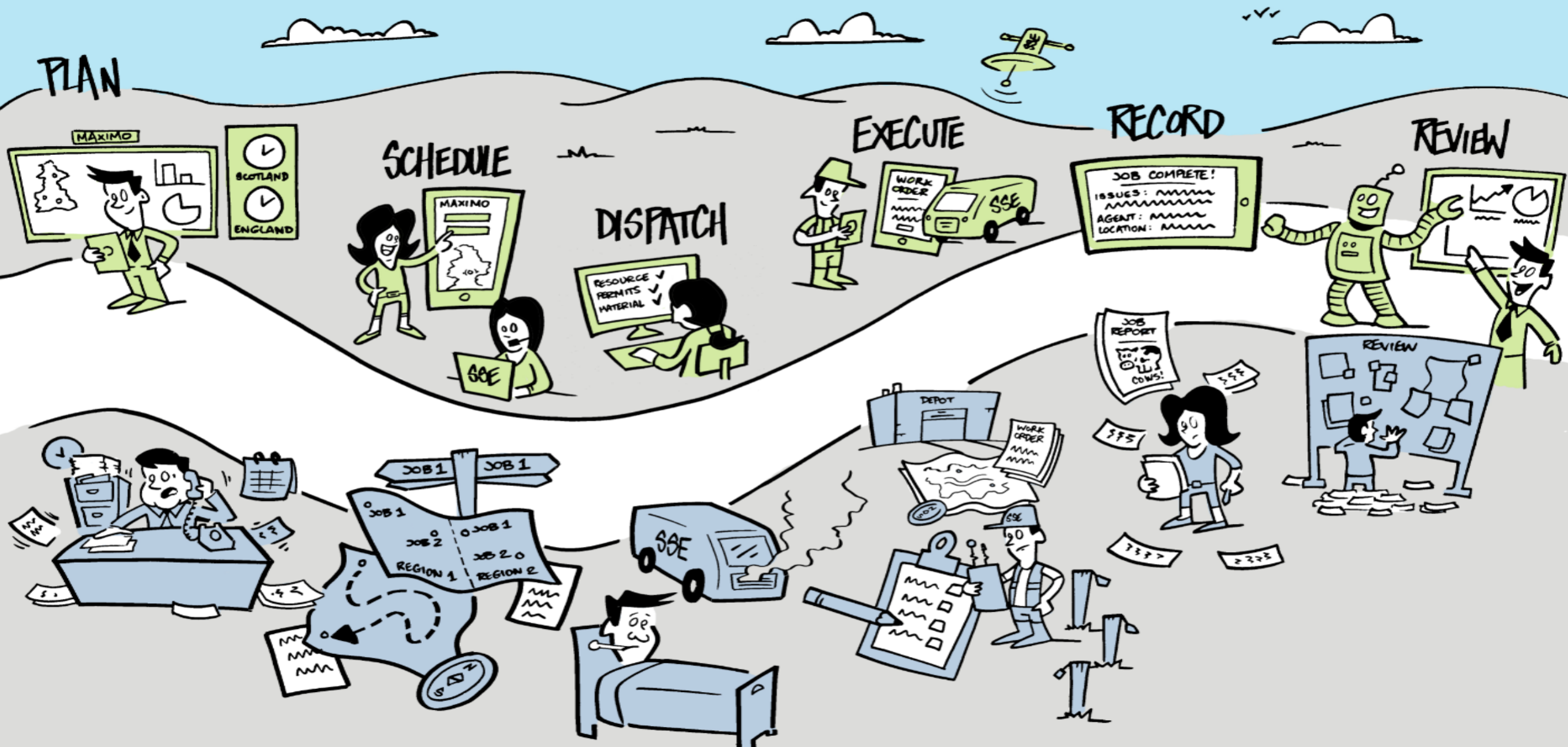


Implementing our **Technology**

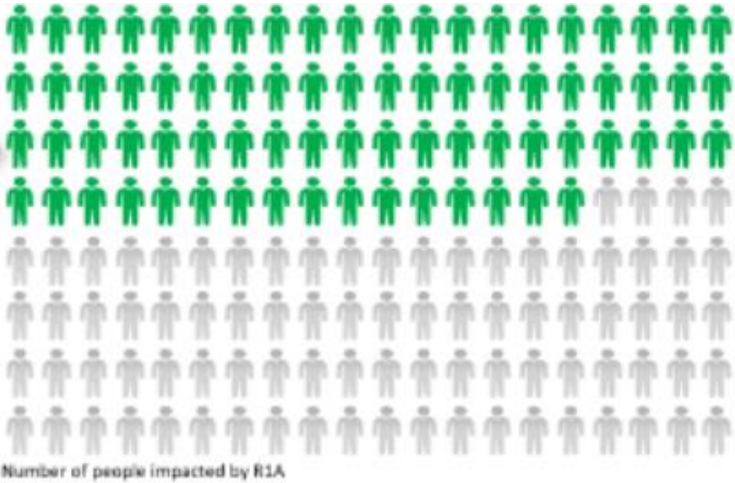


Delivering for our **Customers**

Our experience of delivering technology change

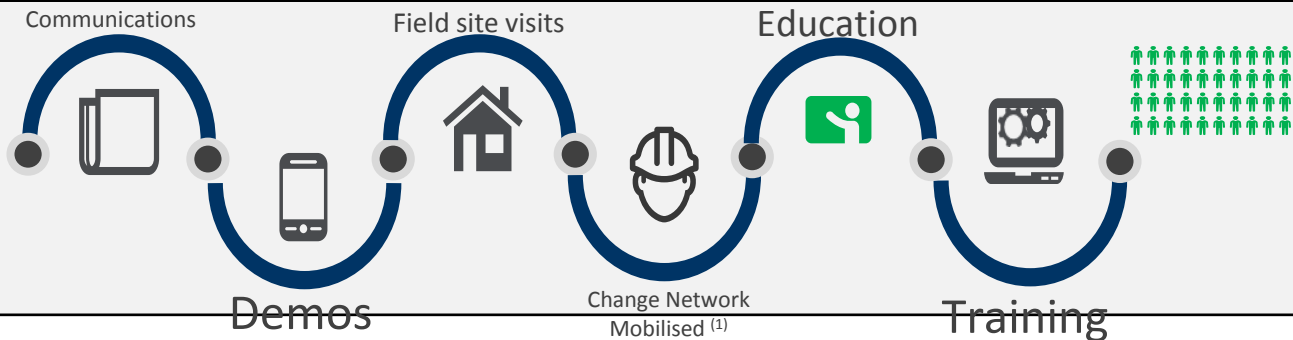


The people behind the change



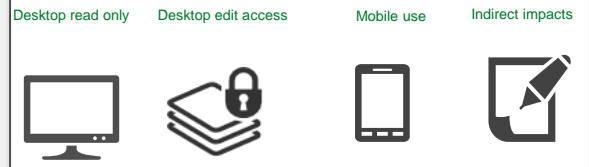
How we will support the business through this change

Following Gate 3b, there will be a series of activities and streams of work which focus on ensuring the business are aware, engaged and ready for when the new system goes live. These include:



How will users be impacted?

The implementation of Release 1A will see Maximo used on both a desktop and mobile device. Some roles will be indirectly impacted and will continue to use manual forms that may feed to/from Maximo.



Three key learnings to share...



Know your audience, everyone is different



Embedding change relies on taking people with you



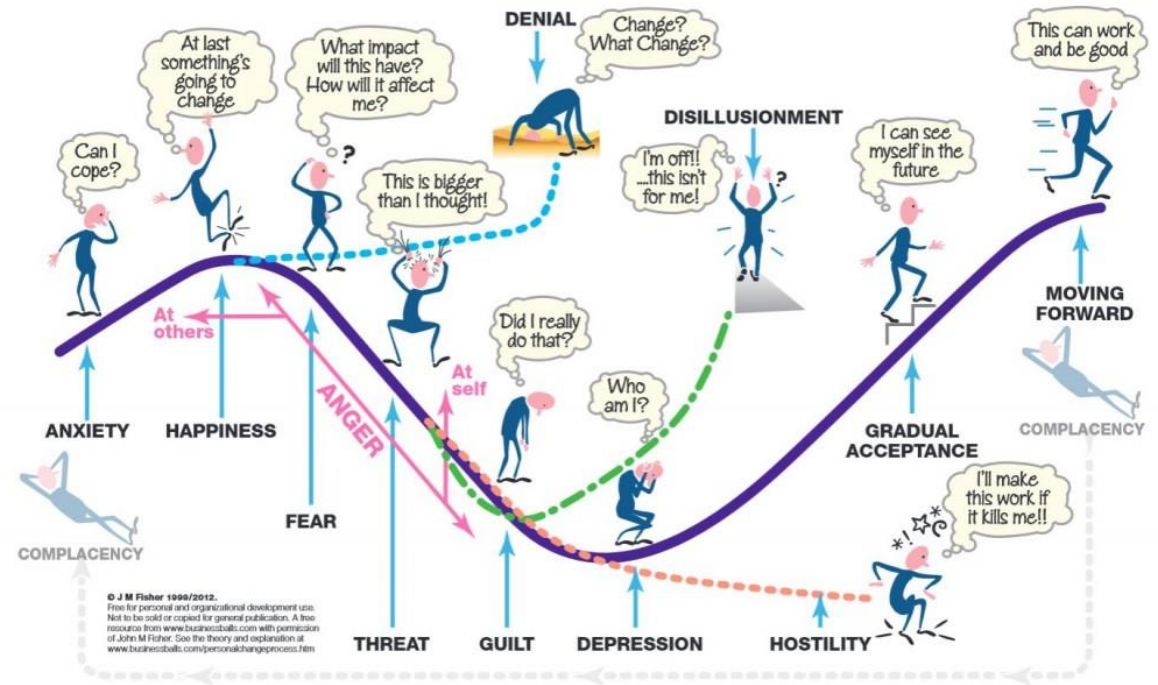
It doesn't end with a successful roll out of technology



Know your audience, everyone is different

- Recognise behavioural change
- New technology can be intimidating
- One-size-fits-all solution doesn't work
- Capacity for learning is key
- Apprentices can become the teachers

The Process of Transition - John Fisher, 2012 (Fisher's Personal Transition Curve)





Embedding change relies on taking people with you

- Know your influencers and use them!
- Understand the true scale of change
- Identify single senior sponsors early
- Appoint credible Business Implementation Managers - use your best people
- Open and honest two-way communication channels





It doesn't end with a successful roll out of tech

- Beware of box ticking and back slapping too soon...
- A wide range of success measures should be considered –
 - Engagement scores, attrition rates, quality of data
 - Training completed, work orders issued, system performance



So where are we today – two years in... ?

Powering our future



Optimising our **Operations**



Developing our **People**



Investing in our **Network Assets**



Implementing our **Technology**



Delivering for our **Customers**

Final thought – be more human!

- People will naturally favour the status quo rather than pursue change, simply because it can be stressful.
- Change introduces new ways of thinking, most of us try to make it fit with what we already know.
- Humanising change can inspire people to feel empowered and involved.



Thank you

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