

On Key Plus Superuser Certification Training

Building trusted internal On Key expertise

The importance of superuser training

Getting sustainable value from EAM software takes more than capable individual users. Organisations also need trusted internal experts who understand how On Key supports asset management and maintenance processes, and who can help others use it correctly and consistently.

On Key superusers combine broad software capability with asset management and business-process understanding. They support users, reinforce good practice, safeguard data quality and act as internal custodians of On Key EAM software.

It is not simply about knowing more functionality. It is about connecting On Key to how the organisation works.

The value of superuser training

Certified superusers provide a first point of contact for everyday On Key questions and recurring user issues. They assist with navigation and transactions, provide refresher support, reinforce standard work management practices and help maintain master data and work order quality.

They can also identify data-quality concerns, support standard reporting and escalate issues that require deeper technical or specialist support.

This strengthens software adoption, consistency and data trust, while helping resolve routine issues closer to the point of use.

Course overview

On Key Plus Superuser Certification Training is a structured pathway that builds broad capability across the areas of On Key most commonly used by clients.

Learners begin with foundations in asset management, asset information and maintenance work management before progressing to practical On Key Plus application across the asset register, maintenance work management, profiles and expressions, user administration, reporting and business intelligence.

Self-paced learning, facilitated virtual engagement and practical assessments help learners apply their knowledge and demonstrate competence across asset management concepts and On Key EAM software.

No previous On Key training is required, as the programme begins with the necessary asset management foundations.

Who is a good fit?

- ▶ Superuser Certification is suited to people with experience in maintenance, asset management, planning, engineering or operations who are comfortable working with software and data.
- ▶ Strong candidates are problem-solvers and communicators who can support technical and non-technical users, work across functions and take ownership of consistent software use and data quality.
- ▶ **Typical roles may include:**
 - ▶ Engineering planners
 - ▶ Maintenance managers
 - ▶ EAM software administrators
 - ▶ Technical specialists responsible for master data or reporting

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Broad capability, practical application and certification

Your certification stays current with On Key

Certification is maintained on a 12-month cycle.

As On Key evolves, certified superusers complete relevant update learning and short assessments covering new functionality, concepts and software changes. This keeps them current without repeating the full certification programme each year.

If required updates are not completed, the certification becomes inactive until the outstanding requirements are completed.

Certification confirms competence; the client organisation determines the superuser's operational responsibilities, access and permissions.

Power up your proficiency

- ▶ **Total notional hours | 120.5**
8 hours virtual contact time
28 hours practical assessment
84.5 hours self-paced learning
- ▶ **Learning format**
Self-paced learning
Facilitated virtual engagement
Practical assessments
- ▶ **Completion period**
Up to four months

Learning areas

- ▶ **Asset management foundations**
Build an understanding of the principles, processes and information requirements underpinning effective asset management, asset information and maintenance work management.
- ▶ **On Key Plus core learning**
Develop broad working knowledge of On Key Plus configuration and transactions that support common asset management and maintenance activities.
- ▶ **Asset Register**
Apply asset register principles in On Key Plus to structure and manage asset and asset type trees, components and related configuration, including development and synchronisation.
- ▶ **Maintenance Work Management**
Apply On Key Plus across the maintenance work management process, from identifying and requesting work through planning, scheduling, execution and close-out. Work with tasks, resources, spare parts, statuses, importances, failure information and maintenance history, while building an understanding of tactical planning and continuous improvement.
- ▶ **Profiles and Expressions**
Configure profiles, dashboards and screen views for different user and business requirements, and use expressions to present relevant On Key information effectively.
- ▶ **User administration**
Build practical capability in setting up and managing On Key users, including operational roles, profiles, security roles, permissions, authentication and user options.
- ▶ **Reporting and business intelligence**
Use On Key data for reporting, dashboards and business analysis. Work with reporting tools and data sources to communicate useful information and support better decision-making.