



On Key Plus Maintenance Work Management Practical Training

Power-user training for more capable and confident teams

The importance of power-user training

To unlock the full value of software, power users must grasp not just how it works, but also why it works the way it does. This course provides advanced users with a structured, hands-on learning experience that deepens their understanding of the software's maintenance work management functionality from requests through close-out.

It's not just about using On Key Plus - it's about mastering it to drive smarter configurations and better business outcomes.

The value of power-user training

Equipping power-users with in-depth system knowledge allows them to implement, optimise, and troubleshoot On Key Plus with confidence. It ensures consistency across teams, promotes system-wide best practices, and empowers users to lead by example. With this capability, power-users become key enablers of operational excellence, maintenance throughput, and asset performance.

Course overview

This blended course combines self-directed elearning with a facilitated session and a practical assignment to provide foundational and applied exposure to maintenance work management in On Key Plus. Learners complete self-paced modules, participate in a live engagement session, and submit a scenario-based practical to demonstrate proficiency, all aimed at building confident, consistent execution of the work management process. Modules include:

- ▶ **Work Management Concepts**
What work management is, why it matters, and the steps from request to close-out, using On Key terms for a shared language.
- ▶ **Master Data for Work Management**
Master data as the foundation and configuration sequence. Set up work order importances and statuses according to best practices; understand how to use System Options control to standardise behaviour across sites.
- ▶ **Task Functionality**
What tasks are, and how they structure repeatable maintenance. Create/apply tasks to support planning, execution, and governance.
- ▶ **Work Order Functionality**
From request to work order: build with tasks, resources, and spare parts; add plan/schedule details; capture feedback, including failure analysis; create follow-ups; manage orders in bulk.
- ▶ **Planning, Scheduling and Allocating Work**
Apply a three-step tactical planning process. Control proposed orders (filters/periods), align work across assets, use task roll-ups, review suppressed tasks, and safely clear or regenerate the list.
- ▶ **Work Management Transaction Workflows**
Follow the end-to-end workflow for both unplanned and planned work, including scheduling, completion, and closure, and use history to drive continuous improvement.

Power up your proficiency

- ▶ **Total notional hours:**
24.5 hours
- ▶ **Elearning:**
14.5 hours
- ▶ **Live engagement session:**
2 hours
- ▶ **Practical assignment:**
8 hours