

PTC® Live Global

CUST 214- Actively Engage an Organization Through a Major Change in Under a Year — A Case Study

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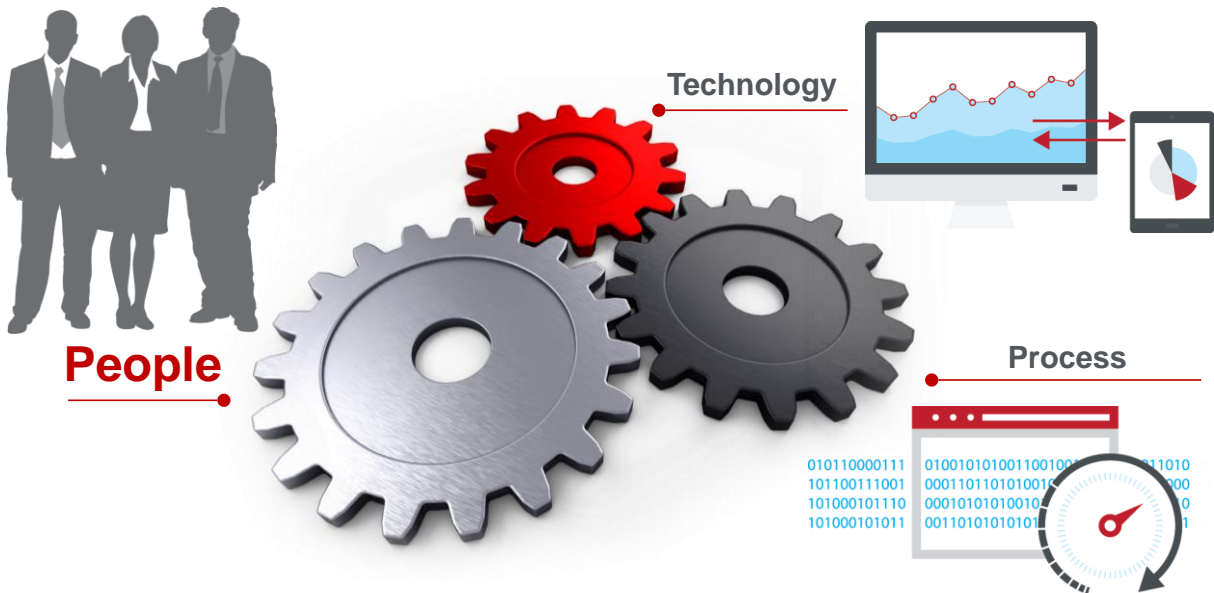
June 9, 2015

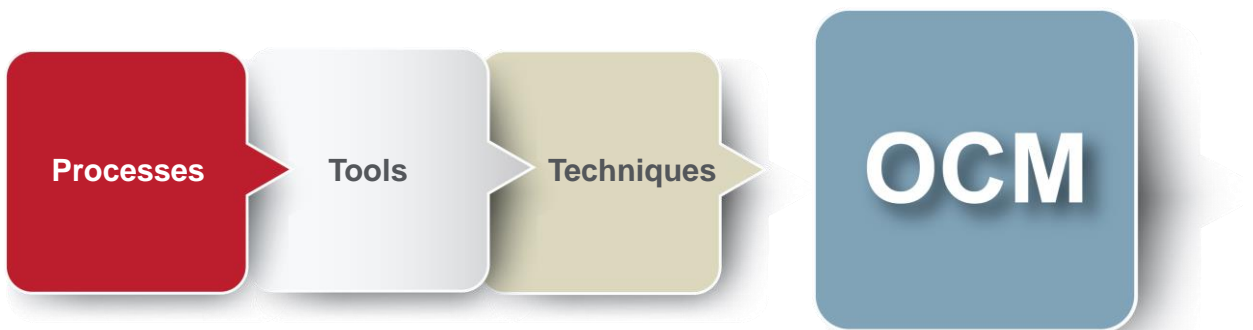
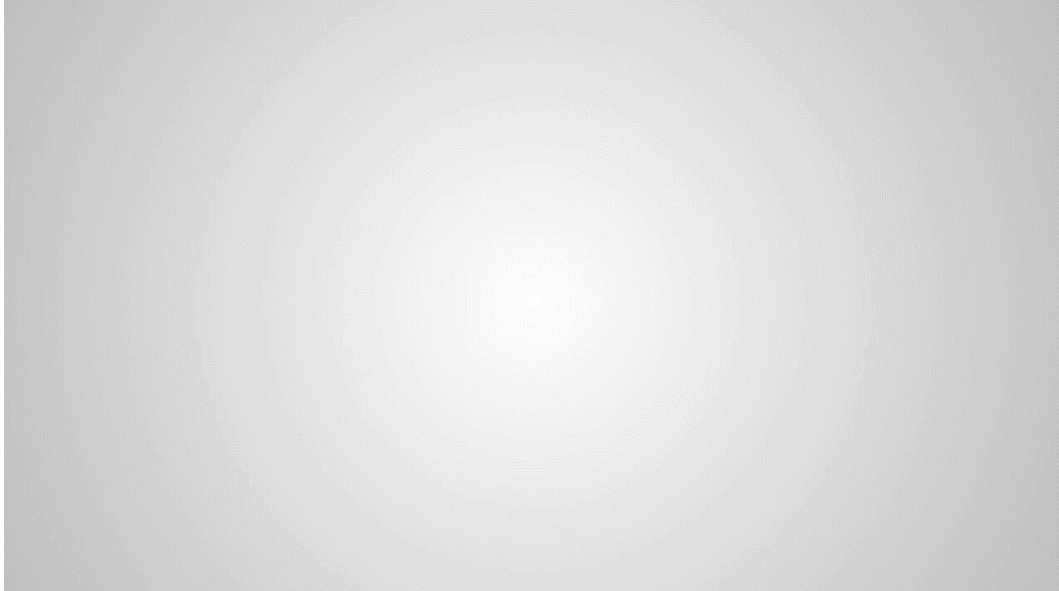
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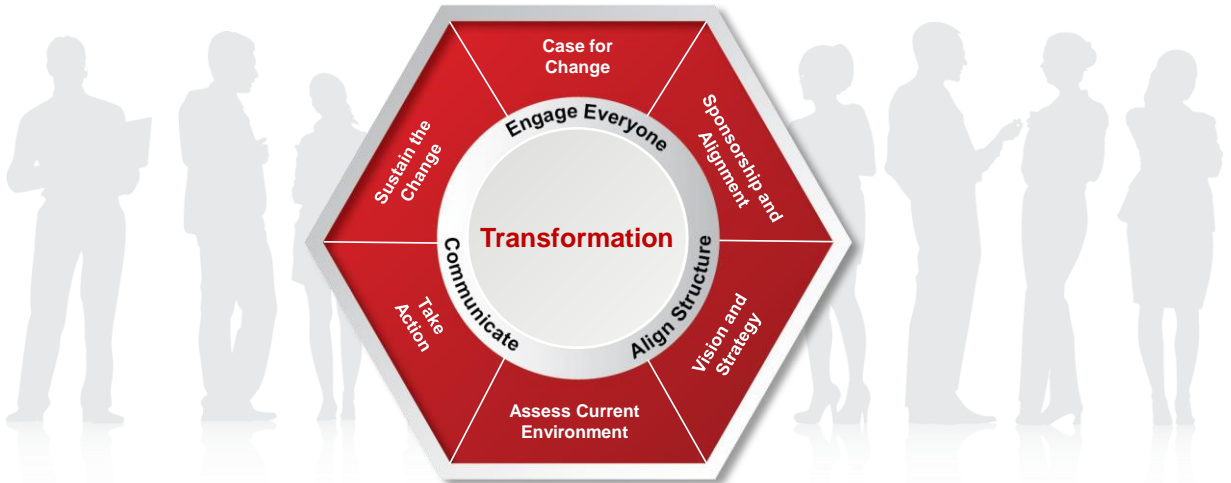
The Challenge

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Organizational Change Management



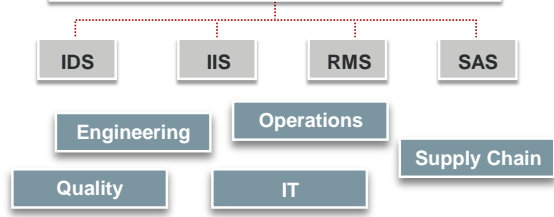
From This ...

- Business specific silos
 - IDS – RMS
 - IIS – SAS
- 25 disparate tools containing product data
- Tools that are more than 35 years old
- Very limited search capabilities



...To This

Common PDM



Design Anywhere
Build Anywhere
Support Anywhere



Prepare System Capabilities

System Readiness

- Smooth workflow
- System functions
- Operations in place



Data Migration

Move historical data from ...



Prepare Raytheon Employees

Communications



Training



Leadership Engagement



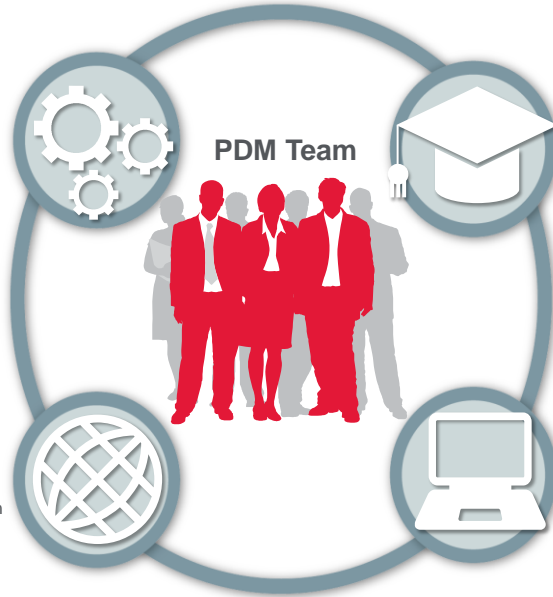
VISION

- Stakeholder engagement
- Communications
- Training



Drivers

- RMS Leaders



Experts

- Super Users
- Power Users
- Capability Champions

Advocates

- Business Integrators
- Program POCs
- External User Liaison

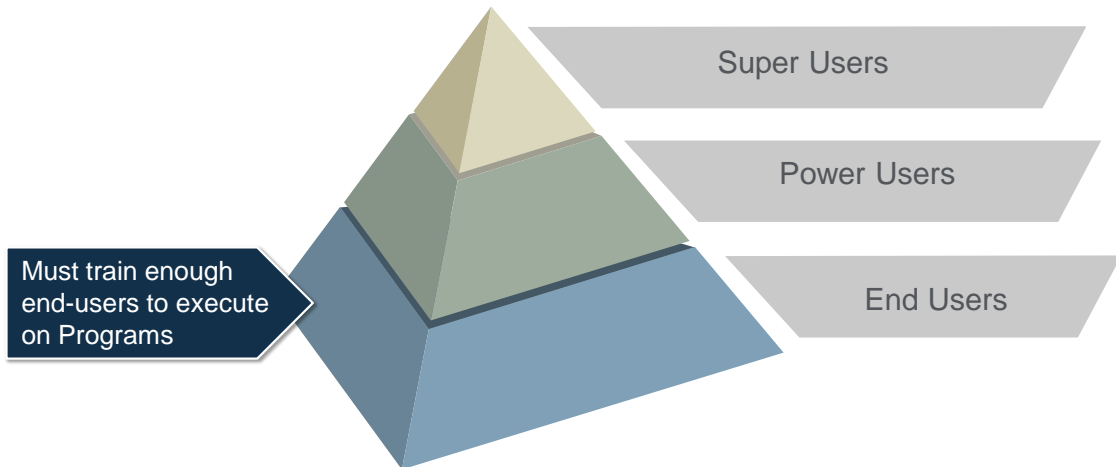
End Users

Collateral used for Common PDM 2014



Communications





11

Extract from existing tool a list of active users



Extract from existing tool a list of approvers



Extract from existing tool a list of record creators



Combine

Existing tool extract reports to determine active users and type of training required

Just in time!

Just enough!

Just for me!

12

Prerequisite Training

- Self-paced e-Learning modules that provide conceptual grounding of a specific capability in Common PDM.

one | RTN

- Web-based classes



- Videos



Instructor-Led Training

- Instructor Materials



- Student Materials



Additional Support

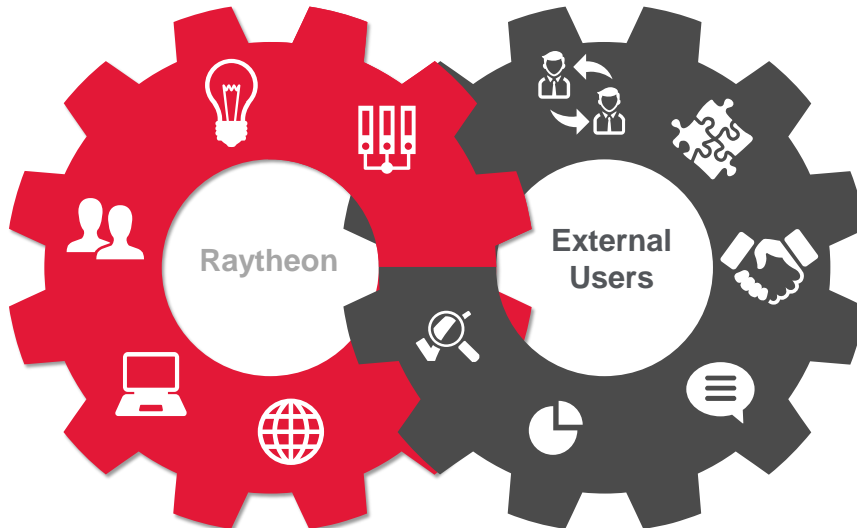
- On-the-Job reference tools



- “How To” demos (possible alternative to or reinforcement of ILT)



- Establishing robust server environments for training and individual practice time

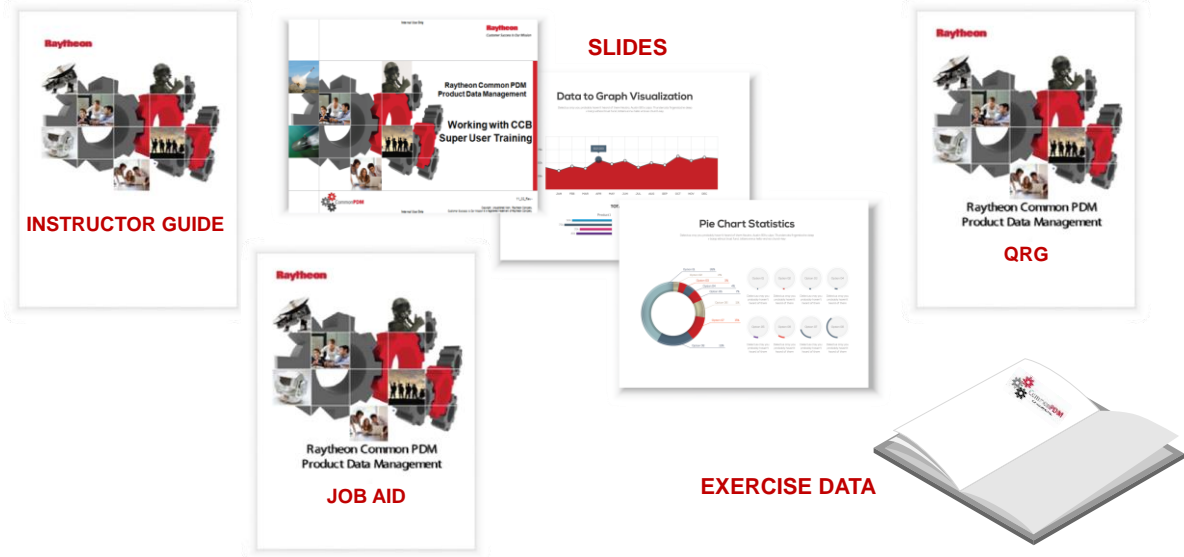


Just in time!

Just enough!

Just for me!

- Leverage the out-of-the-box training materials



15

On-Demand

- Instructor Materials



- Video



- Rspace



Physical

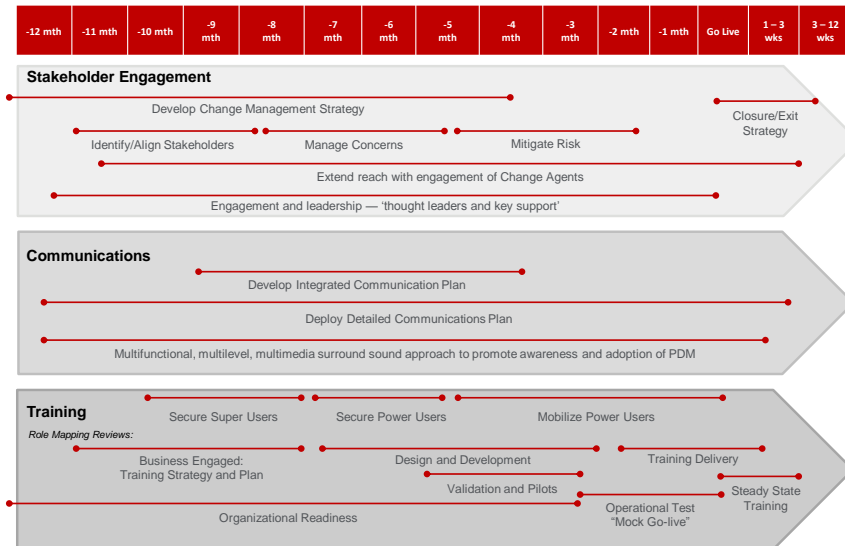
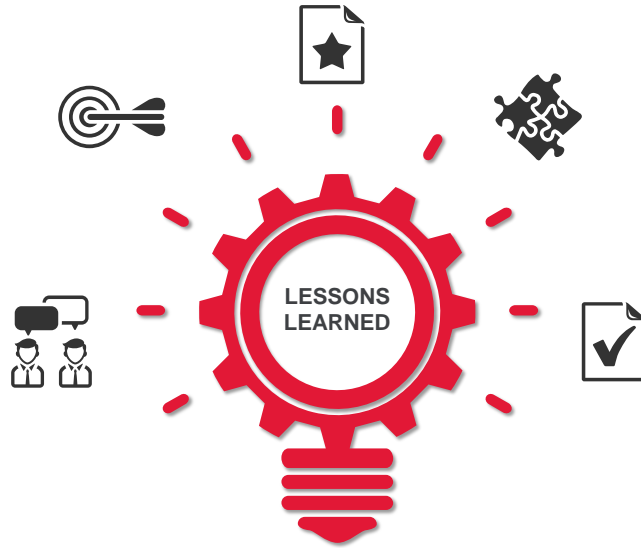
- Power Users



- Dedicated Support Phone Line



16



- Your feedback is valuable
- Don't miss out on the chance to provide your feedback
- Gain a chance to win an instant prize!
- Complete your session evaluation now

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