

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.

Certification 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 valid for 12 months. As On Key evolves, certified superusers complete short update learning and quizzes covering relevant software changes.

Updates can be completed as they are released throughout the year and are expected to take up to four hours in total annually.

Complete outstanding recertification requirements within 30 days of the annual renewal point. If they are not completed, 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 facilitated virtual engagement

28 hours practical assessment

84.5 hours self-paced learning

Typical completion period

Approximately four months

Learning format

Self-paced learning

Facilitated virtual engagement

Practical assessments

What your certification includes

The certification combines asset management foundations with practical On Key Plus learning in the areas clients use most. Each learning area includes specific courses that build the knowledge and applied capability required of a superuser.

Asset management foundations |

Build an understanding of the principles, processes and information requirements underpinning effective asset management, asset information and maintenance work management.

Courses: An Introduction to Asset Management; An Introduction to Asset Information; An Introduction to 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.

Course: On Key Plus Advanced Pathway

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.

Course: On Key Plus Asset Register Practical

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.

Course: On Key Plus Maintenance Work Management Practical

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.

Courses: On Key Plus Advanced Profiles, On Key Plus Expressions, On Key Plus Profiles Practical

User administration | Build practical capability to set up and manage On Key users, including operational roles, profiles, security roles, permissions, authentication, and user options.

Course: On Key Plus User Creation

Reporting and business intelligence |

Use On Key data for reporting, dashboards and business analysis to communicate useful information and support better decision-making.

Courses: Insights Practical, Wyn Practical

Already completed one of these courses?

You do not need to repeat courses already completed in your Pragma Academy learning record. Previous completion does not change the Superuser Certification fee.