

Tentative Workshop Program	
Time (hrs)	Activity
Day One –16th May 2017	
0830	Registration
0900	Opening of Workshop
0915	Session 1: Keynote Speech : Information Management for Electric Utilities
1000	Coffee Break
1030	Session 2 : Electricity Distribution Business and Information Management
	Presentations , Q & A
1230	Lunch Break
1400	Session 3: Diagnosis, Framework and Strategies for Data Management
	Presentations , Q & A
1530	Break
1600	Presentations , Q & A
1700	End of Day One
Day Two- 17th May 2017	
0900	Session 4: Data and IT solutions for Network & Asset Management – Part 1
	Presentations , Q & A
1030	Coffee Break
1100	Session 5: Data and IT solutions of Network and Asset Management – Part 2
	Presentations , Q & A
1300	Lunch
1400	Session 6 : Data and IT solutions for Customer and Business Analytics
1530	Coffee Break
1600-1640	Session 7: Panel Discussions: Summary of key learning points and Charting Way forward
1700	Closing of Workshop



Presents:

**Workshop on Data & Information Management for Electric Utilities
16-17 May 2017.
Corus Hotel, Kuala Lumpur, Malaysia**

“Managing Information Asset for Business Excellence”

Supported by:



Background/Objectives of Workshop

Asset intensive and customer centric T & D electric utilities in ASEAN are seeking better business performance – improve asset performance, excellence customer services, reduce risks and optimize investment amidst set of external and internal challenges. Strategic responses of T & D utilities and outcomes are influenced to a large extent upon maturity of processes and supportive data and information management. Strategic program to develop and integrate AM best practices, best in class customer relationship management and smart grid capabilities further exposed existing maturity gaps in data and information management and business implications.

T & D utilities have portfolios of distributed assets or geographically diverse assets, making up power delivery systems and naturally with equally distributed customers that have to be managed in more real time so as to effectively achieve desired business performance. Pivotal to high performing T & D utilities is matured data and information management capabilities characterized by the following :-

- *Developed set of comprehensive asset data or attributes and network models that depicts circuit connectivity, topology and connected customers enabled and supported by GIS solution as a centerpiece or single source of truth for network data/information storage or Enterprise Information Management (EIM) for distribution utilities.*
- *Data management standards, data strategies that are aligned or driven by business needs – to support customer services, asset or network management processes and business performance management.*
- *IT strategies that deal with development or migration from disparate IT systems towards the convergence of IT/OT systems and priorities of applications in line with developing core GIS-based EIM from multiple network or assets.*
- *Data management, EIM, EAM and integrated IT applications that providing benefits in enabling advanced business processes, enhanced effectiveness and efficiency of business processes, quality, supporting deployment of analytics to understand performance levels, data informed decision making.*

The organizers recognize that ASEAN distribution utilities are aware of the issues and implications of low maturity in data/information management but somehow direction, related programs or changes and heavy investments are not quite delivering consistent and desired values. Hence, this workshop is aimed at providing the much-needed platform or “melting pot” for ASEAN industry enthusiasts and stakeholders to offer and exchange ideas and experience on options on strategies and solutions in forging ahead with this area of critical business capability. Workshop program will offer presentations and panel discussion by industry experts from local, regional and international scenes. Workshop will focus on critical issues faced by ASEAN utilities and solutions in addressing foundational and sometimes long standing gaps and providing options in advancing data/information management capability consistent of their pursuit of business excellence.

Workshop Programme & Session Topics

<p>Session 1</p>	<p>Keynote Speech: Information Management Values and Challenges for Distribution Business <i>To provide insights into business excellence model, business imperatives and transformation strategies and program and related value of matured information management and implications of gaps. Overview of common issues, approaches and strategies in developing information management. Key learning lessons and success factors.</i></p>
<p>Session 2</p>	<p>Electricity Distribution Business and Information Management <i>Following session 1, session 2 will cover more specific perspective of industry stakeholders in citing distribution business performance issues, high level improvement strategies, and critical influence of data and information maturity. Of particular interest, establishing clear links between performance issues, strategies, solutions and enabling set of information management capability.</i></p>
<p>Session 3</p>	<p>Diagnosis, Framework and Strategies for Data Management <i>Session will deal with ways to acquire more in-depth understanding of impact or cost of data and information gaps founded on proper diagnosis which is starting point in pushing utility performance towards new frontiers. The next key step in the journey is develop strategic framework and programs for developing data and information capability that are aligned to support critical business processes, methodology and analytics across energy value chain – customer services and network management. Structured approaches in developing data management standards driven by business needs, data governance, IT strategies in parallel with business process reengineering focusing on addressing foundational capabilities, legacy issues and non-disruptive migration towards ultimate destination will hopefully be brought into focus. Some specific elements to be covered are as follows:</i></p> <ul style="list-style-type: none"> • <i>EIM Governance-sponsorship, policies, alignment/structure</i> • <i>Enterprise Business and IT Core Processes –Data Quality & Security & Movement, CSIs & KPI, organization structure/roles and responsibilities</i> • <i>EIM infrastructure- ICT Roadmap, knowledge and repositories, technologies, standards and best practices.</i>

Session 4	<p>Session 4: Data and IT solutions for Network & Asset Management – Part 1</p> <p><i>Session will deal with solutions for utilities in developing EIM and EAM system to support network management life cycle processes that ensure network related activities are capture and changes to system are efficiently updated towards real-time network management. GIS based EIM/EAM has proven to be ultimate source or center piece of asset and network modeling for network planning and host of OT (operational technology applications). Various IT/OT applications that are dependent on single source of truth in terms of asset data/network model/topology/circuit and customer connectivity will also be covered.</i></p>
Session 5	<p>Session 5: Data and IT solutions of Network and Asset Management – Part 2</p> <p><i>This session will continue to deliberation on merits and values of alternative solutions namely workforce management, data mobility solutions, linear asset management, outage management system, SCADA/DMS, asset management solutions related to risk-based asset management, asset analytics and optimization tools. Values derivable and accurate effectiveness and efficiency measures of related investments for each solution are also expected to be brought into focus.</i></p>
Session 6	<p>Session 6 : Data and IT solutions for Customer Relationship Management and Business Analytics</p> <p><i>This session will focus on solutions to support customer centric strategy and processes and analytics. To cap it all is data and information management to support business performance management to assess how the business is going and accurately assess gaps in performance and opportunities for improvement after having aligned, developed and integrate data management capability in support of all critical business processes related to energy value chain.</i></p>
Session 7	<p>Session 7: Panel Discussion: Summary of key learning points and Charting Way forward</p> <p><i>The last session is panel discussion to summary key learning points of workshop proceedings especially sets of options or solutions deliberated. Set of resolutions will be presented as a take away for attending participants to trigger rethinking, strategizing and implementing actions in aligning, developing and integrating data and information management for distribution utilities.</i></p>

Workshop Dates and Venue

Date: 16-17 May 2017

Venue: Corus Hotel, Kuala Lumpur, Malaysia

Please visit www.corushotelkl.com

Special invitation to Speakers /Panelist

The organizer, CIRED Malaysia is hereby extending invitation to members of industry expert community, practitioners/enthusiast and professionals from T & D utilities, consultants and solution providers to share their experiences, knowledge, perspective on topics covered in the workshop. at the workshop. Interested contributors are required to submit short abstract for consideration and approval. Approved speakers are only required to prepare ppt for presentation to be submitted a week before the date of the workshop. Kindly contact Ir. Halim Osman (e-mail: halimtamsb@gmail.com, mobile: +60193856970) for further details or guidance. Speakers are exempted from registration fees and have free access to the two-day workshop.

Who should attend?

This workshop should be attended by senior engineers/managers/decision-makers from utilities, industry regulators, utility management and IT consultants, IT service solution providers within Malaysia, ASEAN and other advanced markets.

Workshop Fees & Registration

For registration details, please visit our website at www.cired.org.my or contact cired.malaysia@gmail.com / +6012648843 (Zuralna Zamri)

About The Organizer

CIRED Malaysia is a local industry-based NGO dedicated towards shaping and advancing the local Electricity Supply Industry(ESI), towards meeting the needs of all stakeholders through capacity building and promoting industry best practices in technological and business management It was established in 2000 and has since contributed significantly to the continuous development of ESI through capacity development and stakeholder engagement program. For further information , please visit www.cired.org.my.



Registration Form

Full Name		
Position		
Address		
Telephone / Fax No.		
Email Address		
Participation Fee	RM800 Payment by cheque and bank transfer should make use of the following bank information. Account Holder: Pertubuhan CIRED Malaysia Account Number: 512352203375 Bank Name: Maybank Berhad Bank Address: 115-117 Block E, Kelana Park View, Kelana Jaya, 47301 Petaling Jaya, Selangor	
Signature & Date		

Note: Please complete the above form. Email us the scanned copy and any payment transcript.

For further enquiries, please contact the following:

Contact Us

Mr. Halim Osman - halimtamsb@gmail.com
cired.malaysia@gmail.com