



Vision, Victory, Vigilance:

Your Journey to Implementing and Sustaining Utility Billing Software





Task#09	65%
Project D	53%
Task#08	25%
Task#07	45%
Project C	38%
Task#06	25%
Task#05	30%
Project B	36%
Task#04	25%

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What are some words that come to mind when you hear software implementation?

① Start presenting to display the poll results on this slide.



SIDE WEST
0882
HALF MARATHON

SIDE WEST
0724
HALF MARATHON

SIDE WEST
0629
HALF MARATHON

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What are some words that come to mind when you hear marathon training?

① Start presenting to display the poll results on this slide.

What's the Connection?



Principles | Implementation vs. Marathon Prep

Goal-Setting



Consistency



Continuous Improvement



Planning



Collaboration

Meet Julie

SISTER | SPARTAN | SCREWBALL



Start 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50

STACLE GUIDE

- 1 6' WALL
- 2 OVER WALLS
- 3 7' WALL
- 4 SANDBAG CARRY #1
- 5 OLYMPIUS
- 6 8' WALL
- 7 BALL SHOOTER
- 8 BENDER
- 9 STAIRWAY TO SPARTAN
- 10 BEATER
- 11 THE KNIVES
- 12 TYNOCLEAR TRAVERSE
- 13 TWISTER
- 14 LUMINOX MERCURUS HOIST
- 15 HURDLES
- 16 VERTICAL CARGO
- 17 ATLAS CARRY
- 18 11' WALL
- 19 HONEY BARS
- 20 2 WALLS
- 21 SANDBAG CARRY
- 22 SPEAR THROW
- 23 RAGLUTEN BOYS CLIMB
- 24 CRAWL TUBES
- 25 RAGLUTEN MULTI-BO
- 26 BUCKET CARRY
- 27 BARBED WIRE CRAWL
- 28 SLIP WALL
- 29 INVERTED WALL
- 30 CRAFT A FRAME CARGO
- 31 FIRE ZAMP



SHARE YOUR STORY

#SPARTANMONTANA



MONTANA BEAST AND SPRINT WEEKEND FESTIVAL MAP
 AVERILL'S FLATHEAD LAKE LODGE, BIGFORK MT
 MAY 4-5, 2019









Meet Julie

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A lesson in what not to do!

Let's learn from Julie's mistakes and:

1. Establish a process
2. Know your limits
3. Walk the walk

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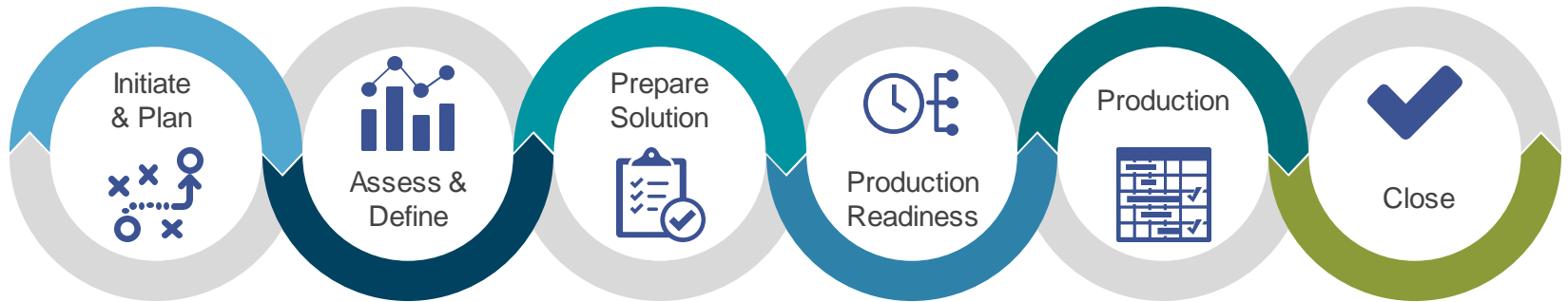


What areas of software implementation concern you the most?
(Select all that apply)

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Step 1: Establish a Process

Make sure there **is** an established process with the vendor of your choice!





Ask Questions!

Step 2: Know Your Limits



Know your organization and its capacities

- Allocate sufficient personnel resources
- Set reasonable expectations
- Clearly assign roles
- Divide responsibilities
- Communicate!



Understand your — and your vendor's — responsibilities

Step 3: Walk the Walk



Future State Design Plan



Align your business practices to the configuration options available in your solution.

Get into the specifics, and **make sure your vendor understands your process!**

Future State Design Plan



Examples of work you will want to do:

1. Review current customer service policies
2. Review, consolidate, and simplify retail rates
3. Reduce the number of rate structures and simplify rate complexity
4. Implement retail rate changes at least three months before billing system migration
5. Consolidate duplicate rates
6. Remove all obsolete rates

Future State Design Plan



Don't assume your vendor knows your process!

You vendor can help you configure your software based on your intended outcomes and software capabilities.

Training Plan



Customize training based on job roles: different areas of functionality and depth of understanding required

Build in personnel backups: make sure multiple people understand the same aspects of the system

Data Conversion Plan



Understand the requirements of your data conversion — manual or automated.

Clean up the data in your legacy system!

Solution Validation Plan



Review your configuration and processes to ensure the software functions at an **acceptable** level prior to Go-Live.

Solution Validation Plan



Validation Checklist Example:

1. Ensure all active accounts have been migrated
2. Verify correct, active rate codes are in place
3. Ensure meter readings use correct units and decimal place
4. Verify meter multipliers are correct
5. Verify sample bill calculations and printing
6. Perform bill comparisons between the systems
7. Verify core capabilities are functioning

Solution Validation Plan



Finding discrepancies is **normal!**

Validating allows you to focus on **maximizing performance over time.**



It's Race Day!



You did it!



You did it!

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You just finished your implementation. What next?

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Keep Training



Take advantage of **training opportunities to keep your software running optimally**, keep up with changes and enhancements, and eventually become an expert user.



The Penguin Effect



The Penguin Effect



You won't remember everything your implementation team showed you or be an instant software expert.

Keep training!

How's Sister Julie?



She's a Beast! But she was also battered, bruised, and exhausted.

Learn from Julie: **Do the work and prepare!**

Questions?

Thank You!

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