TRM's Organizational Change Management, Training & Documentation (OCMT&D) Solutions

Learning delivered exactly how clients need it

Along with business process improvement recommendations, technology and infrastructure design, TRM recognizes that effective change management, detailed technical documentation, and well-executed training programs are vital to the success of any software upgrade or implementation project. We understand that a well thought out and implemented change management and training plan lowers the overall risk of the project and increases the return on your investment.

The TRM OCMT&D organization provides the following offerings to our clients:

- Organizational Change Management for Maximo implementation and upgrade projects
- Training Program Development and Support
- TRM IBM Maximo Training
- Custom Maximo End User, Subject Matter Expert (SME), and Train-the-trainer Workshops & Training
- Customized Help in Maximo
- Succession Planning

TRM instructors and course designers can help you build a training program specific to your business requirements and configuration. We offer clients both customized and pre-packaged training solutions ranging from:

- Better and best industry practice workshops
- Business Process Training
- Delta training – overviews of the new functionality in the new versions of Maximo and ITSM
- Training your in-house system administrators and application developers before, during, and after the project

- Maximo and ITSM end-user training
- Immersion training
- Subject Matter Expert and "train-the-trainer" courses
- Custom on-site or public courses for TRM RulesManager SE™ - the leading configuration tool for Maximo and Tivoli Process Automation Engine
- TRM Public Courses:
  - Workflow
  - Maximo for EAM and ITSM
  - Maximo Asset Management (EAM)
  - Tivoli Service Request Manager, TAMIT, CCMDB, and TADDM
  - BIRT Report Writing

The TRM Team

The TRM OCMT & D team stretches across the entire TRM organization. TRM has certified IBM trainers in every group: development, system administration, software development, and project management.

The TRM OCMT&D team participates in all phases of an implementation project in order to facilitate the gathering of training information for the end user go live training. OCMT&D team members participate in the business process and technology reviews and assist with documenting the business process SOPs. These will later be incorporated into the custom end user training materials as well. OCMT&D assist in developing test scripts. These scripts are also used as the basis for the step-by-step directions for many of the process How To's.

Our Training Philosophy

Our goal is to facilitate swift understanding, acceptance, and adoption from end-users. We also view training as a critical part of the change management program of any implementation. Training conveys that:

The technology changes are important to the business and higher-level management is dedicated to its success

Management understands the importance of the end-user to the success of the project and has invested in the end-user.

These tools allow end-users to get the job done faster, easier and better.

Organizational Change Management

TRM utilizes a scalable change management methodology that consists of 5 primary goals, 8 critical steps within the goals and breaks down to a total of 15 key project tasks. This methodology incorporates our training plan and technical documentation right into the change management, so that nothing is left to chance.

Training Program Development

TRM's vast training experience allows us to offer our clients the assistance they often need beyond Maximo training. We can assist organizations in building out an entire training program for their organization.

From templates and development processes to role and course definition, TRM can work directly with your training group or in place of a training department to develop and maintain an overall curriculum for your organization.

We offer regularly scheduled courses in Washington DC and San Diego. More information about our classes, visit www.trmnet.com or call 703-548-4285.

Custom Maximo Training

As a result of developing Maximo training programs and training materials in support of a number of large Maximo upgrade and implementation projects, TRM has developed a rich set of templates that produce high quality training and documentation in a shorter amount of time.

We have a Training Plan template that is used for each client to assist in defining who needs what type of training. We focus on role-based training so the end users are only trained on what they do with Maximo rather than complete functionality of the application. We perform SME training, which was often referred to as train-the-trainer, and consists of teaching the core team, help desk, and any internal client trainers on all functionality in Maximo for their deployment. We now offer an actual train-the-trainer workshop where we utilize the customer's custom training materials and teach them how to present in different types of instructor-led formats.

All TRM Training projects leverage over one hundred pre-built Maximo Functional Area Topic Specific training modules. These modules can be utilized to teach out-of-the-box Maximo functionality or they can be combined with your organizations business processes to perform role-based custom training.

About TRM

Total Resource Management (TRM) is focused on improving the asset and operational performance of organizations through the effective use of information technologies. TRM is an IBM Premier Business Partner with over twenty years' experience delivering asset and service management solutions based upon IBM Maximo. TRM supports clients across a wide range of industries, including government, defense, cities, facilities, energy, utilities, transportation, and life sciences.

TRM is based in Alexandria, Virginia and has business centers across the U.S. For more information, visit www.trmnet.com or call 703-548-4285.

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A sample of TRM's pre-built training modules:

1. Overview
   1.1. Start Center
   1.2. Signature Security
   1.3. Navigation
   1.4. Querying
   1.5. Using Help
   1.6. Ad hoc Reporting

2. Property/Inventory
   2.1. Creating and Maintaining Item Master Records
   2.2. Querying from the Storeroom Application
   2.3. Querying and Issuing from the Inventory Application
   2.4. Using the Issues and Transfers Application
   2.5. Physical Counts Inventory Process
   2.6. Inventory Re-order Process

3. Purchasing
   3.1. Create a Purchase Requisition for a Work Order
   3.2. Create a Purchase Order for a Work Order
   3.3. Create a Purchase Order for a Credit Card Reconciliation
   3.4. Receiving PO Items
   3.5. Invoicing PO Items
   3.6. Querying in the Purchase Requisition Application
   3.7. Querying in the Purchase Order Application

4. Work Management Lifecycle
   4.1. Location and Asset Hierarchy
   4.2. Creating and Maintaining Locations
   4.3. Creating and Maintaining Systems
   4.4. Creating and Maintaining Assets
   4.5. Moving Assets
   4.6. Retiring Assets
   4.7. Creating Job Plans
   4.8. Using Job Plans on a Work Order
   4.9. Creating Preventive Maintenance Records
   4.10. Generating Work Orders from a Preventive Maintenance Record
   4.11. Creating a Work Order in Work Order Tracking
   4.12. Creating a Work Order in Quick Reporting

5. Administration
   5.1. Creating and Maintaining Crafts
   5.2. Creating and Maintaining Qualifications
   5.3. Creating People, Users and Groups
   5.4. Creating and implementing Security Groups
   5.5. Creating and Assigning Start Center Templates
   5.6. Creating and Maintaining Labor Records

Succession Planning

Many of TRM's current clients are facing unprecedented employee turnover in the next five to ten years due to retirement. Not only do these organizations need to replace these individuals or at the very least, disseminate their tasks, they also need to find a way to transfer the valuable knowledge and experience that each of these retiring employees has.

TRM's OCMT&D group is uniquely qualified to assist in this endeavor. Our team understands how to gather not only standard operating procedures (SOPs), but also gather the employees' experiences and knowledge through the interview process and shadowing of their daily job responsibilities.

TRM creates business cases, experience stories and narrative versions of SOPs by working directly with the employees and shadowing their daily activities.

With TRM's level of experience in training, we can provide this information back out to the newer employees via workshops, training sessions, and knowledge bases. For more information, visit www.trmnet.com or call 703-548-4285.